

Board: 3/18/2026 NB:H



REQUEST FOR PROPOSALS

26-118-RFP

SECURITY CHECKPOINT SUPPORT SERVICES

Contract Term: March 30,2026 Through March 29, 2031

Contractor: Southeast Airport Services, Inc.

Contact: Clinton Williams

cwilliams@seairportservices.com

AAR: Robert Juarbe

robert.juarbe@goaa.org

407-825-3804

GOAA Senior Procurement Agent:

Johnathan.morales@goaa.org

Department: Airline Operations

TABLE OF CONTENTS

CONTRACT.....	3
NONGOVERNMENTAL ENTITY DECLARATION REGARDING THE USE OF COERCION FOR LABOR AND SERVICES	6
PRICING PAGES.....	3
PERFORMANCE BOND	7
W-9	12
CERTIFICATE OF INSURANCE	17
SUNBIZ	18
ADDENDUMS.....	19
EXHIBIT A.....	49
INTRODUCTION	51
GENERAL INFORMATION AND RESPONSE PREPARATION.....	53
MINIMUM REQUIREMENTS.....	62
SMALL BUSINESS PROGRAM.....	64
COMPENSATION - INVOICE AND PAYMENT FOR SERVICES.....	68
SCOPE OF WORK / SPECIFICATIONS	74
OTHER REQUIREMENTS	88
SELECTION PROCESS, AWARD AND CONTRACT EXECUTION	90
EVALUATION CRITERIA.....	93
PRICE TABLE(S).....	94
VENDOR QUESTIONNAIRE.....	96
AVIATION AUTHORITY STANDARD TERMS AND CONDITIONS.....	105
SAMPLE CONTRACT AND CONTRACT INSTRUCTIONS	131
Southeast Airport Services, Inc. Vendor Submittal.....	142

Contract

This Contract is made and entered into as of Apr 1, 2026, by and between the **GREATER ORLANDO AVIATION AUTHORITY**, a public and governmental body, existing under and by virtue of the laws of the State of Florida, hereinafter called the Aviation Authority, and **Southeast Airport Services, Inc.**, hereinafter called Contractor.

WITNESSETH, that the said Contractor, for and in consideration of the payments hereinafter specified and agreed to be made by the Aviation Authority, hereby covenants and agrees to furnish all Federal Inspection Station (FIS) Services and all other items necessary or proper for, or incidental to, performing its obligations under **Solicitation 26-118-RFP, Security Checkpoint Support Services**, at the Orlando International Airport in accordance with the Contract Documents which consist of the Contract, Pricing Table(s), Performance Bond or Irrevocable Letter of Credit, Certificate of Insurance, the Solicitation Document, including all Attachments and any Addenda, and the completed Response to the Solicitation (Vendor Questionnaire), each of which are incorporated herein by this reference.

If the Contractor shall fail to comply with any of the terms, conditions, provisions, or stipulations of the Contract Documents, then the Aviation Authority may avail itself of any or all remedies provided in the Contract Documents, or which are otherwise available by applicable law or in equity, and shall have the right and power to proceed in accordance with the provisions thereof.

An extension of time for performance shall be the Contractor's sole and exclusive remedy for any delay of any kind or nature caused by Aviation Authority, and in no event shall Contractor be entitled to recover from Aviation Authority any indirect, incidental, special or consequential damages in any proceeding arising out of or relating to this Contract or the breach thereof.

It is also agreed and understood that the acceptance of the last payment pursuant to the Terms and Conditions for work performed hereunder by the Contractor shall be considered as a release in full of all claims against Aviation Authority and its members, officers, agents and employees arising out of, or by reason of, the Contract obligations or work.

In consideration of the Contractor's obligations set forth in the Contract Documents, Aviation Authority agrees to pay to the Contractor upon satisfactory completion of such obligations, and subject to the Contract provisions, the compensation as set forth in **Price Table(s)** subject to such additions and deductions as may be provided in the Contract Documents and any duly approved and executed amendments thereto.

IN WITNESS WHEREOF, the said **GREATER ORLANDO AVIATION AUTHORITY** has caused this Contract to be executed in its name by its Chief Executive Officer, or designee, and the said Contractor.

"AVIATION AUTHORITY"

GREATER ORLANDO AVIATION AUTHORITY

By: 
 box SIGN 4W263WW8-428P3Y7P

Title: Chief Executive Officer

Date: Apr 1, 2026

"Contractor"

SOUTHEAST AIRPORT SERVICES, INC.

By: 
 box SIGN 1XR1VXQQ5-428P3Y7P

Title: CEO

Date: Mar 20, 2026

APPROVED AS TO FORM AND LEGALITY
For the use and reliance of the Greater Orlando
Aviation Authority, only.

Name of Law Firm: Firm: Nelson Mullins

By: 
 box SIGN 1J8RLK51-428P3Y7P

Date: Mar 20, 2026

**Nongovernmental Entity Declaration Regarding the Use of Coercion for
Labor and Services**

26-118-RFP

Security Checkpoint Support Services

Nongovernmental Entity's Name: Southeast Airport Services, Inc. Nongovernmental

Entity's FEIN: 46-2039334

Authorized Officer or Representative Name: Clinton Williams

Authorized Representative's Title: President Nongovernmental

Entity's Address: 5774 South Semoran Blvd Orlando, Florida 32822

Section 787.06(13), Florida Statutes, requires all nongovernmental entities executing, renewing, or extending this Contract with a governmental entity, as defined in section 287.138(1), Florida Statutes, to provide an affidavit signed by an officer or a representative of the nongovernmental entity under penalty of perjury that the nongovernmental entity does not use coercion for labor or services as defined in that statute. The Greater Orlando Aviation Authority is a governmental entity as defined by and for purposes of section 787.06(13).

The nongovernmental entity identified above does not, pursuant to section 787.06(2)(a):

- Use or threaten to use physical force against any person;
- Restrain, isolate, or confine, or threaten to restrain, isolate, or confine any person without lawful authority and against her or his will;
- Use lending or other credit methods to establish a debt by any person when labor or services are pledged as a security for the debt, if the value of the labor or services as reasonably assessed is not applied toward the liquidation of the debt, the length and nature of the labor or services are not respectively limited and defined;
- Destroy, conceal, remove, confiscate, withhold, or possess any actual or purported passport, visa, or other immigration document, or any other actual or purported government identification document, of any person;
- Cause or threaten to cause financial harm to any person;
- Entice or lure any person by fraud or deceit; or
- Provide a controlled substance as outlined in Schedule I or Schedule II of section 893.03, Florida Statutes, to any person for the purpose of exploitation of that person.

Under penalties of perjury, I declare that I have read the foregoing statement and that the facts stated in it are true.

By: Clinton Williams

Authorized Officer or Representative for Nongovernmental Entity

Print Name: Clinton Williams

Print Title: President

Date: 03/13/2026

26-118-RFP Security Checkpoint Support Services
Southeast Airport Services, Inc - Pricing Sheet

Annual Breakdown	
Year 1	4,739,255.0000
Year 2	\$4,865,793.00
Year 3	\$5,017,986.00
Year 4	\$5,175,613.00
Year 5	\$5,338,158.00
Grand Total	25,136,805.00

Management Fee

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
1	Annual Management Fee, Yr. 1	1	Year	\$667,455.00	\$667,455.00
2	Annual Management Fee, Yr. 2	1	Year	\$671,793.00	\$671,793.00
3	Annual Management Fee, Yr. 3	1	Year	\$698,186.00	\$698,186.00
4	Annual Management Fee, Yr. 4	1	Year	\$726,113.00	\$726,113.00
5	Annual Management Fee, Yr. 5	1	Year	\$755,158.00	\$755,158.00
Total					\$3,518,705.00

ANNUAL REIMBURSABLE BUDGET

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
Year 1					
1	Reimbursable Payroll Expense Budget	1	Year	\$4,032,900.00	\$4,032,900.00
2	Reimbursable Operating Expense Budget	1	Year	\$38,900.00	\$38,900.00
Year 2					
3	Reimbursable Payroll Expense Budget	1	Year	\$4,153,900.00	\$4,153,900.00
4	Reimbursable Operating Expense Budget	1	Year	\$40,100.00	\$40,100.00
Year 3					
5	Reimbursable Payroll Expense Budget	1	Year	\$4,278,500.00	\$4,278,500.00
6	Reimbursable Operating Expense Budget	1	Year	\$41,300.00	\$41,300.00
Year 4					
7	Reimbursable Payroll Expense Budget	1	Year	\$4,406,900.00	\$4,406,900.00
8	Reimbursable Operating Expense Budget	1	Year	\$42,600.00	\$42,600.00
Year 5					
9	Reimbursable Payroll Expense Budget	1	Year	\$4,539,200.00	\$4,539,200.00
10	Reimbursable Operating Expense Budget	1	Year	\$43,800.00	\$43,800.00
Total					\$21,618,100.00

Performance Bond No.: 101794396

Performance Bond Expiration Date: 3/18/27

PERFORMANCE BOND FORM

GREATER ORLANDO AVIATION AUTHORITY

KNOW ALL MEN BY THESE PRESENTS that Southeast Airport Services Inc,
hereinafter called Principal, and
Merchants National Bonding, Inc.

 , a corporation organized under the laws of the State of
Iowa and licensed to do business in the State of Florida,
hereinafter called Surety, are held and firmly bound unto the Greater Orlando Aviation
Authority, hereinafter called Aviation Authority, in the Penal Sum of **Five Hundred
Thousand Dollars(\$500,000.)**, for the payment of which sum well and truly made,
Principal and Surety bind ourselves, our heirs, personal representatives, successors and
assigns, jointly and severally, firmly by these presents.

WHEREAS, Principal has by written agreement entered into a Contract with
Aviation Authority to provide Security Checkpoint Support Services, in accordance with
the Contract Documents which are incorporated therein by reference and made a part
thereof, and which collectively are herein referred to as the Contract.

WHEREAS, Surety is authorized to do business in the State of Florida.

NOW, THEREFORE, the condition of this obligation is such that if Principal:

1. Promptly and faithfully performs each of its obligations under said Contract, including, but not limited to, any warranty provisions, in the time and manner prescribed in the Contract; and
2. Pays Aviation Authority all losses, damages (liquidated or actual, including, but not limited to, damages caused by delays in the performance of Principal, or latent defects in the goods or services furnished by Principal), expenses, costs and attorneys' fees for and in connection with all trial and appellate proceedings, that Aviation Authority sustains resulting directly or indirectly from any breach or default by Principal under the Contract; and
3. Pays Aviation Authority all losses, damages, expenses, costs, attorneys' fees and other legal costs (including, but not limited to, those for investigative and legal support services) for and in connection with all trial, appellate and bankruptcy proceedings, that the Aviation Authority sustains resulting directly and indirectly from conduct of the Principal, including, but not limited to, want of care or skill, negligence, patent infringement, or intentionally wrongful conduct on the part of the Principal, its officers, agents, employees or any other

person or entity for whom the Principal is responsible, then this bond is void; otherwise it remains in full force and effect.

In the event that the Principal shall fail to perform any of the terms, covenants or conditions of the Contract during the period in which this Performance Bond is in effect, the Surety shall remain liable to the Aviation Authority for all such loss or damage (including, but not limited to, reasonable attorneys' fees and other legal and court costs) resulting from or in connection with any failure to perform up to the amount of the Penal Sum.

In the event the Surety fails to fulfill its obligations under this Performance Bond, then the Surety shall also indemnify and save the Aviation Authority harmless from any and all loss, damage, cost and expense, including, but not limited to, reasonable attorneys' fees and other legal and court costs for all trial, appellate and bankruptcy proceedings, resulting directly or indirectly from or in connection with the Surety's failure to fulfill its obligations hereunder. This paragraph shall survive the termination or cancellation of this Performance Bond. The obligations set forth in this paragraph shall not be limited by the Penal Sum of this Bond.

The Surety's obligations hereunder shall be direct and immediate and not conditional or contingent upon Aviation Authority's pursuit of its remedies against Principal, and shall remain in full force and effect notwithstanding (i) amendments or modifications to the Contract entered into by Aviation Authority and Principal without the Surety's knowledge or consent, (ii) waivers of compliance with or any default under the Contract granted by Aviation Authority to Principal without the Surety's knowledge or consent, (iii) the discharge of Principal from its obligations under the Contract as a result of any proceeding initiated under the Bankruptcy Code of 1978, as the same may be amended, or any similar state or federal law, or any limitation of the liability of Principal or its estate as a result of any such proceeding, or (iv) any other action taken by Aviation Authority or Principal that would, in the absence of this clause, result in the release or discharge by operation of law of the Surety from its obligations hereunder.

The institution of suit upon this Bond is subject to the limitations period in accordance with Section 95.11, Florida Statutes.

Any changes in or under the Contract Documents (which include, but are not limited to, the Specification and compliance or noncompliance with any formalities connected with the Contract or the changes therein shall not affect Surety's obligation under this Bond, and Surety hereby waives notice of any such changes. Further, Principal and Surety acknowledge that the Penal Sum of this bond shall be increased or the term of this bond extended in accordance with any amendments or other modifications to the Contract Documents entered into by Aviation Authority and Principal.

IN WITNESS WHEREOF, the Principal and Surety have executed this instrument under their several seals on the 18th day of March, 2026, the name and corporate seal of each corporate party being hereto affixed and these presents fully signed by its undersigned representative, pursuant to the authority of its governing body.

Signed, sealed and delivered in the presence of:

Clinton Williams

Witness
[Signature]

Witness

(Seal)

Southeast Airport Services, Inc.

Principal (Name of Contractor)

By: Gerald Montgomery
(Signature) Gerald Montgomery

Its: Owner
(Title)

Allissa Ninas

Witness Allissa Ninas, Admin
M. Ndingwan

Witness Mambo-Tsi Ndingwan

Merchants National Bonding, Inc.

Name of Surety

By: [Signature]
(Signature) Jeremy Crawford

Its: Attorney-In-Fact
(Title)

Address: P.O BOX 14498, Des Moines, IA 50306

Telephone No.: (800) 678-8171

Fax No.: (515) 243-3854

E-Mail Address: jeremy_crawford@rpsins.com

[Signature]
(Countersignature by
Florida Licensed Agent)
Brad Quiri, Attorney-In-Fact

NOTE: If Principal and Surety are corporations, the respective corporate seal should be affixed and attached.

Attach a certified copy of Power-of-Attorney appointing individual Attorney-in-Fact for execution of Performance Bond on behalf of Surety.

IMPORTANT: Surety companies executing bonds must meet the requirements set forth in Section 12.11 of the Contract's Standard Terms and Conditions.

OATH OF SECRETARY

GREATER ORLANDO AVIATION AUTHORITY

Clinton Williams

I, _____, certify that I am the Secretary of the corporation named as Principal in the foregoing Performance and/or Payment Bonds; that Gerald Montgomery who signed the said Bond(s) on behalf of the Principal was then owner of said corporation and was authorized by the corporation to sign the Bond(s) on its behalf; that I know (his, her) signature, and (his, her) signature thereto is genuine, and that said Bonds was/were duly signed, sealed and attested for and in behalf of said corporation by the authority of its governing body.

Clinton Williams

Secretary
(Corporate Seal)
CLINTON WILLIAMS
MY COMMISSION
EXPIRES 5-23-2028
STATE OF FLORIDA
COMMISSION NUMBER HH 500182

MERCHANTS
BONDING COMPANY™
POWER OF ATTORNEY

Know All Persons By These Presents, that MERCHANTS BONDING COMPANY (MUTUAL) and MERCHANTS NATIONAL BONDING, INC., both being corporations of the State of Iowa, and MERCHANTS NATIONAL INDEMNITY COMPANY, an assumed name of Merchants National Bonding, Inc., (herein collectively called the "Companies") do hereby make, constitute and appoint, individually,

Jeremy Crawford

their true and lawful Attorney(s)-in-Fact, to sign its name as surety(ies) and to execute, seal and acknowledge any and all bonds, undertakings, contracts and other written instruments in the nature thereof, on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

This Power-of-Attorney is granted and is signed and sealed by facsimile under and by authority of the By-Laws adopted by the Board of Directors of the Companies.

"The President, Secretary, Treasurer, or any Assistant Treasurer or any Assistant Secretary or any Vice President shall have power and authority to appoint Attorneys-in-Fact, and to authorize them to execute on behalf of the Company, and attach the seal of the Company thereto, bonds and undertakings, recognizances, contracts of indemnity and other writings obligatory in the nature thereof."

"The signature of any authorized officer and the seal of the Company may be affixed by facsimile or electronic transmission to any Power of Attorney or Certification thereof authorizing the execution and delivery of any bond, undertaking, recognizance, or other suretyship obligations of the Company, and such signature and seal when so used shall have the same force and effect as though manually fixed."

In connection with obligations in favor of the Florida Department of Transportation only, it is agreed that the power and authority hereby given to the Attorney-in-Fact includes any and all consents for the release of retained percentages and/or final estimates on engineering and construction contracts required by the State of Florida Department of Transportation. It is fully understood that consenting to the State of Florida Department of Transportation making payment of the final estimate to the Contractor and/or its assignee, shall not relieve this surety company of any of its obligations under its bond.

In connection with obligations in favor of the Kentucky Department of Highways only, it is agreed that the power and authority hereby given to the Attorney-in-Fact cannot be modified or revoked unless prior written personal notice of such intent has been given to the Commissioner - Department of Highways of the Commonwealth of Kentucky at least thirty (30) days prior to the modification or revocation.

In Witness Whereof, the Companies have caused this instrument to be signed and sealed this 18th day of March, 2026



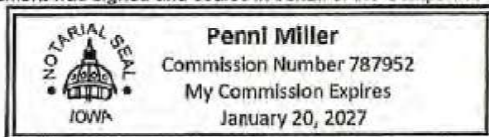
MERCHANTS BONDING COMPANY (MUTUAL)
MERCHANTS NATIONAL BONDING, INC.
MERCHANTS NATIONAL INDEMNITY COMPANY

By

President

STATE OF IOWA
COUNTY OF DALLAS ss.

On this 18th day of March, 2026, before me appeared Larry Taylor, to me personally known, who being by me duly sworn did say that he is President of MERCHANTS BONDING COMPANY (MUTUAL), MERCHANTS NATIONAL BONDING, INC., and MERCHANTS NATIONAL INDEMNITY COMPANY; and that the seals affixed to the foregoing instrument are the Corporate Seals of the Companies; and that the said instrument was signed and sealed in behalf of the Companies by authority of their respective Boards of Directors.



(Expiration of notary's commission
does not invalidate this instrument)

Notary Public

I, Elisabeth Sandersfeld, Secretary of MERCHANTS BONDING COMPANY (MUTUAL), MERCHANTS NATIONAL BONDING, INC., and MERCHANTS NATIONAL INDEMNITY COMPANY do hereby certify that the above and foregoing is a true and correct copy of the POWER-OF-ATTORNEY executed by said Companies, which is still in full force and effect and has not been amended or revoked.

In Witness Whereof, I have hereunto set my hand and affixed the seal of the Companies on this 18th day of March, 2026



Secretary

POA 0018 (5/25)

Request for Taxpayer Identification Number and Certification

Go to www.irs.gov/FormW9 for instructions and the latest information.

Give form to the
requester. Do not
send to the IRS.

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.) SOUTHEAST AIRPORT SERVICES, INC.	
	2 Business name/disregarded entity name, if different from above.	
	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor ☐ C corporation ☒ S corporation ☐ Partnership ☐ Trust/estate ☐ LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____ <i>(Applies to accounts maintained outside the United States.)</i>
	3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions ☐	
	5 Address (number, street, and apt. or suite no.). See instructions. 5774 S SEMORAN BLVD	Requester's name and address (optional)
	6 City, state, and ZIP code ORLANDO, FL 32822	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

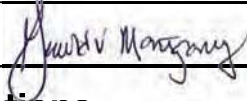
Social security number									
			-				-		
or									
Employer identification number									
4	6		-	2	0	3	9	3	4

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person 	Date 11/10/2025
------------------	---	---------------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

must obtain your correct taxpayer identification number (TIN), which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid).
- Form 1099-DIV (dividends, including those from stocks or mutual funds).
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds).
- Form 1099-NEC (nonemployee compensation).
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers).
- Form 1099-S (proceeds from real estate transactions).
- Form 1099-K (merchant card and third-party network transactions).
- Form 1098 (home mortgage interest), 1098-E (student loan interest), and 1098-T (tuition).
- Form 1099-C (canceled debt).
- Form 1099-A (acquisition or abandonment of secured property).

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

Caution: If you don't return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued);
2. Certify that you are not subject to backup withholding; or
3. Claim exemption from backup withholding if you are a U.S. exempt payee; and
4. Certify to your non-foreign status for purposes of withholding under chapter 3 or 4 of the Code (if applicable); and
5. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting is correct. See *What Is FATCA Reporting*, later, for further information.

Note: If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7).

Establishing U.S. status for purposes of chapter 3 and chapter 4 withholding. Payments made to foreign persons, including certain distributions, allocations of income, or transfers of sales proceeds, may be subject to withholding under chapter 3 or chapter 4 of the Code (sections 1441–1474). Under those rules, if a Form W-9 or other certification of non-foreign status has not been received, a withholding agent, transferee, or partnership (payor) generally applies presumption rules that may require the payor to withhold applicable tax from the recipient, owner, transferor, or partner (payee). See Pub. 515, *Withholding of Tax on Nonresident Aliens and Foreign Entities*.

The following persons must provide Form W-9 to the payor for purposes of establishing its non-foreign status.

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the disregarded entity.
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the grantor trust.
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust and not the beneficiaries of the trust.

See Pub. 515 for more information on providing a Form W-9 or a certification of non-foreign status to avoid withholding.

Foreign person. If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person (under Regulations section 1.1441-1(b)(2)(iv) or other applicable section for chapter 3 or 4 purposes), do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Pub. 515). If you are a qualified foreign pension fund under Regulations section 1.897(l)-1(d), or a partnership that is wholly owned by qualified foreign pension funds, that is treated as a non-foreign person for purposes of section 1445 withholding, do not use Form W-9. Instead, use Form W-8EXP (or other certification of non-foreign status).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a saving clause. Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items.

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.–China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if their stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.–China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first Protocol) and is relying on this exception to claim an exemption from tax on their scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

Backup Withholding

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 24% of such payments. This is called “backup withholding.” Payments that may be subject to backup withholding include, but are not limited to, interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third-party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester;
2. You do not certify your TIN when required (see the instructions for Part II for details);
3. The IRS tells the requester that you furnished an incorrect TIN;
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only); or
5. You do not certify to the requester that you are not subject to backup withholding, as described in item 4 under “*By signing the filled-out form*” above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code*, later, and the separate Instructions for the Requester of Form W-9 for more information.

See also *Establishing U.S. status for purposes of chapter 3 and chapter 4 withholding*, earlier.

What Is FATCA Reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all U.S. account holders that are specified U.S. persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code*, later, and the Instructions for the Requester of Form W-9 for more information.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you are no longer tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account, for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account (other than an account maintained by a foreign financial institution (FFI)), list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9. If you are providing Form W-9 to an FFI to document a joint account, each holder of the account that is a U.S. person must provide a Form W-9.

• **Individual.** Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

Note for ITIN applicant: Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040 you filed with your application.

• **Sole proprietor.** Enter your individual name as shown on your Form 1040 on line 1. Enter your business, trade, or "doing business as" (DBA) name on line 2.

• **Partnership, C corporation, S corporation, or LLC, other than a disregarded entity.** Enter the entity's name as shown on the entity's tax return on line 1 and any business, trade, or DBA name on line 2.

• **Other entities.** Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. Enter any business, trade, or DBA name on line 2.

• **Disregarded entity.** In general, a business entity that has a single owner, including an LLC, and is not a corporation, is disregarded as an entity separate from its owner (a disregarded entity). See Regulations section 301.7701-2(c)(2). A disregarded entity should check the appropriate box for the tax classification of its owner. Enter the owner's name on line 1. The name of the owner entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For

example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner's name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on line 2. If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

Line 2

If you have a business name, trade name, DBA name, or disregarded entity name, enter it on line 2.

Line 3a

Check the appropriate box on line 3a for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box on line 3a.

IF the entity/individual on line 1 is a(n) . . .	THEN check the box for . . .
• Corporation	Corporation.
• Individual or • Sole proprietorship	Individual/sole proprietor.
• LLC classified as a partnership for U.S. federal tax purposes or • LLC that has filed Form 8832 or 2553 electing to be taxed as a corporation	Limited liability company and enter the appropriate tax classification: P = Partnership, C = C corporation, or S = S corporation.
• Partnership	Partnership.
• Trust/estate	Trust/estate.

Line 3b

Check this box if you are a partnership (including an LLC classified as a partnership for U.S. federal tax purposes), trust, or estate that has any foreign partners, owners, or beneficiaries, and you are providing this form to a partnership, trust, or estate, in which you have an ownership interest. You must check the box on line 3b if you receive a Form W-8 (or documentary evidence) from any partner, owner, or beneficiary establishing foreign status or if you receive a Form W-9 from any partner, owner, or beneficiary that has checked the box on line 3b.

Note: A partnership that provides a Form W-9 and checks box 3b may be required to complete Schedules K-2 and K-3 (Form 1065). For more information, see the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

If you are required to complete line 3b but fail to do so, you may not receive the information necessary to file a correct information return with the IRS or furnish a correct payee statement to your partners or beneficiaries. See, for example, sections 6698, 6722, and 6724 for penalties that may apply.

Line 4 Exemptions

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space on line 4 any code(s) that may apply to you.

Exempt payee code.

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third-party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys' fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space on line 4.

1—An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2).

- 2—The United States or any of its agencies or instrumentalities.
- 3—A state, the District of Columbia, a U.S. commonwealth or territory, or any of their political subdivisions or instrumentalities.
- 4—A foreign government or any of its political subdivisions, agencies, or instrumentalities.
- 5—A corporation.
- 6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or territory.
- 7—A futures commission merchant registered with the Commodity Futures Trading Commission.
- 8—A real estate investment trust.
- 9—An entity registered at all times during the tax year under the Investment Company Act of 1940.
- 10—A common trust fund operated by a bank under section 584(a).
- 11—A financial institution as defined under section 581.
- 12—A middleman known in the investment community as a nominee or custodian.
- 13—A trust exempt from tax under section 664 or described in section 4947.

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

IF the payment is for . . .	THEN the payment is exempt for . . .
• Interest and dividend payments	All exempt payees except for 7.
• Broker transactions	Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012.
• Barter exchange transactions and patronage dividends	Exempt payees 1 through 4.
• Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 5. ²
• Payments made in settlement of payment card or third-party network transactions	Exempt payees 1 through 4.

¹ See Form 1099-MISC, Miscellaneous Information, and its instructions.

² However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

Exemption from FATCA reporting code. The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) entered on the line for a FATCA exemption code.

A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37).

B—The United States or any of its agencies or instrumentalities.

C—A state, the District of Columbia, a U.S. commonwealth or territory, or any of their political subdivisions or instrumentalities.

D—A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i).

E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i).

F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state.

G—A real estate investment trust.

H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940.

I—A common trust fund as defined in section 584(a).

J—A bank as defined in section 581.

K—A broker.

L—A trust exempt from tax under section 664 or described in section 4947(a)(1).

M—A tax-exempt trust under a section 403(b) plan or section 457(g) plan.

Note: You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

Line 5

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns. If this address differs from the one the requester already has on file, enter "NEW" at the top. If a new address is provided, there is still a chance the old address will be used until the payor changes your address in their records.

Line 6

Enter your city, state, and ZIP code.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have, and are not eligible to get, an SSN, your TIN is your IRS ITIN. Enter it in the entry space for the Social security number. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN.

If you are a single-member LLC that is disregarded as an entity separate from its owner, enter the owner's SSN (or EIN, if the owner has one). If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note: See *What Name and Number To Give the Requester*, later, for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at www.SSA.gov. You may also get this form by calling 800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/EIN. Go to www.irs.gov/Forms to view, download, or print Form W-7 and/or Form SS-4. Or, you can go to www.irs.gov/OrderForms to place an order and have Form W-7 and/or Form SS-4 mailed to you within 15 business days.

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and enter "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, you will generally have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note: Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon. See also *Establishing U.S. status for purposes of chapter 3 and chapter 4 withholding*, earlier, for when you may instead be subject to withholding under chapter 3 or 4 of the Code.

Caution: A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if item 1, 4, or 5 below indicates otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code*, earlier.

Signature requirements. Complete the certification as indicated in items 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third-party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), ABLE accounts (under section 529A), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account) other than an account maintained by an FFI	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Two or more U.S. persons (joint account maintained by an FFI)	Each holder of the account
4. Custodial account of a minor (Uniform Gift to Minors Act)	The minor ²
5. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee ¹
b. So-called trust account that is not a legal or valid trust under state law	The actual owner ¹
6. Sole proprietorship or disregarded entity owned by an individual	The owner ³
7. Grantor trust filing under Optional Filing Method 1 (see Regulations section 1.671-4(b)(2)(i)(A))**	The grantor*

For this type of account:	Give name and EIN of:
8. Disregarded entity not owned by an individual	The owner
9. A valid trust, estate, or pension trust	Legal entity ⁴
10. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
11. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
12. Partnership or multi-member LLC	The partnership
13. A broker or registered nominee	The broker or nominee
14. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
15. Grantor trust filing Form 1041 or under the Optional Filing Method 2, requiring Form 1099 (see Regulations section 1.671-4(b)(2)(i)(B))**	The trust

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name on line 1, and enter your business or DBA name, if any, on line 2. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴ List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.)

* **Note:** The grantor must also provide a Form W-9 to the trustee of the trust.

** For more information on optional filing methods for grantor trusts, see the Instructions for Form 1041.

Note: If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records From Identity Theft

Identity theft occurs when someone uses your personal information, such as your name, SSN, or other identifying information, without your permission to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax return preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity, or a questionable credit report, contact the IRS Identity Theft Hotline at 800-908-4490 or submit Form 14039.

For more information, see Pub. 5027, Identity Theft Information for Taxpayers.



SOUTAIR-01

DASBURY

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/20/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Construction Casualty Insurance, LLC 3637 4th Street North Suite 310 Saint Petersburg, FL 33704	CONTACT NAME: Certificates PHONE (A/C, No, Ext): (727) 258-5774 FAX (A/C, No): E-MAIL ADDRESS: certs@cci-ins.com
	INSURER(S) AFFORDING COVERAGE INSURER A: ACE Property and Casualty Insurance Company INSURER B: Auto-Owners Insurance INSURER C: SiriusPoint America Insurance Company INSURER D: Technology Insurance Company, Inc INSURER E: INSURER F:
INSURED Southeast Airport Services, Inc. East Coast Protective Services, Inc. 5774 S Semoran Blvd Orlando, FL 32822	NAIC # 20699 18988 42376

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PROJECT ☐ LOC OTHER:	X	X	AAPN10757770 003	3/1/2026	3/1/2027	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 250,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG \$ 5,000,000
B	☒ AUTOMOBILE LIABILITY ☒ ANY AUTO OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY	X	X	55-862-955-01	3/1/2026	3/1/2027	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
C	☒ UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION \$	X	X	ESP-SP-SS-SX-0000032-02	3/1/2026	3/1/2027	EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ 4,000,000 Prod Aggregate \$ 4,000,000
D	☒ WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N N	N / A	TWC4593039	3/1/2026	3/1/2027	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

When required by written contract, the certificate holder is listed as an additional insured with regard to the General Liability. When required by written contract, the certificate holder is listed as an additional insured, on a primary non-contributory basis, with regard to the Auto policy. A waiver of subrogation applies in favor of the certificate holder on the General Liability and Auto policies. Excess policy is follow form.

The above referenced liability insurance shall name the Aviation Authority and the City of Orlando and their members (including, without limitation, members of the Aviation Authority's Board and the City's Council and members of the citizens' advisory committees of each), officers, employees, and agents as additional insureds.

CERTIFICATE HOLDER

CANCELLATION

Greater Orlando Aviation Authority Attn: Procurement and Risk Management 5855 Cargo Rd Orlando, FL 32827	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
---	---



[Department of State](#) / [Division of Corporations](#) / [Search Records](#) / [Search by Entity Name](#) /

Detail by Entity Name

Florida Profit Corporation
SOUTHEAST AIRPORT SERVICES INC

Filing Information

Document Number P13000015735
FEI/EIN Number 46-2039334
Date Filed 02/18/2013
Effective Date 02/18/2013
State FL
Status ACTIVE

Principal Address

5774 South Semoran Blvd
Orlando, FL 32822

Changed: 01/18/2024

Mailing Address

5774 South Semoran Blvd
Orlando, FL 32822

Changed: 01/18/2024

Registered Agent Name & Address

MONTGOMERY, GERALD V
5774 South Semoran Blvd
Orlando, FL 32822

Address Changed: 01/18/2024

Officer/Director Detail

Name & Address

Title President

Williams, Clinton
5774 South Semoran Blvd
Orlando, FL 32822

Title CHAIRMAN\ CEO

ADDENDUM NO: 1

**SOLICITATION 26-118-RFP
Security Checkpoint Support Services
RESPONSE DEADLINE: December 10, 2025, 11:00am EST**

This addendum forms a part of the Solicitation documents described above. The original Solicitation documents remain in full force and effect except as modified by the following which shall take precedence.

Item 1. Section 4.1
~~A. Combined Participation Goal of 10% LDB/VBE.~~
Revision:
Combined Participation Goal of 11% LDB/VBE.

Item 2. Section 11.6.2
~~A. LDB/VBE Combined Participation Goal: 10%~~
Revision:
LDB/VBE Combined Participation Goal: 11%

*** * * * * END OF ADDENDUM NO. 1 * * * * ***

Date: November 21, 2025
Johnathan Morales
Senior Procurement Agent
Continuing Contracts



ADDENDA REPORT

RFP No. 26-118-RFP

Security Checkpoint Support Services

RESPONSE DEADLINE: December 11, 2025 at 11:00 am

Wednesday, March 18, 2026

Addenda Issued:

Addendum #1

Nov 21, 2025 10:40 AM

Addendum #1

Attachments:

· [26-118-RFP Addendum 1](#)

Addendum #2

Dec 4, 2025 4:26 PM

Please use the [See What Changed](#) link to view all the changes made by this addendum.

Addendum #3

Dec 4, 2025 4:27 PM

Please use the [See What Changed](#) link to view all the changes made by this addendum.

Addendum #4

Dec 4, 2025 4:49 PM

Attachments:

· [26-118-RFP Addendum 4](#)

· [Exhibit A- Contract Structure](#)

Addendum #5

Dec 9, 2025 8:04 AM

Please use the [See What Changed](#) link to view all the changes made by this addendum.

Addenda Acknowledgements:

Addendum #1

Proposal	Confirmed	Confirmed At	Confirmed By
Sunshine Protection	X	Nov 30, 2025 6:54 PM	wadson simon
PAX ASSIST INC	X	Dec 3, 2025 11:50 AM	Asmahan Dahbali

ADDENDA REPORT
RFP No. 26-118-RFP
Security Checkpoint Support Services

VIP Hospitality LLC	X	Nov 21, 2025 4:02 PM	Michael Workman
ABM Aviation	X	Nov 24, 2025 10:44 AM	Brad Lindsey
VMD Systems Integrators, LLC	X	Dec 10, 2025 9:41 AM	Nicholas Rooney
Event Services America, Inc. dba Contemporary Services Company	X	Nov 26, 2025 4:21 PM	Paul McDermott
Inter-Con Security Systems, Inc.	X	Nov 26, 2025 10:11 AM	Kevin Hernandez
PalAmerican Security	X	Dec 3, 2025 10:36 AM	Meenu Bakshi
Southeast Airport Services	X	Dec 1, 2025 11:54 PM	Gerald Montgomery
Andy Frain Services, Inc.	X	Nov 25, 2025 10:54 AM	JOHN JOHNSON
KR Contracting, Inc.	X	Dec 11, 2025 7:23 AM	Gary Smith
ACTS Airport Services, Inc.	X	Dec 11, 2025 12:27 AM	Christian Ryder
Tarian Group, LLC	X	Dec 3, 2025 4:45 PM	Amy Burdge
Universal Protection Service, LP	X	Dec 2, 2025 9:46 PM	Mallorie Heyl
FRONT ROW PARKING LLC	X	Dec 8, 2025 1:56 PM	CAMERON IJAMES
Unifi Aviation, LLC.	X	Dec 9, 2025 2:59 PM	Lynn Pineda
Sunshine Enterprise USA LLC	X	Dec 11, 2025 6:21 AM	SAM FARAGALLA
Global Security Associates	X	Dec 3, 2025 5:34 PM	Victor Anderes
A & ASSOCIATES, INC.	X	Dec 5, 2025 1:24 PM	Cheryl Jeter

Addendum #2

Proposal	Confirmed	Confirmed At	Confirmed By
Sunshine Protection	X	Dec 6, 2025 11:50 PM	wadson simon
PAX ASSIST INC	X	Dec 8, 2025 2:32 PM	Asmahan Dahbali
VIP Hospitality LLC	X	Dec 5, 2025 9:57 AM	Jennifer Seward Claassens
ABM Aviation	X	Dec 5, 2025 2:11 PM	Brad Lindsey
VMD Systems Integrators, LLC	X	Dec 10, 2025 9:41 AM	Nicholas Rooney
Event Services America, Inc. dba Contemporary Services Company	X	Dec 4, 2025 4:49 PM	Paul McDermott
Inter-Con Security Systems, Inc.	X	Dec 4, 2025 4:54 PM	Kevin Hernandez
PalAmerican Security	X	Dec 9, 2025 10:05 AM	Meenu Bakshi
Southeast Airport Services	X	Dec 5, 2025 9:15 AM	Gerald Montgomery
Andy Frain Services, Inc.	X	Dec 4, 2025 5:44 PM	JOHN JOHNSON
KR Contracting, Inc.	X	Dec 11, 2025 7:23 AM	Gary Smith
ACTS Airport Services, Inc.	X	Dec 11, 2025 12:27 AM	Christian Ryder
Tarian Group, LLC	X	Dec 4, 2025 11:43 PM	Amy Burdge

ADDENDA REPORT
RFP No. 26-118-RFP
Security Checkpoint Support Services

Universal Protection Service, LP	X	Dec 8, 2025 9:41 AM	Mallorie Heyl
FRONT ROW PARKING LLC	X	Dec 8, 2025 1:56 PM	CAMERON IJAMES
Unifi Aviation, LLC.	X	Dec 9, 2025 2:59 PM	Lynn Pineda
Sunshine Enterprise USA LLC	X	Dec 11, 2025 6:21 AM	SAM FARAGALLA
Global Security Associates	X	Dec 4, 2025 4:57 PM	Victor Anderes
A & ASSOCIATES, INC.	X	Dec 5, 2025 1:24 PM	Cheryl Jeter

Addendum #3

Proposal	Confirmed	Confirmed At	Confirmed By
Sunshine Protection	X	Dec 6, 2025 11:50 PM	wadson simon
PAX ASSIST INC	X	Dec 8, 2025 2:32 PM	Asmahan Dahbali
VIP Hospitality LLC	X	Dec 5, 2025 9:57 AM	Jennifer Seward Claassens
ABM Aviation	X	Dec 5, 2025 2:11 PM	Brad Lindsey
VMD Systems Integrators, LLC	X	Dec 10, 2025 9:41 AM	Nicholas Rooney
Event Services America, Inc. dba Contemporary Services Company	X	Dec 4, 2025 4:49 PM	Paul McDermott
Inter-Con Security Systems, Inc.	X	Dec 4, 2025 4:54 PM	Kevin Hernandez
PalAmerican Security	X	Dec 9, 2025 10:05 AM	Meenu Bakshi
Southeast Airport Services	X	Dec 5, 2025 9:15 AM	Gerald Montgomery
Andy Frain Services, Inc.	X	Dec 4, 2025 5:44 PM	JOHN JOHNSON
KR Contracting, Inc.	X	Dec 11, 2025 7:23 AM	Gary Smith
ACTS Airport Services, Inc.	X	Dec 11, 2025 12:27 AM	Christian Ryder
Tarian Group, LLC	X	Dec 4, 2025 11:43 PM	Amy Burdge
Universal Protection Service, LP	X	Dec 8, 2025 9:42 AM	Mallorie Heyl
FRONT ROW PARKING LLC	X	Dec 8, 2025 1:56 PM	CAMERON IJAMES
Unifi Aviation, LLC.	X	Dec 9, 2025 2:59 PM	Lynn Pineda
Sunshine Enterprise USA LLC	X	Dec 11, 2025 6:23 AM	SAM FARAGALLA
Global Security Associates	X	Dec 4, 2025 4:57 PM	Victor Anderes
A & ASSOCIATES, INC.	X	Dec 5, 2025 1:25 PM	Cheryl Jeter

Addendum #4

Proposal	Confirmed	Confirmed At	Confirmed By
Sunshine Protection	X	Dec 6, 2025 11:50 PM	wadson simon
PAX ASSIST INC	X	Dec 8, 2025 2:32 PM	Asmahan Dahbali
VIP Hospitality LLC	X	Dec 5, 2025 9:57 AM	Jennifer Seward Claassens

ADDENDA REPORT
RFP No. 26-118-RFP
Security Checkpoint Support Services

ABM Aviation	X	Dec 5, 2025 2:11 PM	Brad Lindsey
VMD Systems Integrators, LLC	X	Dec 10, 2025 9:41 AM	Nicholas Rooney
Event Services America, Inc. dba Contemporary Services Company	X	Dec 4, 2025 4:55 PM	Paul McDermott
Inter-Con Security Systems, Inc.	X	Dec 4, 2025 4:54 PM	Kevin Hernandez
PalAmerican Security	X	Dec 9, 2025 10:05 AM	Meenu Bakshi
Southeast Airport Services	X	Dec 5, 2025 9:15 AM	Gerald Montgomery
Andy Frain Services, Inc.	X	Dec 4, 2025 5:44 PM	JOHN JOHNSON
KR Contracting, Inc.	X	Dec 11, 2025 7:23 AM	Gary Smith
ACTS Airport Services, Inc.	X	Dec 11, 2025 12:27 AM	Christian Ryder
Tarian Group, LLC	X	Dec 4, 2025 11:43 PM	Amy Burdge
Universal Protection Service, LP	X	Dec 8, 2025 9:42 AM	Mallorie Heyl
FRONT ROW PARKING LLC	X	Dec 8, 2025 1:56 PM	CAMERON IJAMES
Unifi Aviation, LLC.	X	Dec 9, 2025 3:15 PM	Lynn Pineda
Sunshine Enterprise USA LLC	X	Dec 11, 2025 6:23 AM	SAM FARAGALLA
Global Security Associates	X	Dec 4, 2025 4:57 PM	Victor Anderes
A & ASSOCIATES, INC.	X	Dec 5, 2025 1:25 PM	Cheryl Jeter

Addendum #5

Proposal	Confirmed	Confirmed At	Confirmed By
Sunshine Protection	X	Dec 10, 2025 7:06 AM	wadson simon
PAX ASSIST INC	X	Dec 9, 2025 2:35 PM	Asmahan Dahbali
VIP Hospitality LLC	X	Dec 10, 2025 9:09 AM	Michael Workman
ABM Aviation	X	Dec 9, 2025 11:24 AM	Brad Lindsey
VMD Systems Integrators, LLC	X	Dec 10, 2025 9:41 AM	Nicholas Rooney
Event Services America, Inc. dba Contemporary Services Company	X	Dec 9, 2025 10:37 AM	Paul McDermott
Inter-Con Security Systems, Inc.	X	Dec 9, 2025 10:24 AM	Kevin Hernandez
PalAmerican Security	X	Dec 9, 2025 10:07 AM	Meenu Bakshi
Southeast Airport Services	X	Dec 9, 2025 8:08 AM	Gerald Montgomery
Andy Frain Services, Inc.	X	Dec 9, 2025 10:44 AM	JOHN JOHNSON
KR Contracting, Inc.	X	Dec 11, 2025 7:23 AM	Gary Smith
ACTS Airport Services, Inc.	X	Dec 11, 2025 12:27 AM	Christian Ryder
Tarian Group, LLC	X	Dec 9, 2025 8:37 AM	Amy Burdge
Universal Protection Service, LP	X	Dec 10, 2025 10:52 PM	Mallorie Heyl

ADDENDA REPORT
RFP No. 26-118-RFP
Security Checkpoint Support Services

FRONT ROW PARKING LLC	X	Dec 10, 2025 5:02 PM	CAMERON IJAMES
Unifi Aviation, LLC.	X	Dec 9, 2025 3:00 PM	Lynn Pineda
Sunshine Enterprise USA LLC	X	Dec 11, 2025 6:23 AM	SAM FARAGALLA
Global Security Associates	X	Dec 10, 2025 2:20 PM	Victor Anderes
A & ASSOCIATES, INC.	X	Dec 9, 2025 7:44 PM	Cheryl Jeter

ADDENDUM NO: 4

**SOLICITATION 26-118-RFP
Security Checkpoint Support Services
RESPONSE DEADLINE: December 10, 2025, 11:00am EST**

This addendum forms a part of the Solicitation documents described above. The original Solicitation documents remain in full force and effect except as modified by the following which shall take precedence.

- Item 1.** **Question:** We kindly request clarification on whether this procurement is open to all qualified bidders, or if firms currently providing security services to GOAA are ineligible to submit under this solicitation.
Answer: All interested vendors, including firms that are currently providing security services for the Aviation Authority, are eligible to submit a response to this solicitation. The solicitation is a public solicitation open to all interested vendors.
- Item 2.** **Question:** 1. Clarification please, Item 2.5 indicates there is an in person pre-submittal meeting with time and place indicated in Section 1, Section 1 only refers to a Teams virtual. Is there an in-person meeting potential?
2. If the answer to the above question is no to an in-person pre – submittal meeting, will there an opportunity to observe the SOW included in the RFP?
Answer: The Pre-Submittal was held virtually and includes an overview of the Scope of Work. These services may be observed in person at your convenience by visiting the public side, without interfering with operations.
- Item 3.** **Question:** Are these licensable positions? Given the support posture in a TSA regulated area, one would believe the positions could and maybe should require a security license.
Answer: Security License(s) is not a requirement for this Solicitation.
- Item 4.** **Question:** The SOW would seemingly be satisfied by a non-security licensed individual. that said the entire process is a security related function. Does the Orlando Airport Authority have a preference for licensed or non - licensed staff?
Answer: Security License(s) is not a requirement for this Solicitation.
- Item 5.** **Question:** Section 4.1. LBD/VBE Participation indicates: "a. Combined Participation Goal of 10% LDB/VBE." However, the pre-bid presentation indicated a participation goal of 11%. Can GOAA please clarify the participation goal?
Answer: Please see Addendum 1.
- Item 6.** **Question:** Is there a performance or payment bond required? Or any bond payments?
Answer: This Solicitation does include a Performance Bond. Please refer to section 12.11
- Item 7.** **Question:** If we find directory list of sub's have limitations related to the Scope of Work, would it be possible to expand partnership requirements to SBE's?
Answer: For this solicitation, an LDB/VBE participation goal has been established. Therefore, only firms currently certified as LDB or VBE will

count toward meeting this goal. If you cannot achieve the goal, evidence of good faith efforts must be submitted. Refer to the LDB Policy 1200.01, on the Aviation Authority's website, regarding documentation of good faith efforts.

- Item 8.** **Question:** Pricing is presented in a Management Fee and Reimbursable Payroll/Operating Expense format: Does the Small Business Program requirement of a Combined Participation Goal of 10% LDB/VBE mean it is met through the Total Contract Value (10% of Management Fee + 10% Reimbursable Payroll Expense + 10% Reimbursable Operating Expense,)? Or, would this requirement be met through 10% Management Fee, and 10% Operating Expense only?
Answer: The participation Goal of **11%** LDB/VBE includes the total contract value (Management Fee, Reimbursable Payroll Expenses and Reimbursable Operating Expenses). Note that the question's reference to 10% is not correct. The goal is 11%.
- Item 9.** **Question:** Will VBE Subs need to be certified individually through GOAA, or will State of Florida, and Department of Veteran Affairs (Federal) Certifications be accepted?
Answer: VBE firm certification must be obtained through the United States Department of Veterans Affairs or the State of Florida Department of Management Services – Florida Office of Supplier Diversity.
- Item 10.** **Question:** The payroll overview calls out 48 Divesting Agents, 26 Checkpoint support agents, 4 checkpoint supervisors. The RFP further calls out that the managing team consists of 1 Manager, 1 Assistant Manager, 1 Administrative Assistant. The budget overview doesn't call out the management fee in relation to the management. Can this overview be provided?
Answer: Management Fee positions shall be included in the Management Fee. Please refer to section 5.3.
- Item 11.** **Question:** Is it possible to see the general SOP for this contract?
Answer: The awarded contractor shall submit upon notice of award a Standard Operating Procedure for the Aviation Authority's review and approval. To obtain a copy of the current SOP, please submit a public records request through the portal on the Aviation Authority website.
- Item 12.** **Question:** RFP calls out that service hours can be extended, depending on other circumstances, i.e. increased traffic, WX related issues. Can you share the communication process with GOAA to the service provider, when security staff must stay over.
Answer: Staffing plan, schedules, and schedule changes will be discussed with the awarded contractor.
- Item 13.** **Question:** Since MCO is an airport, is a TWIC Card required for the service provider staff?
Answer: All Contractor's employees are required to have an Aviation Authority issued SIDA identification badge. Please refer to section 12.28.

- Item 14.** **Question:** The RFP doesn't call out PPE requirements, as in signal-colored vests, flashlights, screening wands, etc. is there an expectation for such equipment, through the service provider?
Answer: **The Contractor shall follow its PPE policy. This is not a screening services contract, screening equipment such as screening wands are not required.**
- Item 15.** **Question:** Given that MCO can suffer closures of operation under severe weather phenomena, are there FEMA emergency management expectations under this contract? Does the service provider take part in the efforts for emergency management? What is the policy for airport closures, such as experienced during Hurricane Ian in 2022? Does the service provider have assigned duties during such times?
Answer: **Please refer to Section 6.7(e) for scheduling during emergencies and 12.46 for federal compliance terms.**
- Item 16.** **Question:** The RFP calls out that GOAA provides office and storage space for the service provider. Is it the service providers' responsibility to furnish the office space?
Answer: **It is the Contractor's responsibility to furnish the provided office space. Please refer to Section 5.3**
- Item 17.** **Question:** Is the service solely executed within the confines of the given TSA Checkpoints?
Answer: **Yes.**
- Item 18.** **Question:** If a support agent is required, who does request the presence of one/them?
Answer: **Staffing plan and schedules will be discussed with the awarded contractor.**
- Item 19.** **Question:** There is no call out for patrol activities, is that correctly interpreted? If a support agent is required, who does request the presence of one/them?
Answer: **This is not a security/patrol services contract.**
- Item 20.** **Question:** On checkpoints there are certain support equipment given, such as memory foam mats and the likes, or is the service provider responsible for furnishing checkpoints being used by the service providers staff, to comply with OSHA rules?
Answer: **It is the Contractor's responsibility to comply with OSHA rules.**
- Item 21.** **Question:** RFP calls out GOAA's communication providers, such as AT&T, Summit, and Spectrum. No other ISP is permitted?
Answer: **The Contractor shall contact the Aviation Authority's approved companies, AT&T, Summit and Spectrum directly for fiber-based internet connection to obtain pricing for this service (at the Contractor's expense). All services must be provided through Single Mode Fiber. The Aviation Authority will provide the initial low-voltage connectivity to the access points. The Contractor shall be responsible for the monthly lease of Access Points, SSIDs, and single mode fiber, currently up to \$0.03 per linear foot per strand (2 strands per channel).**

- Item 22.** **Question:** The RFP calls out the inspection of vehicles, are there special vehicles required (i.e EV cart to transport people)?
 Answer: **Section 6.4 refers to tools, equipment and vehicles for Contractor use. None are required.**
- Item 23.** **Question:** Are there particular KPIs expected to measure the service providers performance?
 Answer: **Please refer to section 6.6**
- Item 24.** **Question:** Is a bid bond required outside of the Performance Bond of \$500,000?
 Answer: **Bid bond is not required for this solicitation. Please refer to section 12.**
- Item 25.** **Question:** Please confirm the intended definition of "airport security checkpoint support services" in Section 3.1. Our interpretation is that respondents must have a minimum of three (3) years of direct experience supporting TSA at active screening checkpoints with TSA trained staff, including functions such as divesting, bin loading, and checkpoint support performed under TSA procedures at a medium or large commercial airport.
 Answer: **Refer to section 3.1**
- "Respondent shall have a minimum of three years of relevant experience in airport security checkpoint support services, at a medium or large commercial-service airport, having specialized experience as described in the Scope of Work Section, within ten years prior to the deadline of this Solicitation. Respondent shall provide an affirmative statement and/or documentary proof of such experience in Section 11: Vendor Questionnaire; Respondent shall demonstrate satisfactory prior experience providing these services..."**
- Item 26.** **Question:** We note that 12.10 Insurance Requirements requires "not less than" limits of insurance. Our company maintains insurance limits that are commensurate with our size and scope of operations. The "not less than" language requirement may appear facially fair, but in effect it compels big firms to provide much larger amounts of insurance. Although each bidder may offer the specified insurance coverage, in the case of a large bidder, the Aviation Authority would be getting access to tens of millions more insurance than it would from other smaller bidders. Such a result is unfair. That requirement also effectively prevents our company from accessing any of our insurance to satisfy other claims from time to time. Is the Aviation Authority willing to revise this section to set forth set or fixed insurance limits?
 Answer: **Request to modify language is rejected. Insurance Requirement does not require the insurance to be project-specific and holds no obligation for aggregate; therefore, "prevents our company from accessing any of our insurance to satisfy other claims" is an inaccurate statement.**
- Item 27.** **Question:** Regarding Section 12, the Insurance Requirements, our company routinely adds clients as additional insureds on our insurance policies, so long as our obligations are aligned with our indemnification obligations and limited to the specified insurance limits we have agreed to provide. Furthermore, because our additional insured endorsements are blanket endorsements,

additional insureds need not be expressly named to be covered. Is The Aviation Authority willing to revise to meet these parameters as follows?

b. Additional Insured by Blanket Endorsement. Such above referenced liability insurance shall name include Authority and the City and their members (including, without limitation, members of the Authority's Board and the City's Council and members of the citizens' advisory committees of each), officers, employees, and agents as additional insureds to the extent of Contractor's indemnification obligations and up to the required insurance amounts as set forth herein. Such additional insured status shall be by blanket endorsement as required by written contract.

Answer: No revisions will be made to the Aviation Authority's standard contract clauses regarding insurance.

Item 28. Question: Regarding Section 12.16. Indemnification, our company stands behind our security services and regularly accepts the obligation to indemnify clients for the comparative portion of any losses, costs or damages that are caused by the negligent acts or omissions of our personnel in the performance of security services under client agreements. Will the Aviation Authority revise the indemnification provision to limit coverage of indemnified claims to the proportionate extent of the Provider's negligence as follows? • "The Contractor shall indemnify, defend and hold completely harmless the Aviation Authority and the City, and the members (including, without limitation, members of the Aviation Authority's Board and the City's Council, and members of the citizens advisory committees of each), officers, employees and agents of each ("Indemnified Parties") from and against any and all liabilities (including statutory liability and liability under Workers' Compensation laws), losses, suits, claims, demands, judgments, fines, penalties, damages, costs and expenses (including all costs associated with investigation, defense and attorneys' fees ("Damages") which may be incurred by, charged to, or recovered from Indemnified Parties regardless of where the damage, injury or death occurred, arising directly or indirectly (i) from any goods, services, operations, obligations or responsibilities of Contractor in connection to this Agreement to the proportionate extent caused by the negligence, (ii) as a result of any act, omission or willful misconduct of the Contractor's officers, agents, employees, subcontractors, licensees or invitees, (iii) out of the Contractor's negligent access, use, or occupancy of airport property, facilities or space, or (iv) Contractor's failure to keep, observe, or perform any of its obligations under this Agreement. This indemnification shall not apply to the extent that any claims, damages, losses, and expenses arise from Aviation Authority's sole, gross negligence or intentional misconduct. Aviation Authority agrees to give the Contractor reasonable notice of any suit or claim for which indemnification will be sought hereunder, to allow the Contractor or its insurer to compromise and defend the same to the extent of its interests, and to reasonably cooperate with the defense of any such suit or claim. In carrying out its obligations under this Indemnification section, Contractor shall use counsel reasonably acceptable to the Aviation Authority. Nothing herein shall be deemed a waiver by Aviation Authority of its sovereign immunity rights under the laws of The State of Florida. The indemnification provisions of this Section shall survive the expiration or earlier termination of this Agreement."

Answer: No revisions will be made to the Aviation Authority's standard indemnification clause.

- Item 29.** **Question:** Will the Aviation Authority permit the Provider to increase bill rates to the extent necessary to allow the Provider to recoup increases in unforeseen costs that are outside of the Contractor's control such as: increases in Federal, County or local taxes, levies, or required withholdings; costs under collective bargaining agreements; minimum, prevailing and living wage rates and other statutory requirements, such as legally mandated sick leave costs; and medical and other benefit costs? If so, please describe the process by which the Provider will be able to submit a request for a bill rate adjustment.
Answer: The Aviation Authority is only obligated to reimburse for Payroll Expenses specified in section 5.4. Staffing and wage plan shall be approved by the Aviation Authority.
- Item 30.** **Question:** Can the Agreement be revised to give the Contractor the reciprocal right to terminate the Contract for convenience subject to 90 calendar days' prior written notice to the Aviation Authority?
Answer: No revisions will be made to the Aviation Authority's standard contract clauses regarding termination.
- Item 31.** **Question:** Our company stands behind our security services, however, the pricing presented does not take into account infinite liability. Is The Aviation Authority willing to add a mutual waiver of consequential/incidental damages and a limitation on liability such as the following? "NOT WITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, AND TO THE FULLEST EXTENT PERMITTED BY LAW NEITHER PARTY SHALL BE LIABLE TO EACH OTHER FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, LOSS OF PROFITS OR REVENUE, LOSS OF USE, LOSS OF OPMETROPOLITANUNITY, LOSS OF GOODWILL, GOODS OR SERVICES, COST OF CAPITAL, GOVERNMENTAL AND REGULATORY SANCTIONS, AND CLAIMS OF CUSTOMERS FOR SUCH DAMAGES. THE TOTAL CUMULATIVE LIABILITY OF EITHER PARTY FOR ALL CLAIMS, LOSSES, DAMAGES, AND EXPENSES RESULTING IN ANY WAY FROM THE PERFORMANCE OF THIS AGREEMENT, SHALL NOT BE GREATER THAN THE COMPENSATION RECEIVED UNDER THIS AGREEMENT."
Answer: No revisions will be made to the Aviation Authority's standard contract clauses regarding liability.
- Item 32.** **Question:** Regarding Section 12.33 Will the Aviation Authority agree that any increase in services shall be subject to the mutual agreement of the parties? There may be cause to adjust the pricing accordingly if a prorated basis isn't applicable. **Answer: Please refer to section 5.3 C**
"The Management fee will not change even if the contract scope changes. In the event the performance of the Contract requires a permanent increase or decrease in the staffing of the reimbursable positions of twenty percent (20%) or more, Aviation Authority and Contractor may agree to negotiate a re-adjustment to the Management Fee..."
- Item 33.** **Question:** Please provide the name of the current security services provider for the Aviation Authority facilities included in this solicitation?
Answer: Southeast Airport Services, Inc.

- Item 34.** **Question:** Please provide the current contract billing rates and corresponding pay rates by position (including any differentials such as shift, skill, or post location).
Answer: The current contract scope, structure and volume is different from the structure and volume of this solicitation. The current contract is not structured as Management Fee/Reimbursables.
- A copy of the current contract can be obtained by submitting a Public Records Request at: <https://flymco.com/airport-business/public-records/>**
- Item 35.** **Question:** What is the current annual contract value for the incumbent security agreement? If applicable, please provide historical annual contract values for the most recent three years.
Answer: Please refer to Item 34.
- Item 36.** **Question:** Please provide a copy of the current incumbent security contract, including amendments, post orders, service level requirements, and rate schedules, if publicly available.
Answer: Please refer to Item 34.
- Item 37.** **Question:** Does the Aviation Authority require the awardee to interview or consider existing personnel for continued employment during the contract transition? If so, please outline any required process or timeline.
Answer: The Aviation Authority has no objection to retaining existing employees. However, the Aviation Authority has the right to accept or reject any employee.
- Item 38.** **Question:** Please confirm whether post orders and specific post-specific task lists will be provided at award. If so, can samples be shared during the solicitation period to support accurate staffing, training, and pricing.
Answer: Please refer to Exhibit A
- Item 39.** **Question:** 1. Section 10, Annual Reimbursable Budget states that "It is estimated that 81 FTE reimbursable positions will be needed for the performance of this Contract" and during the pre-submittal meeting a GOAA representation stated that the break down of personnel was as follows: 4 Supervisors, 48 Divesting Agents, 26 Checkpoint Support Agents, and 3 PTO Coverage personnel. a. How many billable hours are associated with each reimbursable position? b. What are the post coverage requirements for each billable position? c. What is the basis of the FTE estimate? (e.g. how many 16 hr posts per billable position) 2. Who is the incumbent contractor? 3. What was the total spend for the last 12 months and how many billable hours were reported during that same period?
Answer to 1.a: See Exhibit A
Answer to 1.b: Refer to Section 6.7 The Staffing Plan and schedules will be discussed with Awarded Contractor.
Answer to 1.c: Refer to Section 6.7 and Exhibit A
Answer to 2: Southeast Airport Services, Inc.
Answer to 3: The current contract structure and volume is different from the structure and volume of this solicitation. The current contract is not structured as Management Fee/Reimbursables. A copy of the

current contract can be obtained by submitting a Public Records Request at: <https://flymco.com/airport-business/public-records/>

- Item 40.** **Question:** We only found one LDB listed within 25 miles of GOAA. Is there a specific site where we can find other potential partners?
Answer: This site provides a directory of LDB and VBE firms: <https://goaa.diversitycompliance.com/FrontEnd/SearchCertifiedDirectory.asp?XID=9838&TN=goaa>.
Additionally, VBE firms can be found on the following sites:
- <https://vendor.myfloridamarketplace.com/>
- <https://search.certifications.sba.gov/advanced?page=1>
- Item 41.** **Question:** If we are able to enlist an LDB or VBE for partners, would the subcontractor be required to carry the same insurance as the prime contractor? Could the subcontractor be an additional insured party to the contract ?
Answer: Refer to Minimum Insurance Requirements section which clearly identifies that insurance shall apply to Contractor, its employees, and subcontractors. Regardless of employee, subcontractor, independent contractor used by Respondent, Indemnification shall be invoked by the Authority onto the Contractor regardless of the insurance responding or not.
- Item 42.** **Question:** With the passing of the BBB , there will be some significant changes to the costs associated with the ACA and the reimbursement of \$550 per month. Will there be a change to that reimbursement?
Answer: The health insurance plan and reimbursement will be discussed with the awarded contractor upon notice of award.
- Item 43.** **Question:** Who is the incumbent contractor?
Answer: Southeast Airport Services, Inc.
- Item 44.** **Question:** What was the total spend for the last 12 months for this SOW and how many billable hours were reported during that same period?
Answer: The current contract scope, structure and volume is different from the structure and volume of this solicitation. The current contract is not structured as Management Fee/Reimbursables.

A copy of the current contract can be obtained by submitting a Public Records Request at: <https://flymco.com/airport-business/public-records/>
- Item 45.** **Question:** Can GOAA please provide additional details how the figures in the Contract Structure are calculated?
Answer: Please refer to Exhibit A.
- Item 46.** **Question:** Where should holiday pay be included in the Contract Structure?
Answer: Please refer to section 5.4.c and 5.4.d
- Item 47.** **Question:** Please confirm that all wages paid for on-site training are reimbursed. How is off site training reimbursed, such as pre-assignment training or CPR training?
Answer: Please refer to section 5.3.b.17

- Item 48.** **Question:** The pricing submission uses the term "PTO Coverage". Please confirm it is the Orlando Airport's intent to pay for officer PTO, and this line item is what the airport is budgeting for that expense.
Answer: Please refer to section 5.4.c and 5.4.d. The Paid Time-Off (PTO) Coverage line is for additional positions to cover for staff on PTO.
- Item 49.** **Question:** Please clarify if adjustments will occur if actual costs are substantially different than shown in the contract structure? For example, company A may have a higher payroll tax rate than what is listed. Or Company B may have a significantly lower cost for uniforms. Or company C may offer their officers more PTO than company D and will project higher PTO costs.
Answer: Contractor shall not exceed the annual reimbursable payroll expenses budget.
- Item 50.** **Question:** Section 5.6.b.1: Is accrued PTO paid by the airport if the employee is not terminated but resigns with notice?
Answer: Please refer to Section 5.4.d
- Item 51.** **Question:** Please provide vendors with the current Badge expense and any anticipated changes in badge costs for initial and renewal or lost badges. How are changes to the badge costs adjusted in future years?
Answer: Please refer to Section 12.28 and Section 5.3.b
- Item 52.** **Question:** Is all overtime billable? For example, if a high percentage of the contractor's officers contract COVID, necessitating other officers to work overtime, would this be an expense that is billable to the airport? Please clarify.
Answer: Please refer to Section 5.4.b
- Item 53.** **Question:** Please describe all terminals and checkpoints that must be staffed and services provided.
Answer: The checkpoints are located inside Terminals A, B, and C. Please refer to section 6. Scope of Work.
- Item 54.** **Question:** Updated Language (since this format does not allow us to show deleted or inserted language): Section 12.16 The Contractor shall indemnify, defend and hold completely harmless the Aviation Authority and the City, and the members (including, without limitation, members of the Aviation Authority's Board and the City's Council, and members of the citizens advisory committees of each), officers, employees and agents of each ("Indemnified Parties") from and against any and all liabilities (including statutory liability and liability under Workers' Compensation laws), losses, suits, claims, demands, judgments, fines, penalties, damages, costs and expenses (including all costs associated with investigation, defense and attorneys' fees ("Damages") which may be incurred by, charged to, or recovered from Indemnified Parties regardless of where the damage, injury or death occurred, arising directly or indirectly (i) as a result of any negligent act, omission or willful misconduct of the Contractor's officers, agents, employees, subcontractors, licensees or invitees, (ii) out of the Contractor's unauthorized or improper access, use, or occupancy of airport property, facilities or space, or (iii) Contractor's failure to keep, observe, or perform any of its obligations under this Agreement. This indemnification shall not apply to the extent that any claims, damages, losses, and expenses arise from or is attributable to Aviation Authority's negligence or intentional misconduct. Aviation Authority agrees to give the Contractor reasonable notice

of any suit or claim for which indemnification will be sought hereunder, to allow the Contractor or its insurer to compromise and defend the same to the extent of its interests, and to reasonably cooperate with the defense of any such suit or claim. In carrying out its obligations under this Indemnification section, Contractor shall use counsel reasonably acceptable to the Aviation Authority. Nothing herein shall be deemed a waiver by Aviation Authority of its sovereign immunity rights under the laws of The State of Florida. The indemnification provisions of this Section shall survive the expiration or earlier termination of this Agreement.

Answer: No revisions will be made to the Aviation Authority's standard contract terms regarding indemnification.

Item 55. **Question:** Updated Language (since this format does not allow us to show deleted or inserted language): Section 12.30 Contractor warrants that the goods or services do not infringe upon or violate any United States patent, copyright, or trade secret. Contractor will defend at its expense any action against the Aviation Authority or the Aviation Authority as licensee to the extent that it is based on a claim that goods used or services provided used within the scope of the license hereunder infringe upon a United States patent, copyright or trade secret, and Contractor will pay any and all costs and damages finally awarded against the Aviation Authority or the Aviation Authority as licensee in such actions which is attributable to such claim. Should the products or services become, or in Contractor's opinion be likely to become, the subject of any claim of infringement, Contractor shall either: (a) procure for the Aviation Authority the right to continue to use the goods or services; or (b) modify the goods or services to make them non-infringing, provided that such modification does not materially adversely affect the Aviation Authority's authorized use; or (c) replace the goods or services with equally suitable, compatible, and functionally equivalent non-infringing goods or services at no additional cost to the Aviation Authority; or (d) if none of the foregoing alternatives is reasonably available to Contractor, terminate this Contract and refund to the Aviation Authority the payments actually made to Contractor under this Contract for goods or services that can't be delivered due to the infringement.

Answer: No revisions will be made to the Aviation Authority's standard contract terms regarding this provision.

Item 56. **Question:** Updated Language (since this format does not allow us to show deleted or inserted language): Section 12.35 The Contract resulting from this Response shall commence upon issuance and acceptance of the fully executed Contract. The Aviation Authority retains the right to terminate the Contract, in part or in its entirety, with or without good cause, upon thirty (30) days prior written notice or as stated herein. In the event of termination by the Aviation Authority, provided herein, the awarded Contractor shall be paid for services performed through the date of termination. a. Termination for Cause: If, through any cause, Contractor shall fail to fulfill in a timely and proper manner its obligations under this Contract, or if Contractor shall violate any of the covenants, agreements, or stipulations of this Contract, the Aviation Authority shall thereupon have the right to terminate this Contract by giving written notice to Contractor of such termination and specifying the effective date. b. Notwithstanding the above, Contractor shall not be relieved of liability to the Aviation Authority for damages sustained by the Aviation Authority by virtue of any breach of this Agreement by Contractor, and the Aviation Authority may withhold any payments to Contractor related to services not properly delivered

for the purposes of set-off until such time as the exact amount of damages due the Aviation Authority from Contractor is determined. This provision shall survive the termination of this agreement and shall not relieve Contractor of its liability to the Aviation Authority for damages.

Answer: No revisions will be made to the Aviation Authority's standard contract terms regarding this provision

- Item 57.** **Question:** Would the Aviation Authority allow bidders to submit a supplemental document with additional information, charts, images, etc. to support the text-only responses required in the response portal? If yes, where should we upload this supplemental documentation?
Answer: No.
- Item 58.** **Question:** Addendum #1 (released Friday, Nov. 21) references Section 6.2 A. LDB/VBE Combined Participation Goal. When I navigate to 6.2.A, there isn't a mention of the combined participation goal. Can you clarify?
Answer: Please refer to Section 4.1.
- Item 59.** **Question:** Please describe how, if applicable, artificial intelligence tools are used to assist evaluators, analyze or summarize content, or score submissions in this procurement.
Answer: Artificial intelligence is not used for evaluation purposes.
- Item 60.** **Question:** Will MCO / GOAA please provide a master schedule to include positions by post and hours per week?
Answer: Staffing plan and schedules will be discussed with the awarded Contractor. Please refer to section 6.7.
- Item 61.** **Question:** When only one officer is on post, what is the expectation regarding break coverage? Are any posts self-relieving for breaks and meal periods?
Answer: Staffing plan and schedules will be discussed with the awarded Contractor.
- Item 62.** **Question:** Please describe any minimum penetration testing or other annual requirements.
Answer: This is not a security/screening contract. This is a support services contract at the security checkpoint. Refer to Section 6.
- Item 63.** **Question:** Where do our personnel park?
Answer: Please refer to Section 6.2.a
- Item 64.** **Question:** What transportation is available to our personnel for getting to their posts?
Answer: The security checkpoints are located at terminals A,B, and C. Scheduled employee shuttles are available for transportation between the employee parking lots and the terminals.
- Item 65.** **Question:** How many minutes does it typically take to get them from parking lot to post assignment?
Answer: See answer to Item 64.
- Item 66.** **Question:** Are our personnel required to pay for parking?
Answer: Please refer to section 6.2.a

- Item 67.** **Question:** Please explain parking policies for vendor personnel.
Answer: Please refer to section 6.2.a
- Item 68.** **Question:** Does MCO / GOAA require officers to be trained in First Aid, CPR, and AED?
Answer: Please refer to Section 6.16.
- Item 69.** **Question:** What is your uniform preference by post as applicable (e.g., police-style, polo, blazer, other)?
Answer: Please refer to Section 6.15.
- Item 70.** **Question:** Will MCO / GOAA require temporary or "on-request" coverage for special events or short terms needs? If so, please provide an estimate of hours per month by location and typical notice given.
Answer: Staffing plan and schedules will be discussed with the awarded Contractor.
- Item 71.** **Question:** Please confirm that the vendor may bill at a short-notice coverage rate (typically 1.5 x bill rate) for requests with fewer than 72 hours' notice, which is standard for the industry.
Answer: Please refer to Section 5.4. Staffing plan and schedules will be discussed with the awarded Contractor.
- Item 72.** **Question:** Are any of the security staff or locations subject to a collective bargaining agreement or security union activity such as SEIU? If so, can you please tell us which site locations and the union that represents them?
Answer: This is not a union contract.
- Item 73.** **Question:** Please describe additional services that may be needed that are not listed in the RFP? For example, the need for additional sites, seasonal required security, etc?
Answer: Please refer to section 6.20.
- Item 74.** **Question:** Please specify any required or desired minimum wages by position and location.
Answer: Wage plan will be discussed with the awarded Contractor.
- Item 75.** **Question:** Beyond the state and federal minimum wage, please describe any prevailing wage, living wage, ordinance, local mandated wage, or contract specific wage that may be in effect.
Answer: Wage plan will be discussed with the awarded Contractor.
- Item 76.** **Question:** Does MCO / GOAA have any credentialing requirements? If so, please explain the timeline for results/approval, and any costs to the vendor.
Answer: Please refer to Section 12.28.
- Item 77.** **Question:** Will you please clarify what the elements of the required credentialing are (i.e., strictly badging, full background investigations, etc.)?
Answer: Please refer to Section 12.28.
- Item 78.** **Question:** Please share the cost per person for vendor credentialing.
Answer: Please refer to Section 12.28.

- Item 79.** **Question:** What is the approximate timeline for the credentialing process to reach completion/approval?
Answer: Please refer to Section 12.28.
- Item 80.** **Question:** armed or unarmed, how many hours per week, vehicles?, amount of supervisors required
Answer: This is not a security/patrol services contract. Staffing plan and schedules will be discussed with the awarded Contractor. Please refer to Exhibit A for reimbursable payroll budget.
- Item 81.** **Question:** please provide current security contract and any amendments
Answer: The current contract scope, structure and volume is different from the structure and volume of this solicitation.
- A copy of the current contract can be obtained by submitting a Public Records Request at: <https://flymco.com/airport-business/public-records/>**
- Item 82.** **Question:** please provide current billing rate and are rates different depending on the positions and tiers or is one rate required for the whole RFP
Answer: The current contract scope, structure and volume is different from the structure and volume of this solicitation. The current contract is not structured as Management Fee/Reimbursables.
- A copy of the current contract can be obtained by submitting a Public Records Request at: <https://flymco.com/airport-business/public-records/>**
- Item 83.** **Question:** Regarding the vendor who is awarded the contract, is there any prohibition against bidding for additional contracts with MCO / GOAA?
Answer: No, vendors awarded a contract with MCO/GOAA are not prohibited from bidding on additional contracts.
- Item 84.** **Question:** Who pays for the cost of the programming for the portable radios?
Answer: Please refer to Section 6.19
- Item 85.** **Question:** Is an access control ID Badge different from a SIDA badge?
Answer: All Contractor's employees are required to have an Aviation Authority issued SIDA identification badge. Please refer to section 12.28.
- Item 86.** **Question:** What are the costs of the Access Control badges and SIDA badges?
Answer: Please refer to section 12.28.
- Item 87.** **Question:** How many employees will need Access Control badges vs. SIDA badges?
Answer: All Contractor's employees are required to have an Aviation Authority issued SIDA identification badge. Please refer to section 12.28.

- Item 88.** **Question:** Will any employees need access to the secured areas which would require SIDA Badges? If so, how many?
Answer: **All Contractor's employees are required to have an Aviation Authority issued SIDA identification badge. Please refer to section 12.28.**
- Item 89.** **Question:** Do all employees require Florida Guard Licenses? If not, please list those who are exempt from needing a license.
Answer: **Security License(s) is not a requirement for this Solicitation.**
- Item 90.** **Question:** Is a Bid Bond required?
Answer: **This solicitation does not require a Bid bond.**
- Item 91.** **Question:** Are the Management Fee positions included in the estimated 81 FTEs for this contract?
Answer: **The management Fee positions shall be included in the Management Fee. Please refer to Section 5.3.a**
- Item 92.** **Question:** Is the bidder supposed to override and replace the MCO budget numbers with the bidders proposed Unit Cost and Total Amounts on the 5 Annual Reimbursable Budget Pricing tables?
Answer: **No changes shall be made to the Annual Reimbursable Budget Pricing tables. The 5-year Reimbursable Payroll and Operating Expenses budget is provided by the Aviation Authority. Responders shall provide their Management Fee for the 5 years in the OpenGov Price tables.**
- Item 93.** **Question:** How many and which holidays are recognized by MCO?
Answer: **Please refer to Section 5.4.c and 5.4.d**
- Item 94.** **Question:** Are Pre-Assignment Training, On-the-Job Training, and Annual Recurring Training Costs to be included in the Management Fee, or are they to be included in the Reimbursable Payroll and Operating Expenses?
Answer: **Costs associated with all pre-approved training (i.e. trainer, training materials) shall be included in the Management Fee. The Aviation Authority will only reimburse for the hours to attend the training for the reimbursable positions. Please refer to Section 5.3.b.17.**
- Item 95.** **Question:** Will MCO be providing a separate excel file to be populated with the management fees and payroll and operating expenses reimbursements to be submitted as a separate document?
Answer: **No changes shall be made to the Annual Reimbursable Budget Pricing tables. The 5-year Reimbursable Payroll and Operating Expenses budget is provided by the Aviation Authority. Please refer to Exhibit A.**

Respondents shall provide their Management Fee for the 5 years in the OpenGov Price tables.
- Item 96.** **Question:** Under RFP Section 3.2 References, item f. instructs that the respondents can be deemed non-responsive if the given references are not responsive to GOAA reference checks.

Given the potential for another government shutdown during the evaluation period, some government points of contact (POCs) may not be working. This adds considerable unmitigable risk to bidders, who have no control over government responsiveness during shutdowns. We recommend removing this requirement.

Answer: No change will be made to the Solicitation Section 3.2.

Item 97. Question: Can GOAA confirm that tables are usable and will convey through our text field responses for Vendor Questionnaire, Sections 2.0, 3.0, and 4.0 in the Procurement portal?

Answer: Tables are usable.

Item 98. Question: Section 5.0 Approach and Methodology requires offerors to provide large narrative responses with no character limits. This must include detailed elements like the staffing plan, transition timeline, and lists of training materials.

However, unlike the other narrative sections in Section 2.0-4.0, these text fields do not allow any formatting (including tables, bullets, bold text, italics, or even paragraph breaks). This will result in many pages of content being condensed into one large paragraph with no formatting elements.

Can the government enable text formatting in Section 5.0 so that offerors can provide more readable responses?

Answer: Answers should be provided in the form of a long narrative response. Character limit has been removed for section 11.5.

Item 99. Question: Under Vendor Questionnaire section 4.2, offerors are required to "Provide the names of the contract team, On-Site Assistant Manager(s) and key employees, to be assigned to the project/contract; provide resumes highlighting their qualifications and experience."

Given that only the incumbent contractor can provide the names (and resumes) for the full team that will be assigned to the project, this requirement prevents new bidders from being competitive. We recommend revising this to require resumes and qualifications for only the On-Site Manager (Lead Individual), On-Site Assistant Manager, and any other proposed key personnel.

Answer: Respondents shall identify and provide resume for the On-Site Manager, On-Site Assistant Manager(s) and any other proposed key personnel.

Item 100. Question: Under Vendor Questionnaire section 4.2, can the government confirm if the 'Contract Team' is referring to a vendor's contracts and subcontracting staff?

Answer: Yes.

Item 101. Question: Can the government confirm that the required Key Personnel are the On-Site Manager (Lead Individual) and the On-Site Assistant Manager?

Answer: Respondents shall identify and provide resume for the On-Site Manager, On-Site Assistant Manager(s) and any other proposed key personnel.

Item 102. Question: Can the government confirm if offerors may designate additional Key Personnel?

Answer: Please refer to Management Fee positions section 5.3.a.4

Item 103. Question: We suggest the government allow 5,000 characters per key personnel resume, as the current requirements for Vendor Questionnaire section 4.3 split the 5,000 character limit across multiple resumes. Can the government confirm if offerors may designate additional Key Personnel?

Answer: Sections 4.1 and 4.2 have been changed to upload document. Please refer to Management Fee positions section 5.3.a.4

Item 104. Question: Under Vendor Questionnaire section 4.2, bidders are required to "Include the length of time and number of projects/contracts the Respondent and the Lead Individual have with the proposed team."

Only the incumbent contractor can fulfil this requirement, as other bidders do not have a currently staffed team to propose for this work. We recommend striking this requirement so that other qualified bidders can compete.

Answer: Please refer to section 3 for Respondent's (company) minimum experience requirements. The phrase "proposed team" in this context means the Respondent firm, the Lead Individual and the Manager(s) working together. It does not include the full staffing plan. It is not a minimum requirement that limits competition.

Respondents shall also identify and provide resume for the On-Site Manager, On-Site Assistant Manager(s) and any other proposed key personnel.

Item 105. Question: As the proposal timeline includes two holidays (Veterans Day and Thanksgiving) with major impacts on aviation security companies' resources, we request that the government extend the proposal submission deadline by one week.

Answer: No changes to the timeline will be made

Item 106. Question: RFP Section 12.30 Subcontractors/Subconsultants states, "In the event a qualified Subcontractor is employed, the contractor shall obtain approval in advance by Aviation Authority."

Please confirm that if a qualified subcontractor is listed in the awardee's proposal, then the awardee will not need to obtain approval from the Aviation Authority per the language in Section 12.20 of the sample contract.

Answer: Correct.

Item 107. Question: Please confirm that the completed Irrevocable Stand-By Letter of Credit form (section 13.5) is required after award.

Answer: Correct, the Letter of Credit (or Performance Bond) is required after award, before contract execution. Please refer to section 11.6.11 "Proof of Bondability"

Item 108. Question: Can the government explain the circumstances that would lead to the 81 FTE estimate fluctuating between 70 or 90 FTEs?

Answer: Staffing fluctuation is based on operational needs. Staffing plan and schedules will be discussed with the awarded Contractor.

- Item 109.** **Question:** Does the provided 70-90 FTE estimate represent actual headcounts, or Full Time Equivalents?
Answer: Full time equivalent. Please refer to Exhibit A.
- Item 110.** **Question:** If the reimbursable expense budgets are based on 81 FTE positions, but the actual number of required reimbursable FTEs may vary up to 90, will the contractor receive a modification to their contract with additional funding to account for the cost impact of hiring up to the additional 9 FTEs?
Answer: Please refer to Section 5.3.c.
- Item 111.** **Question:** From the Pre-Submittal Presentation, the Total Reimbursable Payroll & Operating Expense table accounts only for payroll taxes and health insurance; however, bidders are also required to provide additional employee benefits such as sick leave, vacation, 401(k), disability coverage, and more. The combined payroll tax and health insurance amounts reflect a fringe rate of approximately 14% of total labor costs, which is significantly lower than the industry-standard fringe rate of around 30%. Will a revised budget be issued?
Answer: Please refer to Section 5.3.
- Item 112.** **Question:** Based on the reimbursable payroll expense breakdown table provided during the Pre-Submittal Conference, please confirm that the incumbent hourly rates do not exceed \$18/hr for Checkpoint Support Agents, \$21.63/hr for Divesting Agents, and \$23.69/hr for Checkpoint Supervisors.
Answer: The current contract scope, structure and volume is different from the structure and volume of this solicitation. The current contract is not structured as Management Fee/Reimbursables. Wage plan will be discussed with the awarded contractor.
- Item 113.** **Question:** Should the CPI increase beyond the 3% annual escalation built into the payroll expense budget, does the government anticipate providing additional funding via a contract modification?
Answer: No changes shall be made to the payroll expense budget. Wage plan will be discussed with the awarded contractor.
- Item 114.** **Question:** What furniture/ technology (internet access, phone lines, etc.) will the vendor need to provide in constructing that office?
Answer: It is the Respondent's responsibility to determine the provided-office needs at their own cost. No office furniture, equipment or technology is provided by the Owner. Please refer to Section 5.3 and Response to Item 120.
- Item 115.** **Question:** What size/estimated square footage is the office space being provided for our personnel?
Answer: The office square footage is not available at this time. The Aviation Authority will provide office space as it determines to be reasonably necessary for the operation conducted in direct support of this contract. Available office space details will be discussed with the awarded contractor.
- Item 116.** **Question:** Is the office located in a secured area or is it accessible to the general public (i.e., will contractor be able to interview potential candidates within the provided office space)?

Answer: Available office space details will be discussed with the awarded contractor.

Item 117. Question: If MCO is responsible for furnishing the office, can you confirm furnishings will include at a minimum the representative numbers of desks and chairs to support the operations, and that replacements needed for worn/damaged items would also be MCO / GOAA's responsibility?

Answer: It is the Respondent's responsibility to furnish the provided-office equipment at their own cost. Please refer to Section 5.3.

Item 118. Question: If the contractor is responsible for furnishing this space, please describe any restrictions on furniture or vendors that can be used for this type of service?

Answer: Office space details will be discussed with the awarded contractor.

Item 119. Question: Is vendor responsible for cleaning services? Is there an approved cleaning service that contractor may use?

Answer: Yes, the Contractor is responsible for cleaning the provided office space . Please refer to Section 5.3.b.11

Item 120. Question: Is the vendor required to install Wi-Fi networks? Are there any restrictions or uniqueness, such as the use of client-approved vendors? Please explain so as to allow for inclusion of any unique expenses.

Answer: The Contractor shall contact the Aviation Authority's approved companies, AT&T, Summit and Spectrum directly for fiber-based internet connection to obtain pricing for this service (at the Contractor's expense). All services must be provided through Single Mode Fiber. The Aviation Authority will provide the initial low-voltage connectivity to the access points. The Contractor shall be responsible for the monthly lease of Access Points, SSIDs, and single mode fiber, currently up to \$0.03 per linear foot per strand (2 strands per channel).

Item 121. Question: Does MCO / GOAA provide an on-site safe or other acceptable locking container at the airport for properly securing SIDA badges and SSI materials? If not, would GOAA make such available during this Agreement?

Answer: No. It is the Respondent's responsibility to provide office equipment at their own cost. Please refer to Section 5.3.

Item 122. Question: Reference: RFP, Page 34, Section 6.8

A: Can Aviation Authority confirm that this work does not fall under a union or living wage? If so, can they please provide the CBA or living wage ordinance number?

Answer: This is not a union contract.

B: What are the current wage rates?

Answer: The current contract scope, structure and volume is different from the structure and volume of this solicitation. The current contract is not structured as Management Fee/Reimbursables.

A copy of the current contract can be obtained by submitting a Public Records Request at: <https://flymco.com/airport-business/public-records/>

- Item 123.** **Question:** Reference: RFP, Page 39, Section 6.13
A: How many hours of training is currently being provided?
Answer: Training hours will be discussed with the awarded contractor.
B: Does the Aviation Authority have a desired minimum number of required training hours for Security Officers, or is this left up to the security provider's discretion?
Answer: This is not a security/patrol contract. This is a security checkpoint support services contract.
- Item 124.** **Question:** Reference: RFP, Page 42, Section 6.19
A: Is a repeater currently in use for the radios?
Answer: The Contractor's radio will be on the Aviation Authority's frequency/channel.
B: Can the Aviation Authority supply their configuration/frequency to provide to our vendors?
Answer: Radio configuration will be discussed with the awarded contractor.
- Item 125.** **Question:** Reference: RFP, Page 76, Section 12.28
A: Are incumbent personnel considered "grandfathered"? Meaning they do not have to undergo the criminal background screening, physical examination, drug screening, etc.?
Answer: No. All Contractor's employees must comply with requirements as described in Section 12.28
- Item 126.** **Question:** Is this entire opportunity for unarmed security personnel only?
Answer: This is not a security/patrol contract. Please refer to Section 6.
- Item 127.** **Question:** Are vehicles a requirement? If so:
A: How many vehicles are required?
Answer: This is not a security/patrol contract. No vehicles are required for the performance of this contract.
B: What type of Make/Model is required or if it is the preference of the Offeror?
Answer: This is not a security/patrol contract. No vehicles are required for the performance of this contract.
C: What is the estimated annual mileage the vehicle will be driven?
Answer: This is not a security/patrol contract. No vehicles are required for the performance of this contract.
- Item 128.** **Question:** Section 6.7 Outlines 16 hours per day from 04:00am to 08:00pm, however does not identify how many Supervisors, Checkpoint support agents and Divesting Agents are required per shift. We assume staffing will be based on the number of Checkpoint lanes there are and the volume of passenger traffic during the time frame listed. For planning and pricing purposes,
1. Can you advise breakdown of how many supervisors, checkpoint support and divesting agents are required per shift or what are the current staffing levels?
2. Can you advise how many Checkpoint Lanes are open in each terminal during the time period outlined and maximum through-put of traffic?
3. Are any positions self-relieving?
4. Are relieving facilities (bathroom) available in the vicinity of the checkpoints?

5. Please clarify how breaks are handled. For Example, are one-man posts relieved by a breaker? For two-man posts, are they allowed to take lunches and restroom breaks, leaving one man on post?

Answer: Staffing plan and schedules will be discussed with the awarded contractor. This is not a security/patrol contract. Facilities are available within the vicinity of the checkpoints.

Item 129. Question: Section 6.16 (e.) In addition to the Contractor's training, the Contractor shall be required to attend Aviation Authority provided other training as directed by the AAR.

1. Can you advise the number of hours of Aviation Authority provided training?
2. Is there any specific training or number of hours of training (initial and recurrent) required to be conducted by the Contractor?

3. Are there specific training/certifications required, i.e. First Aid, CPR, or AED etc.?

4. Will the Authority provide on-airport training space(s) (e.g. classroom, conference room) for the awarded Respondent to utilize for new hire training?

Answer 1-4: Training hours will be discussed with the awarded contractor.

Item 130. Question: Section 12.11 (g.1) refers to a Bid Bond but does not state if one is required with submission. Question: Please advise if this RFP requires a Bid Bond with submission.

Answer: This solicitation does not require a Bid bond.

Item 131. Question:

1. Please advise which system (e.g. MotoTrbo or non-Motorola system) is in use?

2. Please define configurations related to the R7 radio requirement.

3. Will AES Encryption and Trunking be required?

4. Please confirm that the airport authority will program the radios. Please advise if there is a cost to radio programming, and if so what is the cost?

5. Please define how the qty of radios, (minimum qty 6) was determined. e.g. was this based upon 'specific positions on duty at any given time' / location based / etc.

Answer: 1, 2, 3: Radio configuration will be discussed with the awarded contractor.

4. Please refer to Section 5.3.

5. Radio needs based on staffing requirements will be discussed with the awarded contractor.

Item 132. Question:

1. Please advise if any internet/network(s) will be provided to the successful bidder?

2. Please advise what ISP provider is approved for work within the terminal?

3. Please advise what vendor is approved to work within the terminal in support of office configurations for ISP delivery/networking solutions?

Answer: 1: Please refer to Section 5.3.

2, 3: The Contractor shall contact the Aviation Authority's approved companies, AT&T, Summit and Spectrum directly for fiber-based internet connection to obtain pricing for this service (at the Contractor's expense). All services must be provided through Single Mode Fiber. The Aviation Authority will provide the initial low-voltage connectivity to the access points. The Contractor shall be responsible

for the monthly lease of Access Points, SSIDs, and single mode fiber, currently up to \$0.03 per linear foot per strand (2 strands per channel).

- Item 133. Question:**
1. Please advise the approx. sq. footage of the provided/proposed office space in support of this contract.
 2. Does the provided office space include utilities?
 3. What is the cost per square foot should additional space be required?
- Answer: 1: The office square footage is not available at this time. The Aviation Authority will provide office space as it determines to be reasonably necessary for the operation conducted in direct support of this contract. Available office space details will be discussed with the awarded contractor. 2, 3: Please refer to Section 6.2.**
- Item 134. Question:** Please confirm there are no vehicle requirements in support of this contract (Security Checkpoint Support Services).
- Answer: This is not a security/patrol contract. No vehicles are required for the performance of this contract.**
- Item 135. Question:** Reimbursable payroll expenses 3c – paid time off as approved by the AAR. To clarify, AAR does not set the paid time off, but they need to approve our company paid time off policies?
- Answer: Please refer to Section 5.4.d.**
- Item 136. Question:**
1. Can GOAA provide examples of "other duties" throughout the airport mentioned in 6.13.10?
 2. Will such "other duties" be within the scope of this work in a customer service capacity? We will want to ensure that the proper training is provided based on these duties.
- Answer 1-2: Other duties will be within the Scope of Work.**
- Item 137. Question:**
1. Will checkpoint support agents need to set up or move stanchions during the course of the day?
- Answer: Please refer to Section 6.14.**
2. Regarding assisting passengers with special needs (6.14.b.1), is any ADA training required for checkpoint support agents?
- Answer: Please refer to section 6.5.d**
- Item 138. Question:** What level/color SIDA badge is required for employees on this contract?
- Answer: Aviation Authority Secure areas SIDA badges are required for this contract.**
- Item 139. Question:** Are there any mandated PTO, sick time, vacation, health or any other mandated fringe benefits required?
- Answer: Please refer to Section 5.4 and Section 5.3.**
- Item 140. Question:** What are the current wage rates and billing rates for the various positions for these services at MCO?

Answer: The current contract scope, structure and volume is different from the structure and volume of this solicitation. The current contract is not structured as Management Fee/Reimbursables.

A copy of the current contract can be obtained by submitting a Public Records Request at: <https://flymco.com/airport-business/public-records/>

Item 141. Question: Can GOAA please provide a copy of the current contract covering these services?

Answer: This is a new solicitation. The current contract scope, structure and volume is different from the structure and volume of this solicitation. The current contract is not structured as Management Fee/Reimbursables.

A copy of the current contract can be obtained by submitting a Public Records Request at: <https://flymco.com/airport-business/public-records/>

Item 142. Question: Would you please confirm the most current estimated date for the start of service implementation?

Answer: Estimated start date is 2/8/2026.

Item 143. Question: Does the airport have a preference for a shorter or longer service transition period? Is there a preference for a 60-day, 90-day, or other transition?

Answer: The Contractor shall propose its recommended transition plan.

Item 144. Question: What implications are there to the tender process if exceptions to the contract language are submitted with the bid?

Answer: Responses that include exceptions to the contract language will be deemed non-responsive.

Item 145. Question: Would GOAA agree to good faith negotiations on contract terms?

Answer: This solicitation does not allow for negotiations of Contract terms.

Item 146. Question: Will the Authority permit requests for equitable adjustment to annual bill rates if there is a material and uncontrollable increase to the Respondent's cost basis (e.g. new federal tax rates, local prevailing wage increases, new state or federal health care mandates, new legislation (example: "Patient Affordable Care Act", etc.)?)

Answer: Please refer to Section 5.4. Reimbursable Payroll expenses will be discussed with the awarded contractor.

Item 147. Question: Section 5.2.c references assessed penalties: would the Authority provide a total summed dollar amount of all incurred penalties during the last five (5) years by the incumbent contractor or subcontractors?

Answer: This is a new solicitation. The existing contract has a different contract scope and structure.

Item 148. Question: Section 11.6.6 (Drug Free Workplace Certification) states that "No employee shall be hired by a Contractor for work on Authority's premises prior

to such employee having tested negative for drugs.” Would the Authority please define or list which drugs or synthetics must be tested negative for? Would the Authority please specify which type of drug tests are required to be taken (i.e. urine, saliva, hair, blood, etc.)?

Answer: Detailed compliance requirements can be found at <https://www.samhsa.gov/substance-use/drug-free-workplace/employer-resources>

Item 149. Question: Are any licenses, permits, and/or certifications are required under this contract for the Contractor, SubContractor, or their employees?

Answer: No licenses are required as part of this solicitation.

Item 150. Question: Does GOAA have a preference or requirement for a first right of refusal for incumbents in good standing? Specifically for Agents? Supervisors? On-Site Management?

Answer: The Aviation Authority has no objection to retaining existing employees. However, the Aviation Authority has the right to accept or reject any employee.

Item 151. Question: Would it result in a lowered score or disqualification if the Proposer assumed that good faith offers would be extended to qualified incumbent key personnel, in good standing and meeting with GOAA approval, that meet the Proposer’s hiring standards and background checks – therefore résumés of incumbent key personnel may not be available (or appropriate) to insert into the proposal due to the sensitivities of incumbent key personnel with their current employers?

Answer: Resumes of proposed key personnel is a requirement. The failure to provide resumes could adversely affect the evaluation/score. Responses are exempt from public disclosure for a limited time, but eventually will be discussed at public meetings during the solicitation evaluation period.

Item 152. Question: Is this a new contract or is there a provider currently providing this work? If not, who is the current provider.

Answer: This is a new solicitation. The existing contract has a different contract scope and structure. The current provider is Southeast Airport Services, Inc.

Item 153. Question: In the past year, has the current provider received any performance deductions? If so, how many and at what total cost?

Answer: This is a new solicitation. The existing contract has a different contract scope and structure.

Item 154. Question: For the Site Manager, Assistant Site Manager, and Administrative Assistant, should they be out of the operation for more than 21 days, it shows a deduction would happen from the management fee starting on the 22nd day. Can interim managers/admins be put in place to cover the rolls while either of the managers/admin are out beyond 21 days or while we are recruiting to find a suitable replacement?

Answer: This requirement will be discussed with the awarded contractor.

- Item 155. Question:** It states that the contractor shall provide the training to their staff at their cost. Is there a requirement for recurrent training?
Answer: Recurrent training must be included as part of the Contractor's training plan. Please refer to Section 6.5, Section 6.6., Section 6.9, Section 6.10, and Section 6.16.
- Item 156. Question:** With regard to the Aviation Authority Training that is mandatory, who from the contractor must attend? How often is this training and how many hours per session typically?
Answer: Aviation Authority training will be discussed with the awarded contractor.
- Item 157. Question:** What is the current cost of a SIDA Badge and how long does it typically take to receive one at MCO?
Answer: Please refer to Section 12.28
- Item 158. Question:** Is employee parking provided, if not, what is the monthly cost?
Answer: Please refer to Section 6.2.a
- Item 159. Question:** Is there a need to have a vehicle(s) for this work?
Answer: No vehicles are required for the performance of this contract.

*** * * * * END OF ADDENDUM NO. 4 * * * * ***

Date: December 4, 2025
Johnathan Morales
Senior Procurement Agent
Continuing Contracts



26-118-RFP Security Checkpoint Support Services:
Contract Structure:

REIMBURSABLE PAYROLL AND OPERATING EXPENSES:

Reimbursable Payroll Expenses:

		Year 1	Year 2	Year 3	Year 4	Year 5
	Estimated					
	FTE					
Checkpoint Supervisor	4	\$ 197,110	\$ 203,030	\$ 209,130	\$ 215,410	\$ 221,880
Divesting Agent	48	\$ 2,159,540	\$ 2,224,330	\$ 2,291,060	\$ 2,359,800	\$ 2,430,600
Checkpoint Support Agent	26	\$ 973,170	\$ 1,002,370	\$ 1,032,450	\$ 1,063,430	\$ 1,095,340
PTO Coverage	3	\$ 112,290	\$ 115,660	\$ 119,130	\$ 122,710	\$ 126,400
Overtime		\$ 86,060	\$ 88,650	\$ 91,310	\$ 94,050	\$ 96,880
Payroll Taxes: Soc Security, Medicare, State & Fed Unemployment		\$ 317,540	\$ 327,070	\$ 336,890	\$ 347,000	\$ 357,410
Health Insurance		\$ 187,110	\$ 192,730	\$ 198,520	\$ 204,480	\$ 210,620
	<u>81</u>	<u>\$ 4,032,900</u>	<u>\$ 4,153,900</u>	<u>\$ 4,278,500</u>	<u>\$ 4,406,900</u>	<u>\$ 4,539,200</u>

Reimbursable Operating Expenses:

Uniforms	\$ 28,900	\$ 30,070	\$ 31,280	\$ 32,520	\$ 33,800
Sub-Contractor (other than Participation)	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000
	<u>\$ 38,900</u>	<u>\$ 40,100</u>	<u>\$ 41,300</u>	<u>\$ 42,600</u>	<u>\$ 43,800</u>

Total Reimbursable Payroll & Operating Expenses

\$ 4,071,800	\$ 4,194,000	\$ 4,319,800	\$ 4,449,500	\$ 4,583,000
---------------------	---------------------	---------------------	---------------------	---------------------



REQUEST FOR PROPOSALS

26-118-RFP

SECURITY CHECKPOINT SUPPORT SERVICES

1. INTRODUCTION

1.1. Summary

The Greater Orlando Aviation Authority is requiring qualified and experienced Respondents to provide Security Checkpoint Support Services at the Orlando International Airport. This Solicitation will result in a 60-month Contract to commence on or about February 18, 2026. The awarded Contract must be licensed to do business in the state of Florida and perform under the laws of the State of Florida.

The Contractor shall provide all labor, supervision, management and administrative oversight, materials, supplies, equipment, and all other items necessary or proper for, or incidental to performing Security Checkpoint Support Services at the Orlando International Airport in accordance with the Contract Documents.

1.2. Intent

The Aviation Authority's intent is to enter into a non-exclusive Contract for the services described in this solicitation for a five (5) year period. Contract to start on or about 2/18/2026.

1.3. Background

The Orlando International Airport (MCO), managed and operated by the Greater Orlando Aviation Authority (Aviation Authority), currently handles over 56.4 million domestic and international passengers annually. MCO experienced a 14.5% growth in passenger traffic in the 12 months ended June 2025 compared to the 12 months ended June 2019, including 16.3% growth in international passenger traffic which now stands at over 8.2 million passengers annually.

MCO is currently served by 39 commercial passenger airlines and 7 cargo carriers. MCO is the busiest airport in the State of Florida and has been ranked the 9th busiest airport in the United States and 25th in the world.

The Aviation Authority is committed to ensuring quality services and a seamless passenger journey through exceptional experiences, collaboration, and creativity, by focusing on People, Connection, Community and Innovation.

1.4. Tentative Timeline

Release Project Date:	November 7, 2025
------------------------------	------------------

Pre-Submittal Meeting (Non-Mandatory):	November 19, 2025, 11:00am Teams Link Below: https://teams.microsoft.com/l/meetup-join/19%3ameeting_Y2Q5MDIzNjEtMjc1My00Nzc1LWIyYzctN2ZkOWU0ZWJiOGM4%40thread.v2/0?context=%7b%22Tid%22%3a%22d704ebcc-99a6-46da-84cb-6a2258292a9a%22%2c%22Oid%22%3a%22554e9807-0f76-40de-a8f0-270d42a13dfd%22%7d Meeting ID: 287 115 245 780 8 Passcode: BN7kD3hj Dial in by phone +1 872-242-8019,,295814912# United States, Chicago Find a local number Phone conference ID: 295 814 912# Join on a video conferencing device Tenant key: goaa@m.webex.com Video ID: 118 704 380 3
Question Submission Deadline:	November 26, 2025, 5:00pm
Release of Addendum:	December 3, 2025, 5:00pm
Response Submission Deadline:	December 11, 2025, 11:00am
Evaluation Committee Date:	January 20, 2026
Aviation Authority Board Approval Date:	February 18, 2026

Dates/times are subject to change. All times are EST.

2. GENERAL INFORMATION AND RESPONSE PREPARATION

2.1. Nondiscrimination Legal Notices

- a. The Aviation Authority does not discriminate upon the basis of any individual's disability status. Anyone requiring reasonable accommodations as provided for in the Americans with Disabilities Act or Section 86.26, Florida Statutes, should contact the ADA Coordinator at 407-825-7105 as soon as possible, or at least one full business day prior to any scheduled meeting.
- b. In accordance with Section 287.05701, Florida Statutes, the Aviation Authority may not request documentation of or consider a Respondent's social, political, or ideological interests when determining if the Respondent is a responsible Respondent.

2.2. Reservation of Rights

- a. The Aviation Authority reserves the right, in its sole discretion, to waive any informalities or irregularities of a Response, except that:
 - i. the Aviation Authority will not waive the requirement that a Response, complete in all material respects, be received by the Aviation Authority by the time and date specified in the Timeline for the receipt thereof, and
 - ii. the Aviation Authority will not consider any Response which does not conform in all material respects to the terms of this Solicitation including a commitment to execute the Contract by the Respondent, if applicable.
- b. The Aviation Authority reserves the right to solicit from available sources relevant information concerning a Respondent's past performance and may consider such information in its evaluation and selection of Respondents.
- c. The Aviation Authority reserves the right to request clarification of information submitted in any Response, to require additional information from any Respondent, or, in the Aviation Authority's sole discretion, to reject any or all Respondents for any reason and to re-advertise or not to re-advertise the Solicitation.
- d. The Aviation Authority reserves the right to reject responses containing any additional terms or conditions not specifically requested in the original special conditions and/or the terms and conditions.
- e. The Aviation Authority reserves the right to cancel an award to a Respondent upon due cause—i.e., misrepresentation, negligence, non-performance, etc. via written notice.
- f. As the best interest of the Aviation Authority may require, the right is reserved to make award(s) by individual items, group of items, all or none, or a combination thereof.

- g. All awards made as a result of this Solicitation shall conform to applicable policies of the Aviation Authority.
- h. The Aviation Authority reserves the right at its sole discretion to increase, decrease, or delete any portion of the Scope of Services of the resulting Contract at any time, without cause.
- i. The Aviation Authority shall have the right, but not the obligation, to award all or any portion of the services. The extent and Scope of the Services, along with the fees for such services, will be subject to final approval by the Aviation Authority. The Aviation Authority intends, but is not obligated, to enter into a non-exclusive agreement with the highest ranked Respondent to perform the required Services described herein.
- j. The Aviation Authority reserves its right to award any or all of the advertised services subject to the availability of funding.

2.3. Definitions

Airport – Refers to MCO and/or ORL.

Agency – Means any official, officer, department, board, commission, division, bureau, section, district, office, authority, committee, or council, or any other unit of organization, however designated, of the executive branch of state government, and the Public Service Commission.

AOC – Airport Operations Center

Aviation Authority Board – The objective of the Aviation Authority Board is to administer the provisions of the Florida Legislative Act that created the Greater Orlando Aviation Authority. Its purpose is to serve the public interest through the coordination of the planning, financing, construction, and operation of the aviation facilities operated by the Aviation Authority in Orlando, Orange County, FL.

Aviation Authority – See Greater Orlando Aviation Authority.

Aviation Authority Authorized Representative (AAR) – Refers to the Aviation Authority-designated employee responsible for specific functions for daily coordination of all activities under the executed Contract.

Award Recommendation (Recommendation to Award) – Refers to the proposed consideration of contract award to a responsive and responsible bidder.

Contract – Refers to an executed agreement between parties with binding legal and moral force, for the provision of goods and/or services in exchange of money or other type of compensation.

Contractor – Refers to any individual or business who has been awarded a contract.

Complaint – Refers to any verbal or written report made by customers, airport employees, or other individuals to account for incidents or grievances related to poor, unsatisfactory or unacceptable performance, inappropriate behavior, personal injury which, in the sole

discretion of the AAR, is caused by the Contractor or its employees, agents or subcontractors.

Checkpoint – Transportation Security Administration (TSA) Security Checkpoints at Orlando International Airport

Greater Orlando Aviation Authority (Aviation Authority) – Means the local governmental agency created by action of the Florida State Legislature for the purpose of developing and operating aviation facilities in Orlando, Orange County, FL, i.e., managing and operating MCO and ORL. The Greater Orlando Aviation Authority is, in turn, directed and governed by the Aviation Authority Board.

LEO – Refers to Law Enforcement Officer which is a position of public authority whose duties primarily involve the enforcement of laws, protecting life & property, keeping the peace, and other public safety related duties.

List-of-Values - A scrollable pop-up window that provides the end User with a single or multi-column selection list.

MCO – Refers to Orlando International Airport in the City of Orlando, Orange County, State of Florida, United States of America.

Management Fee – Fixed, periodic payment made by the Aviation Authority to the Contractor for overall management of the required services.

Notice of Award – Notification letter to a Respondent stating that the contract has been awarded to them in accordance with their response to the Solicitation requirements. This allows for work coordination to commence while the contract is drafted for execution.

Notice of Intent to Award – Public notice issued to announce an intended award and to also signal the beginning of the time period allowed for protest submittals.

Notice to Proceed – Notification letter to a Respondent that marks the beginning of the contracted performance period. It serves as official approval for the Contractor to begin work.

Performance Deduction – Refers to the monetary deduction applied to the monthly Management Fee based on the AAR's evaluation of the Contractor's performance.

Quality Assurance – Refers to a planned and systematic approach to ensure adequate service requirements are established; that the services conform to established requirements; and that satisfactory performance is achieved. Quality Assurance refers to actions by the Aviation Authority to determine whether the Contractor's performance conforms to the Scope of Work.

Quality Control – Refers to a program developed by the Contractor to ensure that its services meet the requirements of the Aviation Authority.

Rentable Space – Refers to unoccupied areas inside airport terminals that are available for revenue generation.

Respondent ("Bidder" or "Proposer") – Refers to an individual or business submitting a response to a Solicitation.

Solicitation – Document package used to request responses for the purpose of entering into a Contract with the Aviation Authority.

SOP – Refers to Standard Operating Procedure, a set of step-by-step instructions designed as guidance to carry out routine operations and consistent practices.

Staffing Schedule – Refers to a staffing schedule submitted by the Contractor and approved by the AAR identifying the positions to be filled by personnel of the Contractor in performance of this Contract and the minimum number of personnel that shall be working in each such position during the schedule period.

UOM – Refers to Unit of Measure, a standard/definite magnitude of a quantity.

Wayfinding - Enabling a person to find his or her way to a given destination through the use of effective signage.

2.4. Solicitation Information / Instructions To Respondents

- a. All prospective Respondents shall thoroughly examine and become familiar with the Solicitation package and carefully note the items which must be submitted with the Solicitation as detailed in Section 11: Vendor Questionnaire.
- b. Submission of a Response shall constitute an acknowledgment that the Respondent has read and understands the Solicitation Documents. The failure or neglect of a Respondent to receive or examine any Solicitation Document shall in no way relieve it from any obligations under its Response or the Contract. No claim for additional compensation will be allowed which is based upon a lack of knowledge or understanding of any of the Contract Documents or the scope of work.
- c. Sealed electronic responses will be received for this Solicitation through the Greater Orlando Aviation Authority e-Procurement Platform located at <https://procurement.opengov.com/portal/goaa>. Once you have completed the free account registration, browse back to this page, click on "Draft Response", and follow the instructions to submit the electronic response. By way of the Platform, responses will be locked and digitally encrypted until the submission deadline passes.
- d. All Responses must be received by the Aviation Authority as noted in the Section 1: Introduction. All Responses timely received will be listed with the name of the Respondent during the Virtual Announcement of Respondents. The e-Procurement Platform will not allow for late submittals.
- e. The time/date stamp clock located in the electronic submittal Platform shall serve as the official authority to determine lateness of any response.
- f. If the Aviation Authority determines that it is necessary to change the dates or times prior to the due date, the change will be announced and posted on the e-Procurement Platform.

- g. The Aviation Authority shall not be responsible for delays caused by any occurrence. This shall include any delay as a result of a technology issue. Any late response shall not be accepted.
- h. Responses submitted by hard copy, e-mail, or fax shall not be accepted. Responses submitted outside of the designated electronic submission Platform shall be rejected as non-responsive regardless of where and when they were received.
- i. Respondents shall not be allowed to modify their responses after the opening time and date.
- j. Unless otherwise noted, Respondents shall submit one Response only.
- k. Each Respondent shall complete Section 11: Vendor Questionnaire. Please respond to each item individually, as applicable.
- l. Unless otherwise directed, all uploaded files must be in PDF format. Do not upload zip files.
- m. Regarding narrative responses: please do not include any links to any material, as those will not be reviewed. Additionally, images shall not be added into narrative fields, as those will not be reviewed.
- n. Once the deadline for receipt of Responses has occurred, no Response may be altered or withdrawn for a period of 180 days after such deadline.

2.5. Pre-Submittal Meeting

- a. A virtual and in-person Pre-Submittal Meeting will be held for this solicitation.
- b. The location, date, and time, as well as the Teams link can be find under Section 1: Introduction
- c. The purpose of any Pre-Submittal Meeting is to review and discuss the solicitation (and any addenda) as published.
- d. Attendance is not mandatory, but highly encouraged.
- e. Attendees are expected to be familiar with the Solicitation Document.

2.6. Communications; Questions Regarding Specifications or Solicitation Process and Receiving Responses

- a. Any communication during the solicitation process must be submitted to the Aviation Authority via the e-Procurement Platform, <https://procurement.opengov.com/portal/goaa>, prior to the deadline for Questions.
- b. All answers to inquiries will be posted on the Aviation Authority e-Procurement Platform. Respondents may also click "Follow" on this Solicitation to receive an email notification when answers are posted. It is the responsibility of the Respondent to check the website for answers to inquiries.

- c. In accordance with Administration Policies (Sections 180.01 and 180.03) policies, any communication directly or indirectly to seek to encourage any specific result in connection with an Aviation Authority selecting process, including but not limited to, written communications, any and all forms of electronic communications or messaging, including social media, oral communications either in person or by telephone, initiated by a Respondent or through a lobbyist, agent or third person, to any Aviation Authority staff and/or Committee/Board member who is a member of any committee constituted for the purposes of ranking Solicitations, making recommendations or making an award, is prohibited from the time that the Solicitation is released to the time that the award is made. A copy of the Administration Policies (Sections 180.01 and 180.03) is available upon request from the Manager of Board Services.
- d. All firms are hereby placed on notice that the Aviation Authority Board and staff shall not be contacted about this Solicitation. Firms and their agents shall not contact members of the Aviation Authority staff and/or Committee/Board member (with the exception of designated Procurement Agent and the Small Business Development Department). An appropriate official or employee of the Aviation Authority may initiate communication with a Respondent in order to obtain information or clarification needed to develop a proper and accurate review of the Response. Any official communication from a Respondent during the solicitation process should be submitted via the e-Procurement Platform as directed during the solicitation process. Failure to adhere to these requirements may result in an Aviation Authority Board action to disqualify your firm from consideration of award.
- e. Requests for interpretation, clarification or correction of solicitation documents, forms or other material in the solicitation must be made in writing via the e-Procurement Platform during the Question-and-Answer period. Questions or issues raised at the Pre-Submittal Meeting or during the Question-and-Answer period, which, in the Aviation Authority's discretion, necessitate changes to the solicitation documents, will be the subject of an addendum to this solicitation at the conclusion of the question period, and will be made available through the e-Procurement Platform. It is the responsibility of each Respondent to ensure that it has received and reviewed any and all such solicitation(s) or addendum.

2.7. Exceptions to Terms and Conditions within the Solicitation

If a Respondent desires any changes or modifications to the terms and conditions set forth in their response, the Respondent should submit these changes or modifications to the Aviation Authority in writing, via the e-Procurement platform Questions, prior to the deadline for questions. The Aviation Authority will consider such requested changes to the Contract's terms and conditions. If any such requested changes or modifications are acceptable, the Aviation Authority will modify the terms and conditions by Addenda to this Solicitation prior to the deadline for Response submission. In submitting any requested changes or modifications, a Respondent should state the specific terms or conditions in the Aviation Authority's Response Document, which the Respondent wishes to change, and the

desired language, terms or conditions. Respondents are requested to not substitute entire agreements or sets of terms and conditions but discuss separately each term or condition that they take exception to or desire to change. Exceptions noted within the response submittal may cause the response to be deemed non-responsive.

2.8. Pricing

- a. Provide pricing in OpenGov, using the pricing table. Responses in any other format (such as a quote on the Respondent's template) will not be accepted or reviewed.
- b. Unless otherwise directed, pricing information shall not be included in any other areas of the response.
- c. Any anticipated increases in Respondent's costs during the term must be reflected in its prices set forth in its response.
- d. The Aviation Authority shall not be obligated to renegotiate or increase any price on a Respondent's mistake or miscalculation of prices, underestimation of costs, or for any other reason. All of the Respondent's overhead costs, including, but not limited to, costs of the required bonds and insurance coverages if applicable, shall be included in such Respondent's prices listed in its Solicitation.

2.9. Incurred Cost

The Aviation Authority is not liable for any cost incurred by any Respondent prior to an award. Costs for developing a response is entirely the obligation of the Respondent and shall not be chargeable in any manner to the Aviation Authority.

2.10. Lobbying Statement

Do not contact Aviation Authority Board members or Staff concerning this Solicitation. Public meetings and public deliberations of the Evaluation Committee are the only acceptable forum for the evaluation of any Responses received pursuant to this Solicitation. Written correspondence concerning questions may be submitted to the Procurement Services Department via the e-Procurement Platform during the specified period. Any official communication from a Respondent during the Solicitation process should be submitted in writing to the Greater Orlando Aviation Authority via the e-Procurement Platform as directed in the Solicitation. Copies of the Administration Policies (Sections 180.01 and 180.03) are available at <https://flymco.com/airport-business/policies/>. Failure to adhere to these requirements could result in action to disqualify your firm from consideration of award. Respondents to this Solicitation or persons acting on their behalf may not contact, between the release of the Solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, **any employee or officer of the executive or legislative branch concerning any aspect of this Solicitation, except in writing to the procurement officer or as provided in the Solicitation documents.** Violation of this provision may be grounds for rejecting a response. (F.S. 287.057 (25))

2.11. Withdrawal of Responses

No Response may be withdrawn after the scheduled Response opening time for a period of 180 days. Any Respondent withdrawing or attempting to withdraw its Response prior to the expiration of the 180 day period shall be obligated to reimburse the Aviation Authority for all its costs incurred in connection with such withdrawal or attempted withdrawal including, without limitation, any increased costs for procuring the goods or services from another Respondent or all costs of advertising and re-procuring the goods or services, and all attorneys' fees, in addition to payment of the Aviation Authority's other damages. A Respondent's submission shall be deemed the Respondent's acknowledgment of an agreement to the provisions of this Section.

2.12. Public Meetings/Public Records

Please be aware that all meetings of the Aviation Authority's Board are duly noticed public meetings and all documents submitted to the Aviation Authority as a part of or in connection with a Solicitation constitute public records under Florida law regardless of any person's claim that proprietary or trade secret information is contained therein. Public meetings are posted on the Aviation Authority's website: <https://flymco.com/airport-business/sunshine-meetings/>

2.13. Proprietary Information

In accordance with Chapter 119 of the Florida Statutes (Public Records Law) and except as may be provided by other applicable State and Federal Law, all Respondents should be aware that the Solicitation and the responses thereto are public records. However, the Respondents are requested to identify specifically any information contained in their Response, which they believe to be exempt from disclosure, citing specifically the applicable exempting law. The Aviation Authority will consider a Respondent's opinions regarding the applicability of Chapter 119, Florida Statutes, but shall not be obligated to concur in such opinions. All information and documents received from Respondents in response to this Solicitation will become the property of the Aviation Authority, will not be returned to the Respondents, and will be incorporated in the final Agreement in the event of Agreement award, with the exception of any financial information exempt from the Public Records Laws. Any work product produced as part of the Agreement will become the exclusive property of the Aviation Authority.

2.14. Independent Consultant Status and Compliance with the Immigration Reform and Control Act

Respondent is and shall remain an independent Consultant and is neither agent, employee, partner, nor joint venture of Aviation Authority. Respondent acknowledges that it is responsible for complying with the provisions of the Immigration Reform and Control Act of 1986 located at 8 U.S.C. 1324, et seq. and regulations relating thereto, as either may be amended from time to time. Failure to comply with the above provisions shall be considered a material breach of the Agreement.

2.15. Code of Ethics and Business Conduct Policy

The Aviation Authority has adopted a Code of Ethics and Business Conduct Policy # 101-02, which addresses the obligation of the Aviation Authority's Board members and employees to follow the Florida Statutes in reference to these issues. This includes, but is not limited to, the obligations of the Aviation Authority's Board members and employees with respect to having an interest in business entities, outside employment, gratuities, divulgence of information, unauthorized compensation and acceptance of gifts. Please be aware that any violation of this policy by a Respondent and/or any attempt to influence an Aviation Authority Board member or employee to violate the policy is sufficient cause for the denial of the right of the Respondent to Respond on any Contract or sell any materials, supplies, equipment, or services to the Aviation Authority for a period of time that is determined by the Chief Executive Officer. A copy of this policy (101.02) is available on the Aviation Authority's website: <https://flymco.com/airport-business/policies/>

2.16. Notice of Intent to Award

Unless all Responses are rejected by the Aviation Authority, a Notice of Intent to Award is anticipated to be provided within 90days from the opening of Responses. Such Notice will be posted to the e-procurement platform.

2.17. Appeals

Any Respondent who is adversely affected by a decision or intended decision concerning this competitive solicitation or award and who wants to appeal such specifications, decision, or intended decision shall file an appeal within five (5) business days of the date of any decision or intended decision in compliance with the Aviation Authority's Policy 110.04, Appeal Process. Failure to file an appeal in accordance with the Aviation Authority's Policy 110.04, shall constitute a waiver of the appeal process.

3. MINIMUM REQUIREMENTS

Respondent must meet all the Minimum Requirements listed in this section in order to be considered for award. Respondents must address each Minimum Requirement and provide affirmative statements and/or documentation to demonstrate meeting all the Minimum Requirements, as directed in Section 11: Vendor Questionnaire.

Minimum Requirements are evaluated as Pass/Fail, and are not scored.

3.1. Minimum Experience

Respondent shall have a minimum of three years of relevant experience in airport security checkpoint support services, at a medium or large commercial-service airport, having specialized experience as described in the Scope of Work Section, within ten years prior to the deadline of this Solicitation. Respondent shall provide an affirmative statement and/or documentary proof of such experience in Section 11: Vendor Questionnaire; Respondent shall demonstrate satisfactory prior experience providing these services.

3.2. References

- a. The Respondent must provide at least 3 references from Clients to whom the Respondent provided services of a similar scope, size, complexity and risk exposure as the Aviation Authority, within 10 years from the date of this Solicitation.
- b. References shall be able to validate the Respondent's capabilities and experience and must demonstrate that the Respondent has satisfactorily performed similar Services within the required timeframe.
- c. The Respondent shall not provide more than one reference per contract.
- d. The Respondent authorizes the Aviation Authority, its staff or consultants, to contact any of the references and specifically authorizes such references to release either orally or in writing, any appropriate data with respect to the Respondent and its team members. The Aviation Authority reserves the right to solicit from available sources relevant information concerning a Respondent's past performance and may consider such information in its evaluation and selection process.
- e. References shall be able to timely validate the Respondent's capabilities and relevant experience.
- f. Respondent bears full responsibility for naming references that will respond to the Aviation Authority's reference checks. If the Respondent's references do not respond to the Aviation Authority's reference checks, Respondent may be deemed non-responsive to the Solicitation.

3.3. Compliance with the minimum Local Developing Business (LDB)/Veteran Business Enterprise (VBE) Goal

- a. A Respondent which fails to propose the minimum LDB/VBE participation and fails to demonstrate good faith efforts will be deemed non-responsive. Affirmative statement or Good Faith Effort must be provided in Section 11: Vendor Questionnaire.
- b. The LDB/VBE Requirements are listed in Section 4: Small Business Program

3.4. Registration with the State of Florida

Respondent must be registered/qualified to do business in the State of Florida. ***Include a copy of such registration/application from SunBiz.org with the Response submission.***

4. SMALL BUSINESS PROGRAM

4.1. LDB/VBE Participation

The Aviation Authority encourages the participation of small businesses on Contracts considered for award. To that extend the Aviation Authority has established the following goal(s) as stated in the below:

- a. Combined Participation Goal of 11% LDB/VBE.**
- b. It is the policy of the Aviation Authority that LDB/VBE(s) shall have the maximum opportunity to participate in the purchase of goods and services, and the Aviation Authority has established the LDB/VBE(s) Participation Program to implement this policy. This participation can take the form of procurement Contract, Sub-Contracts, joint ventures or similar arrangements.
- c. The Response will be considered non-responsive to the Solicitation and rejected if the Respondent fails to demonstrate, to the reasonable satisfaction of the Aviation Authority, as required by the LDB/VBEs policy, that the Respondent has met or has made a good faith effort to meet the established LDB/VBEs goal.
- d. Respondents including LDB/VBE(s), shall meet the LDB/VBE(s) participation goal through first tier participation unless otherwise stated in the Response.
- e. A list of currently certified LDB/VBE(s) may be obtained via the internet at <https://goaa.diversitycompliance.com/>. The Aviation Authority will provide this information as a convenience only, and Respondents shall be solely responsible for ensuring all LDB/VBE(s) are capable of performing. Certification of eligibility as an LDB/VBE(s) should be completed prior to submission of a Response. During the Solicitation process, Respondents may contact the Office of Business Opportunity and Exchange for any questions or information concerning the LDB/VBE(s) Participation Program.
- f. Respondents are required to submit, with their Response, the Letter of Intent/Affirmation information by completing the form for each LDB/VBE(s) Firm. The Respondent may make duplicates of this form as needed. Both the LDB/VBE(s) and the Respondent are required to affirm the information provided by signing the form prior to submittal. After the Responses are opened, but prior to award, the Aviation Authority may request, receive, and review additional information from Respondents in order to verify the accuracy of the level of information presented by Respondents with their Responses and the good faith effort of Respondents to reach the LDB/VBE(s) goal.
- g. Prior to and after the Responses are opened and prior to an award of the Contract, the Aviation Authority may request, receive and consider omitted and supplemental information from the Respondents as to the certification of Respondents, if applicable, and of any Respondent's Subcontractor, supplier or joint venture in order to determine LDB/VBE(s) status.

- h. The successful Respondent shall enter into subcontract(s)/purchase orders with the LDB/VBE(s) identified in the Respondent's Response documents which the Aviation Authority relied upon in awarding this Contract, subject only to the Aviation Authority's right to approve all Sub-Contractor. The contractual arrangements with the LDB/VBE(s) shall incorporate such reasonable terms as are required to complete the work described therein while furthering the Aviation Authority's LDB/VBE(s) policy. The successful Respondent must submit copies of the signed subcontract(s)/purchase order(s) to the Office of Business Opportunity and Exchange for each LDB/VBE(s) prior to commencement of performance under this Contract. Failure to enter into the subcontract(s)/purchase order(s) with the LDB/VBE(s) identified in the Respondent's Response documents or failure to submit copies of the signed subcontract(s)/purchase order(s) may result in loss of the award to Respondent.
- i. A Respondent shall not breach any of its obligations with the LDB/VBE(s). In the event Respondent desires to terminate or replace a LDB/VBE(s), Respondent shall promptly notify the Aviation Authority of the impending termination, the reason for the termination and obtain the Aviation Authority's approval prior to proceeding with the termination. Following the termination Respondent shall replace the terminated LDB/VBE(s) with another LDB/VBE(s). If the Respondent is unable to utilize another LDB/VBE(s) for performance of that portion of this Contract, the Respondent shall provide the Aviation Authority with documentation, in a form satisfactory to the Aviation Authority, showing that it is not possible to replace the terminated LDB/VBE(s) with another LDB/VBE(s). The LDB/VBE(s) percentage for participation must not decrease below the percentage proposed during the term of the Contract.
- j. The successful Respondent shall submit to the Aviation Authority a Disbursement Form with each invoice submitted for payment, indicating the amount of money spent with each LDB/VBE(s) since the previous invoice.
- k. Failure to carry out the requirements set forth herein or the commitments made by the Respondent (e.g. failure to subcontract with and use LDB/VBE(s), to pay LDB/VBE(s) as committed in the Response documents, the failure to promptly pay LDB/VBE(s) Sub-Contractors in accordance with Section 4, subsection 32, etc.) shall constitute a breach by the Respondent of this Contract and may result in termination of the Contract by the Aviation Authority or such other remedy as the Aviation Authority deems appropriate. Additionally, Contractor is reminded two or more failures to satisfy the requirements set forth herein or the commitments made by Respondent may result in debarment under the Aviation Authority's Debarment of Contractors Policy 130.04.
- l. Compliance with the LDB/VBE(s) policy of the Aviation Authority does not relieve Respondents of the equal employment opportunity obligations under state and Federal laws and regulations.

4.2. Good Faith Effort Requirements

- a. If the Respondent fails to meet the LDB/VBE(s) Participation Goals, the Aviation Authority will require Respondent to submit evidence of good faith efforts within two (2) business days of request; such evidence may include, but is not limited to the following:
- b. Indicating the name and title of the person responsible for the Respondent's good faith efforts to reach the participation goal;
- c. Provide evidence of attendance at Pre-Solicitation Conference meeting, if any, scheduled by the Aviation Authority to inform LDB/VBE(s) firms of subcontracting opportunities under a given Contract;
- d. Provide a list of LDB/VBE(s) firms contacted;
- e. Provide copies of written correspondence to LDB/VBE(s) firms that their Response is being solicited, as well as certified return receipts to prove receipt or the reason for non-delivery;
- f. Provide evidence of information provided to the LDB/VBE(s) firms about the specific work the Contractor intends to subcontract;
- g. Provide evidence of information provided to LDB/VBE(s) firms on bonding and insurance requirements;
- h. Provide copies of advertisements in general circulation media, trade association publications, and focused media advertising for LDB/VBE(s) firms interested in subcontracting;
- i. Provide evidence that Respondent provided interested LDB/VBE(s) firms with assistance in reviewing the Contract plans, specifications, and the terms and conditions of the general Contract, subcontract and addenda;
- j. Providing evidence that the Respondent provided LDB/VBE(s) firms prompt notice of addenda affecting specific trade Contractors;
- k. Provide evidence that Respondent made follow-up inquiries after initial solicitations of interest from LDB/VBE(s) firms. Respondent shall maintain documentation of the date, time and name of individuals contacted. A telephone log is acceptable documentation of this activity;
- l. Provide a list of quotes submitted by LDB/VBE(s) firms;
- m. Provide documentation as to why LDB/VBE(s) firms were not utilized;
- n. In those instances where a majority Subcontractor is selected for a scope of work for which LDB/VBE(s) Responses were submitted, the Respondent shall submit records of all quotations received from LDB/VBE(s) firms and from the selected majority Subcontractor, and provide an explanation of the reasons why the LDB/VBE(s) firms will not be used during the course of the Contract. Receipt of a lower price quotation

from a non LDB/VBE(s) firm prior to or at the time of Solicitation. Opening will not in itself excuse a Respondent's failure to meet participation goals. It is incumbent upon the Respondent to demonstrate that LDB/VBE(s) firms were not rejected as unqualified without a thorough and documented investigation of their capabilities and capacity.

- o. Additional information on meeting good faith efforts can be found by going to <https://flymco.com/airport-business/small-business/>

5. COMPENSATION - INVOICE AND PAYMENT FOR SERVICES

5.1. Invoices

- a. The Contractor shall invoice the Aviation Authority for the following: the Management Fee; and the Reimbursable Payroll and Operating Expenses; by the tenth (10th) day of each month following the month in which the services were performed by the Contractor in conformity with Contract requirements.
- b. The Contractor's invoice shall describe the services rendered, dates rendered, and shall contain invoices for Reimbursable Payroll and Operating Expenses and other information as needed and be accompanied by such supporting documents and materials as the Aviation Authority shall request.
- c. The Contractor's monthly invoices for Management Fees for each of the five (5) years of the Contract shall not exceed one-twelfth (1/12th) of the Contractor's Management Fees for the applicable year, as set forth on the Proposal Pricing Table(s) within the eProcurement platform.
- d. The cumulative total of the Contractor's monthly invoices submitted for the Reimbursable Payroll and Operating Expenses for each of the five (5) year years of the Contract shall not exceed the total Aviation Authority provided amount for the applicable year, as set forth on Proposal Pricing Table(s), unless prior written authorization is obtained from the Chief Executive Officer or designee.
- e. The Aviation Authority shall pay the Contractor, subject to authorized deductions, and subject to the provisions of the following: Sub-Sections: 5.3 Management Fee, Sub-Section 5.4 Reimbursable Payroll, and Sub-Section 5.5 Operating Expenses - up to the amounts set forth on the Proposal Pricing Table(s) for Contractor Staff that is authorized by the Aviation Authority as required by Section 6: Scope of Work / Specifications. See Proposal Pricing Table(s) in the eProcurement Platform - Management Fee tables and Reimbursable Payroll and Operating Budget tables for each distinct location.
- f. If the term of this shall end on a day other than the last day of a calendar month, the payment of the Management Fee and the Reimbursable Payroll and Operating Expenses for such month (and up to the extent provided in the Sub-Sections below), shall be pro-rated based upon the actual number of days in the month.
- g. Notwithstanding any other provision hereof, the Aviation Authority shall have the right to deduct any amounts due the Aviation Authority from the Contractor from the Management Fee and Reimbursable Payroll and Operating Expenses payable by the Aviation Authority to the Contractor.
- h. The Aviation Authority shall pay the undisputed amount of Contractor's invoice per the Florida Prompt Payment Act. Items in dispute shall be paid upon the resolution of the dispute in accordance with the Florida Prompt Payment Act.

- i. The Aviation Authority shall have the right, but not the obligation, to pay directly to third parties (including Sub-Contractors) all past due amounts owed by Contractor to third parties for labor and materials used for the work hereunder, based on invoices submitted by such third party, and all such amounts paid by the Aviation Authority shall be applied toward, and shall reduce, amounts owed to Contractor hereunder.
- j. The Aviation Authority will reimburse the Contractor for reasonable freight and shipping charges incurred with respect to any such reimbursable items, at actual cost, for which parts, materials, equipment rental and other reimbursable items are approved in writing by the Aviation Authority in advance of such shipment. The cost of overnight delivery shall be approved in writing in advance by the AAR.
- k. The Contractor shall submit all invoices to: Greater Orlando Aviation Authority, Finance Manager, P.O. Box 620125, Orlando, Florida 32862-0125. Invoices may be sent electronically to accounts payable goaa-ap@goaa.org.

5.2. Performance and Invoicing

- a. The Aviation Authority shall, at regular intervals, monitor the performance of Contractor to determine whether the work to be performed under the Contract has in fact been accomplished to Aviation Authority's satisfaction and/or completed in a timely manner.
- b. The Aviation Authority shall notify the Contractor of any specific services that are unsatisfactory to the Aviation Authority, and if the Contractor has not addressed such item or items set forth in the notice to the Aviation Authority's satisfaction within the time frame set forth in the Aviation Authority's notice, the Aviation Authority in addition to all other rights provided under this Contractor by law or equity, may either remedy such unsatisfactory services itself or through a third party and the cost of providing the remedial services shall be deducted from the Contractor's invoice.
- c. Contractor shall be financially responsible for all Federal civil penalties assessed against Aviation Authority for security/safety violations as a result of negligent acts or omissions by employees of the Contractor or Sub-Contractor(s).

5.3. Management Fee

The Management Fee shall include the following:

- a. All payroll and associated costs for:
 - 1. On-Site Manager.
 - 2. On-Site Assistant Manager(s).
 - 3. Administrative Staff.
 - 4. Any other positions deemed necessary by the Contractor and not listed in the Reimbursable Payroll and Operating Expenses in Sections 5.4 and 5.5 below. The

Respondent, as part of their Response, shall list and describe any additional proposed management positions deemed necessary for the performance of this Contract.

- b. The Management Fee shall also include all other expenses not listed in the Reimbursable Payroll and Operating Expenses in Section 5.4 and 5.5 below, including but not limited to:
 - 1. Contractor's overhead and profit
 - 2. Sub-Contractors' Management Fee
 - 3. All required Insurance as outlined in Section 12: Aviation Authority's Standard Terms and Conditions
 - 4. Workers' compensation for all employees including management fee and reimbursable positions
 - 5. All Bond expenses (Performance Bond, Customs Bond, etc.)
 - 6. Recruiting expenses
 - 7. Badges and keys
 - 8. Payroll processing expenses
 - 9. Office equipment and Supplies
 - 10. Operating Supplies, including gloves, bin cleaning supplies, etc.
 - 11. Contractor's Office Cleaning
 - 12. All costs for Vehicles and all other motorized equipment, including fuel, upkeep, insurance, and maintenance.
 - 13. Staff Engagement Program
 - 14. Record Retention Obligation (5 Years Post-Contract)
 - 15. Radios, batteries, accessories, and chargers purchase, maintenance and replacements.
 - 16. Cost for internet services and associated connectivity costs for Contractor provided computers and devices.
 - 17. Costs associated with all pre-approved training (i.e. trainer, training materials).
The Aviation Authority will only reimburse for the hours to attend the training for the reimbursable positions.
 - 18. Costs for Contractor's cell phones and data.
 - 19. Cost of benefits for all management and all reimbursable positions, including but not limited to, retirement contributions, life insurance, and any other Contractor

provided benefits not covered under Reimbursable Payroll and Operation Expenses in Section 5.4 and 5.5

20. Health insurance premiums for the positions in the Management Fee

21. Health Insurance Premiums **in excess of** Five Hundred Fifty Dollars (\$550) per month for contract year 1 and an additional Twenty-Five Dollars (\$25) per month for each subsequent contract year; for the reimbursable positions participating in the Contractor provided Health Care Plan.

22. Non-resident legal, administrative, bookkeeping, executive personnel expenses and off-site general office expenses.

23. All other costs associated with the performance of this Contract not listed in the Reimbursable Payroll and Operating Expenses in Sections 5.4 and 5.5.

- c. The Management fee will not change even if the contract scope changes. In the event the performance of the Contract requires a permanent increase or decrease in the staffing of the reimbursable positions of twenty percent (20%) or more, Aviation Authority and Contractor may agree to negotiate a re-adjustment to the Management Fee.

5.4. Reimbursable Payroll Expenses

Contractor shall invoice the Aviation Authority for the actual Reimbursable Payroll Expenses in accordance with Sections 5.1 and 5.2. Approval of the Staffing Schedules shall not be construed as, and is not, authorization to exceed the annual Reimbursable Payroll Expenses Budget.

The Reimbursable Payroll Expenses **shall be limited** to the following:

- a. Actual hourly rates paid the employee for the following positions:
 - 1. Supervisor positions
 - 2. Divesting Agents
 - 3. Checkpoint Support Agents
- b. Overtime hours as approved in advance by the AAR
- c. Actual paid time-off taken (vacation, sick, bereavement and jury duty) and holiday pay as approved by the AAR.
- d. Contractor shall provide detailed leave and holiday plan for the AAR approval. The Aviation Authority will not reimburse Contractor for any accrued vacation or sick leave hours at the time of Contract expiration, at the end of any Contract Year, or upon employee termination for any reason. Contractor shall provide its policy on paid time-off and holidays prior to Contract execution.

- e. Associated payroll taxes: Social Security, Medicare, Federal and State Unemployment.
- f. Reimbursement for Health Insurance premiums for up to Five Hundred Fifty Dollars (\$550) per month for contract year 1 and an additional Twenty-Five Dollars (\$25) for each subsequent contract year; for the reimbursable positions participating in the Contractor provided Health Care Plan.
- g. Staffing and wage plan shall be submitted for approval no more than 10 business days after receipt of the Notice of Intent.

5.5. Reimbursable Operating Expenses

The Contractor shall invoice the Aviation Authority for the actual Reimbursable Operating Expenses in accordance with Sections 5.1 and 5.2. The Reimbursable Operating Expenses **shall be limited to** the following:

- a. Uniforms for Reimbursable Positions: Uniform program shall be approved by the AAR as described in the Scope of Work Section.
- b. Subcontracted Work: Subcontracted Work (Excluding Participation) at actual cost as approved by the Aviation Authority. There shall be no mark-up associated with the subcontracted work.

5.6. Non-Reimbursable Expenses

- a. If not specifically set forth in the Compensation/Management Fee Section, any other expenses incurred by the Contractor shall **not** be reimbursed by the Aviation Authority and should be included in the proposed management fee.
- b. The following expenses shall not be reimbursed by the Aviation Authority:
 - 1. Any accrued leave hours at the time of Contract expiration, at the end of any Contract year, or upon employee termination for any reason.
 - 2. Monthly health insurance premiums in excess of the amounts described in this Solicitation.
 - 3. Health care premiums for the positions included in the management fee.
 - 4. Costs or expenses of legal representation, or of union negotiations and administration.
 - 5. Costs of any interstate/intrastate local flat rate telephone calls, extended calling services, long distance, or directory assistance toll telephone service.
 - 6. Costs of any and all interest, late charges, penalties, and fines paid by the Contractor and/or its employees.
 - 7. Taxes accrued above Federal or State wage limitation will not be reimbursed.

8. Any other costs or expenses not specified under the Compensation / Management Fee Section.

5.7. Labor Compensation

The Contractor's labor compensation for the reimbursable positions shall be fixed at the hourly labor rates as agreed upon with the Aviation Authority and shall not be subject to markups. Employees are required to utilize an automated time and attendance system. Employee's timesheets, printed records shall be included with the invoice and only actual hours worked and accounted for shall be billed.

5.8. Compensation Adjustment

Throughout the term of this Contract, at the end of each month thereof, the AAR may make a payment adjustment to the Contractor's invoice as specified in Sections 5.1, 5.2 and 5.3. In addition, deductions may be taken for Contractor's failure to provide a Manager, Assistant Manager(s), and/or Administrative Staff for a period exceeding 21 calendar days as specified in Section 6.10, Section 6.11 and Section 6.12.

5.9. Health Insurance

- a. Contractor shall provide health benefits in accordance with applicable Federal Laws (including Federal Affordable Care Act) to its employees working at the Airport, effective not more than ninety (90) days after the date of hire of each employee.
- b. The Aviation Authority is only obligated to reimburse for Health Insurance Premiums for up to Five Hundred Fifty Dollars (\$550) per month for contract year 1 and an additional Twenty-Five Dollars (\$25) for each subsequent contract year; for the reimbursable positions participating in the Contractor provided Health Care Plan. All other Health benefits costs shall be included in the Management Fee. Nothing hereunder is intended to reduce or limit any obligation Contractor has to provide employee health insurance coverage under any union contract or applicable law.
- c. The Contractor shall, at any time the Aviation Authority so requests, certify to the Aviation Authority that Contractor is in compliance with this Section. The Contractor's obligation to maintain records, and the Aviation Authority's right to examine such records, shall include records relating to the employee health insurance required to be provided pursuant to this Section.

6. SCOPE OF WORK / SPECIFICATIONS

6.1. Overview

The Contractor shall provide all labor, supervision, management and administrative oversight, tools, materials, supplies, equipment, and all other items necessary or proper for, or incidental to, performing Security Checkpoint Support Services, at MCO in accordance with the Contract Documents. The Contractor employees assigned to this Contract shall not be allowed to engage in secondary employment with any enterprise doing business at MCO without prior approval of and at the sole discretion of the AAR.

6.2. Aviation Authority's Responsibilities

- a. The Aviation Authority will provide employee parking at the designated Employee Parking Lot at no cost to the Contractor or its employees while performing the work specified herein.
- b. The Aviation Authority will provide the Contractor, at the Aviation Authority's sole cost, office and support space as it determines to be reasonably necessary for the Contractor's operations conducted in direct support of this Contract. The Aviation Authority reserves the right to relocate the office and support space at its sole discretion. The Contractor will be required to sign a Space Use Agreement Form.
- c. The Aviation Authority will provide the Contractor, at the Aviation Authority's sole cost, with utility service where presently available and required by the Contractor to perform its obligations and functions under this Contract.
- d. The Aviation Authority will provide the Contractor telephone service for use in its offices at the airport. The Contractor shall reimburse the Aviation Authority for any cost of all interstate/intrastate local flat-rate calls, extended calling services, long-distance and directory assistance telephone calls incurred in the use of such telephones.

6.3. Contractor Responsibilities

- a. The safety of the public is the responsibility of all Contractor managers, supervisors, support personnel, front-line staff as well as employees while performing under this Contract.
- b. The Contractor shall ensure that there is a sufficient number of qualified personnel to provide services at all times in accordance with the approved Staffing Schedule.
- c. The Contractor shall notify the AAR if a vacancy in the staffing plan occurs and shall provide the AAR with the Contractor's plan and timetable to fill such vacancy as directed by the AAR.
- d. The Aviation Authority reserves the right to approve or disapprove a Contractor employee's qualifications to serve in contracted positions. The Aviation Authority

reserves the right to require adjustment or replacement of any Contractor position or personnel at any time at the sole discretion of the AAR.

- e. The Contractor must advise the AAR in writing within 24 hours of receipt of a notice of resignation, or the termination of personnel included in the Management Fee.
- f. The Contractor shall contact the Aviation Authority's approved companies, AT&T, Summit and Spectrum directly for fiber-based internet connection to obtain pricing for this service (at the Contractor's expense). All services must be provided through Single Mode Fiber.

6.4. Tools and Equipment

- a. It shall be the sole responsibility of the Contractor to provide, at no cost to the Aviation Authority, all tools including any special tools and equipment necessary to perform the work under this Contract.
- b. The Aviation Authority shall provide the Contractor with suitable storage space for Contractor's tools and equipment in a location designated by the Aviation Authority.
- c. Equipment Inspection - The Contractor agrees that the Aviation Authority shall have the right, but not the obligation, at all times to examine all equipment, vehicles, tools, materials, and supplies used by the Contractor and to monitor and observe its officers, employees, subcontractors, and agents in the performance of the Contractor's obligations under this Contract. If the Aviation Authority determines whether any equipment, vehicle or tool is unsafe or not in good working condition, the Contractor shall remove it from service and repair or replace it promptly to the Aviation Authority's satisfaction.

6.5. Contractor's Performance

- a. All services shall follow the highest industry-prevailing standards, as well as all applicable codes, rules, regulations, laws, and best practices governing the work.
- b. The Contractor and any Subcontractor shall hire or contract with a sufficient number of employees so as to enable it to conduct the Contractor's operation and perform the Services as authorized and required.
- c. The Contractor shall provide supervisory and management staff to meet the contract requirements. The Contractor shall furnish all necessary skill, labor, supervision, and management for the performance of the services.
- d. The Contractor shall be responsible for recruiting, employing, training, and supervising personnel to perform services as defined in the Contract and as approved by the Aviation Authority.
- e. The Contractor's performance is subject to examination and review by the Aviation Authority and other regulatory authorities.
- f. The Contractor shall provide overall management of the services provided under this Contract, which in turn shall include, but are not limited to:

1. Ensuring that all personnel are able to relate to other people in a polite, courteous and respectful manner. Customer service training shall be included in the Contractor's training program.
 2. Ensuring that adequate personnel are available to meet the requirements of the Staffing Schedule.
 3. Ensuring that all staff responds to the instructions of Aviation Authority personnel and also understands the roles of Orlando Law Enforcement Officers and Federal Officials with appropriate jurisdiction and credentials.
- g. The Contractor shall be financially responsible for all Federal civil penalties assessed against Aviation Authority for security/safety violations as a result of negligent acts or omissions by employees of the Contractor or sub-consultants and/or subcontractors, or for failure to follow procedures in the Contractor's SOP as approved by the Aviation.
 - h. The Aviation Authority shall, at regular intervals, monitor the performance of Contractor to determine whether the work to be performed under the Contract has in fact been accomplished to Aviation Authority's satisfaction and/or completed in a timely manner.
 - i. The Aviation Authority shall notify the Contractor of any specific services that are unsatisfactory to the Aviation Authority, and if the Contractor has not addressed such item or items set forth in the notice to the Aviation Authority's satisfaction within the time frame set forth in the Aviation Authority's notice, the Aviation Authority in addition to all other rights provided under this Contract or by law or equity, may either remedy such unsatisfactory services itself or through a third party and the cost of providing the remedial services shall be deducted from the Contractor's invoice.
 - j. All Subcontractor staff shall display a badge clearly and fully identifying its company name.
 - k. Contract staffing is to be coordinated with the AAR or designee. At no time shall services be performed beyond the scopes of this Specification without the written authorization from the AAR.
 - l. The Contractor is responsible to ensure its personnel follow the Aviation Authority and the Transportation Security Administration ("TSA") direction and/or instruction, and perform in accordance with these specifications.
 - m. The Aviation Authority will provide oversight, direction and/or instruction to the Contractor's personnel relative to the work described herein. The Contractor is responsible to ensure its personnel follow the Aviation Authority's direction and/or instruction and perform in accordance with these specifications.

- n. The Contractor shall ensure that the employee reports, ready to work, at the time and place specified by the AAR, with the Aviation Authority reserving the right to reject or stop time on any employee who fails to:
 - 1. Perform assigned duties satisfactorily.
 - 2. Dress appropriately for an assignment.
 - 3. Comply with any federal, state or local regulations.
 - 4. Perform without disruption the activities of the Aviation Authority to which the personnel is assigned.
 - 5. Perform in an acceptable manner in the judgment of the AAR or his designee.
- o. Contractor shall advise the Authority as soon as practical of any condition, which may adversely affect the Contractor's ability to provide staffing services.

6.6. Performance Standards/Deductions/Adjustments

- a. The Contractor shall be required to meet or exceed certain performance standards in its management of this Contract. To ensure that performance standards are met, the Aviation Authority may assess deductions to the monthly Management Fee, at the discretion of the AAR, if such performance is not met. The determination as to whether performance has been adequately met shall be at the discretion of the AAR. The AAR shall issue a written notice to the Contractor when any of the performance standards are not met.
- b. The Aviation Authority will provide the Contractor a monthly report that lists any Performance Deduction(s). The performance areas for which a deduction in the monthly payment may result, the standards for such performance areas, and the amounts of any monthly decrease in payment are as follows:
 - 1. Unstaffed Assigned Positions: For any assigned position found to be unstaffed, the Contractor will be expected to provide a corrective plan within 15 minutes of notification from the AAR or designee. The AAR may, in its sole discretion, apply the following deduction(s):
 - i. More than Three (>3) per month = A \$200 deduction for the fourth (4th) incident and a \$200 deduction for each additional incident.
 - 2. Complaint: For any valid written or verbal complaint received by the Authority from passengers, federal agencies or airlines for a situation that, in the sole discretion of the AAR, is directly caused by Contractor or its staff, the AAR may, in its sole discretion, apply the following deduction(s):
 - i. More than Three (>3) per month = A \$200 deduction for the fourth (4th) Customer Complaint and a \$200 deduction for each additional Complaint.
 - 3. Unclean Condition: For any unclean condition of area assigned or shared space assigned to the Contractor, for which the Contractor is responsible for

maintaining in a clean, neat, and presentable manner (as defined in the Specifications), the AAR may, in its sole discretion, apply the following deduction(s):

- i. More than Three (>3) per month per assigned area per incident = A \$200 deduction for the fourth (4th) Unclean Condition and a \$200 deduction for each additional incident.
- 4. Approved Attire: For any contractor staff found not to be adhering to the approved attire, the AAR may, in its sole discretion, apply the following deduction(s):
 - i. More than Three (>3) per month = A \$200 deduction for the fourth (4th) incident and a \$200 deduction for each additional incident
- c. All deductions indicated below are in addition to any other penalty or fine that may be imposed by other agencies or authorities and does not limit any other remedies provided in these Contract documents, including termination.
- d. The violation of any Aviation Authority Safety/Security policy may be subject to a deduction of up to five hundred dollars (\$500) per incident, at the discretion of the Aviation Authority.
- e. Failure of Contractor to respond to a service call in accordance with the requirements of any Specification or in the event Contractor is found to be in noncompliance with any other Contractual requirement described herein and has not complied within a reasonable time once said item is brought to the attention of Contractor, may result in a deduction up to five hundred dollars (\$500) per incident, at the reasonable discretion of the AAR.

6.7. Hours to Perform Services

- a. The Contractor shall be obligated to perform services 7 days per week, 365 days per year. The actual staffing levels and/or requirements will be determined by the Aviation Authority as needed.
- b. The Contractor shall provide sufficient staff to provide services at designated security checkpoint, typically sixteen (16) hours per day from 4:00 a.m. to 8:00 p.m., seven (7) days per week, three hundred sixty-five (365) days per year, subject to flight schedule change. The actual staffing levels and/or requirements will be determined by the Aviation Authority as needed.
- c. The Contractor may be required to provide staffing beyond the schedule hours stated herein. In that event, the Aviation Authority shall pay the Contractor for the actual hours worked at specified rates.
- d. Normal Staffing Requirements shall be provided by the number of staff for such hours and for such days as approved by the AAR. The Contractor shall not exceed the staffing, hours/day or days/week requirements described in this Section without

advance, written approval from the AAR. All staff scheduled hours shall be approved in advance by the AAR. The Contractor shall provide a monthly report of all hours worked by each employee to Aviation Authority not later than the tenth working day of the following month. Employees shall not remain or loiter around any workplace area once their assigned shifts have been completed.

- e. In the event an emergency condition and/or major anomaly is declared by the Aviation Authority's Chief Executive Officer, Chief Operating Officer, Chief Creative Officer, Vice President of Customer Experience or their respective designees, the Contractor will perform work during such hours as specified by the Aviation Authority.

6.8. Contractor's Personnel

- a. The Contractor shall provide staffing per the following requirements for each key position. The Aviation Authority shall have the right, in its sole discretion, to approve or reject Contractor's staffing if the Aviation Authority advises in writing that such staff is objectionable to the Aviation Authority. Additionally, during the term of the Contract, the Aviation Authority may require that the Contractor promptly transfer from the Airport and replace the On-Site Manager, and/or Assistant Managers, if the Aviation Authority advises in writing that such manager is objectionable to the Aviation Authority. The Contractor shall employ all persons necessary to provide the required functions in accordance with the approved Staffing Schedule provided to the AAR.
- b. The Contractor shall not deviate from the Staffing Schedule unless written approval has been previously granted by the AAR. The Contractor shall increase or decrease its staffing at such times, in such amounts and manner, and for such durations as directed by the AAR.
- c. The Contractor's employees engaged to perform work under this Contract should be regular, full-time and/or part-time personnel. The use of "short term temporary" or casual "day labor" personnel to perform the work will not be permitted, except as authorized by the Aviation Authority on a case-by-case basis in situations such as employee illness or disability, or unusually high traffic flow. This prohibition shall extend to the use of any temporary help or placement agencies.
- d. The Contractor shall cooperate fully and to provide assistance to the Aviation Authority in the investigation and resolution of any complaints, claims, actions, or proceedings that may be brought by or that may involve its Employees or Employees of Sub-Contractors, including operations management. Any complaints or inquiries, shall have a written response to the complainant, no later than ten (10) days from written notification of an issue, and a copy provided to the AAR.
- e. The Contractor shall select and hire only persons who are able and qualified to perform the job duties for which they are hire. The individuals shall be courteous and capable of acting in the utmost professional manner when interacting with customers and the public.

- f. The Contractor shall report to the AAR any possible theft, fraudulent activity or vandalism by employee(s) or subcontractor(s) or any allegations of employee(s) or subcontractor(s) dishonesty within 24 hours.
- g. The Contractor shall be responsible for the conduct, demeanor and appearance of the employees performing services while on or about the airport while acting in the course and scope of employment.
- h. The Contractor will abide by all State and Federal regulations on wages and hours of an employee dealing with the employment relationship between Contractor and its subsidiaries or related parties and its employees, including but not limited to the Florida Human Relations Act, the Federal National Labor Relations Act, the Federal Fair Labor Standards Act, the Federal Civil Rights Act of 1964, as amended, and the Americans with Disabilities Act.
- i. The Contractor shall have management and/or supervisory presence seven days per week.
- j. The Contractor must provide all personnel deemed necessary to meet the requirements of the Contract.

6.9. On-Site Manager

- a. The Contractor shall provide an On-Site Manager who shall carry out the day-to-day obligations of the Contractor under this Contract. The Aviation Authority requires the On-Site Manager be a full-time employee, locally based, and dedicated exclusively to this Contract. The On-Site Manager shall have overall authority for this Contract, and the authority required to act on behalf of the Contractor in the performance of this Contract. The On-Site Manager shall be responsible for coordinating and directing the activities of the Supervisors and Staff.
- b. The On-Site Manager may vary his/her work hours to provide for overall management of this Contract. All instructions and notices given by the Aviation Authority to the On-Site Manager shall be as binding as if given to the Contractor, and all statements made by the On-Site Manager shall be binding as if made by the Contractor.
- c. The On-Site Manager shall attend coordination meetings, scheduled from time to time by the AAR, to review the Contractor's performance and compliance with contract terms and when follow-up action, if any, is required to correct identified deficiencies in the Contractor's performance.
- d. The Contractor shall advise the Aviation Authority in writing of the name and qualifications of its intended On-Site Manager, at least two weeks before hiring any substitute or replacement for the proposed or existing On-Site Manager. The Aviation Authority shall have the right, in its sole discretion, to approve or reject any new On-Site Manager selected by the Contractor.
- e. The On-Site Manager:

1. Shall have a minimum of three (3) years management experience, which demonstrates the experience and skills necessary to manage the work to be performed under this Contract.
 2. Shall be able to respond on-site at the Airport within sixty (60) minutes of a request from the Aviation Authority.
 3. Shall possess excellent written and verbal communications skills.
 4. Shall be responsible for Staff Management, Customer Service, Safety, Employee Training and Quality Assurance Program.
 5. Shall inspect, evaluate and monitor operations and processes in working areas to ensure compliance with government safety regulations, Aviation Authority's safety procedures and industry standards.
 6. Shall recommend policy/procedure changes to protect and educate employees on how to prevent accidents through the use of safety training programs and assist with safety regulation enforcement.
 7. Shall investigate accidents to identify their root cause(s) and determine/recommend potential changes to prevent similar occurrences in the future.
 8. Shall be responsible for ensuring all performed services meet the established standard of quality service and performance.
 9. Shall develop and administer all training. Identify training needs and organize training to meet quality standards.
 10. Shall develop and implement Quality Assurance Program.
- If the Contractor fails to provide an On-Site Manager for a period exceeding 21 consecutive calendar days following written notice, the Aviation Authority reserves the right to deduct Three Hundred and Fifty (\$350) dollars per day from the Management Fee. The deductions shall start on the 22nd calendar day.

6.10. On-Site Assistant Manager

- a. The Contractor shall provide a minimum of one On-Site Assistant Manager who shall assist the Manager in the Contractor's operations at the Airport. The Aviation Authority requires the On-Site Assistant Manager be full-time, locally based, and dedicated exclusively to this Contract.
- b. All instructions and notices given by the Aviation Authority to the On-Site Assistant Manager shall be as binding as if given to the Contractor, and all statements made by the On-Site Assistant Manager shall be as binding as if made by the Contractor when an On-Site Assistant Manager is acting in the capacity of the On-Site Manager.
- c. The On-Site Assistant Manager may vary their work hours to assist in providing overall management of the contractor staff.

- d. The On-Site Assistant Manager and any replacement shall be subject to the Aviation Authority's prior written approval.
- e. The On-Site Assistant Manager:
 - 1. Shall have at least 2 years management or supervisory experience, which demonstrates the experience and skills necessary to manage the work to be performed under this Contract.
 - 2. Shall act as the designee and assist with all other duties in the absence of the On-Site Manager.
 - 3. Shall be available for emergency response seven days per week.
 - 4. Shall possess excellent written and verbal communications skills.
 - 5. Shall be able to perform the duties of Supervisors and other contract staff. The On-Site Assistant Manager shall perform these duties as required to meet operational requirements and daily staffing levels.
- f. The On-Site Assistant Manager shall also be responsible for Safety, Employee Training and Quality Control Program which includes the following:
 - 1. Inspect, evaluate and monitor operations, equipment and processes in working areas to ensure compliance with government safety regulations, Aviation Authority safety procedures and industry standards.
 - 2. Recommend policy/procedure changes to protect and educate employees on how to prevent accidents through the use of safety training programs and assist with safety regulation enforcement.
 - 3. Investigate incidents to identify their root cause(s) and determine/recommend potential changes to prevent similar occurrences in the future.
 - 4. Responsible for ensuring all performed services meet the established standard of quality service and performance.
 - 5. Develop and administer the training program.
 - 6. Develop and implement Quality Control Program.
- g. If the Contractor fails to provide an On-Site Assistant Manager for a period exceeding 21 calendar days, the Aviation Authority reserves the right to deduct Three Hundred (\$300.00) dollars per day from the Management Fee. The deductions shall start on the 22nd day.

6.11. Administrative Assistant

- a. The Contractor shall provide 1 Administrative Assistant, who shall work 5 days per week, 8 hours per day at the Airport to support the administrative requirements of the Contract, and devote his/her time exclusively to providing administrative support

to the On-Site Manager and the Supervisors for the work performed for this Contract.

- b. Administrative Assistant duties include, but not limited to, payroll, customer service, badging, records management, invoices and any other administrative duties deemed necessary for the performance of this Contract.
- c. If the Contractor fails to provide an Administrative Assistant for a period exceeding 21 consecutive calendar days following written notice, the Aviation Authority reserves the right to deduct Two Hundred and Fifty (\$250.00) dollars per day from the Management Fee. The deductions shall start on the 22nd calendar day.

6.12. Supervisors

- a. The Contractor's Supervisor(s) shall provide supervision of the checkpoint personnel, under the direction of the On-Site Manager and On-Site Assistant Manager 7 days per week including holidays to assist at the checkpoints or other specified locations. This position requires exceptional customer service and communication skills.
- b. The Contractor's Supervisor(s) shall have a minimum of 1 year experience in a supervisory capacity, which demonstrates the experience and skills necessary to manage the work to be performed under the Contract.
- c. The Contractor's Supervisor(s) shall be able to perform the duties of the Divesting Agents and Checkpoint Support Agents personnel and shall perform these duties as required to meet operational requirements and daily staffing levels.
- d. The Supervisor(s) and any replacement(s) shall be subject to the Aviation Authority's prior written approval.

6.13. Divesting Agents

- a. The Contractor shall provide sufficient staff to provide personnel 7 days per week including holidays. This position requires exceptional customer service and communication skills. The actual staffing levels and requirements may be changed, extended, or reduced as determined by the Aviation Authority's requirements.
- b. The responsibilities for this position include but are not limited to the following:
 - 1. Responsible for assisting passengers with what items to remove from their pockets and belongings, ensuring they properly prepare their items for X-ray screening, as well as guiding the passengers through the start of the screening process while maintaining the passenger flow.
 - 2. Provide inspection trays to customers transiting through the checkpoint and will assist in transferring these trays from the exit end of the X-ray unit to the entrance. They will also be responsible for moving passenger carryon baggage as needed, responding to inquiries, controlling terminal entry and exit points, and other duties as assigned.

3. Receive classroom instruction as well as On-The-Job Training. Upon completion of the training, staff will be assigned to a lane position and will perform their duties as described while adhering to all standard operating procedures.
4. Maintain focus and awareness while working in a stressful environment, including but not limited to distractions from alarms, machinery, and the traveling public.
5. Must be able to stand, lift, push and/or bend for extended periods of time with the ability to lift objects as needed. Assist passengers with special needs and answer general questions of the passengers. Staff shall interact politely and professionally with passengers, airline representatives and federal agency employees.
6. Properly dispose of confiscated non-hazardous liquids by collecting items from each checkpoint lane and transferring them to proper waste disposal unit.
7. Provide general housekeeping of the checkpoint areas to ensure that the overall appearance of the checkpoint is clean and presentable.
8. The Divesting Agents shall be able to perform the duties of the Checkpoint Support Agents and shall perform these duties as required to meet operational requirements and daily staffing levels.
9. Assist the Authority's Staff in various Terminal Services functions, including but not limited to, queuing, crowd control, etc.
10. If requested by the AAR, the Contractor's personnel shall perform other duties as needed throughout the Airport.

6.14. Checkpoint Support Agents

- a. The Contractor shall provide sufficient staff to provide services 7 days per week including holidays. This position requires exceptional customer service and communication skills. The actual staffing levels and requirements may be changed, extended, or reduced as determined by the Aviation Authority's requirements.
- b. The responsibilities for this position include, but are not limited to the following:
 1. Assist passengers with special needs, answer general questions of the passengers and provide escort to elevators and Automated People Mover station.
 2. Provide bins and bowls to customers transiting through the Security Checkpoint. Transfer bins and bowls from exit end of X-ray unit to entrance end.
 3. Properly collect and dispose of confiscated non-hazardous liquids from each checkpoint lane and transferring them to proper waste disposal unit.
 4. Assist the Authority's Staff in various Terminal Services functions, including but not limited to, queuing, crowd control, etc.

5. Staff shall interact politely and professionally with passengers, airline representatives and federal agency employees.
6. Must be able to stand, lift, push and/or bend for extended periods of time with the ability, without aide, to lift objects with weights in excess of 60 pounds.
7. Provide general housekeeping of the checkpoint areas to ensure that the overall appearance of the checkpoint is clean and presentable, including maintaining the appearance and cleanliness of the bins and bowls.
8. If requested by the AAR, the Contractor's personnel shall perform other duties as needed throughout the Airport.

6.15. Uniforms

- a. The Contractor's employees shall wear neat-appearing uniforms with the company name and/or logo and footwear in a style that complies with all legal and safety requirements, including and without limitation, the requirements of OSHA.
- b. Uniforms must present a professional appearance and be functional for physical job requirements. The uniforms shall be clean and fresh, fit properly, and be in good condition at all times.
- c. The Contractor shall submit uniform samples to the AAR, for approval, prior to the commencement of the Contract and prior to introduction of any change to the approved uniform.
- d. All Contractor's employees shall wear their uniforms at all times while on duty. Any Contractor employee(s) (supervisory or non-supervisory) working under this Contract and not wearing a uniform shall immediately be suspended from further duties.

6.16. Safety and Training Program

- a. The Contractor shall provide each employee engaged in the performance of work under this Contract with the training needed to safely and competently perform the work hereunder.
- b. The Contractor shall maintain as a part of each employee's employment record a training record for such employee. The training record shall show, at a minimum, the employee's name, date of employment, and the type and date of each training class attended. A transcript of the training records shall be made available to the Aviation Authority upon request.
- c. The training shall be specific for each work group and at Contractor's expense. The training curriculum for each group shall be reviewed and approved by the Aviation Authority. The Aviation Authority will only pay for the Contractor Staff hours to attend the training.

- d. Training provided by the Contractor shall include appearance, attitude, conduct, customer service, incident reporting, and other duties outlined in the Aviation Authority-approved Standard Operating Procedures. The Contractor shall ensure that all training materials are secured and accounted for at all times and shall not share or release the information with any other party.
- e. In addition to the Contractor's training, the Contractor shall be required to attend Aviation Authority provided other training as directed by the AAR.

6.17. Aviation Authority Inspection & Evaluation Program

- a. The Aviation Authority reserves the right at its sole discretion to inspect the work areas to determine if the Contractor is performing and in compliance with the terms and conditions of the contract documents and to determine the overall effectiveness of the services.
- b. The Aviation Authority will conduct inspections and evaluations to ensure the Contractor's Personnel are performing as required and to ensure continuing compliance with Contract requirements.
- c. The Aviation Authority documentation of inspection results will be available for review by the Contractor in coordination with the AAR.
- d. Notwithstanding any other rights the Aviation Authority may have in the contract documents, the Aviation Authority may issue a formal written correspondence describing the deficiency to the Contractor for any failure by the Contractor to comply with the terms of this Contract ("Notice of Deficiency").
- e. Upon receipt of the Notice of Deficiency, the Contractor shall take immediate action to correct the noncompliance. The Contractor shall deliver its written response to the AAR personally, by close of the next business day. The response shall include the Contractor's factual report of the event(s), immediate corrective action taken, any mitigating circumstances involved in the event(s), and planned action to prevent future occurrence of the noncompliance.

6.18. Reports

- a. The Contractor shall provide reports on a daily, weekly, or monthly basis, as requested by the AAR. The reports shall include, but not be limited to, the scheduled hours and actual hours worked, the quality of performance, and the services provided by the Employees and Supervisors, including Sub-Contractors Employees and Supervisors.
- b. Contractor is required to have electronic attendance and electronic scheduling systems for all the reimbursable positions under this Contract.

6.19. On-Site Communications

- a. The Contractor shall provide, at its sole cost, all communications equipment necessary to properly and efficiently perform its obligations under this Contract to include sufficient radios (programmable to interface with GOAA radio frequency) smart/cell telephones, facsimile/copy machines, office computers, including all maintenance and repair services for its communications equipment, and all connectivity and retransmission requirements for same.
- b. The Contractor shall provide, at its own cost, portable radios, programmable to interface with the Aviation Authority frequency, chargers and batteries for each required staffed position. The Contractor shall maintain the radios in good working condition. A minimum of 6 radios is required for contract operations. The manufacturer and type of radio currently utilized is Motorola, Model No. R7 4w 1000ch UHF Portable Radio.
- c. The Contractor's employees and Sub-Contractors shall always abide by the Aviation Authority's established radio use procedures and etiquette requirements. Radios provided and maintained by the Contractor must be suitable/programmable to the Aviation Authority's radio frequency.

6.20. Additional Services

- a. If the Aviation Authority requests the Contractor to provide services in addition to those specified above, the Contractor shall develop a work plan detailing the specific tasks to be completed and provide a detailed not-to-exceed budget for performing such Additional Services. The Contractor shall not perform any Additional Services until the Aviation Authority has issued a written notice-to-proceed with the execution of the work plan.

7. OTHER REQUIREMENTS

7.1. General

The following documents are requested with your response:

- a. Current W9

These documents are to be uploaded in PDF format in Section 11: Vendor Questionnaire.

7.2. Acknowledgements and Certifications

The following acknowledgements / certifications are requested with your response:

- a. Conflict Of Interest Disclosure Form (GOAA Form provided)
- b. Verification of Employment Status / E-Verify
- c. Drug-Free Workplace Certification
- d. Certification Regarding Prohibition Against Contracting with Scrutinized Companies
- e. Discriminatory Vendor List Certification
- f. Public Entity Crimes Certification

These acknowledgements / certifications are to be completed in Section 11: Vendor Questionnaire.

7.3. Proof of Insurability

Respondent must demonstrate its ability to obtain insurance meeting the minimum required coverage by uploading proof in Section 11: Vendor Questionnaire.

7.4. Proof of Bondability

Respondent must demonstrate its ability to meet bondability requirements by uploading proof in Section: 11 the Vendor Questionnaire. See details of Bonding requirements in Section 12: Aviation Authority Standard Terms and Conditions.

7.5. Claims Information

Respondent must disclose in Section 11: Vendor Questionnaire, all lawsuits, arbitrations and claims filed or raised by or against the Respondent over the last five years.

7.6. Convictions, Indictments, Investigations, Regulatory Investigations

Respondent shall describe in Section 11: Vendor Questionnaire, all prior or pending convictions, indictments, investigations, and regulatory investigations, either civil or criminal, that relate to the Scope of Work/Specifications described in this Solicitation.

7.7. Respondent's Certificate, Willingness to Sign Contract/Agreement

An affirmative statement is required that the Respondent is willing to sign the Contract set forth in this Solicitation, as amended, within ten (10) days after receipt of the Notice of Award. The Aviation Authority's goal is that the terms and conditions stated in the Solicitation Documents will constitute the terms of the final Contract between the Aviation Authority and the successful Respondent, without significant or material change to such Terms or Conditions. A sample Contract is included in this solicitation under Section 13: Sample Contract. This affirmative statement is made as part of the "Respondent's Certificate" in Section 11: Vendor Questionnaire.

8. SELECTION PROCESS, AWARD AND CONTRACT EXECUTION

8.1. General - Basis of Award

Respondent(s) must meet the requirements as stated in the solicitation document and demonstrate the capability required to provide the services described in the solicitation.

- a. It is the Respondent's responsibility to incorporate all pertinent information effectively, to communicate the Respondent's concept, and meet the requirements listed in the Solicitation. The Respondent should prepare its Response simply and economically, providing a straightforward, concise description of the Respondent's capability to satisfy the conditions and requirements of this competitive solicitation based on the Evaluation Criteria which are the list of elements that the Aviation Authority deems most important to its evaluation process.
- b. The Aviation Authority, in its sole discretion, may award this Solicitation to the responsible and responsive Respondent submitting the Response which is deemed to be the most advantageous to the Aviation Authority, price and other factors being considered.
- c. The Procurement Committee may, in its sole discretion, seek the assistance of other Aviation Authority staff, consultants and legal counsel with respect to the evaluation and any recommendation for award.
- d. All recommendations and decisions regarding award of the services shall be made at open public meetings in accordance with the requirements of Florida Statute 286.011, and all interested parties are invited to attend such meetings. The meetings of the Committee and Aviation Authority Board are public meetings.

8.2. Optional Interviews, Evaluation and Selection

- a. The Procurement Committee will evaluate the Responses, determine whether the Respondents meet the Minimum Requirements, and are responsive and responsible, and may, at its sole discretion, invite one or more of the Respondents to interview with the Committee. The purpose of such an interview would be to allow Respondents to elaborate upon their Responses before the Committee proceeds with scoring of the Responses. Interview responses, along with the written Response will become part of the Respondent's Response to be evaluated by the Committee.
- b. In the event the Procurement Committee determines that presentations/interviews are not necessary, the Committee shall evaluate the Responses and submit to the Aviation Authority Board for approval, a ranking and recommendation of award.

8.3. Price Score

- a. Pricing will be unsealed when the Responses are unsealed..
- b. The scoring of price proposals will be based on a mathematical calculation.

- c. The low price proposal may be further examined and determined to be unreasonably low if the difference between the low and the second low is more than 25%, per the Aviation Authority's Policy 450.02.
- d. The Respondent providing the lowest price will receive the maximum points. The Aviation Authority staff will calculate a "percentage ratio" by dividing the lowest price with each of the other Respondents' prices. The maximum points will be multiplied by the "percentage ratio" and the Price Score will be rounded to the 2nd decimal. For example:
 1. If Respondent A's price is \$5.00, Respondent B's price is \$6.00, Respondent C's price is \$8.00, and the maximum score for price is 20 points, Respondent A gets 20 points.
 2. Then, for Respondent B, we divide \$5.00 by \$6.00 to get a their Percentage Ratio. ($5/6=83.33\%$), and multiply the Percentage Ratio with the maximum points. ($20 \times 0.8333 = 16.66$) Respondent B's score is 16.66.
 3. Then, for Respondent C, we divide \$5.00 by \$8.00 to get their Percentage Ratio. ($5/8=62.50\%$), and multiply the Percentage Ratio with the maximum points. ($20 \times 0.6250 = 12.50$) Respondent C's score is 12.50.

8.4. Recommendation of Award

- a. The Procurement Committee will evaluate each Response that meets the Minimum Requirements and is deemed to be responsive and responsible, based on the scored Evaluation Criteria as supported by the Respondent's information.
- b. The Committee may, in its sole discretion, seek the assistance of other Aviation Authority staff, consultants and legal counsel with respect to the evaluation and any recommendation for award.
- c. A Notice of Intent to Award, if any, is anticipated to be posted to the Aviation Authority's e-procurement platform within 90days from the opening of Responses.

8.5. Award and Execution of Contract

All awards made as a result of this Solicitation shall conform to all applicable policies of the Aviation Authority. The Aviation Authority Board may accept, reject or amend the recommendation of the Procurement Committee.

- a. After the Aviation Authority Board has approved the final rankings and selection for award, if for any reason, the Contract is not timely executed, the Aviation Authority may award the Contract to the next ranked firm, until a Contract is executed.
- b. The Aviation Authority may reject all Responses at any time throughout this process.
- c. All recommendations and decisions regarding award of the services shall be made at open public meetings in accordance with the requirements of Florida Statute 286.011, and all interested parties are invited to attend such meetings.

8.6. Tie Breaking

In accordance with the Aviation Authority's Policy 450.02, when a tie occurs, the following will be considered in an attempt to break the tie, in the order listed below:

1. Drug-Free Workplace
2. (MWBE Program suspended as of June 3, 2025)
3. Request Offerors to submit best and final pricing
4. Offeror whose principal place of business is located in Orange, Lake, Osceola, Polk, and Seminole Counties
5. Game of chance – Coin toss

9. EVALUATION CRITERIA

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Relevant Experience, Qualifications of Respondent (Firm), and References	Points Based	25 (25% of Total)
2.	Relevant Experience and Qualifications of Key Personnel	Points Based	15 (15% of Total)
3.	Approach and Methodology Staffing, Training, Safety, Quality Assurance, Customer Service and Transition Plan	Points Based	20 (20% of Total)
4.	Other Requirements LDB/VBE Participation Plan, Proof of Insurance, Proof of Bondability, Claims Information, Prior or Pending Litigation, Investigations, Regulatory Investigations, Acknowledgements, Certifications and other Documents	Points Based	10 (10% of Total)
5.	Management Fee	Points Based	30 (30% of Total)

10. PRICE TABLE(S)

MANAGEMENT FEE

Annual total shall reflect the UOM cost, times the quantity.

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
1	Annual Management Fee, Yr. 1	1	Year		
2	Annual Management Fee, Yr. 2	1	Year		
3	Annual Management Fee, Yr. 3	1	Year		
4	Annual Management Fee, Yr. 4	1	Year		
5	Annual Management Fee, Yr. 5	1	Year		
TOTAL					

ANNUAL REIMBURSABLE BUDGET

The Contractor's aggregate annual invoices shall not exceed the total for Years 1 through 5. It is estimated that 81 FTE reimbursable positions will be needed for the performance of this Contract. The Aviation Authority believes that this estimate fairly describes the scope of work under ordinary circumstances; However, the number of FTE reimbursable positions may range between 70 and 90 as actual conditions may cause the number of positions to be adjusted accordingly. The Aviation Authority shall only reimburse for reimbursable positions requested and approved by the Aviation Authority and satisfactorily provided by the Contractor.

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
Year 1					
1	Reimbursable Payroll Expense Budget	1	Year	\$4,032,900.00	
2	Reimbursable Operating Expense Budget	1	Year	\$38,900.00	
Year 2					

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
3	Reimbursable Payroll Expense Budget	1	Year	\$4,153,900.00	
4	Reimbursable Operating Expense Budget	1	Year	\$40,100.00	
Year 3					
5	Reimbursable Payroll Expense Budget	1	Year	\$4,278,500.00	
6	Reimbursable Operating Expense Budget	1	Year	\$41,300.00	
Year 4					
7	Reimbursable Payroll Expense Budget	1	Year	\$4,406,900.00	
8	Reimbursable Operating Expense Budget	1	Year	\$42,600.00	
Year 5					
9	Reimbursable Payroll Expense Budget	1	Year	\$4,539,200.00	
10	Reimbursable Operating Expense Budget	1	Year	\$43,800.00	
TOTAL					

11. VENDOR QUESTIONNAIRE

Unless otherwise directed, all uploaded files must be in searchable PDF format. While OpenGov allows other file types to be uploaded, the Aviation Authority directs you to upload PDF files, except where a specific file type, such as Excel is required.

Regarding narrative responses: please do not include any links to any material, as those will not be reviewed. Additionally, images shall not be added into narrative fields, as those will not be reviewed.

11.1. RESPONDENT IDENTIFICATION

11.1.1. Responding Company's name and address*

Must match the name shown on the submitted W-9 Form and on the Registration with the State of Florida (Sunbiz). Contract/Agreement/Purchase Order will be issued under this name, if awarded.

Maximum response length: 200 characters

*Response required

11.1.2. Is the duly authorized signatory (person who is duly authorized to contractually bind the Respondent) of the Respondent also the Primary Contact for this solicitation?*

☐ Yes

☐ No

*Response required

When equals "Yes"

11.1.3. Authorized signatory / Primary contact's name, title, email address and direct phone #*

Maximum response length: 200 characters

*Response required

When equals "Yes"

11.1.4. Secondary contact person's name, title, email address and phone #.*

Maximum response length: 200 characters

*Response required

When equals "No"

11.1.5. Authorized signatory's name, title, email and direct phone #*

Maximum response length: 200 characters

*Response required

When equals "No"

11.1.6. Primary contact person's name, title, email address and phone #*

Maximum response length: 200 characters

*Response required

When equals "No"

11.1.7. Secondary contact person's name, title, email address and phone #.*

Maximum response length: 200 characters

*Response required

11.1.8. Registration with the State of Florida*

Upload evidence of registration to conduct business in Florida

*Response required

11.1.9. Upload Respondent's current, signed W-9 Form.*

*Response required

11.1.10. Did the Respondent use Artificial Intelligence (AI) to generate any portion of their response to this solicitation?*

☐ Yes

☐ No

*Response required

When equals "Yes"

11.1.11. Certification regarding usage of Artificial Intelligence*

By selecting confirm, I certify that any Artificial Intelligence (AI) generated response(s) have been reviewed and verified for accuracy and truthfulness. Additionally, I certify that any intellectual property, trademarked, and copyrighted material contained in the response(s) are used with the owner's permission.

☐ Please confirm

*Response required

11.2. MINIMUM REQUIREMENTS

11.2.1. Minimum Experience*

Explain how the Respondent meets the Minimum Experience requirement described in Section 3: Minimum Requirements.

Maximum response length: 5000 characters

*Response required

11.2.2. Reference 1*

See requirements for References under Section 3: Minimum Requirements.

Provide your response in the following order:

- Name of Company
- Contact Name
- Contact Email
- Brief description of services
- Timeline for services rendered

Maximum response length: 5000 characters

*Response required

11.2.3. [Reference 2*](#)

See requirements for References under Section 3: Minimum Requirements.

Provide your response in the following order:

- Name of Company
- Contact Name
- Contact Email
- Brief description of services
- Timeline for services rendered

Maximum response length: 5000 characters

*Response required

11.2.4. [Reference 3*](#)

See requirements for References under Section 3: Minimum Requirements.

Provide your response in the following order:

- Name of Company
- Contact Name
- Contact Email
- Brief description of services
- Timeline for services rendered

Maximum response length: 5000 characters

*Response required

11.3. RELEVANT EXPERIENCE, QUALIFICATIONS OF THE RESPONDENT AND FEEDBACK FROM REFERENCES

11.3.1. Provide three examples/contracts that are similar in size, scope, complexity and similar risk profile, satisfactorily performed by Respondent within the past ten years.*

Maximum response length: 5000 characters

*Response required

11.3.2. Provide a list of similar projects/contracts provided in the past ten years with other entities or airports*

Maximum response length: 5000 characters

*Response required

11.4. RELEVANT EXPERIENCE AND QUALIFICATION OF KEY PERSONNEL

11.4.1. Identify and provide resume of the On-Site Manager (Lead Individual), highlighting his/her qualifications and experience. Include the length of time and number of projects/contracts the Respondent has performed with the proposed Lead Individual.*

*Response required

11.4.2. Provide the names of the contract team, On-Site Assistant Manager(s) and key employees, to be assigned to the project/contract; provide resumes highlighting their qualifications and experience. Include the length of time and number of projects/contracts the Respondent and the Lead Individual have with the proposed team.*

*Response required

11.4.3. Include an organizational chart proposed for this project clearly showing the reporting relationship between individual team members, especially those in positions of oversight and quality assurance*

*Response required

11.5. APPROACH AND METHODOLOGY

11.5.1. Staffing Plan *

Describe in detail the proposed staffing plan necessary to meet the requirements of this Contract. The staffing plan should include the number of staff, including the relief staff and the number of supervisors envisioned to accomplish the assigned services.

*Response required

11.5.2. Safety, Training and Quality Assurance Plan*

The Safety, Training and Quality Assurance Plan shall include, but not be limited to, an outline of the training and the type and number of hours of estimated training for each type of personnel, a list of training materials to be provided and how the Respondent will ensure the completeness of the subject matter, and the method through which the training will be provided.

The Safety, Training and Quality Assurance Plan must include the following:

- Detail how the inspections, evaluations and monitoring of operations, equipment and processes in working areas will be conducted.
- Ensure all performed services meet the established standard of quality service and performance.
- Identify training needs and organize training to meet quality standards.
- Ensure compliance with government safety regulations, Aviation Authority safety procedures and industry standards.
- A sample of written reports to include but not limited to; staffing reports, operational reports, quantitative reports, incident reports during each shift.

*Response required

11.5.3. Customer Service Plan*

Describe in detail your customer service plan that demonstrates your company's commitment to providing a positive customer experience and strategies for improvement of the workplace culture.

*Response required

11.5.4. TRANSITION PLAN*

Describe in detail the transition plan process to be followed to implement the services to be provided pursuant to the Scope of Services. This plan must include time frames and information that would be required for such services to be fully operational and include a timeline (with an explanation of how this timeline would be used in the transition process). Include the time period needed for hiring and training of employees, planned interface with the Aviation Authority, the processing of ID badges, uniforms, and site tours, etc.

The Respondent's response shall include clear timeline for the transition process and successful start of operations.

*Response required

11.6. OTHER REQUIREMENTS

11.6.1. APPROACH TO SMALL BUSINESS PARTICIPATION*

Describe the LDB/VBE participation that will be provided and what services will be performed.

Maximum response length: 5000 characters

*Response required

11.6.2. Compliance with Small Business Participation Goal - Affirmative Statement*

This Solicitation includes a Small Business participation requirement:

- a. LDB/VBE Combined Participation Goal: 11%
- b. All Respondents, including a Respondent which is a Small Business, shall comply with the requirements by having Small Business, other than the Respondent, participate

in the performance of the Contract services at a sufficient level to meet the participation goal.

- c. The Response will be considered non-responsive to the Solicitation and rejected if the Respondent fails to demonstrate, to the reasonable satisfaction of the Aviation Authority, that the Respondent has met or has made a good faith effort to meet the established goal(s).

d. Respondents can't self-declare Small Business Status.

See Section 4: Small Business Program for additional details.

By selecting "Confirm" you certify that you have read this requirement and you, at a minimum, comply.

☐ Please confirm

*Response required

11.6.3. If the Participation % proposed less than the Aviation Authority's Small Business Participation goal for this solicitation, the Respondent must provide a narrative to demonstrate Good Faith Effort

Write N/A if not applicable.

Maximum response length: 5000 characters

11.6.4. Conflict of Interest Form*

Please download the below document, complete, and upload.

- [Solicitation - Respondent C...](#)

*Response required

11.6.5. Verification of Employment Status / E-Verify*

By selecting "Confirm", I hereby acknowledge and agree that use of the U.S. Department of Homeland Security's E-Verify System during the term of the contract is a condition of the resulting contract with the Greater Orlando Aviation Authority.

Effective January 1, 2021, public and private employers, contractors and subcontractors will be required to register with, and use the Employment Eligibility Verification System (E-Verify) to verify the work authorization status of all newly hired employees. The E-Verify system can be obtained at the U.S. Department of Homeland Security website: <http://www.dhs.gov/E-Verify>

"Contractor" means a person or entity that has entered or is attempting to enter into a contract with a public employer to provide labor, supplies, or services to such employer in exchange for salary, wages, or other remuneration (also referred to as Respondent or Contractor).

"Subcontractor" means a person or entity that provides labor, supplies, or services to or for a contractor or another subcontractor in exchange for salary, wages, or other remuneration (also referred to as Sub- Vendor or Sub-Contractor).

Vendor/Contractor/Subcontractor acknowledges and agrees to utilize the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of:

- All persons employed by Vendor/Contractor/Sub-Contractor during the term of the contract, (including assigned sub-vendors/sub-contractors/sub-contractors), to perform employment duties within Florida and any work in pursuant to the contract with the Aviation Authority.

By entering into a contract with the Aviation Authority, the Contractor/Contractor becomes obligated to comply with the provisions of Section 2. Section 448.095, Fla. Stat., "Employment Eligibility," as amended from time to time. This includes, but is not limited to, utilization of the E-Verify System to verify the work authorization status of all newly hired employees, and requiring all subcontractors to provide an affidavit attesting that the subcontractor does not employ, contract with, or subcontract with, an unauthorized alien.

The contractor shall maintain a copy of such affidavit for the duration of the contract. Failure to comply will lead to termination of resulting contract, or if a subcontractor knowingly violates the statute, the subcontract must be terminated immediately. Any challenge to termination under this provision must be filed in the Circuit Court of Orange County, Florida no later than 20 calendar days after the date of termination. If the resulting contract is terminated for a violation of the statute by the Contractor, the Contractor may not be awarded a public contract for a period of 1 year after the date of termination.

☐ Please confirm

*Response required

11.6.6. Drug-Free Workplace Certification*

By selecting "Confirm", I certify, that if awarded, Respondent shall maintain a drug-free workplace in accordance with the Florida Drug-free Workplace Act during the duration of the contract. No employee shall be hired by a Contractor for work on Aviation Authority's premises prior to such employee having tested negative for drugs. In addition, existing employees of the Contractor must be subject to drug testing by the Contractor upon reasonable suspicion of drug use. Results of all such drug tests are to be retained by the Contractor Copies shall be provided to the Aviation Authority, if requested.

☐ Please confirm

*Response required

11.6.7. Certification Regarding Prohibition Against Contracting with Scrutinized Companies*

By selecting "Confirm", I hereby certify that neither the undersigned entity, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit have been placed on the Scrutinized Companies that Boycott Israel List created pursuant to s. 215.4725 of the Florida Statutes, or are engaged in a boycott of Israel.

In addition, if this Solicitation is for a Contract for goods or services of one million dollars or more, I hereby certify that neither the undersigned entity, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit are on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to s. 215.473 of the Florida Statutes, or are engaged in business operations in Cuba or Syria as defined in said statute.

I understand and agree that the Aviation Authority may immediately terminate any Contract resulting from this Solicitation upon written notice if the undersigned entity (or any of those related entities of Respondent as defined above by Florida law) are found to have submitted a false certification or any of the following occur with respect to the company or a related entity: (i) it has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or (ii) for any Contract for goods or services of one million dollars or more, it has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or it is found to have been engaged in business operations in Cuba or Syria.

☐ Please confirm

*Response required

11.6.8. Discriminatory Vendor List Certification*

By selecting "Confirm", I hereby certify that the Respondent, and any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit have not been placed on the Discriminatory Vendor List by the Department of Management Services. (287.134(3)(d), Fla. Stat.)

☐ Please confirm

*Response required

11.6.9. Public Entity Crimes Certification*

By selecting "Confirm", I hereby certify that the Proposer, and/or any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations have not been convicted of any public entity crimes nor have they been placed on the Convicted Vendor List by the Department of Management Services.

☐ Please confirm

*Response required

11.6.10. Proof of Insurability*

You may upload your Certificate of Insurance (COI), an insurance quote for the required coverage, or a statement from regarding the Respondent ability to obtain insurance with the required coverage issued by a company currently authorized to do business in the State of Florida and with an A.M. Best Company rating of at least B+ and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating for the

required insurance(s) listed in Section 12: Aviation Authority's Standard Terms and Conditions.

*Response required

11.6.11. Proof of Bondability*

Demonstrate ability to meet bondability requirements listed in this solicitation by providing a Letter of Bondability on a surety company letterhead or a letter from a US Bank for a letter of credit confirming that Respondent can obtain one or the other and understands only the Performance Bond or Letter of Credit form will be accepted.

Further details regarding the bondability requirements can be found in Section 12 Aviation Authority's Standard Terms and Conditions.

Upload Letter of Bondability or Letter of Credit.

*Response required

11.6.12. Disclose all lawsuits, arbitrations and claims filed or raised by or against the Respondent over the last five (5) years, specifically identifying the project involved, the parties involved, the nature of the claim(s), amount at issue, disposition or status and litigation, case style, number, and jurisdiction*

Maximum response length: 10000 characters

*Response required

11.6.13. Prior or pending convictions, indictments, investigations, and regulatory investigations*

The Respondent shall provide a description of all prior or pending convictions, indictments, investigations, and regulatory investigations, either civil or criminal that relate to the services listed in the Scope of Work / Specifications Section in which Respondent or its affiliates, subsidiaries, parent company, directors, senior officers, senior regional officers, the Lead Individual, or Engagement Team members have been involved with in the last five (5) years immediately preceding the date of Respondent's response to this Solicitation. Or provide an affirmative statement that there are none.

Maximum response length: 10000 characters

*Response required

11.6.14. Response Certification and Willingness to sign Contract / Agreement*

Please download the below document, complete, and upload.

- [Solicitation - Respondent C...](#)

*Response required

12. AVIATION AUTHORITY STANDARD TERMS AND CONDITIONS

12.1. Regulations

The Contractor shall comply with all applicable federal, state and local laws, ordinances, rules and regulations pertaining to the performance of the work specified herein.

- a. Contractor shall comply with all health and sanitary regulations adopted by all applicable governing bodies.
- b. Contractor shall give access for inspection purposes to any duly authorized representative of such governing bodies.
- c. Permits are not required for the scope of this solicitation.
- d. The Contractor shall obtain licenses and certificates, or any such approvals of plans or specifications as may be required by Federal, State and local laws, ordinances, rules and regulations, for the proper execution of the work specified herein.
- e. Contractor shall comply with Federal and State right-to-know laws if hazardous materials are used. The SDS (Safety Data Sheets) shall be made available to all workers and Aviation Authority's Authorized representatives. Contractor shall report immediately to the Authority's Authorized Representative (AAR) any spillage or dumping of hazardous materials on Aviation Authority property. The Contractor shall also be responsible for the cleanup and any costs incurred for all such incidents.
- f. During the performance of this Contract, Contractor shall keep current and, if requested by the Aviation Authority, provide copies of any and all licenses, registrations or permits required by applicable governing agencies. Contractor shall keep a copy of any and all licenses, registrations and permits on the job site while performing the work.

12.2. Purchasing Contracts With Other Governmental Entities

Aviation Authority permits the Contractor to extend the pricing, terms and conditions of this solicitation to other governmental entities at the Contractor's discretion. Each governmental entity that utilizes this solicitation or resulting Contract will be responsible for execution of its own requirements with the Contractor.

12.3. EEO Statement

Contractor must ensure that employees and applicants for employment are not discriminated against for reasons of race, color, age, religion, sex, national origin, or handicapped status. Minority and female-owned businesses are encouraged to participate. The Aviation Authority is an equal opportunity employer.

12.4. Whistle Blower Reporting Line

The Aviation Authority is committed to the highest level of integrity in its operations and is fully committed to protecting the organization, its operations, and its assets against fraud,

waste or abuse. The Aviation Authority has established a Whistle-Blower Reporting Line with a third-party service provider as a means for employees, contractors, vendors, tenants and the general public to report suspected fraud, waste or abuse in connection with Authority operations. Should Contractor suspect any fraud, waste or abuse in connection with any work under this Contract, including any work of its subcontractors or laborers, it shall promptly report such activity at (877) 370-6354, through email: caseinbox@goaa.caseiq.app, or through the online reporting form at <https://goaa.caseiq.app/portal>. The Contractor shall include this reporting requirement in all subcontracts and vendor agreements. The Contractor is further encouraged to report any suspected fraud, waste or abuse it suspects in connection with any other airport operation or project.

12.5. Non-Exclusive Contract

This is a non-exclusive Contract. During the term of this Contract, and any extensions thereof, the Aviation Authority reserves the right to contract for another provider for similar services as it determines necessary in its sole discretion.

12.6. Space Use Agreement

Execution of a Space Use Agreement is required for this solicitation. The sample Space Use Agreement is included as an Attachment. The terms of the Space Use Agreement are non-negotiable.

12.7. Federal Fair Labor Standards Act

All Contracts and SubContracts that result from this Contract incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers. The Contractor has full responsibility to monitor compliance to the referenced statute or regulation. The Contractor must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

12.8. Occupational Safety And Health Act of 1970

All Contracts and Sub-Contracts that result from this Contract incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Contractor retains full responsibility to monitor its compliance and their Sub-Contractor's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Contractor must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

12.9. Verification of Employment Status

Only those employees determined eligible to work within the United States shall be employed under this Contract. Prior to the employment of any person under this Contract, the Contractor shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Contractor during the Contract term, and an express requirement that Contractors include in such subcontracts the requirement that Sub-Contractors performing work or providing services pursuant to the Aviation Authority. Contractors will utilize the E-Verify system to verify the employment eligibility of all new employees hired by the Sub-Contractor during the Contract term. For more information on this process, please refer to United States Citizenship and Immigration Service site at: <http://www.uscis.gov/portal/site/uscis>.

12.10. Insurance Requirements

At its sole expense, the Contractor shall maintain the following insurance during the term of the Contract, including any extensions or renewals and such insurance will apply to Contractor, its employees, agents, and Sub-Contractors.

a. General Liability and Automobile Liability:

1. **Commercial General Liability:** Commercial General Liability insurance covering any and all claims for property damage and bodily injury (including death) and including, but not limited to premises, products and completed operations, and Contractual liability for Contractor's covenants, with a limit of liability not less than One Million Dollars (\$1,000,000) per occurrence or not less than Five Million Dollars (\$5,000,000) per occurrence, for AOA access; and
2. **Automobile liability insurance:** Automobile liability insurance covering each motor vehicle, including but not limited to owned, non-owned, or hired, used in conjunction with providing Services on Aviation Authority property resulting in property damage or bodily injury, including death with a limit of not less than One Million Dollars (\$1,000,000) combined single limit per accident or not less than Five Million Dollars (\$5,000,000) combined single limit per accident, for AOA access

b. Additional Insured Endorsement. Such above referenced liability insurance shall name Authority and the City and their members (including, without limitation, members of the Authority's Board and the City's Council and members of the citizens' advisory committees of each), officers, employees, and agents as additional insureds.

c. Workers' Compensation and Employer's Liability. The following insurance shall apply to all Contractor's employees who will be engaged on Authority property in the performances of Services in this Contract: (i) workers' compensation insurance with statutory limits in accordance with Florida law, and (ii) employer's liability insurance policy limits not be less than \$100,000 for each accident, \$100,000 for disease each employee and \$500,000 for disease policy limit. If the Contract is self-insured, the

Contract shall provide proof of self-insurance and authorization to self-insure as required by applicable Florida laws and regulations.

12.11.Surety Bond / Letter of Credit Requirement

Prior to Aviation Authority's execution of the Contract and within ten (10) business days of the award, the Contractor shall furnish to Aviation Authority a Performance Bond, and a Payment Bond if required, completed on the Aviation Authority's forms provided in the Contract.

- a. Performance Bond shall be current and in compliance at all times during the term of the Contract in a penal sum equal to \$500,000.
- b. The Contractor may elect to provide the Aviation Authority, in lieu of the required Performance Bond (but not the Payment Bond if required by general law), a letter of credit in an amount equal to \$ 500,000, and issued on the Aviation Authority's form of irrevocable standby letter of credit ("Letter of Credit"). The Contractor shall provide the Aviation Authority with a Letter of Credit that remains in effect for at least one year after the expiration or earlier termination of the term of the Contract including any renewal or other extended term. If the Contractor fails to perform any obligation required of it under the terms of the Contract including, but not limited to, providing the Aviation Authority with an acceptable renewal or replacement letter of credit within the required time limits, the Aviation Authority shall be entitled, in addition to any other remedies, to draw the full amount of the funds available under any Letter of Credit provided by Contractor to Authority and to hold such funds until such time as the Aviation Authority in its discretion shall determine the amount of damages, costs and expenses owing to it from the Contractor. The Aviation Authority shall retain from such funds an amount equal to its actual or anticipated damages, costs and expenses, and shall thereafter return the remaining amount of the funds, if any, to the Contractor.
- c. Prior to the commencement of any renewal or extended term of the Contract, Contractor, at its own expense, shall provide to the Aviation Authority an acceptable renewal or replacement Performance Bond or Letter of Credit, rider to an existing Performance Bond or Letter of Credit, or continuation amendment to an existing Performance Bond or Letter of Credit .
- d. Except as provided in this Performance Bond Section, the Aviation Authority will not accept any change or modification to the forms of Performance Bond or Letter of Credit attached to these Solicitation Documents. The sole change to the forms of Performance Bond and Letter of Credit that the Aviation Authority will accept is that the Contractor may provide a Performance Bond or a Letter of Credit **that is for a period of less than the full initial term of the Contract but which still has an effective term of not less than twelve (12) months**. The Aviation Authority shall release any existing Letter of Credit provided by the Contractor upon the Aviation Authority's receipt and approval of a renewal or replacement Letter of Credit that complies with the requirements of this Contract.

- e. If the Contractor is required to provide any renewal of the Performance Bond or Letter of Credit, rider to an existing Performance Bond or Letter of Credit, or continuation amendment to an existing Performance Bond or Letter of Credit (collectively, the "Replacement"), Contractor shall, at the discretion of the Aviation Authority, calculate the penal sum/amount (the "Amount") of any such Replacement as follows:
1. If the Renewal is provided in connection with the expiration of an existing Performance Bond or Letter of Credit prior to expiration of the initial term of the Contract but not in connection with an amendment to the Contract where the compensation to be paid to Contractor is increased, the Replacement shall be in an Amount equal to the Amount of the then current Performance Bond or Letter of Credit.
 2. If the Replacement Performance Bond is provided in connection with an amendment of the Contract where the compensation to be paid to the Contractor during the period covered by the then current Performance Bond or Letter of Credit is increased for any reason, the Replacement shall be in an Amount equal to the Amount of the then current Performance Bond or Letter of Credit plus an amount that bears the same ratio to the increased compensation to be paid to the Contractor that the Amount of the then current Performance Bond or Letter of Credit bears to the total compensation to be paid to the Contractor prior to such amendment to the Contract.
 3. If the Replacement is provided in connection with the renewal or extension of the Contract and the required Amount of the Performance Bond or Letter of Credit for the initial term of the Contract is stated as a fixed Amount, the Replacement shall be in an Amount equal to the lesser of either (i) the Amount required during the initial term of the Contract; or (ii) an Amount that bears the same ratio to the total estimated compensation to be paid to the Contractor during the renewal term that the Amount required during the initial term of the Contract bore to the total estimated compensation to be paid to the Contractor during the initial term of the Contract.
 4. If the Replacement is provided in connection with the renewal or extension of the Contract and the required Amount of the Performance Bond or Letter of Credit for the initial term of the Contract is stated as a fraction or percentage of the Contract price, the Replacement shall be in an Amount equal to the same annualized percentage of the total estimated compensation (including any reimbursable expenses) to be paid to the Contractor during the renewal term (i.e., if the initial Performance Bond or Letter of Credit is 1/6 of the total three year Contract cost, then the Replacement will be one-half of the total estimated compensation to be paid to the Contractor during the renewal year).
- f. Failure to timely submit an acceptable Performance Bond or Letter of Credit prior to commencement of the Contract in addition to all other rights available to the Aviation

Authority under law, shall give the Aviation Authority the right to withdraw the Notice of Intent to Award, without the need for providing the Contractor advance notice or the opportunity to cure. Contractor acknowledges responsibility for any damages or costs incurred by the Aviation Authority due to its failure to comply with this Section.

- g. Surety Bonds delivered to the Aviation Authority in satisfaction of any requirement under this Contract must meet the following criteria:
1. Bid Bonds provided to the Aviation Authority in connection with Contracts shall be duly issued by an insurer or corporate surety (a) on a bond form provided by Aviation Authority, or on a form substantially the same as Aviation Authority's form; b) obligating the surety for at least ninety (90) days following the date on which Bids are publicly opened; and (c) by an insurer or corporate surety that is authorized to conduct insurance business in the State of Florida.
 2. Performance and Payment Bonds provided to the Aviation Authority in connection with Contracts having a value of \$500,000.00 or less shall be duly issued by an insurer or corporate surety which:
 - i. Is authorized to conduct insurance business in the State of Florida;
 - ii. Currently holds a certificate of authority authorizing it to write surety bonds in the State of Florida; and
 - iii. Is otherwise in compliance with the provisions of the Florida Insurance Code.
 3. Performance and Payment Bonds provided to the Aviation Authority in connection with Contracts having a value in excess of \$500,000.00 shall be duly issued by an insurer or corporate surety which:
 - i. Is authorized to conduct insurance business in the State of Florida;
 - ii. Holds a currently valid certificate of authority by the U.S. Department of Treasury pursuant to 31 U.S.C. ss 9304-9308; and
 - iii. Has no less than a "B+" Financial Rating and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating Services.
 - iv. Notwithstanding the provisions of (c) above, an insurer or corporate surety which is not rated by AM Best Rating Services may be accepted by Aviation Authority, but only if approved by Aviation Authority's Risk Manager and Department Vice President following a review or investigation of the insurance company's financial and performance standing, including without limitation, its capital adequacy, assets, earnings, of the insurance company's financial and performance standing, including without limitation, its capital adequacy, assets, earnings, liquidity and such other factors as the Aviation Authority's Risk Manager may deem appropriate.

- h. Liability Insurance Companies furnishing insurance coverages required by these General Conditions shall (a) be currently authorized to conduct insurance business in the State of Florida, and (b) must have no less than a "B+" Financial Rating and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating Services.
- i. In the event that the Aviation Authority requests Contractor to purchase materials or as a condition to approval of a Sub-Contractor in accordance with these Standard Terms and Conditions, the Aviation Authority shall have the right to require Contractor to provide a payment bond in accordance with Section 255.05, Florida Statutes.
- j. Letters of Credit shall be issued by a bank with an office located in the State of Florida and reasonably acceptable to the Aviation Authority's Chief Executive Officer or designee.

12.12.Discounts

All discounts, EXCEPT THOSE FOR PROMPT PAYMENT, shall be considered in determining the lowest net cost for Response evaluation purposes.

12.13.Taxes

The Aviation Authority is exempt from Federal excise taxes and all sales taxes.

12.14.Silence of Specifications

The apparent silence of the specifications and any supplemental specifications as to any details or the omission from same of any detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail and only materials of first quality be provided.

12.15.Assignment

Neither this Contract nor any of the Contractor's rights or obligations hereunder may be assigned by the Contractor without the Aviation Authority's prior written consent, which consent may be granted or withheld in the Aviation Authority's sole discretion. Any transfer of this Contract by merger, consolidation or liquidation, change in federal identification number or, any change in ownership of or power to vote a majority of the outstanding voting stock or ownership interests of the Contractor shall constitute an assignment of this Contract for purposes of this Section. In the event the Contractor assigns or subcontracts or attempts to assign or subcontract any right or obligation arising under this Contract without the Aviation Authority's prior written consent, the Aviation Authority shall be entitled to terminate this Contract. Assignments require at least 60 days prior notice.

12.16.Indemnification

The Contractor shall indemnify, defend and hold completely harmless the Aviation Authority and the City, and the members (including, without limitation, members of the Aviation

Authority's Board and the City's Council, and members of the citizens advisory committees of each), officers, employees and agents of each ("Indemnified Parties") from and against any and all liabilities (including statutory liability and liability under Workers' Compensation laws), losses, suits, claims, demands, judgments, fines, penalties, damages, costs and expenses (including all costs associated with investigation, defense and attorneys' fees ("Damages")) which may be incurred by, charged to, or recovered from Indemnified Parties regardless of where the damage, injury or death occurred, arising directly or indirectly (i) from any goods, services, operations, obligations or responsibilities of Contractor in connection to this Agreement, (ii) as a result of any act, omission or willful misconduct of the Contractor's officers, agents, employees, subcontractors, licensees or invitees, (iii) out of the Contractor's access, use, or occupancy of airport property, facilities or space, or (iv) Contractor's failure to keep, observe, or perform any of its obligations under this Agreement. This indemnification shall not apply to the extent that any claims, damages, losses, and expenses arise from Aviation Authority's sole, gross negligence or intentional misconduct. Aviation Authority agrees to give the Contractor reasonable notice of any suit or claim for which indemnification will be sought hereunder, to allow the Contractor or its insurer to compromise and defend the same to the extent of its interests, and to reasonably cooperate with the defense of any such suit or claim. In carrying out its obligations under this Indemnification section, Contractor shall use counsel reasonably acceptable to the Aviation Authority. Nothing herein shall be deemed a waiver by Aviation Authority of its sovereign immunity rights under the laws of The State of Florida. The indemnification provisions of this Section shall survive the expiration or earlier termination of this Agreement.

12.17.Member Protection

No recourse under or upon any obligation, covenant or agreement contained in this Contract, or any other agreement or document pertaining to the work or services of the Contractor hereunder, as such may from time to time be altered or amended in accordance with the provisions hereof, or any judgment obtained against Aviation Authority, or the City, or by the enforcement of any assessment or by any legal or equitable proceeding by virtue of any statute or otherwise, under or independent of this Contract, shall be had against any member (including, without limitation, members of the Aviation Authority's Board or the City's Council, or members of the citizens advisory committees of each), any officer, employee or agent, as such, past, present, or future of Aviation Authority or City, either directly or through the Aviation Authority or the City or otherwise for any claim arising out of or in connection with this Contract or the work or services conducted pursuant to it, or for any sum that may be due and unpaid by Aviation Authority. Any and all personal liability of every nature, whether at common law or in equity, or by statute or by constitution or otherwise, of any such member, officer, employee, or agent, as such, to respond by reason of any act or omission on his or her part or otherwise for any claim arising out of or in connection with this Contract or the work or services conducted pursuant to it, or for the payment for or to Aviation Authority, or any receiver therefore or otherwise, of any sum that may remain due and unpaid by the Aviation Authority, is expressly waived and released as a condition of and in consideration of the execution of this Contract and the, promises

made to Contractor pursuant to this Contract. In any and all claims against the Aviation Authority or the City, or any of their officers, members, agents, servants or employees, by any employee of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation of Contractor under this Contract shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefit payable by or for the Contractor or any Subcontractor under Workers' Compensation Acts, disability benefit acts or other employee benefit acts. No provisions of this condition shall be construed to negate, abridge, or otherwise reduce any other right of indemnity that Aviation Authority may have as to any party or person described therein.

12.18. Patents and Royalties

The Contractor, without exception shall indemnify and save harmless the Aviation Authority and its employees from liability of any nature of kind including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or article manufactured or used in the performance of the Contract, including its use by the Aviation Authority. If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the Response prices shall include all royalties or cost arising from the use of such design, device, or materials in any involved in the work.

12.19. Software License to Contractor

If this purchase is for the license of software products and/or services, and unless otherwise agreed, Contractor hereby grants to the Aviation Authority, a perpetual, irrevocable, nonexclusive, nontransferable, royalty free license to use the software. This software is "proprietary" to Contractor, and is licensed and provided to the Aviation Authority for its sole use for purposes under this Contract and any attached work orders or invoices. The Aviation Authority may not use or share this software without permission of the Contractor; however the Aviation Authority may make copies of the software expressly for backup purposes.

12.20. Warranty Against Infringement of Intellectual Property

Contractor warrants that the goods or services do not infringe upon or violate any United States patent, copyright, or trade secret. Contractor will defend at its expense any action against the Aviation Authority or the Aviation Authority as licensee to the extent that it is based on a claim that goods used or services provided used within the scope of the license hereunder infringe upon a United States patent, copyright or trade secret, and Contractor will pay any and all costs and damages finally awarded against the Aviation Authority or the Aviation Authority as licensee in such actions which is attributable to such claim. Should the products or services become, or in Contractor's opinion be likely to become, the subject of any claim of infringement, Contractor shall either: (a) procure for the Aviation Authority the right to continue to use the goods or services; or (b) modify the goods or services to make them non-infringing, provided that such modification does not materially adversely affect

the Aviation Authority's authorized use; or (c) replace the goods or services with equally suitable, compatible, and functionally equivalent non-infringing goods or services at no additional cost to the Aviation Authority; or (d) if none of the foregoing alternatives is reasonably available to Contractor, terminate this Contract and refund to the Aviation Authority the payments actually made to Contractor under this Contract.

12.21. Ownership of Work Product

Contractor agrees that any and all analyses, evaluations, reports, memoranda, letters, ideas, processes, methods, programs, and manuals that were developed, prepared, conceived, made or suggested by the Contractor for the Aviation Authority pursuant to a Work Order, including all such developments as are originated or conceived during the term of the Contract and that are completed or reduced to writing thereafter (the "Work Product") and Contractor acknowledges that such Work Product may be considered "work(s) made for hire" and will be and remain the exclusive property of the Aviation Authority. To the extent that the Work Product, under applicable law, may not be considered work(s) made for hire, Contractor hereby agrees that this Contract effectively transfers, grants, conveys, and assigns exclusively to the Aviation Authority, all rights, title and ownership interests, including copyright, which Contractor may have in any Work Product or any tangible media embodying such Work Product, without the necessity of any further consideration, and Aviation Authority shall be entitled to obtain and hold in its own name, all Intellectual Property rights in and to the Work Product. Contractor for itself and on behalf of its Contractors hereby waives any property interest in such Work Product.

12.22. Personal Identifiable Information (PII), Personal Health Information (PHI), Sensitive Security Information (SSI), Payment Card Industry (PCI)

In the course of performing the Contract work, Contractor may gain access to Sensitive Data Types including but not limited to Personal Identifiable Information (PII), Personal Health Information (PHI), Sensitive Security Information (SSI), Payment Card Industry (PCI), Financial Information and/or other confidential information of the Aviation Authority. Contractor agrees to hold such information in confidence and to make such information known only to its employees, affiliates, agents, and Sub-Contractors who have a legitimate need to know such information and who are under a similar obligation of confidentiality. The Contractor shall seek the Aviation Authority's prior written consent before releasing, disclosing, or otherwise making such confidential information available to any other person. This provision shall not apply to information required to be released by applicable law, legal subpoena, or other lawful process. The Contractor must notify the Aviation Authority as soon as practicable in the event Contractor is notified of or discovers any compromise and/or breach or suspected breach, such as unauthorized access to, theft of, misuse of and unintentional releases or of any security/sensitive data types, or confidential information of the Aviation Authority and/or Individuals ("Data Breach") involving Contractor controlled systems such as, but not necessarily limited to, web sites, transmission infrastructure, voice response unit, and retrieval and storage systems. This notification should include, to the extent known, the type of Data Breach, type of data compromised and/or breached, and

results of any forensic investigation. To the extent Contractor is responsible for the Data Breach and upon mutual agreement of the parties, Contractor shall be responsible to implement, in coordination with the Aviation Authority, a commercially reasonable Remediation Plan to address and respond to a Data Breach. Such commercially reasonable "Remediation Plan" will include certain administrative requirements associated with addressing and responding to such Data Breach to the extent necessary under the circumstances, and may include but is not necessarily limited to: (i) preparation and mailing or other transmission of legally required notifications, (ii) preparation and mailing or other transmission or communication to impacted Individuals such as may be required by applicable law or regulation; (iii) offering potentially impacted Individuals the opportunity to enroll in a credit monitoring service offered by a vendor of Contractor's choice for a two-year period, or other period as required by applicable law, at no charge to the impacted Individuals; and (iv) payment of applicable reasonable legal, audit, accounting and administrative expenses associated with the investigation, notifications and recovery arising from the Data Breach. The remedies provided for in the Remediation Plan shall be in addition to any other remedies available to the Aviation Authority under this Contract. The provisions of this Section shall survive the expiration or earlier termination of the Contract.

12.23. Training

If specified, Contractor may be required at the convenience of the Aviation Authority, to provide employees training in the operation and maintenance of any items(s) purchased from this Solicitation.

12.24. Inspection and Acceptance

The Aviation Authority' Representative (OAR or AAR) shall conduct an inspection of completed Services. Any deficiencies noted during an inspection shall be corrected in an agreed-upon schedule by the OAR/AAR and Awardee before final acceptance. The exercise by the Aviation Authority of its right of inspection hereunder or the Authority's acceptance of the Services and all related materials and equipment shall in no way be deemed a waiver by the Authority of 1) Authority's right to later reject, revoke acceptance, or recover damages for Services or related materials and equipment accepted which are not free from patent or latent defects, or 2) the Awardee's obligation to correct defective Services or deliver conforming materials or equipment.

12.25. Warranty

The Contractor agrees that, unless otherwise specified, the supplies and/or services furnished under this Solicitation shall be covered by the most favorable commercial warranty the Contractor gives to any customer for comparable quantities of such supplies and/or services and that the rights and remedies provided herein are in addition to and do not limit any rights afforded to the Aviation Authority by any other provision of this Solicitation.

12.26. Airport Security

The Contractor will be required to comply with all applicable regulations of the TSA and of the Aviation Authority relating to Airport security, including those relating to access to the AOA of Orlando International Airport, as such regulations may be in effect or changed from time to time.

12.27. Airport Operations Area

The Contractor's personnel and vehicles shall not be allowed within the Airport Operations Area (AOA), which includes the ramp area and aprons, unless authorized by the Vice President of Security.

- a. Contractor's personnel are required to successfully complete SIDA Training and demonstrate proficiency in all Airport Operations Instructions (AOI's) regarding secured access to airfield and aircraft ramp and apron areas. No escorts of any type will be provided.
- b. Airport Security: Contractor's services shall be performed in accordance with the Transportation Security Administration (TSA), Federal Aviation Administration (FAA), and any other governmental agency security directives, rules, and regulations. The FAA and the TSA may assess fines and penalties for Contractor's noncompliance with the provisions of Title 49 Code of Federal Regulations (CFR), Parts 1540 and 1542, as amended from time to time, or by other agencies for noncompliance with laws or regulations applicable to Contractor's operations. Within ten (10) days of notification in writing, Contractor shall reimburse the Aviation Authority for any paid fines or penalties assessed against the Aviation Authority because of Contractor's noncompliance with 49 CFR 1540 and 1542 or other applicable laws or regulations.
- c. The Contractor acknowledges that fines or penalties associated with non-compliance with security regulations must be reimbursed to the Aviation Authority.

12.28. Identification Requirement

Contractor is required to conduct an employee background check, or require its Sub-Contractors to perform an employee background check, in accordance with the requirements herein on each person proposed for employment at Orlando International Airport in connection with this Contract, if such person is an employee of Contractor or an employee of a Sub-Contractor for whom Contractor is required to sign the Aviation Authority's badge application ("Contractor Responsible Employees"). Such background check must be successfully completed prior to such person applying for an access control identification badge with the Aviation Authority. Each background check shall be performed to the following minimum requirements:

- a. Each employee must provide a ten (10) year work history.
- b. Contractor must confirm the last five (5) years of each employee's work history. Any gaps in employment of thirty (30) days or more during such five year period must be

explained in writing by the employee and must be confirmed by Contractor through W-2s, student transcripts, medical records, or written references of stay-at-home situations from credible local persons such as pastors or priests (which reference must indicate personal knowledge of employee's general work history during the gap period).

- c. Contractor must check each employee's criminal history for the immediately preceding five years, with such check to be conducted in each county where the employee has lived or worked in such five year period.
- d. Contractor shall not present any Contractor Responsible Employee to the Aviation Authority's Access Control Office for badging if such person has any unexplained gaps in their work history, has a criminal record that would disqualify them from receiving an access control badge or has an unacceptable termination record.
- e. The Aviation Authority will issue, for a non-reimbursable fee, as stated below to all Contractor Responsible Employees an identification badge that will display their picture, name, and other applicable information; and any key(s) required in the performance of the Contract, provided that such person meets the minimum criteria established to receive a badge. At all times while on airport property, the Contractor Responsible Employees are required to display such badges prominently on their uniforms in accordance with Aviation Authority's guidelines.
- f. Every new employee requiring unescorted access to a secure area of the airport must be electronically processed by the Aviation Authority's Access Control Office for a Criminal History Records Check and Security Threat Assessment before an identification badge is issued. In addition to this records check, the employee will be required to attend security training class (approximately 1 hour), and in the case of operating a vehicle on the Airport Operating Area (AOA) the employee will also be required to attend a driving safety class (approximately 1 hour); both training classes are provided by the Aviation Authority.
- g. The Contractor shall maintain, and shall require its Sub-Contractors to maintain, a permanent record in its files of the background information, including drug screening tests, on all current and former employees who are utilized in the performance of this Contract and, when requested, shall provide such information to Aviation Authority, TSA, or such other entity as deemed appropriate by the Aviation Authority. The Contractor further agrees to perform, or require its Sub-Contractors to perform, such additional employee background checks, fingerprinting, or other identification measures as may be required by any future security rules or applicable federal regulations.
- h. Fees Associated with Identification Badges and Keys The Contractor shall pay all fees associated with identification badges and keys based on the current fee schedule at the time of issuance identification badges and keys. The Aviation Authority shall determine the term of each badge at the time of issuance. **Note: No personal checks or credit card payments are accepted. Companies will be assessed a**

set fee for each non-returned identification badge and for each non-returned key. For further details visit: <https://flymco.com/airport-business/access-control/>

- i. Contractor must maintain all information described above for a period of four (4) years following expiration of this Contract. Such information is subject to audit by the Aviation Authority and must be sufficient in scope and detail to permit verification of compliance by Aviation Authority audit. Actual damages to the Aviation Authority resulting from a breach by Contractor of its obligations hereunder will be difficult or impossible to determine. As a result, Aviation Authority shall be entitled to recover liquidated damages of \$250.00 for every Contractor Responsible Employee presented to the Aviation Authority for access control badging (a) for whom the above background check has not been completely and accurately performed, or (b) who should not have been presented per the above guidelines. The amount payable hereunder by Contractor is not a penalty, is in addition to any access control badging application fee paid by the employee and is payable whether or not such employee is issued an access control badge by the Aviation Authority.
- j. Contractor must co-sign with the Sub-Contractor all badge applications for any employee of a temporary employment agency engaged as a Sub-Contractor to provide personnel to Contractor on this Contract. All employees provided by temporary employment agencies for this Contract shall be Contractor Responsible Employees. Before submitting a badge application for an employee provided on this Contract by a temporary employment agency, Contractor or the temporary employment agency must submit to the Aviation Authority's Authorized Representative (AAR) for prior approval of such employee, a Contract between the temporary employment agency and such employee reflecting an intended assignment of such employee to the Contractor for the remaining duration of the Contract or the duration of the Contractor's need for such position.

12.29. Contractor's / Consultant's Personnel

The Contractor must provide all personnel deemed necessary to meet the requirements of the Contract.

- a. The Contractor's employees shall be instructed that no gratuities shall be solicited or accepted for any reason whatsoever from the tenants, customers, or other persons at Orlando International Airport.
- b. The Contractor shall be responsible for ensuring that all "lost and found" articles found by its employees on Aviation Authority's premises are turned over to the Aviation Authority or the Aviation Authority's designated agent in charge of such articles.
- c. Contractor shall transfer promptly from the Aviation Authority any employee or employees that the Aviation Authority advises are not satisfactory and replace such personnel with employees satisfactory to the Aviation Authority; but in no event shall

Aviation Authority be responsible for monitoring or assessing the suitability of any employee or agent of Contractor.

- d. A valid Florida driver license (Commercial Driver License, if applicable) will be required of all personnel operating motor vehicles or motorized equipment on roadways in or around Orlando International Airport. Each of the Contractor's motor vehicles brought onto the Aviation Authority's premises shall have the Contractor's business name and/or logo prominently displayed on both front doors of such vehicle.
- e. Contractor will abide by all State and Federal regulations on wages and hours of an employee dealing with the employment relationship between Contractor and its subsidiaries or related parties and its employees, including but not limited to the Florida Human Relations Act, the Federal National Labor Relations Act, the Federal Fair Labor Standards Act, the Federal Civil Rights Act of 1964, as amended, and the Americans with Disabilities Act.
- f. All Contractor and any Sub-Contractor employees who perform supervisory positions or above, pursuant to this Contract shall be able to read, write, speak and understand the English language.
- g. Contractor shall maintain a drug-free workplace within the meaning of the Florida Drug-free Workplace Act. No employee shall be hired by a Contractor for work on Aviation Authority's premises prior to such employee having tested negative for drugs. In addition, existing employees of the Contractor must be subject to drug testing by the Contractor upon reasonable suspicion of drug use. Results of all such drug tests are to be retained by the Contractor. Copies shall be provided to the Aviation Authority, if requested.
- h. While working on airport property all Contractor's employees shall wear neat-appearing uniforms with the company name and/or logo and footwear of a style that complies with all legal and safety requirements, including and without limitation, the requirements of OSHA.

12.30.Sub-Contractors / Sub-Consultants

The Contractor shall be fully responsible for all acts and omissions of the Sub-Contractors and of persons and organizations directly or indirectly employed by them and of persons and organizations for whose acts and omissions of persons directly employed by the Contractor. In the event a qualified Sub-Contractor is employed, the Contractor shall:

- a. Obtain approval in advance by the Aviation Authority.
- b. Continuously monitor the Sub-Contractor's performance, shall remain fully responsible to ensure that the Sub-Contractor performs as required and itself perform or remedy any obligations or functions which the Sub-Contractor fails to perform properly. Nothing contained herein shall be construed to prevent a

Contractor from using the services of a common carrier for delivering goods to the Aviation Authority.

- c. To the extent feasible, the provisions of this Contract shall apply to any such Sub-Contractor in the same manner as they apply to the Contractor. However, such application shall neither make any Sub-Contractor a party to this Contract, nor make such Sub-Contractor a third party beneficiary hereof.
- d. The Aviation Authority may require that copies of invoices for all work (including invoices submitted to the Contractor for work performed by a Sub-Contractor) shall be submitted to the Aviation Authority by the Contractor and the Aviation Authority shall pay all compensation to the Contractor.
- e. It shall be the sole responsibility of the Contractor to deal with a Sub-Contractor with respect to the collecting and submission of invoices and the payment of compensation. In no event shall the Aviation Authority have any obligation or liability hereunder to any Sub-Contractor, including, in particular, any obligations of payment.
- f. If the Contractor has qualified as a Local Developing Business (LDB) / Veteran Owned Business Enterprise (VBE) program participant with respect to this Contract, Contractor may not subcontract the performance of services hereunder to an entity that has not received LDB/VBE certification, unless the LDB/VBE Participation Goals are separately met by a qualified portion of the Contract being performed by the Contractor or by one or more other Sub-Contractors that are LDB/VBE certified.

12.31. Verbal Instructions

No negotiations, decisions, or actions shall be initiated or executed by the Contractor as a result of any discussions with any Aviation Authority employee. Only those communications, which are in writing from an authorized Aviation Authority representative, may be considered. Only written communications from Contractors, which are signed by a person designated as authorized to bind the company, will be recognized by the Aviation Authority as duly authorized expressions on behalf of the Contractor.

12.32. Litigation Venue

All litigation shall take place either in the State Courts of Florida, wherein venue shall lie in Orange County, Florida, or in the Federal Courts wherein venue shall lie in the Middle District in and for the State of Florida. The Contractor expressly waives venue in any other location.

12.33. Addition, Deletion, or Modification of Services

The Aviation Authority reserves the right at its sole discretion to increase, decrease, or delete any portion of this Contract at any time without cause, and if such right is exercised by the Aviation Authority, the total fee shall be reduced or increased by a prorated basis. If work has already been accomplished on the portion of the Contract to be increased,

decreased, or deleted, the Contractor shall be paid for the correct portion on the basis of the estimated percentage agreed upon by the Aviation Authority, the Contractor, and the AAR upon completion of such portion.

12.34.Operation During Dispute

In the event the Aviation Authority has not canceled the Contract in accordance with the terms of the Contract, and there remains a dispute between the Contractor and the Aviation Authority, the agrees to continue to operate and perform under the terms of the Contract while such dispute is pending. Further, the Contractor agrees that, in the event a suit is filed for injunction or other relief, it will continue to operate until the final adjudication of such suit by the court.

12.35.Contract / Agreement Termination

The Contract resulting from this Response shall commence upon issuance and acceptance of the fully executed Contract. The Aviation Authority retains the right to terminate the Contract, in part or in its entirety, with or without good cause, upon thirty (30) days prior written notice or as stated herein. In the event of termination by the Aviation Authority, provided herein, the awarded Contractor shall be paid for services performed through the date of termination.

- a. **Termination for Cause:** If, through any cause, Contractor shall fail to fulfill in a timely and proper manner its obligations under this Contract, or if Contractor shall violate any of the covenants, agreements, or stipulations of this Contract, the Aviation Authority shall thereupon have the right to terminate this Contract by giving written notice to Contractor of such termination and specifying the effective date.
- b. Notwithstanding the above, Contractor shall not be relieved of liability to the Aviation Authority for damages sustained by the Aviation Authority by virtue of any breach of this Agreement by Contractor, and the Aviation Authority may withhold any payments to Contractor for the purposes of set-off until such time as the exact amount of damages due the Aviation Authority from Contractor is determined. This provision shall survive the termination of this agreement and shall not relieve Contractor of its liability to the Aviation Authority for damages.
- c. **Termination for Convenience of Aviation Authority:** The Aviation Authority may terminate this Contract at any time for any reason or no reason at all by giving at least thirty (30) days' notice in writing to the Contractor. If the Contract is terminated by the Aviation Authority as provided herein, Contractor will be paid for the services performed through the Termination Date.
- d. **Termination for Convenience of Contractor:** The Contractor may terminate this Contract by giving at least 180 days' notice to the Aviation Authority. Upon receipt of notice of termination by the Aviation Authority from the Contractor, Contractor shall perform the services through the end of Termination Date and shall be paid for the services performed through the Termination Date.

12.36.Safety and Protection

- a. The Contractor shall be solely and completely responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the work. The Contractor shall take all necessary precautions for safety of and shall provide the necessary protection to prevent injury to, all employees on the work site and other persons including but not limited to, the general public who may be affected thereby.
- b. **SAFETY:** Contractor shall maintain a workplace safety program, including, but not limited to any response to hazards, incidents, and emergencies, outdoor operations during inclement weather, and Contractor shall report facility issues to 407-825-4000 or wo@goaa.org by describing the issue, location, and if possible flagging the area to prevent an incident.
- c. **PROTECTION OF PERSONS AND PROPERTY:** Contractor, in addition to its compliance with regulatory requirements and the Aviation Authority's policies and procedures, shall take reasonable precautions to prevent causing or contributing to the damages, injury or loss to: (i) employees and other persons who may be affected in, on or about its operations, personnel, materials and equipment that is in its care, custody and control, including its Subcontractors; and (ii) other property, improvements, and infrastructure at the airport. Contractor shall comply with any safety, engineering, or other requests/recommendations as it relates to its permitted space, storage, or operations in which the protection of the airport property, public, or employees is determined.
- d. **INCIDENT REPORTING:** Contractor shall inform its personnel on airport communications as it relates to incidents involving medical episodes, injury, property damage, security issues, maintenance issues, and emergencies. Contractor shall notify the Aviation Authority's emergency response personnel (407-825-2065 or 911), the AAR and immediately when a serious injury occurs during its services/operations at the airport and shall provide written notice of the injury within 48 hours to the Risk Hotline (407-825-2821 or RiskHotline@goaa.org) . The notice shall provide a description of the incident, including the location and time of the incident, the names and phone numbers of the people involved and witnesses, if any. The Contractor shall cooperate with any investigation of the incident.
- e. **HAZARDOUS MATERIALS:** Contractor shall notify the Aviation Authority's emergency response personnel (407-825-2065 or 911) of any hazardous material incident or discovery.
- f. **COORDINATION OF CLAIMS/DISPUTES:** Contractor shall designate and provide the Aviation Authority with contact information to coordinate risk management, claims, and/or insurance issues. Contractor will cooperate with the Aviation Authority on any investigation, claim, defense, or dispute, including but not limited to providing records, witness statements, and other reasonably requested information.

12.37. Supervision of Contract Performance, Monitoring of Work

During the term of this Contract, the AAR or designee, shall act on the behalf of the Aviation Authority, but in no event shall the AAR have authority to modify or terminate this Contract, or make final decisions with respect to amendments, time extensions, assignments, cost or payment adjustments or payment disputes. These must be approved by the CEO or the Aviation Authority Board depending on the circumstances.

12.38. Cleanliness of Premises

During the progress of the work specified herein, the Contractor shall keep the premises free from accumulation of waste materials and other debris resulting from the work. At the completion of the work, the Contractor shall remove all waste materials and debris from and about the premises, as well as tools, equipment, machinery and surplus material, and leave the site clean and ready for occupancy by the Aviation Authority.

12.39. Performance and Invoicing

- a. The Aviation Authority shall, at regular intervals, monitor the performance of Contractor to determine whether the work to be performed under the Contract has in fact been accomplished to Aviation Authority's satisfaction and/or completed in a timely manner.
- b. The Aviation Authority shall notify the Contractor of any specific services that are unsatisfactory to the Aviation Authority, and if the Contractor has not addressed such item or items set forth in the notice to the Aviation Authority's satisfaction within the time frame set forth in the Aviation Authority's notice, the Aviation Authority in addition to all other rights provided under this Contract or by law or equity, may either remedy such unsatisfactory services itself or through a third party and the cost of providing the remedial services shall be deducted from the Contractor's invoice.
- c. The Aviation Authority shall pay the undisputed amount of Contractor's invoice per The Florida Prompt Payment Act. Items in dispute shall be paid upon the resolution of the dispute in accordance with the Florida Prompt Payment Act.
- d. The Contractor's invoice shall generally describe the services rendered by work area and location, type of service, date rendered, and shall contain such other information and is accompanied by such supporting documentation and other materials as the Aviation Authority shall request. The forms to be used will be provided by the Contractor, with approval of the Aviation Authority.
- e. The Aviation Authority will reimburse the Contractor for reasonable freight and shipping charges incurred with respect to any such reimbursable items, at actual cost, for which parts, materials, equipment rental and other reimbursable items are

approved in writing by the Aviation Authority in advance of such shipment. The cost of overnight delivery shall be approved in writing in advance by the AAR.

- f. Contractor shall be obligated to pay promptly all proper charges and costs incurred by Contractor for labor and materials used for the work performed hereunder. The Aviation Authority shall have the right, but not the obligation, to pay directly to third parties (including Sub-Contractors) all past due amounts owed by Contractor to third parties for labor and materials used for the work hereunder, based on invoices submitted by such third party, and all such amounts paid by the Aviation Authority shall be applied toward, and shall reduce, amounts owed to Contractor hereunder.
- g. The Contractor shall submit all invoices to: Greater Orlando Aviation Authority, Finance Manager, P.O. Box 620125, Orlando, Florida 32862-0125. Invoices may be sent electronically to accounts payable goaa-ap@goaa.org

12.40.Payment Terms

Payment terms for the resulting Contract: Net 45.

12.41.Prompt Payment

For payment promptness, the Aviation Authority shall remit payment in accordance with the Florida Prompt Payment Act, Section 218.70, Fla. Stat., et seq. Aviation Authority does not expect to be billed in excess of the ordered quantity and will not pay for any quantity above the ordered quantity. Contractors may offer cash discounts for prompt payment but they will not be considered in determination of award. If a Contractor offers a discount, it is understood that the discount time will be from the date of satisfactory delivery, at the place of acceptance, and receipt of correct invoice, at the office specified, whichever occurs last. Requests for final payment for any work or services for which a permit is required shall include a copy of all required permits and copies of all required inspection reports. Failure to provide proof of acquisition of all required permits and successful completion of all required inspections shall represent an incomplete invoice and will delay payment. Contractor shall notify the Aviation Authority promptly of any subcontract/supplier dispute.

12.42.Right To Audit Records

In performance of this Contract, the Contractor shall keep books, records, and accounts of all activities related to the Contract, in compliance with generally accepted accounting procedures. All documents, papers, books, records, and accounts made or received by the Contractor in conjunction with the Contract and the performance of this Contract shall be open to inspection during regular business hours by an authorized representative of the Aviation Authority, and shall be retained by the Contractor for a period of five (5) years after termination of this Contract—unless such records are exempt from section 24(a) of Article I of the State Constitution and section 119.07(1), Fla. Stat.

12.43. Copying Documents

Contractor hereby grants the Aviation Authority and its agents permission to copy and distribute any and all materials and documents contained in, comprising, or which are otherwise submitted to Aviation Authority with or in connection with the Contractor's Response or which are contained in the Contract Documents (the "Submittals"). The permission granted by the Contractor shall be on behalf of the Contractor and any and all other parties who claim any rights to any of the materials or documents comprising the Submittals. Such permission specifically authorizes the Aviation Authority and its agents to make and distribute such copies of the Submittals or portions thereof as may be deemed necessary or appropriate by Aviation Authority for its own internal purposes or for responding to requests for copies from any member of the public regardless of whether the request is specifically characterized as a public records request pursuant to Chapter 119, Florida Statutes. This provision shall survive the expiration or termination of the Contract.

12.44. Florida Public Records Law

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE AVIATION AUTHORITY'S CUSTODIAN OF PUBLIC RECORDS AT: <https://flymco.com/airport-business/public-records/>; PHONE NUMBER 407.825.2400; AND MAILING ADDRESS, GREATER ORLANDO AVIATION AUTHORITY, PUBLIC RECORDS, ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827. A Contractor with an Aviation Authority Contract for services, must comply with Florida Statute, Chapter 119.071, specifically to: Keep and maintain public records that ordinarily and necessarily would be required by the Aviation Authority in order to perform the service. Upon request from the Aviation Authority's custodian of public records, provide the Aviation Authority with a copy of the requested records or allow the access to public records to be inspected or copied within a reasonable time on the same terms and conditions that the Aviation Authority would provide the records and at a cost that does not exceed the cost provided in Chapter 119.07, Florida Statutes, or as otherwise provided by law. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term and following completion of the Contract if the Contractor does not transfer the records to the Aviation Authority. Upon completion of the Contract, meet all requirements for retaining public records and transfer, at no cost to the Aviation Authority, all public records in possession of the Contractor or keep and maintain public records required by the Aviation Authority to perform the service. If the Contractor transfers all public records to the Aviation Authority upon completion of the Contract, the Contractor shall, upon termination of the Contract, destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the Contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the Aviation Authority, upon request from the Aviation Authority's custodian of public records, in a

format that is compatible with the information technology systems of the Aviation Authority. If a Contractor does not comply with a public records request, the Aviation Authority shall enforce the Contract provisions in accordance with the Contract.

12.45. Federal Compliance Provisions

Contractor agrees to recognize and comply with all applicable standards, orders or regulations issued pursuant to 2 C.F.R. Part 200, Appendix II. Standards, orders or regulations that are not applicable to the scope of work will not be required of the Contractor. To the extent applicable, the Contractor shall cause the inclusion of the provisions of these provisions in all subcontracts.

- a. **Equal Employment Opportunity:** For any federally assisted construction Contract, as defined in 41 CFR 60-1.3, the Contractor, Subcontractor, subrecipient shall follow all of the requirements of the Equal Opportunity Clause as stated in 41 CFR 60-1.4.
- b. **Davis-Bacon Act:** For any federally assisted construction Contract, in excess of two thousand dollars (\$2,000), the Contractor, Subcontractor, subrecipient shall comply with all of the requirements of the Davis-Bacon Act (40 U.S.C. 3141 – 3148) as supplemented by Department of Labor Regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and assisted Construction"); and the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). For a definition of "Construction" see 48 CFR 2.101.
- c. **Contract Work Hours and Safety Standards Act:** For any federally assisted Contract, in excess of one hundred thousand dollars (\$100,000), that involves the employment of mechanics or laborers, the Contractor, Subcontractor, subrecipient shall comply with all of the requirements of the Contract work Hours and Safety Standards Act (40 U.S.C. 3702 and 3704), as supplemented by Department of Labor Regulations (29 CFR Part 5).
- d. **Byrd Anti-Lobbying Amendment (31 U.S.C. 1352):** Contractors that apply or Bid for an award exceeding one hundred thousand dollars (\$100,000) must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal Contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Debarment and Suspension:

- a. Non-federal entities and Contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension).
- b. Upon request, the vendor agrees to provide the Aviation Authority with subsequent certification(s) for it and/or its suppliers, Subcontractors and subconsultants after Contract award.
- c. This Contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such the vendor is required to verify that none of the vendor, its principals (defined at 2 C.F.R. § 80.995), or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
- d. The vendor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
- e. This certification is a material representation of fact relied upon by County (subgrantee). If it is later determined that the vendor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the Federal Government serving as grantee and the Aviation Authority as subgrantee, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- f. The vendor must comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this order/Contract is valid. The vendor further agrees to include a provision requiring such compliance in its lower tier covered transactions.

Clean Air Act and the Federal Water Pollution Control Act: For any federally assisted Contract, or subgrant, in excess of one hundred and fifty thousand dollars (\$150,000), the Contractor, Subcontractor, subrecipient or subgrant recipient shall comply with all of the requirements of the Clean Air Act (42 U.S.C. 7401 -7671q.) and the Federal water Pollution Control Act as amended (33 U.S.C. 1251 – 1387).

Energy Policy and Conservation Act: The Contractor agrees to comply with the mandatory standards and policies relating to energy efficiency contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act 42 U.S.C. 6201.

Federal System for Award Management: A order/Contract shall not be made to parties listed on the government-wide exclusions set forth in the System for Award Management ("SAM") (found at www.sam.gov), which contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory Aviation Authority.

Title VI List of Pertinent Nondiscrimination Acts And Authorities

During the performance of this Contract, the Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

- a. Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- b. 49 CFR part 21 (Non-discrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);
- c. The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- d. Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR part 27;
- e. The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- f. Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- g. The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, subrecipients and Contractors, whether such programs or activities are Federally funded or not);
- h. Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;
- i. The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- j. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;

- k. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- l. Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

Procurement of Recovered Materials:

- a. In the performance of this Contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired.
- b. Competitively procured within a timeframe providing for compliance with the Contract performance schedule;
- c. Meeting Contract performance requirements; or
- d. At a reasonable price.
- e. Information about this requirement, along with a list of EPA-designated items, is available at EPA's Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.

Awarded Contractors are required to fully comply with all requirements outlined in 2 CFR Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards

12.46. Federal Emergency Management Agency (FEMA) Contract Requirements

In the event of a hurricane, civil disturbance, or other declared emergency, the Contractor will be required to begin response within one hour after notification and be on site no later than two hours after notification unless there are circumstances beyond control of the Contractor (roadway damage, etc.). **Cost of the service will be at the standard or non-standard working hours at the discretion of the Aviation Authority.** If State of Florida declares a State of Emergency, Contractor agrees to the terms outlined in the Federal Emergency Management Agency (FEMA) Contract Requirements. <https://www.fema.gov/grants/procurement>

The Uniform Rules authorize FEMA to require additional provisions for non - Federal entity Contracts. FEMA, pursuant to this Aviation Authority, may require the following:

- a. Access to Records. The following access to records requirements apply to this Contract:
 - 1. The Contractor agrees to provide the Florida Division of Emergency Management, Greater Orlando Aviation Authority, Orlando, Florida, the FEMA Administrator, the

Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this Contract for the purposes of making audits, examinations, excerpts, and transcriptions.

2. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.
 3. The Contractor agrees to provide the FEMA Administrator or his authorized representatives' access to construction or other work sites pertaining to the work being completed under the Contract.
 4. In compliance with the Disaster Recovery Act of 2018, the non-federal entity and the Contractor acknowledge and agree that no language in this Contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.
- b. Compliance with Federal Law, Regulations, and Executive Orders.
This is an acknowledgement that FEMA financial assistance will be used to fund the Contract only. The Contractor will comply with all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives.
- c. No Obligation by Federal Government.
The Federal Government is not a party to this Contract and is not subject to any obligations or liabilities to the non -- Federal entity, Contractor, or any other party pertaining to any matter resulting from the Contract.
- d. Program Fraud and False or Fraudulent Statements or Related Acts.
The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this Contract.

13. SAMPLE CONTRACT AND CONTRACT INSTRUCTIONS

13.1. Contract/Agreement Instructions

The Aviation Authority shall notify the Respondent of the Aviation Authority's intent to make an award and the Respondent shall submit a properly executed Contract within ten (10) calendar days of receipt of notice from the Notice of Intent. Unless such time is extended by the Aviation Authority, the failure of a Respondent to submit a properly executed form within said time period shall be cause for cancellation of the intended award by the Aviation Authority in its sole discretion. In the event that an intended award is cancelled, the award may then be made to the next lowest responsive and responsible Respondent. Unless otherwise agreed by the Aviation Authority in its sole discretion, the Contract shall be executed and notarized as follows:

- a. If the Contractor is a corporation, the Contract shall be signed by an authorized corporate officer (i.e., President, Vice President, C.E.O, or C.O.O.).
- b. If Contractor is a Partnership, the Contract shall be signed by a general or managing partner.
- c. If the Contractor is a Limited Liability Company, the Contract shall be signed by a Manager or Managing Member having Aviation Authority to bind the company.
- d. If Contractor is a sole proprietorship, the owner shall sign the Contract.

If an aforementioned signatory is not available and a different authorized signatory executes the form, a letter of authorization reflecting the signatory's Aviation Authority shall be submitted on the Contractor's stationery stating that the person who signed the form is duly authorized to enter into such Contract on behalf of the Contractor. Such letter of authorization shall be signed by one of the designated signatories above or such other representative as may be acceptable to the Aviation Authority.

If a Response is accepted by the Aviation Authority, the Contract will be executed by the Aviation Authority with respect to the items awarded and returned to the Contractor evidencing the Aviation Authority's acceptance of the Response. No award shall be final, and no Contractor shall have any entitlement to a Contract or award, until such time as the Aviation Authority has executed the Contract. Upon execution by both parties, the Contract will constitute the formal written Contract between the Aviation Authority and the Contractor.

13.2. Sample Contract

This Contract is made and entered into as of _____, by and between the **GREATER ORLANDO AVIATION AUTHORITY**, a public and governmental body, existing under and by virtue of the laws of the State of Florida, hereinafter called the Aviation Authority, and _____, hereinafter called Contractor.

WITNESSETH, that the said Contractor, for and in consideration of the payments hereinafter specified and agreed to be made by the Aviation Authority, hereby covenants and agrees to furnish all _____ and all other items necessary or proper for, or incidental to, performing its obligations under **Solicitation 26-118-RFP, Security Checkpoint Support Services**, at the Orlando International Airport in accordance with the Contract Documents which consist of the Contract, Pricing Table(s), Performance Bond or Irrevocable Letter of Credit, Certificate of Insurance, the Solicitation Document, including all Attachments and any Addenda, and the completed Response to the Solicitation (Vendor Questionnaire), each of which are incorporated herein by this reference.

If the Contractor shall fail to comply with any of the terms, conditions, provisions, or stipulations of the Contract Documents, then the Aviation Authority may avail itself of any or all remedies provided in the Contract Documents, or which are otherwise available by applicable law or in equity, and shall have the right and power to proceed in accordance with the provisions thereof.

An extension of time for performance shall be the Contractor's sole and exclusive remedy for any delay of any kind or nature caused by Aviation Authority, and in no event shall Contractor be entitled to recover from Aviation Authority any indirect, incidental, special or consequential damages in any proceeding arising out of or relating to this Contract or the breach thereof.

It is also agreed and understood that the acceptance of the last payment pursuant to the Terms and Conditions for work performed hereunder by the Contractor shall be considered as a release in full of all claims against Aviation Authority and its members, officers, agents and employees arising out of, or by reason of, the Contract obligations or work.

In consideration of the Contractor's obligations set forth in the Contract Documents, Aviation Authority agrees to pay to the Contractor upon satisfactory completion of such obligations, and subject to the Contract provisions, the compensation as set forth in **Price Table(s)** subject to such additions and deductions as may be provided in the Contract Documents and any duly approved and executed amendments thereto.

IN WITNESS WHEREOF, the said **GREATER ORLANDO AVIATION AUTHORITY** has caused this Contract to be executed in its name by its Chief Executive Officer, or designee, and the said Contractor.

"AVIATION AUTHORITY"

GREATER ORLANDO AVIATION AUTHORITY

By: _____

Title: _____

Date: _____

"Contractor"

Contractor NAME

By: _____

Title: _____

Date: _____

APPROVED AS TO FORM AND LEGALITY

For the use and reliance of the Greater Orlando
Aviation Authority, only.

Name of Law Firm: _____

By: _____

Date: _____

13.3. Nongovernmental Entity Declaration Regarding the Use of Coercion for Labor and Services

26-118-RFP

Security Checkpoint Support Services

Nongovernmental Entity's Name: _____

Nongovernmental Entity's FEIN: _____

Authorized Officer or Representative Name: _____

Authorized Representative's Title: _____

Nongovernmental Entity's Address: _____

Section 787.06(13), Florida Statutes, requires all nongovernmental entities executing, renewing, or extending this Contract with a governmental entity, as defined in section 287.138(1), Florida Statutes, to provide an affidavit signed by an officer or a representative of the nongovernmental entity under penalty of perjury that the nongovernmental entity does not use coercion for labor or services as defined in that statute. The Greater Orlando Aviation Authority is a governmental entity as defined by and for purposes of section 787.06(13).

The nongovernmental entity identified above does not, pursuant to section 787.06(2)(a):

- Use or threaten to use physical force against any person;
- Restrain, isolate, or confine, or threaten to restrain, isolate, or confine any person without lawful authority and against her or his will;
- Use lending or other credit methods to establish a debt by any person when labor or services are pledged as a security for the debt, if the value of the labor or services as reasonably assessed is not applied toward the liquidation of the debt, the length and nature of the labor or services are not respectively limited and defined;
- Destroy, conceal, remove, confiscate, withhold, or possess any actual or purported passport, visa, or other immigration document, or any other actual or purported government identification document, of any person;
- Cause or threaten to cause financial harm to any person;
- Entice or lure any person by fraud or deceit; or
- Provide a controlled substance as outlined in Schedule I or Schedule II of section 893.03, Florida Statutes, to any person for the purpose of exploitation of that person.

Under penalties of perjury, I declare that I have read the foregoing statement and that the facts stated in it are true.

By: _____

Authorized Officer or Representative for Nongovernmental Entity

Print Name: _____

Print Title: _____

Date: _____

13.4. Performance Bond

Performance Bond No.: _____

Performance Bond Expiration Date: _____

PERFORMANCE BOND FORM

GREATER ORLANDO AVIATION AUTHORITY

KNOW ALL MEN BY THESE PRESENTS that

_____, hereinafter called Principal, and

_____, a corporation organized under the laws of the State of

_____ and licensed to do business in the State of Florida, hereinafter called Surety, are held and firmly bound unto the Greater Orlando Aviation Authority, hereinafter called Aviation Authority, in the Penal Sum of \$500,000, for the payment of which sum well and truly made, Principal and Surety bind ourselves, our heirs, personal representatives, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, Principal has by written agreement entered into a Contract with Aviation Authority for **Solicitation 26-118-RFP, Security Checkpoint Support Services**, in accordance with the Contract Documents which are incorporated therein by reference and made a part thereof, and which collectively are herein referred to as the Contract.

WHEREAS, Surety is authorized to do business in the State of Florida.

NOW, THEREFORE, the condition of this obligation is such that if Principal:

1. Promptly and faithfully performs each of its obligations under said Contract, including, but not limited to, any warranty provisions, in the time and manner prescribed in the Contract; and
2. Pays Aviation Authority all losses, damages (liquidated or actual, including, but not limited to, damages caused by delays in the performance of Principal, or latent defects in the goods or services furnished by Principal), expenses, costs and attorneys' fees for and in connection with all trial and appellate proceedings, that Aviation Authority sustains resulting directly or indirectly from any breach or default by Principal under the Contract; and
3. Pays Aviation Authority all losses, damages, expenses, costs, attorneys' fees and other legal costs (including, but not limited to, those for investigative and legal support services) for and in connection with all trial, appellate and bankruptcy proceedings, that the Aviation Authority sustains resulting directly and indirectly from conduct of the Principal, including, but not limited to, want of care or skill, negligence, patent infringement, or intentionally wrongful conduct on the part of the Principal, its officers, agents, employees or any other person or entity for whom the Principal is responsible, then this bond is void; otherwise it remains in full force and effect.

In the event that the Principal shall fail to perform any of the terms, covenants or conditions of the Contract during the period in which this Performance Bond is in effect, the Surety shall remain liable to the Aviation Authority for all such loss or damage (including, but not limited to, reasonable attorneys' fees and other legal and court costs) resulting from or in connection with any failure to perform up to the amount of the Penal Sum.

In the event the Surety fails to fulfill its obligations under this Performance Bond, then the Surety shall also indemnify and save the Aviation Authority harmless from any and all loss, damage, cost and expense, including, but not limited to, reasonable attorneys' fees and other legal and court costs for all trial, appellate and bankruptcy proceedings, resulting directly or indirectly from or in connection with the Surety's failure to fulfill its obligations hereunder. This paragraph shall survive the termination or cancellation of this Performance Bond. The obligations set forth in this paragraph shall not be limited by the Penal Sum of this Bond.

The Surety's obligations hereunder shall be direct and immediate and not conditional or contingent upon Aviation Authority's pursuit of its remedies against Principal, and shall remain in full force and effect notwithstanding (i) amendments or modifications to the Contract entered into by Aviation Authority and Principal without the Surety's knowledge or consent, (ii) waivers of compliance with or any default under the Contract granted by Aviation Authority to Principal without the Surety's knowledge or consent, (iii) the discharge of Principal from its obligations under the Contract as a result of any proceeding initiated under the Bankruptcy Code of 1978, as the same may be amended, or any similar state or federal law, or any limitation of the liability of Principal or its estate as a result of any such proceeding, or (iv) any other action taken by Aviation Authority or Principal that would, in the absence of this clause, result in the release or discharge by operation of law of the Surety from its obligations hereunder.

The institution of suit upon this Bond is subject to the limitations period in accordance with Section 95.11, Florida Statutes.

Any changes in or under the Contract Documents (which include, but are not limited to, the Specification and compliance or noncompliance with any formalities connected with the Contract or the changes therein) shall not affect Surety's obligation under this Bond, and Surety hereby waives notice of any such changes. Further, Principal and Surety acknowledge that the Penal Sum of this bond shall be increased or the term of this bond extended in accordance with any amendments or other modifications to the Contract Documents entered into by Aviation Authority and Principal.

IN WITNESS WHEREOF, the Principal and Surety have executed this instrument under their several seals on the ____ day of _____, 20____, the name and corporate seal of each corporate party being hereto affixed and these presents fully signed by its undersigned representative, pursuant to the authority of its governing body.

Signed, sealed and delivered in the presence of:

Principal (Name of Contractor)

Witness

Witness

By: _____

(Signature)

Its: _____

(Title)

(Seal)

Name of Surety

Witness

Witness

By: _____

(Signature)

Its: _____

(Title)

Address: _____

Telephone No.: _____

E-Mail Address: _____

(Countersignature by Florida Licensed Agent)

NOTE: If Principal and Surety are corporations, the respective corporate seal should be affixed and attached. Attach a certified copy of Power-of-Attorney appointing individual Attorney-in-Fact for execution of Performance Bond on behalf of Surety.

IMPORTANT: Surety companies executing bonds must meet the requirements set forth in the Standard Terms and Conditions.

OATH OF SECRETARY
GREATER ORLANDO AVIATION AUTHORITY

I, _____, certify that I am the Secretary of the corporation named as Principal in the foregoing Performance and/or Payment Bonds; that _____ who signed the said Bond(s) on behalf of the Principal was then _____ of said corporation and was authorized by the corporation to sign the Bond(s) on its behalf; that I know (his, her) signature, and (his, her) signature thereto is genuine, and that said Bonds was/were duly signed, sealed and attested for and in behalf of said corporation by the authority of its governing body.

Secretary

(Corporate

Seal)

13.5. Irrevocable Stand-By Letter of Credit

_____ [Date]

IRREVOCABLE LETTER OF CREDIT NO. _____

EXPIRY DATE: _____

AGGREGATE AMOUNT: \$500,000

BENEFICIARY:

Greater Orlando Aviation Authority

One Jeff Fuqua Boulevard

Orlando, FL 32827-4399

Dear Sir or Madam:

On behalf of _____
[Company Name] (the "Company"), we hereby issue this irrevocable stand-by letter of credit in your favor up to the aggregate amount stated above, available by one or more sight drafts drawn by you on us.

Each draft hereunder must state "Drawn on

_____, [Bank Name] Irrevocable Letter of Credit No. _____, dated _____," and must be accompanied by a statement in the form attached hereto as Exhibit A (which is incorporated in this letter of credit by this reference). Such statement must be signed by the Chief Executive Officer of the Greater Orlando Aviation Authority (the "Aviation Authority"), or designee, and must provide the following:

- a. Certification that the Company has failed to faithfully perform one or more of its obligations to the Aviation Authority under that certain 26-118-RFP for Security Checkpoint Support Services at Orlando International Airport, as such may be amended from time to time, by and between the Company and the Aviation Authority (the "Agreement"); and
- b. Certification of the amount of damages or expenses which, in his belief or determination, the Aviation Authority has suffered or incurred, or is likely to suffer or incur, as a result of such failure by the Company; or
- c. Certification (1) that the Company has failed to provide to the Aviation Authority an acceptable surety bond or stand-by letter of credit to replace this letter of credit, on or before the date the same was due under the terms of the Agreement in accordance with such terms, and (2) certification of the amount of the required replacement surety bond or letter of credit.

Additionally, each draft drawn hereunder shall be paid from the funds of

_____ [Bank Name]. If a drawing is made by you hereunder at or prior to 11:00 a.m., local time, on a business day, payment shall be made to you or to your designee of the amount specified at our branch where such drawing is made, in immediately available funds, not later than 3:00 p.m., such local time, on the same business day or such later time and business day as you may specify. If a drawing is made by you after 11:00 a.m., such local time, on a business day, payment shall be made to you or to your designee of the amount specified, in immediately available funds, not later than 3:00 p.m., such local time, on the next business day thereafter, or such later time and business day as you may specify.

This letter of credit is subject to the Uniform Customs and Practice for Documentary Credits (2007 Rev.), International Chamber of Commerce Publication No. 600, except that, notwithstanding the provisions of Article 36 thereof to the contrary, if this letter of credit would have otherwise expired by its terms during a period when our business has been interrupted by Acts of God or other causes beyond our control, our obligations hereunder shall continue for thirty (30) days following the date of our resumption of normal business operations.

We hereby engage with you that all drafts drawn hereunder in compliance with the terms of this credit will be duly honored upon presentation to us as provided herein.

(Bank Name)

By: _____
(Signature)

Address: _____

Telephone No.: _____

Fax No.: _____

E-Mail Address: _____

EXHIBIT A

**GREATER ORLANDO AVIATION AUTHORITY
STATEMENT FORM**

To: _____ [Bank Name]

Date: _____

Re: _____ [Company Name]

Irrevocable Letter of Credit Number: _____

The undersigned, who is the Chief Executive Officer of the Greater Orlando Aviation Authority (the "Aviation Authority"), or the duly authorized designee of same, hereby certifies to _____ [Bank Name] that [A, and either B or C are required]:

A. _____ [Company Name] (the "Company") has failed to faithfully perform one or more of its obligations to the Aviation Authority under that certain [Contract, 26-118-RFP, Security Checkpoint Support Services at Orlando International Airport](#), by and between the Company and the Aviation Authority (the "Agreement").

B. In the belief or determination of the undersigned, the amount of damages or expenses which the Aviation Authority has suffered or incurred or is likely to suffer or incur, as a result of such failure by the Company totals \$ _____; or

C. The Company has failed to provide the Aviation Authority with an acceptable replacement surety bond or stand-by letter of credit on or before the date the same was due under the terms of the Agreement in accordance with such terms, and that the amount of the required replacement bond or letter of credit is
\$ _____.

Dated this _____ day of _____, 20____.

GREATER ORLANDO AVIATION AUTHORITY

By: _____

Title: _____



Greater Orlando Aviation Authority
Procurement Services
Kelly Loll, Senior Vice President
5855 Cargo Road, Orlando, FL 32827

[SOUTHEAST AIRPORT SERVICES] RESPONSE DOCUMENT REPORT

RFP No. 26-118-RFP

Security Checkpoint Support Services

RESPONSE DEADLINE: December 11, 2025 at 11:00 am

Report Generated: Wednesday, February 4, 2026

Southeast Airport Services Response

CONTACT INFORMATION

Company:
Southeast Airport Services

Email:
certifications@seairportsservices.com

Contact:
Gerald Montgomery

Address:
5774 S Semoran Blvd
Orlando, FL 32822

Phone:
(407) 420-8633

Website:
www.southeast-companies.com

Submission Date:
Dec 11, 2025 8:16 AM (Eastern Time)

ADDENDA CONFIRMATION

Addendum #1
Confirmed Dec 1, 2025 11:54 PM by Gerald Montgomery

Addendum #2
Confirmed Dec 5, 2025 9:15 AM by Gerald Montgomery

Addendum #3
Confirmed Dec 5, 2025 9:15 AM by Gerald Montgomery

Addendum #4
Confirmed Dec 5, 2025 9:15 AM by Gerald Montgomery

Addendum #5
Confirmed Dec 9, 2025 8:08 AM by Gerald Montgomery

QUESTIONNAIRE

1. RESPONDENT IDENTIFICATION

RESPONDING COMPANY'S NAME AND ADDRESS*

Must match the name shown on the submitted W-9 Form and on the Registration with the State of Florida (Sunbiz).
Contract/Agreement/Purchase Order will be issued under this name, if awarded.

Maximum response length: 200 characters

SOUTHEAST AIRPORT SERVICES, INC. | 5774 S SEMORAN BLVD ORLANDO, FL 32822

IS THE DULY AUTHORIZED SIGNATORY (PERSON WHO IS DULY AUTHORIZED TO CONTRACTUALLY BIND THE RESPONDENT) OF THE RESPONDENT ALSO THE PRIMARY CONTACT FOR THIS SOLICITATION?*

Yes

AUTHORIZED SIGNATORY / PRIMARY CONTACT'S NAME, TITLE, EMAIL ADDRESS AND DIRECT PHONE #*
Maximum response length: 200 characters

CLINTON WILLIAMS | PRESIDENT | CWilliams@seairportsservices.com | 407-419-7085

SECONDARY CONTACT PERSON'S NAME, TITLE, EMAIL ADDRESS AND PHONE #.*
Maximum response length: 200 characters

GERALD MONTGOMERY | CHAIRMAN | GMontgomery@seairportsservices.com | 407-567-8688

REGISTRATION WITH THE STATE OF FLORIDA*

Upload evidence of registration to conduct business in Florida

SAS_FL_License_SUNBIZ.pdf
SPSLic08172024.pdf

UPLOAD RESPONDENT'S CURRENT, SIGNED W-9 FORM.*
W9_SAS.pdf

DID THE RESPONDENT USE ARTIFICIAL INTELLIGENCE (AI) TO GENERATE ANY PORTION OF THEIR RESPONSE TO THIS SOLICITATION?*

No

2. MINIMUM REQUIREMENTS

MINIMUM EXPERIENCE*

Explain how the Respondent meets the Minimum Experience requirement described in Section 3: Minimum Requirements.

Maximum response length: 5000 characters

SAS, Inc. has been managing and operating Federal Inspection Stations and Security Checkpoint Services at Orlando International Airport (MCO) since 2016. With an outstanding track record, SAS, Inc. consistently guarantees the safety and security of millions of travelers each year. Our expertise in navigating complex security protocols, combined with a strong commitment to customer service, has established SAS, Inc. as a reliable partner in aviation operations. In addition, SAS began the TSA Divesting program with MCO, we currently preform this service in conjunction with TSA, to keep the customer check point lines moving.

SAS, Inc. takes pride in its innovative approaches to security management, continuously updating practices to address evolving threats and regulatory requirements. SAS offers a unique combination of Airport Customer Services along with several Florida Department of Agriculture licensed Managers on staff. This dedication to excellence is evident in their ability to seamlessly blend cutting-edge technology with skilled personnel, ensuring a smooth and secure experience for all airport guests.

- CLEINT : GOAA

SERVICES : FEDERAL INSPECTION STATIONS CUSTOMER SERVICES & SUPPORT STAFF SERVICES

LOCATION : ORLANDO INTERNATIONAL AIRPORT (MCO)

TERM : February 2021 – Present

- PRIME : BAGS, INC.

SERVICES : CHECKPOINT AND TERMINAL SERVICES

LOCATION : ORLANDO INTERNATIONAL AIRPORT (MCO)

TERM : February 2016 to February 2021

SOUTHEAST AIRPORT SERVICES, INC.

A Service Logistics Company

CAPABILITY STATEMENT



Date of Incorporation
February 18, 2013



SOUTHEAST AIRPORT SERVICES, INC. (SAS, INC.)

SAS, Inc., a Certified Small and Minority Business Enterprise, is a comprehensive facility support company offering a diverse range of services tailored to meet the specific needs and budget of its aviation and logistics clients. With over 30 years of combined experience, SAS, Inc. is dedicated to ensuring customer satisfaction, trust, and integrity by providing high-quality services based on industry best practices.

CORE COMPETENCIES

- Federal Inspection Station (FIS)
 - Checkpoint Services
 - TSA Support Services
 - APM Services
- Support Baggage Handling (BHS)

NAICS CODE

- 488119 Other Airport Services
- 561720 Janitorial Services
- 485999



PAST PERFORMANCE

JSM IMPORTS

BAGGAGE HANDLING SYSTEM
March 2018 to March 2023

BAGS, INC.

CHECKPOINT SERVICES

February 2016 to February 2021

GOAA

FIS & CHECKPOINT SERVICES
February 2021 - Present

DIFFERENTIATORS

- Tailored Solutions.** Our services are customized to align with each client's unique operational needs, ensuring maximum efficiency and satisfaction.

REFERENCE 1*

See requirements for References under Section 3: Minimum Requirements.

Provide your response in the following order:

- Name of Company
- Contact Name
- Contact Email
- Brief description of services
- Timeline for services rendered

Maximum response length: 5000 characters

GOAA | MATTHEW CONRAD | MATTHEW.CONRAD@GOAA.COM | SECURITY CURBSIDE AT MCO FOR 3 YEARS | 1-407-825-3030

REFERENCE 2*

See requirements for References under Section 3: Minimum Requirements.

Provide your response in the following order:

- Name of Company
- Contact Name
- Contact Email
- Brief description of services
- Timeline for services rendered

Maximum response length: 5000 characters

Watch Commander, Passenger Operations Area Port of Orlando | Toni R. King | TONI.R.KING@CBP.DHS.GOV | 407-825-4113 | FEDERAL INSPECTION SERVICES FOR OVER 10 YEARS

REFERENCE 3*

See requirements for References under Section 3: Minimum Requirements.

Provide your response in the following order:

- Name of Company
- Contact Name
- Contact Email
- Brief description of services
- Timeline for services rendered

Maximum response length: 5000 characters

U.S. Department of Homeland Security | Andre Bernard | Andre.Bernard@tsa.dhs.gov | 407-563-5991

3. RELEVANT EXPERIENCE, QUALIFICATIONS OF THE RESPONDENT AND FEEDBACK FROM REFERENCES

PROVIDE THREE EXAMPLES/CONTRACTS THAT ARE SIMILAR IN SIZE, SCOPE, COMPLEXITY AND SIMILAR RISK PROFILE, SATISFACTORILY PERFORMED BY RESPONDENT WITHIN THE PAST TEN YEARS.*

Maximum response length: 5000 characters

CLEINT : GOAA
SERVICES :FEDERAL INSPECTION STATIONS CUSTOMER SERVICES & SUPPORT STAFF SERVICES
LOCATION : ORLANDO INTERNATIONAL AIRPORT (MCO)
TERM : February 2021 – Present

PRIME : ABM FORMERLY SP PLUS
SERVICES : BUS AND SHUTTLE SERVICES
LOCATION : ORLANDO INTERNATIONAL AIRPORT (MCO)
TERM : May 2019 to April 2024

PRIME : ALLIED UNIVERSAL
SERVICES : TRAFFIC CURBSIDE
LOCATION : ORLANDO INTERNATIONAL AIRPORT (MCO)
TERM : March 2023 to March 2028

PROVIDE A LIST OF SIMILAR PROJECTS/CONTRACTS PROVIDED IN THE PAST TEN YEARS WITH OTHER ENTITIES OR AIRPORTS*
Maximum response length: 5000 characters

PRIME : BAGS, INC.
SERVICES : CHECKPOINT and TERMINAL SERVICES
LOCATION : ORLANDO INTERNATIONAL AIRPORT (MCO)
TERM : February 2016 to February 2021

PRIME : JSM IMPORTS
SERVICES : BAGGAGE HANDLING SYSTEM

LOCATION : ORLANDO INTERNATIONAL AIRPORT (MCO)

TERM : March 2018 to March 2023

4. RELEVANT EXPERIENCE AND QUALIFICATION OF KEY PERSONNEL

IDENTIFY AND PROVIDE RESUME OF THE ON-SITE MANAGER (LEAD INDIVIDUAL), HIGHLIGHTING HIS/HER QUALIFICATIONS AND EXPERIENCE. INCLUDE THE LENGTH OF TIME AND NUMBER OF PROJECTS/CONTRACTS THE RESPONDENT HAS PERFORMED WITH THE PROPOSED LEAD INDIVIDUAL.*

Ops_Manager_JT_CP.pdf

PROVIDE THE NAMES OF THE CONTRACT TEAM, ON-SITE ASSISTANT MANAGER(S) AND KEY EMPLOYEES, TO BE ASSIGNED TO THE PROJECT/CONTRACT; PROVIDE RESUMES HIGHLIGHTING THEIR QUALIFICATIONS AND EXPERIENCE. INCLUDE THE LENGTH OF TIME AND NUMBER OF PROJECTS/CONTRACTS THE RESPONDENT AND THE LEAD INDIVIDUAL HAVE WITH THE PROPOSED TEAM.*

Asst_Ops_Manager_MK_CP.pdf

INCLUDE AN ORGANIZATIONAL CHART PROPOSED FOR THIS PROJECT CLEARLY SHOWING THE REPORTING RELATIONSHIP BETWEEN INDIVIDUAL TEAM MEMBERS, ESPECIALLY THOSE IN POSITIONS OF OVERSIGHT AND QUALITY ASSURANCE*

Sr_VP_Resume_DB.pdf

Ops_Manager_JT_CP.pdf

Contract_Admin_SN-CP.pdf

Project_Manager_Resume_JZ.pdf

Asst_Ops_Manager_MK_CP.pdf

Chairman_Resume_GVM.pdf

President_Resume_CW.pdf

Safety_&_CS_Plan.pdf

ORG_CHART.png

Sunbiz_-_Innovation.pdf
IASI_-_Certificates.pdf
Staffing_Plan_(DVT-Support_Staff)_Draft_20251206JT.xlsx
Training_Program_for_Personnel_Assigned_to_Checkpoint_in_the_SAS_App.pdf
SAS_-_Technological_Platform_for_International_Operations.pdf
Transition_Plan_-_Checkpoint.pdf
LDB_Letter_of_Intent_CP_good.pdf
Uniforms_Security_Checkpoint_AGENTS_1.png
Short_Video_SAS_App.mp4

5. APPROACH AND METHODOLOGY

STAFFING PLAN *

Describe in detail the proposed staffing plan necessary to meet the requirements of this Contract. The staffing plan should include the number of staff, including the relief staff and the number of supervisors envisioned to accomplish the assigned services.

As a result of Southeast many years of running the MCO, CHECKPOINT SUPPORT and DIVESTING SERVICES operations, we have outlined what a weekly resource would look like, for this project.

Please refer to 4.3 for attachment of the plan.

SAFETY, TRAINING AND QUALITY ASSURANCE PLAN*

The Safety, Training and Quality Assurance Plan shall include, but not be limited to, an outline of the training and the type and number of hours of estimated training for each type of personnel, a list of training materials to be provided and how the Respondent will ensure the completeness of the subject matter, and the method through which the training will be provided.

The Safety, Training and Quality Assurance Plan must include the following:

- Detail how the inspections, evaluations and monitoring of operations, equipment and processes in working areas will be conducted.
- Ensure all performed services meet the established standard of quality service and performance.
- Identify training needs and organize training to meet quality standards.

- Ensure compliance with government safety regulations, Aviation Authority safety procedures and industry standards.
- A sample of written reports to include but not limited to; staffing reports, operational reports, quantitative reports, incident reports during each shift.

The Southeast Airport Services Security Checkpoint Services Technology Platform provides for complete accountable for all Safety and Training requirements for our staff. This includes but not limited to interactive videos and quizzes for employees on safety and training, Customer Services, Aviation Authority (MCO) and Government policies and procedures.

Please refer to 4.3 for attachment of Technology plan.

CUSTOMER SERVICE PLAN*

Describe in detail your customer service plan that demonstrates your company's commitment to providing a positive customer experience and strategies for improvement of the workplace culture.

<https://airportservices.mangomoss-beab4755.eastus2.azurecontainerapps.io/api/scorm/10/res/index.html?sessionId=abd9389f-4057-4da3-86c1-75c04e06fa18&employeeId=-1&returnUrl=%2Ftrainings%2F10>

At Southeast Airport Services, Inc. (SAS, Inc.), our operational and customer service plan is built upon the pillars of excellence, empathy, and innovation. We are committed to creating a seamless and positive experience for all our clients, customers, and stakeholders by delivering customized, reliable, and high-quality services across airport facilities. Our goal is to exceed expectations by integrating industry best practices with a strong focus on community engagement and employee empowerment.

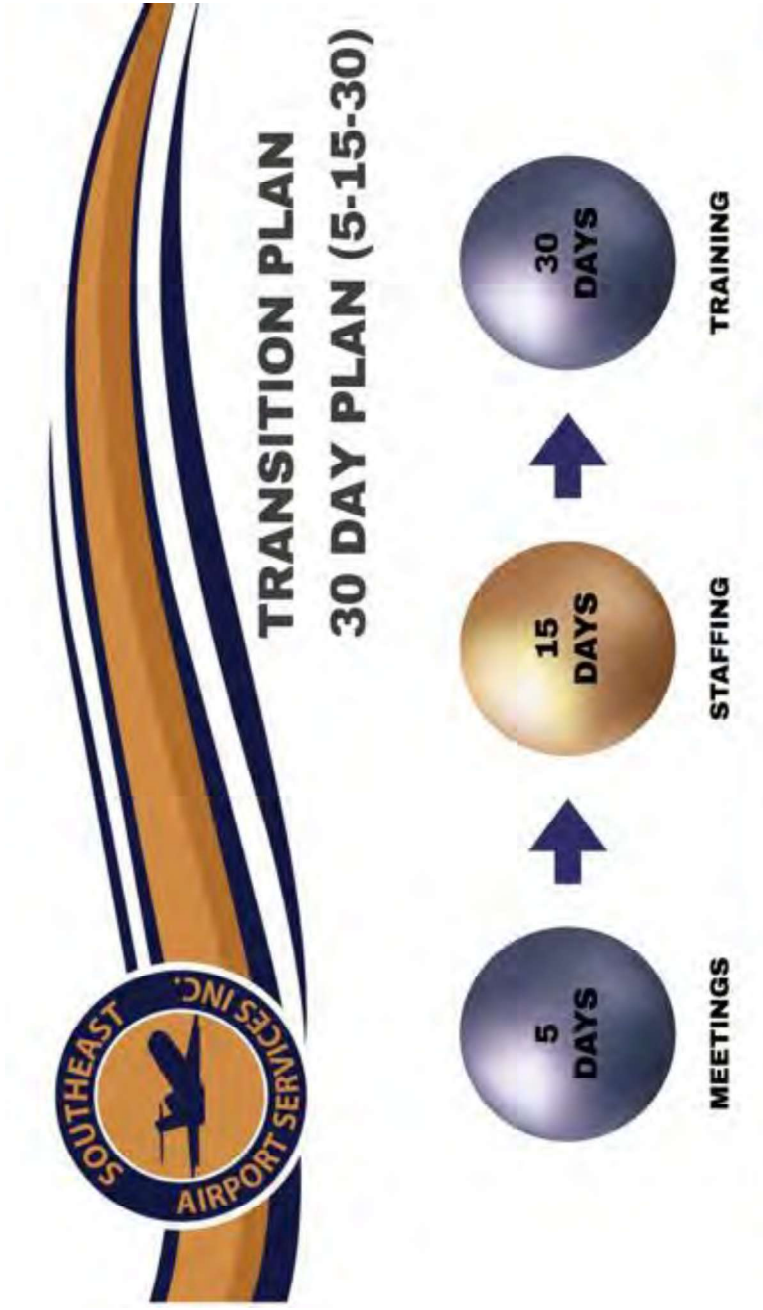
Please refer to 4.3 for attachment of plan.

TRANSITION PLAN*

Describe in detail the transition plan process to be followed to implement the services to be provided pursuant to the Scope of Services. This plan must include time frames and information that would be required for such services to be fully operational and include a timeline (with an explanation of how this timeline would be used in the transition process). Include the time period needed for hiring and training of employees, planned interface with the Aviation Authority, the processing of ID badges, uniforms, and site tours, etc.

The Respondent's response shall include clear timeline for the transition process and successful start of operations.

Southeast Airport Services, Inc (SAS) has outlined a detailed Transition Plan along with a Transition Calander.
Outline response attached under 4.3



	First 5 days	First 15 days	First 30 days
MEETINGS	Meet with Management and Airport Operations to discuss specific details on start-up plans.	Conduct coordination and introductory meetings with SAS, Inc. leaders and management team.	Identify SAS, Inc. certifying person for badging.
HIRING	Establish staffing needs and hiring goals. Conduct meetings with current employees at existing contract to discuss timelines for interviews.	Conduct coordination meetings to establish interview dates and point of contact. Prepare all "hiring documents" to include background test and drug test.	Ensure hiring target is 100% higher than actual need. Begin badging process.. Update staffing plan
UNIFORMS	Confirm uniform colors and styles with Airport Operations	Order all uniforms for new staff and update for current staff	Deliver uniforms to the employee

6. OTHER REQUIREMENTS

APPROACH TO SMALL BUSINESS PARTICIPATION*

Describe the LDB/VBE participation that will be provided and what services will be performed.

Maximum response length: 5000 characters

SAS, Inc. has been providing mentorship to Innovation Aviation Services, Inc. (IAS, Inc) since 2021, when we began our collaboration on Security Checkpoint Services. Together, we have successfully expanded our Small Business workforce to over 60 employees, currently working on the FIS contract.

Attached here under 4.3 the Letter of Intent and IAS, Inc Certificate

COMPLIANCE WITH SMALL BUSINESS PARTICIPATION GOAL - AFFIRMATIVE STATEMENT*

This Solicitation includes a Small Business participation requirement:

- a. LDB/VBE Combined Participation Goal: 11%
- b. All Respondents, including a Respondent which is a Small Business, shall comply with the requirements by having Small Business, other than the Respondent, participate in the performance of the Contract services at a sufficient level to meet the participation goal.
- c. The Response will be considered non-responsive to the Solicitation and rejected if the Respondent fails to demonstrate, to the reasonable satisfaction of the Aviation Authority, that the Respondent has met or has made a good faith effort to meet the established goal(s).

- d. **Respondents can't self-declare Small Business Status.**

See Section 4: Small Business Program for additional details.

By selecting "Confirm" you certify that you have read this requirement and you, at a minimum, comply.

Confirmed

IF THE PARTICIPATION % PROPOSED LESS THAN THE AVIATION AUTHORITY'S SMALL BUSINESS PARTICIPATION GOAL FOR THIS SOLICITATION, THE RESPONDENT MUST PROVIDE A NARRATIVE TO DEMONSTRATE GOOD FAITH EFFORT
Write N/A if not applicable.

Maximum response length: 5000 characters

SAS, Inc. has successfully achieved the 12.5% participation requirement set by the Aviation Authority for the Small Business Participation goal related to this solicitation. This accomplishment highlights SAS, Inc.'s commitment to supporting small businesses and fostering an inclusive and diverse supply chain. By meeting this goal, the company not only adheres to regulatory standards but also strengthens its community ties and enhances its reputation as a forward-thinking and socially responsible enterprise. This achievement is likely to inspire confidence among stakeholders and could pave the way for future opportunities and collaborations within the industry, encouraging further growth and innovation.

CONFLICT OF INTEREST FORM*

Please download the below document, complete, and upload.

- [Solicitation - Respondent C...](#)

Solicitation_-_Respondent_Conflict_Form.pdf

VERIFICATION OF EMPLOYMENT STATUS / E-VERIFY*

By selecting "Confirm", I hereby acknowledge and agree that use of the U.S. Department of Homeland Security's E-Verify System during the term of the contract is a condition of the resulting contract with the Greater Orlando Aviation Authority.

Effective January 1, 2021, public and private employers, contractors and subcontractors will be required to register with, and use the Employment Eligibility Verification System (E-Verify) to verify the work authorization status of all newly hired employees. The E-Verify system can be obtained at the U.S. Department of Homeland Security website: <http://www.dhs.gov/E-Verify>

"Contractor" means a person or entity that has entered or is attempting to enter into a contract with a public employer to provide labor, supplies, or services to such employer in exchange for salary, wages, or other remuneration (also referred to as Respondent or Contractor).

“Subcontractor” means a person or entity that provides labor, supplies, or services to or for a contractor or another subcontractor in exchange for salary, wages, or other remuneration (also referred to as Sub- Vendor or Sub-Contractor).
Vendor/Contractor/Subcontractor acknowledges and agrees to utilize the U.S. Department of Homeland Security’s E-Verify System to verify the employment eligibility of:

- All persons employed by Vendor/Contractor/Sub-Contractor during the term of the contract, (including assigned sub-vendors/sub-contractors/sub-contractors), to perform employment duties within Florida and any work in pursuant to the contract with the Aviation Authority.

By entering into a contract with the Aviation Authority, the Contractor/Contractor becomes obligated to comply with the provisions of Section 2. Section 448.095, Fla. Stat., "Employment Eligibility," as amended from time to time. This includes, but is not limited to, utilization of the E-Verify System to verify the work authorization status of all newly hired employees, and requiring all subcontractors to provide an affidavit attesting that the subcontractor does not employ, contract with, or subcontract with, an unauthorized alien.

The contractor shall maintain a copy of such affidavit for the duration of the contract. Failure to comply will lead to termination of resulting contract, or if a subcontractor knowingly violates the statute, the subcontract must be terminated immediately. Any challenge to termination under this provision must be filed in the Circuit Court of Orange County, Florida no later than 20 calendar days after the date of termination. If the resulting contract is terminated for a violation of the statute by the Contractor, the Contractor may not be awarded a public contract for a period of 1 year after the date of termination.

Confirmed

DRUG-FREE WORKPLACE CERTIFICATION*

By selecting "Confirm", I certify, that if awarded, Respondent shall maintain a drug-free workplace in accordance with the Florida Drug-free Workplace Act during the duration of the contract. No employee shall be hired by a Contractor for work on Aviation Authority's premises prior to such employee having tested negative for drugs. In addition, existing employees of the Contractor must be subject to drug testing by the Contractor upon reasonable suspicion of drug use. Results of all such drug tests are to be retained by the Contractor Copies shall be provided to the Aviation Authority, if requested.

Confirmed

CERTIFICATION REGARDING PROHIBITION AGAINST CONTRACTING WITH SCRUTINIZED COMPANIES*

By selecting "Confirm", I hereby certify that neither the undersigned entity, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit have been placed on the Scrutinized Companies that Boycott Israel List created pursuant to s. 215.4725 of the Florida Statutes, or are engaged in a boycott of Israel.

In addition, if this Solicitation is for a Contract for goods or services of one million dollars or more, I hereby certify that neither the undersigned entity, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit are on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to s. 215.473 of the Florida Statutes, or are engaged in business operations in Cuba or Syria as defined in said statute.

I understand and agree that the Aviation Authority may immediately terminate any Contract resulting from this Solicitation upon written notice if the undersigned entity (or any of those related entities of Respondent as defined above by Florida law) are found to have submitted a false certification or any of the following occur with respect to the company or a related entity: (i) it has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or (ii) for any Contract for goods or services of one million dollars or more, it has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or it is found to have been engaged in business operations in Cuba or Syria.

Confirmed

DISCRIMINATORY VENDOR LIST CERTIFICATION*

By selecting "Confirm", I hereby certify that the Respondent, and any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit have not been placed on the Discriminatory Vendor List by the Department of Management Services. (287.134(3)(d), Fla. Stat.)

Confirmed

PUBLIC ENTITY CRIMES CERTIFICATION*

By selecting "Confirm", I hereby certify that the Proposer, and/or any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations have not been convicted of any public entity crimes nor have they been placed on the Convicted Vendor List by the Department of Management Services.

Confirmed

PROOF OF INSURABILITY*

You may upload your Certificate of Insurance (COI), an insurance quote for the required coverage, or a statement from regarding the Respondent ability to obtain insurance with the required coverage issued by a company currently authorized to do business in the State of Florida and with an A.M. Best Company rating of at least B+ and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating for the required insurance(s) listed in Section 12: Aviation Authority's Standard Terms and Conditions.

COI_SAS.pdf

BID_INSURANCE_-_CP.pdf

PROOF OF BONDABILITY*

Demonstrate ability to meet bondability requirements listed in this solicitation by providing a Letter of Bondability on a surety company letterhead or a letter from a US Bank for a letter of credit confirming that Respondent can obtain one or the other and understands only the Performance Bond or Letter of Credit form will be accepted.

Further details regarding the bondability requirements can be found in Section 12 Aviation Authority's Standard Terms and Conditions.

Upload Letter of Bondability or Letter of Credit.

Bond_Certificate_SAS.pdf

FIS_BOND.pdf

DISCLOSE ALL LAWSUITS, ARBITRATIONS AND CLAIMS FILED OR RAISED BY OR AGAINST THE RESPONDENT OVER THE LAST FIVE (5) YEARS, SPECIFICALLY IDENTIFYING THE PROJECT INVOLVED, THE PARTIES INVOLVED, THE NATURE OF THE CLAIM(S), AMOUNT AT ISSUE, DISPOSITION OR STATUS AND LITIGATION, CASE STYLE, NUMBER, AND JURISDICTION*

Maximum response length: 10000 characters

N/A

PRIOR OR PENDING CONVICTIONS, INDICTMENTS, INVESTIGATIONS, AND REGULATORY INVESTIGATIONS*

The Respondent shall provide a description of all prior or pending convictions, indictments, investigations, and regulatory investigations, either civil or criminal that relate to the services listed in the Scope of Work / Specifications Section in which Respondent or its affiliates, subsidiaries, parent company, directors, senior officers, senior regional officers, the Lead Individual, or Engagement Team members have been involved with in the last five (5) years immediately preceding the date of Respondent's response to this Solicitation. Or provide an affirmative statement that there are none.

Maximum response length: 10000 characters

N/A

RESPONSE CERTIFICATION AND WILLINGNESS TO SIGN CONTRACT / AGREEMENT*

Please download the below document, complete, and upload.

- [Solicitation - Respondent C...](#)

Solicitation_-_Respondent_Cert.pdf

PRICE TABLES

MANAGEMENT FEE

Annual total shall reflect the UOM cost, times the quantity.

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
1	Annual Management Fee, Yr. 1	1	Year	\$667,455.00	\$667,455.00

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
2	Annual Management Fee, Yr. 2	1	Year	\$671,793.00	\$671,793.00
3	Annual Management Fee, Yr. 3	1	Year	\$698,186.00	\$698,186.00
4	Annual Management Fee, Yr. 4	1	Year	\$726,113.00	\$726,113.00
5	Annual Management Fee, Yr. 5	1	Year	\$755,158.00	\$755,158.00
TOTAL					\$3,518,705.00

ANNUAL REIMBURSABLE BUDGET

The Contractor's aggregate annual invoices shall not exceed the total for Years 1 through 5. It is estimated that 81 FTE reimbursable positions will be needed for the performance of this Contract. The Aviation Authority believes that this estimate fairly describes the scope of work under ordinary circumstances; However, the number of FTE reimbursable positions may range between 70 and 90 as actual conditions may cause the number of positions to be adjusted accordingly. The Aviation Authority shall only reimburse for reimbursable positions requested and approved by the Aviation Authority and satisfactorily provided by the Contractor.

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
Year 1					
1	Reimbursable Payroll Expense Budget	1	Year	\$4,032,900.00	\$4,032,900.00
2	Reimbursable Operating Expense Budget	1	Year	\$38,900.00	\$38,900.00
Year 2					
3	Reimbursable Payroll Expense Budget	1	Year	\$4,153,900.00	\$4,153,900.00

[SOUTHEAST AIRPORT SERVICES] RESPONSE DOCUMENT REPORT
RFP No. 26-118-RFP
Security Checkpoint Support Services

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
4	Reimbursable Operating Expense Budget	1	Year	\$40,100.00	\$40,100.00
Year 3					
5	Reimbursable Payroll Expense Budget	1	Year	\$4,278,500.00	\$4,278,500.00
6	Reimbursable Operating Expense Budget	1	Year	\$41,300.00	\$41,300.00
Year 4					
7	Reimbursable Payroll Expense Budget	1	Year	\$4,406,900.00	\$4,406,900.00
8	Reimbursable Operating Expense Budget	1	Year	\$42,600.00	\$42,600.00
Year 5					
9	Reimbursable Payroll Expense Budget	1	Year	\$4,539,200.00	\$4,539,200.00
10	Reimbursable Operating Expense Budget	1	Year	\$43,800.00	\$43,800.00
TOTAL					\$21,618,100.00

State of Florida

Department of State

I certify from the records of this office that SOUTHEAST AIRPORT SERVICES INC is a corporation organized under the laws of the State of Florida, filed on February 18, 2013, effective February 18, 2013.

The document number of this corporation is P13000015735.

I further certify that said corporation has paid all fees due this office through December 31, 2025, that its most recent annual report/uniform business report was filed on February 7, 2025, and that its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Seventh day of February, 2025*




Secretary of State

Tracking Number: 5570404375CC

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

**WILTON SIMPSON
COMMISSIONER**

DIVISION OF LICENSING

02/15/23
DATE ISSUED

02/15/26
DATE OF EXPIRATION

B 1000244
LICENSE NUMBER

SOUTHEAST PROTECTION SERVICES INC

5734 SOUTH SEMORAN BLVD
ORLANDO, FL 32822

MONTGOMERY, GERALD V, PRESIDENT

THE *SECURITY AGENCY* NAMED ABOVE IS LICENSED AND REGULATED UNDER THE PROVISIONS OF
CHAPTER 493, FLORIDA STATUTES.



**WILTON SIMPSON
COMMISSIONER**

**Request for Taxpayer
Identification Number and Certification**

Go to www.irs.gov/FormW9 for instructions and the latest information.

**Give form to the
requester. Do not
send to the IRS.**

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.) SOUTHEAST AIRPORT SERVICES, INC.	
	2 Business name/disregarded entity name, if different from above.	
	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor ☐ C corporation ☒ S corporation ☐ Partnership ☐ Trust/estate ☐ LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____ (Applies to accounts maintained outside the United States.)
	3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions ☐	
	5 Address (number, street, and apt. or suite no.). See instructions. 5774 S SEMORAN BLVD	Requester's name and address (optional)
6 City, state, and ZIP code ORLANDO, FL 32822		
7 List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

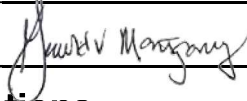
Social security number									
			-				-		
or									
Employer identification number									
4	6		-	2	0	3	9	3	4

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person 	Date 11/10/2025
------------------	---	---------------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

must obtain your correct taxpayer identification number (TIN), which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid).
- Form 1099-DIV (dividends, including those from stocks or mutual funds).
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds).
- Form 1099-NEC (nonemployee compensation).
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers).
- Form 1099-S (proceeds from real estate transactions).
- Form 1099-K (merchant card and third-party network transactions).
- Form 1098 (home mortgage interest), 1098-E (student loan interest), and 1098-T (tuition).
- Form 1099-C (canceled debt).
- Form 1099-A (acquisition or abandonment of secured property).

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

Caution: If you don't return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued);
2. Certify that you are not subject to backup withholding; or
3. Claim exemption from backup withholding if you are a U.S. exempt payee; and
4. Certify to your non-foreign status for purposes of withholding under chapter 3 or 4 of the Code (if applicable); and
5. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting is correct. See *What Is FATCA Reporting*, later, for further information.

Note: If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7).

Establishing U.S. status for purposes of chapter 3 and chapter 4 withholding. Payments made to foreign persons, including certain distributions, allocations of income, or transfers of sales proceeds, may be subject to withholding under chapter 3 or chapter 4 of the Code (sections 1441–1474). Under those rules, if a Form W-9 or other certification of non-foreign status has not been received, a withholding agent, transferee, or partnership (payor) generally applies presumption rules that may require the payor to withhold applicable tax from the recipient, owner, transferor, or partner (payee). See Pub. 515, *Withholding of Tax on Nonresident Aliens and Foreign Entities*.

The following persons must provide Form W-9 to the payor for purposes of establishing its non-foreign status.

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the disregarded entity.
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the grantor trust.
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust and not the beneficiaries of the trust.

See Pub. 515 for more information on providing a Form W-9 or a certification of non-foreign status to avoid withholding.

Foreign person. If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person (under Regulations section 1.1441-1(b)(2)(iv) or other applicable section for chapter 3 or 4 purposes), do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Pub. 515). If you are a qualified foreign pension fund under Regulations section 1.897(l)-1(d), or a partnership that is wholly owned by qualified foreign pension funds, that is treated as a non-foreign person for purposes of section 1445 withholding, do not use Form W-9. Instead, use Form W-8EXP (or other certification of non-foreign status).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a saving clause. Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items.

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.–China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if their stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.–China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first Protocol) and is relying on this exception to claim an exemption from tax on their scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

Backup Withholding

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 24% of such payments. This is called “backup withholding.” Payments that may be subject to backup withholding include, but are not limited to, interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third-party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester;
2. You do not certify your TIN when required (see the instructions for Part II for details);
3. The IRS tells the requester that you furnished an incorrect TIN;
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only); or
5. You do not certify to the requester that you are not subject to backup withholding, as described in item 4 under “*By signing the filled-out form*” above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code*, later, and the separate Instructions for the Requester of Form W-9 for more information.

See also *Establishing U.S. status for purposes of chapter 3 and chapter 4 withholding*, earlier.

What Is FATCA Reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all U.S. account holders that are specified U.S. persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code*, later, and the Instructions for the Requester of Form W-9 for more information.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you are no longer tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account, for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account (other than an account maintained by a foreign financial institution (FFI)), list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9. If you are providing Form W-9 to an FFI to document a joint account, each holder of the account that is a U.S. person must provide a Form W-9.

• **Individual.** Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

Note for ITIN applicant: Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040 you filed with your application.

• **Sole proprietor.** Enter your individual name as shown on your Form 1040 on line 1. Enter your business, trade, or "doing business as" (DBA) name on line 2.

• **Partnership, C corporation, S corporation, or LLC, other than a disregarded entity.** Enter the entity's name as shown on the entity's tax return on line 1 and any business, trade, or DBA name on line 2.

• **Other entities.** Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. Enter any business, trade, or DBA name on line 2.

• **Disregarded entity.** In general, a business entity that has a single owner, including an LLC, and is not a corporation, is disregarded as an entity separate from its owner (a disregarded entity). See Regulations section 301.7701-2(c)(2). A disregarded entity should check the appropriate box for the tax classification of its owner. Enter the owner's name on line 1. The name of the owner entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For

example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner's name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on line 2. If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

Line 2

If you have a business name, trade name, DBA name, or disregarded entity name, enter it on line 2.

Line 3a

Check the appropriate box on line 3a for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box on line 3a.

IF the entity/individual on line 1 is a(n) . . .	THEN check the box for . . .
• Corporation	Corporation.
• Individual or • Sole proprietorship	Individual/sole proprietor.
• LLC classified as a partnership for U.S. federal tax purposes or • LLC that has filed Form 8832 or 2553 electing to be taxed as a corporation	Limited liability company and enter the appropriate tax classification: P = Partnership, C = C corporation, or S = S corporation.
• Partnership	Partnership.
• Trust/estate	Trust/estate.

Line 3b

Check this box if you are a partnership (including an LLC classified as a partnership for U.S. federal tax purposes), trust, or estate that has any foreign partners, owners, or beneficiaries, and you are providing this form to a partnership, trust, or estate, in which you have an ownership interest. You must check the box on line 3b if you receive a Form W-8 (or documentary evidence) from any partner, owner, or beneficiary establishing foreign status or if you receive a Form W-9 from any partner, owner, or beneficiary that has checked the box on line 3b.

Note: A partnership that provides a Form W-9 and checks box 3b may be required to complete Schedules K-2 and K-3 (Form 1065). For more information, see the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

If you are required to complete line 3b but fail to do so, you may not receive the information necessary to file a correct information return with the IRS or furnish a correct payee statement to your partners or beneficiaries. See, for example, sections 6698, 6722, and 6724 for penalties that may apply.

Line 4 Exemptions

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space on line 4 any code(s) that may apply to you.

Exempt payee code.

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third-party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys' fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space on line 4.

1—An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2).

- 2—The United States or any of its agencies or instrumentalities.
- 3—A state, the District of Columbia, a U.S. commonwealth or territory, or any of their political subdivisions or instrumentalities.
- 4—A foreign government or any of its political subdivisions, agencies, or instrumentalities.
- 5—A corporation.
- 6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or territory.
- 7—A futures commission merchant registered with the Commodity Futures Trading Commission.
- 8—A real estate investment trust.
- 9—An entity registered at all times during the tax year under the Investment Company Act of 1940.
- 10—A common trust fund operated by a bank under section 584(a).
- 11—A financial institution as defined under section 581.
- 12—A middleman known in the investment community as a nominee or custodian.
- 13—A trust exempt from tax under section 664 or described in section 4947.

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

IF the payment is for . . .	THEN the payment is exempt for . . .
• Interest and dividend payments	All exempt payees except for 7.
• Broker transactions	Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012.
• Barter exchange transactions and patronage dividends	Exempt payees 1 through 4.
• Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 5. ²
• Payments made in settlement of payment card or third-party network transactions	Exempt payees 1 through 4.

¹ See Form 1099-MISC, Miscellaneous Information, and its instructions.

² However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

Exemption from FATCA reporting code. The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) entered on the line for a FATCA exemption code.

A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37).

B—The United States or any of its agencies or instrumentalities.

C—A state, the District of Columbia, a U.S. commonwealth or territory, or any of their political subdivisions or instrumentalities.

D—A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i).

E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i).

F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state.

G—A real estate investment trust.

H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940.

I—A common trust fund as defined in section 584(a).

J—A bank as defined in section 581.

K—A broker.

L—A trust exempt from tax under section 664 or described in section 4947(a)(1).

M—A tax-exempt trust under a section 403(b) plan or section 457(g) plan.

Note: You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

Line 5

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns. If this address differs from the one the requester already has on file, enter "NEW" at the top. If a new address is provided, there is still a chance the old address will be used until the payor changes your address in their records.

Line 6

Enter your city, state, and ZIP code.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have, and are not eligible to get, an SSN, your TIN is your IRS ITIN. Enter it in the entry space for the Social security number. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN.

If you are a single-member LLC that is disregarded as an entity separate from its owner, enter the owner's SSN (or EIN, if the owner has one). If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note: See *What Name and Number To Give the Requester*, later, for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at www.SSA.gov. You may also get this form by calling 800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/EIN. Go to www.irs.gov/Forms to view, download, or print Form W-7 and/or Form SS-4. Or, you can go to www.irs.gov/OrderForms to place an order and have Form W-7 and/or Form SS-4 mailed to you within 15 business days.

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and enter "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, you will generally have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note: Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon. See also *Establishing U.S. status for purposes of chapter 3 and chapter 4 withholding*, earlier, for when you may instead be subject to withholding under chapter 3 or 4 of the Code.

Caution: A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if item 1, 4, or 5 below indicates otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code*, earlier.

Signature requirements. Complete the certification as indicated in items 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third-party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), ABLE accounts (under section 529A), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account) other than an account maintained by an FFI	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Two or more U.S. persons (joint account maintained by an FFI)	Each holder of the account
4. Custodial account of a minor (Uniform Gift to Minors Act)	The minor ²
5. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee ¹
b. So-called trust account that is not a legal or valid trust under state law	The actual owner ¹
6. Sole proprietorship or disregarded entity owned by an individual	The owner ³
7. Grantor trust filing under Optional Filing Method 1 (see Regulations section 1.671-4(b)(2)(i)(A))**	The grantor*

For this type of account:	Give name and EIN of:
8. Disregarded entity not owned by an individual	The owner
9. A valid trust, estate, or pension trust	Legal entity ⁴
10. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
11. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
12. Partnership or multi-member LLC	The partnership
13. A broker or registered nominee	The broker or nominee
14. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
15. Grantor trust filing Form 1041 or under the Optional Filing Method 2, requiring Form 1099 (see Regulations section 1.671-4(b)(2)(i)(B))**	The trust

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name on line 1, and enter your business or DBA name, if any, on line 2. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴ List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.)

* **Note:** The grantor must also provide a Form W-9 to the trustee of the trust.

** For more information on optional filing methods for grantor trusts, see the Instructions for Form 1041.

Note: If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records From Identity Theft

Identity theft occurs when someone uses your personal information, such as your name, SSN, or other identifying information, without your permission to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax return preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity, or a questionable credit report, contact the IRS Identity Theft Hotline at 800-908-4490 or submit Form 14039.

For more information, see Pub. 5027, Identity Theft Information for Taxpayers.

Victims of identity theft who are experiencing economic harm or a systemic problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 877-777-4778 or TTY/TDD 800-829-4059.

Protect yourself from suspicious emails or phishing schemes.

Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration (TIGTA) at 800-366-4484. You can forward suspicious emails to the Federal Trade Commission at spam@uce.gov or report them at www.ftc.gov/complaint. You can contact the FTC at www.ftc.gov/idtheft or 877-IDTHEFT (877-438-4338). If you have been the victim of identity theft, see www.IdentityTheft.gov and Pub. 5027.

Go to www.irs.gov/IdentityTheft to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. commonwealths and territories for use in administering their laws. The information may also be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payors must generally withhold a percentage of taxable interest, dividends, and certain other payments to a payee who does not give a TIN to the payor. Certain penalties may also apply for providing false or fraudulent information.

University of South Florida: *May 2016, May 2008*

Master of Business Administration

Specialization: General Business Management Operations, Statistics, Finance, Accounting, Marketing

Bachelor of Arts (College of Business Administration)

Specialization: Managerial Finance and minoring in Management Information Systems

Key Skills & Competencies

Executive Management | Project Management
Revenue Cycle Management | Risk Adjustment | Data Analysis
Client Relationship Management | Process Improvement Financial
Management & Analysis | Performance Metrics & KPIs
Strategic Advisory & Consulting | Digital Marketing | SEO/SEM
Lean Six Sigma Methodologies | Market Research & Analysis
Strategic Planning & Execution

State University of New York at Stony Brook: May 2003

Applied Mathematics and Computer Science

References to be furnished upon request.

Southeast Airport Services, inc.

May 2025 - Present

Operations Manager

- Managed daily operations for Divesting Agent services at Southeast Airport Services, Inc., ensuring seamless support for TSA and Greater Orlando Aviation Authority (GOAA) initiatives.
- Collaborated closely with TSA and GOAA to uphold security standards and enhance operational efficiency at Orlando International Airport (MCO).
- Supported MCO's customer experience initiatives by implementing service improvements and maintaining a high standard of passenger interaction.
- Developed and established all standard operating procedures (SOPs) for Divesting Agent operations, ensuring compliance with regulatory and airport guidelines.
- Recruited, trained, and coached employees to deliver consistent and professional service in a high-volume airport environment.
- Monitored team performance, provided feedback, and implemented corrective actions to maintain service excellence and meet key performance indicators (KPIs).
- Led conflict resolution and issue escalation efforts, maintaining positive relationships with stakeholders and ensuring timely resolution of operational challenges.

Elevated Digital Marketing

November 2023 - July 2025

Vice President of Marketing Operations (Contract)

- Design and implement SEO and PPC strategies for all clientele.
- Create and manage targeted email marketing campaigns.
- Develop and manage a content calendar, aligning with brand voice and customer personas to increase consumer engagement.
- Keyword research and on-page optimization
- Manage Google and Facebook Ads campaigns and Google My Business profiles for all clients
- Manage AI integrations, automation, and optimization.
- Conduct SEO/SEM audits, leveraging analytics to refine campaigns.
- Create and develop visual assets as needed for marketing campaigns
- Manage vendors and client support personnel

TrueRCM

June 2022 - November 2023

Vice President of Business Development

- Closed over \$3.5M in new business within the first 6 months of taking on the role and \$4 million the following year.
- Identified opportunities by analyzing market trends, customer needs, and competitor activities, and identified potential areas of growth.
- Implemented CRM systems and sales forecasting tools to track progress and optimize sales performance.
- Developed market entry strategies, assets, and resources.
- Provided rebranding and website overhaul to attract new clientele.
- Established strategic partnerships and alliances to open new avenues of business growth.
- Networked with key stakeholders, including customers, suppliers, investors, and other industry players crucial for gaining new business.
- Encouraged innovation within the organization necessary to appeal to target audiences.
- Developed marketing and business strategic planning and budgeting. Contract and proposal writing
- Negotiated strategic partnerships and alliances to enhance market position and revenue streams.

Eagle Private Equity**April 2020 - April 2021*****Vice President, Targeting & Acquisition (Contract)***

- Developed and executed strategic initiatives for acquisition targeting across the healthcare technology sector with a planned budget of \$100M.
- Established relationships with target companies, industry partners, and advisors to facilitate deal flow and strengthen the firm's investment pipeline.
- Created and maintained comprehensive financial models and valuation reports to support investment decisions.
- Engaged with limited partners (LPs) and institutional investors to drive fundraising efforts.
- Consulted on the operation and development of Eagle's telehealth asset, "Cloud Let's Go."

June 2017 - April 2020**PatientNow (Practice Management and Marketing Software Provider)*****Sr. Vice President, Client Services & Marketing Operations***

- Managed a portfolio of 500+ digital marketing and CRM software client accounts.
- Oversaw all SEO/SEM operations with a collective budget of over \$10 Million annually.
- Spearheaded corporate strategy and overall business operations, resulting in a 50% increase in client retention, and more than 300% increase in inside sales performance.
- Led cross-functional teams to drive innovation and operational efficiency, achieving service levels of more than 95% in all performance categories.
- Developed standard operating procedures for the organization and managed strategic partnerships with both internal and external business units; identified business needs and opportunities; established priorities; and allocated resources to maximize client satisfaction.
- Oversaw branding initiatives, ensuring consistency across all marketing channels and communications for each client.
- Managed all client facing operations, including web design and front-end development, Software Systems Implementation, Client Success, Content Strategy, SEO/SEM initiatives, Brand Strategy, and Product Development.
- Analyzed Google Analytics, CRM data, and paid campaign performance metrics to identify a high-performing customer segments.
- Oversaw the delivery and execution of software systems implementation, consulting services, project and account management.
- Hired, trained, and coached department managers on proper delivery of software, marketing resources, and other client services.
- Developed performance-based initiatives to drive performance and continued success.

Centauri Health Solutions (Health Plan & Hospital Solutions)**April 2013 - June 2017*****V.P. Marketing, Business Development & Process Improvement***

- Managed software products and all go-to-market strategies while working closely with the chief software architect on product development and enhancements
- Established and managed trade show business plan; monitoring \$500K+ annual trade show budget.
- On averaged, closed \$7M in new business annually.
- Oversaw all sales, marketing, process improvement, and product development initiatives within the organization.
- Oversaw the strategic planning and implementation of Medicare risk adjustment campaigns while working as the primary point of contact for health plans and key stakeholders.
- Managed and fostered all strategic partnerships and oversaw all account management. Operational efficiency, and reporting personnel.
- Developed all operational and process workflows for medical coders, clinical document extraction technicians, and client coordinators.
- Developed standard operating procedures and process workflows to optimize organizational efficiencies.
- Established strategic partnerships and identified business needs and opportunities; established priorities; and allocated resources to maximize client satisfaction.
- Prepared proposals, RFP responses, MSA's, contracts, and other agreements.
- Created projections and data models to extract business insights and valuations for each engagement.
- Built financial and staffing models to for resource planning initiatives.
- Developed forecasting models to project both financial and operational needs.
- Produced marketing collateral and data visualization projects using Excel, Tableau, and Adobe Creative Suite.

HOVEROUND Corp. (*Manufacturer of Durable Medical Equipment*)**May 2008 - April 2013*****Client Service Manager & Corporate Trainer***

- Managed the Sales, Intake, and Clinical Documentation departments.
- Managed elements of Hoveround's marketing and overall pipeline, consistently exceeding KPI standards and monthly goals.
- Developed and implemented training curriculums for the Sales, Intake, Clinical Documentation, Medical Records, Appeals, Medical Billing, field service, and Technical Support departments.
- Developed and maintained an internal learning management system to support the onboarding process and ongoing employee training needs.
- Process Improvement analysis of department workflows to determine continual training needs and streamline department workflows.
- Facilitated ongoing trainings mandated by the Centers for Medicare and Medicaid Services as well as product training, and medical billing training for DME (durable medical equipment).
- Responsible for the training and oversight of all new employees during probationary and PAP (performance action plan) periods.
- Managed and audited department supervisors and leads to ensure performance standards.
- Developed and facilitated all training and education for all proprietary software systems and processes.
- Provided sales projections and staffing need requirements for each department based on ongoing marketing initiatives.
- Provided and aggregated all lead generation performance and conversion statistics.
- Providing detailed analysis on marketing lead conversion to sales.

PGT Innovations Inc. (*Manufacturer of Construction Related Products*)**April 2003 - October 2007*****Customer Service Manager***

- Managed the Client Services Support, International Sales, as well as the Vinyl Frame and EzeBreeze® product lines.
- Managed a team of account managers, product specialists, and logistic support personnel.
- Managed PGT's financial and operational performance reporting, including "error" dollar analysis.
- Hiring, training, and ongoing employee education for both manufacturing and client services team members.
- Purchasing management of manufacturing materials.

Objective:

Seeking a position that will utilize my skills to their fullest potential and offers room for professional growth.

EDUCATION

Full Sail University – Winter Park, FL

2020–2022

Pursued a bachelor's degree

Saint John's University- Queens, NY

2015-2016

Pursued a bachelor's degree

Bishop Loughlin Memorial High School – Brooklyn, NY

Class of 2004

Regents High School Diploma

EMPLOYMENT

Transportation Security Administration

Transportation Security Officer MCO Airport (March 2023 – June 2025)

Operated various screening equipment and technology, like X-ray, to identify dangerous objects in baggage, cargo and on passengers, and preventing those objects from being transported onto aircraft.

Performing searches and screening, which may include physical interaction with passengers like pat-downs, search of property and conducting bag searches.

Controlling terminal entry and exit points.

Interacting with the public, giving directions and responding to inquiries.

Occasionally taking charge of a screening lane as acting lead officer when needed to ensure proper procedures and techniques are being followed by fellow officers as well as insuring all breaks and rotations are done efficiently

Top Talent Staffing Agency

MCO Multi Language Customer Service Ambassador (Aug 2022 – March 2023)

Assist with the flow of passengers through the airport

Assisting TSA with security check procedures

Providing all passengers with any and all info on the land and air sides of the airport

Assisting with any arising issues with the operation of the airport

Fluent in a second language in order to assist passengers that do not speak English

Wyndham Orlando Resort International Drive

Assistant Guest Services Manager (March 2022 to Aug 2022)

Responsible for upholding world class front desk service to hotel guests

Coordinate and oversee the proper and effective check in and check out process of guests

Work closely with all hotel departments to ensure guest request and expectations are met

Ensure the occupancy information of the hotel is up to date to insure daily room revenue

Assist in the monitoring and supervision of all guest service employees

Unimac Management and Staffing agency

Housekeeping Supervisor at The Grand Hotel Orlando (2021 to 2022)

Supervise work activities of cleaning staff to ensure clean, orderly and attractive rooms

Assign duties, inspect work, and investigate complaints regarding housekeeping services and equipment

In charge of keep track of cleaning supply inventory and ordering when needed

Train new employees on the standards expected by the hotel

Breaking Ground Inc.

Social Work Program Case Manager (2019 – 2019)

Outreach Services

In charge of conducting psychosocial evaluations

Connecting clients to all assistant services, medical treatment & substance use treatment facilities when applicable

Obtain identification, public benefits and other applicable income sources for clients

Prepare documentation for housing applications

Assist and counsel clients in the process of obtaining permanent housing

Maintain record keeping in compliance with agency standards as well as those of City and State agencies

Intervene in crisis situations

Escort clients to appointments when needed

VIA/Uber/Lyft/Pollo/BLS, Queens, Brooklyn. New York City, Orlando FL.

Driver (2014 - present)

In charge of transporting passengers to and from locations

Providing passengers with a safe and pleasant travel experience

Maintaining a clean and safe vehicle for customers and their guest

American Medical Response, Brooklyn, NY

Emergency Medical Technician (2009 - 2012)

In charge of transporting patients to and from hospitals

Provide Base Life Support

Crew Member/Driver

Skills Profile: Microsoft Word (Word, PowerPoint, Excel, Outlook) Internet Savvy, General Clerical Duties, Excellent Communication Skills, Highly organized & detailed, Bi-lingual. A highly enthusiastic, detail oriented, proactive and proficient in human services, with extensive communicational, organizational and interpersonal skills

DARREN BARTON

Senior Vice President - Airport Services & Operations

Visionary executive with extensive experience in managing large-scale airport service operations, and customer service programs across major U.S. and international airports. Expertise in staff leadership (up to 3,000 employees), vendor relations, regulatory compliance, and cross-functional team development. Known for driving revenue growth, enhancing service quality, and optimizing complex operations.

AREAS OF EXPERTISE

- Business development
- Territory expansion
- Airport Operations management
- Training & team leadership
- Generates & obtains contracts
- Airline/Vendor relations
- Budgeting & P&L oversight
- Training & Team leadership
- Regulatory Compliance

PROFESSIONAL EXPERIENCE

Bags Inc. - SP+ Operations, Metropolis

July 2010 - Present Orlando, FL

Senior Vice President, Airport Services Group

- Retained position through multiple company acquisitions
- Lead the Aviation Services Division overseeing operations across **75 U.S. airports**.
- Generated over **\$100M** in new contract acquisitions with major airline partners.
- Manage and develop a workforce of **3,000+** employees across all airport locations.
- Oversee full P&L, budgeting, and profitability for regional and corporate operations.
- Drive process improvements and innovation to elevate performance and efficiency.
- Managed **union workforce**, including contract compliance, conflict resolution, and staffing.

US Airways, Inc.

2006-July 2010 | Phoenix, AZ

Senior Manager, Cargo Sales and Service

- Directed U.S. Postal Service cargo contract (domestic and international).
- Developed and implemented cargo service policies and performance reporting.
- Increased annual revenue from \$15M to \$35M; managed P&L and departmental budgets.
- Led and developed management teams across multiple stations.

Senior Manager, Ramp Operations

1997- 2006 | Phoenix, AZ

- Managed 1,200 employees and all ramp operations at the Phoenix hub.
- Ensured safety, efficiency, and compliance across all ground handling activities.
- Handled HR matters, including hiring, grievances, and disciplinary actions.

KEY ACHIEVEMENTS

Industrial Basics and General Application

Market Expansion: Generated over \$100M in new contract acquisitions with major airline partners.
Revenue growth: Consistently achieved double-digit revenue growth across multiple ownership transitions, maintaining profitability and client retention through operational excellence.

ADDITIONAL INFORMATION

- **Education:** Management course study at Embry Riddle, Mesa Community College 1986-1987 General Studies. Proficient in Microsoft Office Suite- Outlook, Word, Excel, and Explorer.
- **Awards/Activities:** Deal of the year award 2019 from SP+, Served as a company representative at key annual industry conferences and forums.

University of South Florida: *May 2016, May 2008*

Master of Business Administration

Specialization: General Business Management Operations, Statistics, Finance, Accounting, Marketing

Bachelor of Arts (College of Business Administration)

Specialization: Managerial Finance and minoring in Management Information Systems

Key Skills & Competencies

Executive Management | Project Management
Revenue Cycle Management | Risk Adjustment | Data Analysis
Client Relationship Management | Process Improvement Financial
Management & Analysis | Performance Metrics & KPIs
Strategic Advisory & Consulting | Digital Marketing | SEO/SEM
Lean Six Sigma Methodologies | Market Research & Analysis
Strategic Planning & Execution

State University of New York at Stony Brook: May 2003

Applied Mathematics and Computer Science

References to be furnished upon request.

Southeast Airport Services, inc.

May 2025 - Present

Operations Manager

- Managed daily operations for Divesting Agent services at Southeast Airport Services, Inc., ensuring seamless support for TSA and Greater Orlando Aviation Authority (GOAA) initiatives.
- Collaborated closely with TSA and GOAA to uphold security standards and enhance operational efficiency at Orlando International Airport (MCO).
- Supported MCO's customer experience initiatives by implementing service improvements and maintaining a high standard of passenger interaction.
- Developed and established all standard operating procedures (SOPs) for Divesting Agent operations, ensuring compliance with regulatory and airport guidelines.
- Recruited, trained, and coached employees to deliver consistent and professional service in a high-volume airport environment.
- Monitored team performance, provided feedback, and implemented corrective actions to maintain service excellence and meet key performance indicators (KPIs).
- Led conflict resolution and issue escalation efforts, maintaining positive relationships with stakeholders and ensuring timely resolution of operational challenges.

Elevated Digital Marketing

November 2023 - July 2025

Vice President of Marketing Operations (Contract)

- Design and implement SEO and PPC strategies for all clientele.
- Create and manage targeted email marketing campaigns.
- Develop and manage a content calendar, aligning with brand voice and customer personas to increase consumer engagement.
- Keyword research and on-page optimization
- Manage Google and Facebook Ads campaigns and Google My Business profiles for all clients
- Manage AI integrations, automation, and optimization.
- Conduct SEO/SEM audits, leveraging analytics to refine campaigns.
- Create and develop visual assets as needed for marketing campaigns
- Manage vendors and client support personnel

TrueRCM

June 2022 - November 2023

Vice President of Business Development

- Closed over \$3.5M in new business within the first 6 months of taking on the role and \$4 million the following year.
- Identified opportunities by analyzing market trends, customer needs, and competitor activities, and identified potential areas of growth.
- Implemented CRM systems and sales forecasting tools to track progress and optimize sales performance.
- Developed market entry strategies, assets, and resources.
- Provided rebranding and website overhaul to attract new clientele.
- Established strategic partnerships and alliances to open new avenues of business growth.
- Networked with key stakeholders, including customers, suppliers, investors, and other industry players crucial for gaining new business.
- Encouraged innovation within the organization necessary to appeal to target audiences.
- Developed marketing and business strategic planning and budgeting. Contract and proposal writing
- Negotiated strategic partnerships and alliances to enhance market position and revenue streams.

Eagle Private Equity**April 2020 - April 2021*****Vice President, Targeting & Acquisition (Contract)***

- Developed and executed strategic initiatives for acquisition targeting across the healthcare technology sector with a planned budget of \$100M.
- Established relationships with target companies, industry partners, and advisors to facilitate deal flow and strengthen the firm's investment pipeline.
- Created and maintained comprehensive financial models and valuation reports to support investment decisions.
- Engaged with limited partners (LPs) and institutional investors to drive fundraising efforts.
- Consulted on the operation and development of Eagle's telehealth asset, "Cloud Let's Go."

June 2017 - April 2020**PatientNow** *(Practice Management and Marketing Software Provider)****Sr. Vice President, Client Services & Marketing Operations***

- Managed a portfolio of 500+ digital marketing and CRM software client accounts.
- Oversaw all SEO/SEM operations with a collective budget of over \$10 Million annually.
- Spearheaded corporate strategy and overall business operations, resulting in a 50% increase in client retention, and more than 300% increase in inside sales performance.
- Led cross-functional teams to drive innovation and operational efficiency, achieving service levels of more than 95% in all performance categories.
- Developed standard operating procedures for the organization and managed strategic partnerships with both internal and external business units; identified business needs and opportunities; established priorities; and allocated resources to maximize client satisfaction.
- Oversaw branding initiatives, ensuring consistency across all marketing channels and communications for each client.
- Managed all client facing operations, including web design and front-end development, Software Systems Implementation, Client Success, Content Strategy, SEO/SEM initiatives, Brand Strategy, and Product Development.
- Analyzed Google Analytics, CRM data, and paid campaign performance metrics to identify a high-performing customer segments.
- Oversaw the delivery and execution of software systems implementation, consulting services, project and account management.
- Hired, trained, and coached department managers on proper delivery of software, marketing resources, and other client services.
- Developed performance-based initiatives to drive performance and continued success.

Centauri Health Solutions *(Health Plan & Hospital Solutions)***April 2013 - June 2017*****V.P. Marketing, Business Development & Process Improvement***

- Managed software products and all go-to-market strategies while working closely with the chief software architect on product development and enhancements
- Established and managed trade show business plan; monitoring \$500K+ annual trade show budget.
- On averaged, closed \$7M in new business annually.
- Oversaw all sales, marketing, process improvement, and product development initiatives within the organization.
- Oversaw the strategic planning and implementation of Medicare risk adjustment campaigns while working as the primary point of contact for health plans and key stakeholders.
- Managed and fostered all strategic partnerships and oversaw all account management. Operational efficiency, and reporting personnel.
- Developed all operational and process workflows for medical coders, clinical document extraction technicians, and client coordinators.
- Developed standard operating procedures and process workflows to optimize organizational efficiencies.
- Established strategic partnerships and identified business needs and opportunities; established priorities; and allocated resources to maximize client satisfaction.
- Prepared proposals, RFP responses, MSA's, contracts, and other agreements.
- Created projections and data models to extract business insights and valuations for each engagement.
- Built financial and staffing models to for resource planning initiatives.
- Developed forecasting models to project both financial and operational needs.
- Produced marketing collateral and data visualization projects using Excel, Tableau, and Adobe Creative Suite.

HOVEROUND Corp. (*Manufacturer of Durable Medical Equipment*)**May 2008 - April 2013*****Client Service Manager & Corporate Trainer***

- Managed the Sales, Intake, and Clinical Documentation departments.
- Managed elements of Hoveround's marketing and overall pipeline, consistently exceeding KPI standards and monthly goals.
- Developed and implemented training curriculums for the Sales, Intake, Clinical Documentation, Medical Records, Appeals, Medical Billing, field service, and Technical Support departments.
- Developed and maintained an internal learning management system to support the onboarding process and ongoing employee training needs.
- Process Improvement analysis of department workflows to determine continual training needs and streamline department workflows.
- Facilitated ongoing trainings mandated by the Centers for Medicare and Medicaid Services as well as product training, and medical billing training for DME (durable medical equipment).
- Responsible for the training and oversight of all new employees during probationary and PAP (performance action plan) periods.
- Managed and audited department supervisors and leads to ensure performance standards.
- Developed and facilitated all training and education for all proprietary software systems and processes.
- Provided sales projections and staffing need requirements for each department based on ongoing marketing initiatives.
- Provided and aggregated all lead generation performance and conversion statistics.
- Providing detailed analysis on marketing lead conversion to sales.

PGT Innovations Inc. (*Manufacturer of Construction Related Products*)**April 2003 - October 2007*****Customer Service Manager***

- Managed the Client Services Support, International Sales, as well as the Vinyl Frame and EzeBreeze® product lines.
- Managed a team of account managers, product specialists, and logistic support personnel.
- Managed PGT's financial and operational performance reporting, including "error" dollar analysis.
- Hiring, training, and ongoing employee education for both manufacturing and client services team members.
- Purchasing management of manufacturing materials.

Sharmeta Nathan

Orlando, FL

PROFESSIONAL SUMMARY:

Highly responsible and proactive professional with exceptional organizational and communication abilities. Possesses a solid background in an office setting, seeking a dynamic position that leverages my intuitive analytical skills, experience in employee relations, compliance, documentation, reporting, and strong administrative capabilities.

PROFESSIONAL SKILLS:

- Administrative Skills
- Customer Service
- Accounts Payable
- QuickBooks
- Payroll
- Financial Management
- Invoice Processing
- Timekeeping
- Goal-Oriented
- MS Office
- Google Suite
- Accounting Software
- Organizational Skills
- Time Management
- Excellent Communication
- Multitasker
- Team Collaboration
- Problem Solver

PROFESSIONAL EXPERIENCE:

Southeast Airport Services, Inc. – Orlando, FL

May 2024 – Present

Admin/HR Coordinator

- In charge of implementing SOP (Standard Operating Procedure).
- Prepare documents and prepare them for upper management review.
- Track attendance infractions for the operation.
- Order new employee uniforms and recordkeeping of all employee uniforms, company equipment and PPE.
- Retrieve termed employees' uniforms, company equipment and PPE upon separation with the company.
- Order office supplies and other items needed for the contract and/or operation.
- In charge of inputting Payroll Exception Reports (PER) and sign-in sheets into time management systems.
- Monitor all punches in/outs daily to ensure no missing payroll hours.
- Send appropriate correspondence to supervisors to request Payroll Exception Reports for missing punches.
- Enroll new hires in the time management system.
- Maintain all new hire and recurring employee training files for all agents and supervisors.
- Scan all files electronically into the file management system.
- Track employee training files in conjunction with Operations Managers.
- Develop and maintain office forms and procedures.
- Compose and edit correspondence, reports, memoranda and other material.
- Prepare Payroll Summary Report bi-weekly.
- Prepare Vacation Book Summary monthly. Verify and making sure Vacation books are balanced.
- Prepare CENSUS summary monthly.
- Recruit, interview, process, and hire all candidates.

Addition Financial – Orlando, FL
Relationship Advisor

Apr 2023 – Mar 2024

- Processed a wide range of financial transactions for credit union members, including deposits, withdrawals, transfers, and cashing checks.
- Audited vault, machines, cash drawer, keys, books and more.
- Opened new accounts, sub-shares, certificates, and other general accounts.
- Referred members for specialized services, including investments, real estate, commercial, and other financial needs.
- Provided professional, prompt, courteous, and accurate service while respecting member confidentiality.

InCharge Debt Solutions – Orlando, FL
Certified Credit/Bankruptcy Counselor

Feb 2019 – Aug 2022

- Performed full counseling session including a budget, credit pull, complete a pre filing discharge counseling session for bankruptcy.
- Attended to client's questions, complaints, and concerns and facilitate satisfactory resolution.
- Promoted debt management expertise to the clients and offered products and services,
- Provided additional educational and referral resources to the clients and followed company procedures.
- Performed education and personal financial management counseling, specifically in credit card debt management.
- Maintained customer records by updating account information and processing customer adjustments, ability to make decisions and resolve client issues.
- Stayed up to date on system and product changes by reviewing resources available, any other duties as assigned by management.

Partners Federal Credit Union – Orlando, FL
Member Service Representative

Jun 2016 – Feb 2020

- Assisted with wires and wire verification.
- Answered inbound calls members who have questions pertaining to their account or to other products and services that Partners Federal Credit Union offer.
- Interacted with our members in an efficient and effective manner while providing complete and accurate information.
- Used consultative sales techniques to cross-sale multiple financial products and services to ensure that the members' financial needs are met.
- Processed teller transactions, front desk, checking members in printing out debit cards, processing loans, opening new membership, meeting all members financial needs.

Genesis Travels – Bronx, NY
Executive Assistant

Oct 2005 – Dec 2015

- Oversaw and orchestrated the CEO's daily calendar.
- Provided administrative support to ensure efficient operation of the office.
- Answered phone calls, scheduled meetings and supports visitors.
- Carried out administrative duties such as filing, typing, copying, binding, scanning etc.
- Completed operational requirements by scheduling and assigning administrative projects.
- Made travel arrangements for senior staff such as booking flights, cars, and hotel or restaurant reservations.
- Supported the team by performing tasks related to organization and ensuring open communication among team members.

EDUCATION:

Danbury High School – Danbury, CT
High School Diploma

Year of Completion: 2005

Jim Zachary

Experience

October 2015 - Present

Southeast Airport
Services

Orlando, Florida

Director of Operations

- Thirty years of experience at Orlando International Airport
- Twenty nine years with Delta Air Lines and Forty years of experience in the airline industry
- Responsible for FIS contract with GOAA over 60 employees
- Negotiated agreement with Jervis Webb to porter bags in BHS
- Partnered with 5 companies to provide bag jamming portion of upcoming BHS contract

May 2006 - October 2015

ASIG

Orlando, Florida

General Manager

- Responsible for Fueling dept handling over 125 daily flights
- Responsible for DME operation with over 250 employees
- Dramatically improved safety culture and financial status for base
- Responsible for FIS contract with GOAA over 60 employees
- Responsible for BHS/SSSA contract with GOAA over 100 employees

May 2003 – May 2006

Song (Subsidiary of
Delta Air Lines)

Orlando, Florida

Regional Director

- Responsible for 1000 flight attendants and gate agents in 4 cities
- Helped create award winning customer service airline

Aug 1977 – May 2003

Delta Air Lines

LGA LAX JFK
MCO

Various

- Held many different front line customer service positions including Station Manager for 5 years
 - Held position of financial controller for Delta Air Lines for the state of Florida
 - Created and managed budgets for 13 stations amounting to over \$50 million annually
-

Feb 1974 – Aug 1977	Wagner Lockheed	New York City
---------------------	-----------------	---------------

Sales Representative

- Managed accounts in the New York and New Jersey area

Education

Sep 1973 – Feb 1974	Western State University of Law	Anaheim, California
---------------------	------------------------------------	------------------------

none

- Attended Law school for one year

Sep 1969 – May 1973	C.C.N.Y	New York, New York
---------------------	---------	--------------------

Bachelor of Arts Degree in Liberal Arts

Objective:

Seeking a position that will utilize my skills to their fullest potential and offers room for professional growth.

EDUCATION

Full Sail University – Winter Park, FL

2020–2022

Pursued a bachelor's degree

Saint John's University- Queens, NY

2015-2016

Pursued a bachelor's degree

Bishop Loughlin Memorial High School – Brooklyn, NY

Class of 2004

Regents High School Diploma

EMPLOYMENT

Transportation Security Administration

Transportation Security Officer MCO Airport (March 2023 – June 2025)

Operated various screening equipment and technology, like X-ray, to identify dangerous objects in baggage, cargo and on passengers, and preventing those objects from being transported onto aircraft.

Performing searches and screening, which may include physical interaction with passengers like pat-downs, search of property and conducting bag searches.

Controlling terminal entry and exit points.

Interacting with the public, giving directions and responding to inquiries.

Occasionally taking charge of a screening lane as acting lead officer when needed to ensure proper procedures and techniques are being followed by fellow officers as well as insuring all breaks and rotations are done efficiently

Top Talent Staffing Agency

MCO Multi Language Customer Service Ambassador (Aug 2022 – March 2023)

Assist with the flow of passengers through the airport

Assisting TSA with security check procedures

Providing all passengers with any and all info on the land and air sides of the airport

Assisting with any arising issues with the operation of the airport

Fluent in a second language in order to assist passengers that do not speak English

Wyndham Orlando Resort International Drive

Assistant Guest Services Manager (March 2022 to Aug 2022)

Responsible for upholding world class front desk service to hotel guests

Coordinate and oversee the proper and effective check in and check out process of guests

Work closely with all hotel departments to ensure guest request and expectations are met

Ensure the occupancy information of the hotel is up to date to insure daily room revenue

Assist in the monitoring and supervision of all guest service employees

Unimac Management and Staffing agency

Housekeeping Supervisor at The Grand Hotel Orlando (2021 to 2022)

Supervise work activities of cleaning staff to ensure clean, orderly and attractive rooms

Assign duties, inspect work, and investigate complaints regarding housekeeping services and equipment

In charge of keep track of cleaning supply inventory and ordering when needed

Train new employees on the standards expected by the hotel

Breaking Ground Inc.

Social Work Program Case Manager (2019 – 2019)

Outreach Services

In charge of conducting psychosocial evaluations

Connecting clients to all assistant services, medical treatment & substance use treatment facilities when applicable

Obtain identification, public benefits and other applicable income sources for clients

Prepare documentation for housing applications

Assist and counsel clients in the process of obtaining permanent housing

Maintain record keeping in compliance with agency standards as well as those of City and State agencies

Intervene in crisis situations

Escort clients to appointments when needed

VIA/Uber/Lyft/Pollo/BLS, Queens, Brooklyn. New York City, Orlando FL.

Driver (2014 - present)

In charge of transporting passengers to and from locations

Providing passengers with a safe and pleasant travel experience

Maintaining a clean and safe vehicle for customers and their guest

American Medical Response, Brooklyn, NY

Emergency Medical Technician (2009 - 2012)

In charge of transporting patients to and from hospitals

Provide Base Life Support

Crew Member/Driver

Skills Profile: Microsoft Word (Word, PowerPoint, Excel, Outlook) Internet Savvy, General Clerical Duties, Excellent Communication Skills, Highly organized & detailed, Bi-lingual. A highly enthusiastic, detail oriented, proactive and proficient in human services, with extensive communicational, organizational and interpersonal skills

AWARDS AND CERTIFICATIONS

- LICENSED PRIVATE INVESTIGATOR: NC, SC & FL
- CLAIM REDUCTION AWARD FOR REDUCING CLAIMS, UPS
- RECIPIENT OF NUMEROUS PROTECTION AWARDS, UPS
- COMPLETION OF ALL INTERNAL AFFAIRS INVESTIGATIONS
- MULTIPLE CERTIFICATION IN ADMINISTRATION, MANAGEMENT, CPR/EAD CERTIFICATIONS, LICENSING AND COMPLIANCE, TRAINING AND DEVELOPMENT

GERALD V. MONTGOMERY



(407) 567-8688



gmontgomeryprotect@gmail.com

Professional Licenses: MB License and D License with Department of Agriculture and Consumer Services at Florida State

PROFILE

- Owner of Certified Minority Business Enterprise (MBE) and Disadvantaged Business Enterprise (DBE), with expert knowledge of airport Baggage Handling Systems (BHS) and Checkpoint Security. Spear-headed company growth from 23 to over 230 in five-year period with over \$8 million revenue.
- Strong technical and business qualification with an impressive track record of more than 35 years of hands-on experience in strategic planning, business unit development, project management, and business strategies.
- Proven ability to successfully analyze an organization's critical security requirements, identify deficiencies and potential opportunities, and develop innovative and cost-effective solutions for enhancing competitiveness, increasing revenues, and improving customer services offerings.

WORK EXPERIENCE

PRESIDENT AND OWNER

SOUTHEAST AIRPORT SERVICES, INC., ORLANDO, FL
2010 – Present

- Founded facility support in 2010; one of the largest minority vendors servicing the Orlando International Airport (MCO); Minority Business Enterprise (MBE) and Disadvantaged Business Enterprise (DBE) certified.
- After a competitive process, company was awarded a 10-year contract to provide Baggage Handling Services in Orlando International Airport (MCO); one of the busiest airports in the United States.
- Managed team of professionals to implement procedures leading to a successful operation; personnel trained to efficiently detect and eliminate baggage jams and get bags to expected destination within set of guidelines. Our personnel are continuously monitored to deliver exceptional service on a daily basis.
- Managing and motivating over 300 employees to ensure operations are organized and running efficiently.
- After a competitive process, company was awarded a 3 year, 2 term, \$9 million contract to provide Federal Inspection Stations (FIS) Customer Service Management at Orlando International Airport (MCO).

PRESIDENT AND OWNER

SOUTHEAST PROTECTION SERVICES, INC., ORLANDO, FL
2010 – Present

- Managing team of professionals who are key in implementing training procedures for security officers; officers operate all security equipment on post, including Line Scan (x-ray), magnetometers, radios. Access control keypads and closed-circuit television. Patrol officers act as first responders to all security alarms and emergencies. When required, patrol guards' direct traffic, control access to parking, and issue citations for traffic violations. Guards monitor and operate fire alarms and

Operates fire alarms and intrusion detection devices as needed.

- The contract requires adherence to complex security procedures demanded by TSA and Homeland Security. Employees are equipped with tools that help them know the threats and identify potential security risks.
- Implemented high quality training for officers to become proficient in the use of full body scanners, airport body scanners and TSA body scanners.

PRESIDENT AND OWNER

EAST COAST PROTECTIVE SERVICES, INC.,
GREENSBORO, NC
20007 – Present

- Increase business model to include armed and unarmed security officers, serving health and educational institutions, residential and commercial property management firms, water districts and transportation authorities. Proficient in multi-site operations, cost control with dept management of cultural and organizational diversity.
- Assembled a management team that provided state of the art training to armed and unarmed officers.
- Instrumental in providing security after tornado damaged sections of Greensboro, NC in May 2018.
- Guided management team to increase revenue to well over \$3 million in 2017.

DISTRICT SECURITY MANAGER

UNITED PARCEL SERVICES, INC., ORLANDO, FL
1977-2007

- Managed a team of professionals for 30 years successfully which included security investigators and cargo handlers at gateways from Albany, GA to St Petersburg, FL
- Assembled a team of executive officers with TSA certifications, airport and logistics training, baggage handling, sort management and belt flow simulation and training, janitorial services, and contract security services.

- Responsible for developing and implementing cost reduction strategies; security and claim budgets for both districts as well as all internal and external affairs investigations.
- Accountable for all asset protection inclusive of equipment, vehicles and employees' merchandise in both districts.
- District liaison to security related incidents involving law enforcement Agency.

EDUCATION

JEFFERSON JUNIOR COLLEGE, GREENSBORO, NC
ASSOCIATES DEGREE IN BUSINESS ADMINISTRATION

CLINTON WILLIAMS

Orlando, Florida 32832 | 407-419-7085 | cwilliams@seairportservices.com |

Professional Summary

Versatile business leader bringing 40+ years of experience as accomplished COO. Strategic problem-solver, change manager and visionary executive with success implementing plans to meet current and future needs. Key expertise in Operations. results-oriented, executive with demonstrated record of accomplishment in streamlining operations, increasing profits and maximizing market penetration. Decisive leader promoting operational improvements, market expansion and positive corporate culture as keys to success.

Professional Licenses: MB License and D License with Department of Agriculture and Consumer Services at Florida State

Skills

- Operational Excellence
- Google Analytics
- SEO Optimization
- Business Administration
- Contract Administration
- Program Management
- Industry Partnership Development
- Contract Negotiation
- Business Development
- Account Management
- Organizational Leadership
- Budget Management
- Financial Management
- Operations Management
- Strategic Planning
- Risk and Mitigation Analysis
- Budgeting and Cost Control
- Sales and Marketing

Work History

President

02/2019 to Current

East Coast Protective Services/Southeast Airport Services, INC – Orlando, FL

- Hired and managed employees to maximize productivity while training staff on best practices and protocols.
- Developed and implemented new strategies and policies to establish long-term business objectives and provide strong and sustainable organizational leadership.
- Cultivated strong relationships with external partners to foster collaboration and maximize resources.
- Reduced operational costs through strategic cost management initiatives.
- Monitored financial performance and implemented measures to enforce compliance with budgetary standards.
- Supported project management team for optimal performance.
- Developed and implemented new strategies and policies in collaboration with executive

partners to establish and achieve long-term business objectives, providing company with strong and sustainable organizational leadership.

- Employed optimal safety practices to reduce worksite complaints and hazards.
- Established innovative policies to improve organizational performance and increase customer satisfaction.
- Managed financial, operational and human resources to optimize business performance.
- Maintained P&L and shouldered corporate fiscal responsibility.

Chief Operating Officer

06/2007 to 01/2019

Veritas Financial Services – Winter Haven, FL

- Oversaw day-to-day operations to keep organization running smoothly while meeting business goals.
- Identified and pursued business development opportunities to grow organization and increase revenue.
- Monitored and analyzed industry trends to identify opportunities for organizational growth and competitiveness.
- Negotiated contracts and agreements to secure favorable terms and maximize profits.
- Directed technological improvements, reducing waste and business bottlenecks.

Chief Operating Officer

03/2001 to 01/2007

ING – Los Angeles, CA

- Oversaw day-to-day operations to keep organization running smoothly while meeting business goals.
- Identified and pursued business development opportunities to grow organization and increase revenue.
- Monitored and analyzed industry trends to identify opportunities for organizational growth and competitiveness.
- Negotiated contracts and agreements to secure favorable terms and maximize profits.
- Managed financial, operational and human resources to optimize business performance.
- Maintained P&L and shouldered corporate fiscal responsibility.

SVP Brokerage Operator Wachovia

04/1981 to 03/2001

Securities – Charlotte, NC

- Supervised ongoing daily production phases.
- Located and resolved problems with team production and performance to maintain consistent quality levels.
- Collaborated with other leaders and executives to direct workflow and support operations.
- Cultivated professional working relationships with peers and supervisors.
- Managed staff hiring, training and supervision.

- Monitored daily and weekly key performance indicators to maintain on-track status.
- Implemented policies and standard operating procedures for continuous improvement.
- Created and implemented strategies for improving operational efficiency and accuracy.

Education

Bachelor of Science: Computer And Information Sciences

05/1980

Pace University - New York, NY

Certifications

- SEC License - Series 4,7, 8,24,27,53 Florida
- Personal Securities Class D Lincense



SECURITY CHECKPOINT SUPPORT SERVICES

Project ID: 26-118-RFP

Due Date: Wednesday, December 10, 2025 11:00am

5.2. SAFETY, TRAINING AND QUALITY ASSURANCE PLAN

Training Program for Airport Operations Staff

1. Program Overview

Airport operations require a workforce that is reliable, skilled, and adaptable to a fast-paced 24/7 environment. This training program equips staff with the knowledge and practical skills needed to deliver safe, efficient, and customer focused operations across all airport functions.

Program Goals:

- Ensure all staff understand their roles and responsibilities within airport operations.
- Build confidence in handling routine tasks, irregular operations, and emergencies.
- Promote excellent passenger service/Airport Operations, and professionalism at all times.
- Encourage career growth, teamwork, and long-term employee retention.

2. Core Training Modules

Module 1: Orientation & Airport Fundamentals

Objectives:

- Familiarize staff with the airport environment, policies, and culture.
- Provide an understanding of organizational structure and workflows.

Topics Covered:

- Airport layout: airside, landside, restricted zones, and passenger facilities.
- Overview of airport departments (operations, security, maintenance, passenger services).
- Company mission, vision, and values.
- Professional behavior, ethics, and confidentiality.

Practical Activity: Guided facility tour, highlighting key operational areas and safety zones.

Module 2: Workforce Standards & Roles

Objectives:

- Clarify individual and team responsibilities.
- Build accountability and awareness of operational expectations.

Topics Covered:

- Staffing requirements for terminals, baggage areas, gates, and support functions (When applicable).
- Shift expectations: punctuality, attendance, and role handover.
- Using scheduling systems and digital communication tools.





SECURITY CHECKPOINT SUPPORT SERVICES

Project ID: 26-118-RFP

Due Date: Wednesday, December 10, 2025 11:00am

-
- Importance of teamwork and inter department coordination.

Module 3: Passenger Service & Communication

Objectives:

- Develop strong communication and service skills.
- Prepare staff to handle diverse passenger needs.

Topics Covered:

- Customer service principles: professionalism, courtesy, patience.
- Handling passenger questions and complaints.
- Supporting passengers with reduced mobility or special needs.
- Cross-cultural communication and language sensitivity.
- Conflict resolution techniques and escalation procedures.

Module 4: Facility & Equipment Management

Objectives:

- Train staff to identify and report facility and equipment issues.
- Promote preventive and sustainable maintenance practices.

Topics Covered:

- Routine inspection checklists for gates, restrooms, lounges, and waiting areas.
- Reporting procedures for damaged equipment or hazards.
- Sustainability: energy conservation, waste segregation, and ecofriendly operations.
- Proper handling of airport tools and technology (e.g., radios, CCTV, scheduling platforms).

Module 5: Safety & Emergency Response

Objectives:

- Ensure staff can respond effectively to emergencies and safety incidents.
- Build familiarity with protocols, drills, and response equipment.

Topics Covered:

- Hazard identification and reporting.
- Fire safety, evacuation routes, and use of fire extinguishers.
- First aid basics. Call 911 when there is a medical emergency.
- Communication with security teams and emergency responders.
- Examples of emergency scenarios: spills, power failures, equipment malfunctions, or passenger medical issues.

Practical Activity: Conduct a tabletop emergency drill where staff practice their response to a simulated terminal incident.





SOUTHEAST AIRPORT SERVICES, INC.

A Service Logistics Company

SECURITY CHECKPOINT SUPPORT SERVICES

Project ID: 26-118-RFP

Due Date: Wednesday, December 10, 2025 11:00am

Module 6: Professional Development & Retention

Objectives:

- Motivate staff to grow professionally within the airport environment.
- Provide tools for managing stress and maintaining work-life balance.

Topics Covered:

- Recurrent training (annually or when required).
- Career pathways within airport operations.
- Stress management techniques for shift work.
- Leadership development opportunities.
- Importance of recognition and teamwork in creating a positive culture.

3. Training Delivery Methods

- **On-the-Job Training:** Shadowing senior staff during live operations.
- **Simulation Drills:** Emergency response and shift planning exercises.

4. Assessment & Certification

- **Practical Evaluations:** Observed role plays, inspections, and emergency drills.
- **Probation Review:** Supervisor evaluation after 90 days of employment.

5. Ongoing Development

- **Annual Refresher Training** – Updates on safety, regulatory changes, and new technology.
- **Advanced Training** – Specialized modules for supervisory roles, crisis management, or technical skills.
- **Continuous Feedback** – Regular staff surveys and performance reviews to adapt training needs.





SECURITY CHECKPOINT SUPPORT SERVICES

Project ID: 26-118-RFP

Due Date: Wednesday, December 10, 2025 11:00am

5.3. CUSTOMER SERVICE PLAN

Operational and Customer Service Plan Southeast Airport Services, Inc. (SAS, Inc.)

At Southeast Airport Services, Inc. (SAS, Inc.), our operational and customer service plan is built upon the pillars of **excellence, empathy, and innovation**. We are committed to creating a seamless and positive experience for all our clients, customers, and stakeholders by delivering customized, reliable, and high quality services across airport facilities. Our goal is to exceed expectations by integrating industry best practices with a strong focus on community engagement and employee empowerment.

1. Customer-Centric Approach

- We place the **customer at the heart of everything we do**. Our team is trained to actively listen and understand each customer's unique needs, allowing us to tailor solutions that fit specific operational and budgetary requirements.
- Through regular **feedback loops** and performance evaluations, we continuously refine our service delivery to ensure maximum customer satisfaction.
- Our employees are equipped to provide professional, courteous, and proactive service, ensuring positive interactions in all customer-facing environments.

2. Comprehensive Training Programs

- Our employees undergo **rigorous training** covering technical skills, safety protocols, and customer service excellence.
- Training extends beyond operations to include soft skills such as **empathy, patience, and effective communication** to better serve diverse airport stakeholders.
- Continuous training updates ensure that our workforce remains current with the latest industry standards, TSA security requirements, and environmental health practices.

3. Proactive Problem Solving

- We implement **anticipatory systems** designed to identify and address potential operational issues before they impact service quality.
- Our teams are trained to think proactively, reducing disruptions and responding swiftly to unexpected challenges.
- We utilize real time communication tools to ensure immediate escalation and resolution of concerns, minimizing downtime and inconvenience.





SECURITY CHECKPOINT SUPPORT SERVICES

Project ID: 26-118-RFP

Due Date: Wednesday, December 10, 2025 11:00am

4. Technology Integration

- Leveraging the latest technology, SAS, Inc. ensures **efficient, accurate, and transparent service delivery**.
- Our digital platforms allow customers and management easy access to service updates, reporting tools, and direct communication channels.
- Technology supports data driven decision making and continuous performance monitoring to maintain high standards.

5. Continuous Improvement and Innovation

- We cultivate a culture that **encourages innovation** and continuous improvement through regular brainstorming sessions, workshops, and employee feedback.
- Employees are empowered to share ideas that optimize processes, improve efficiency, and enhance service quality.
- This commitment to innovation drives our ability to adapt to changing customer needs and industry trends.

6. Workplace Culture Enhancement

- A positive and inclusive **workplace culture** is fundamental to delivering exceptional customer service.
- SAS, Inc. promotes teamwork, mutual respect, and employee recognition programs that boost morale and productivity.
- Regular team building activities foster camaraderie and collaboration, creating a motivated workforce dedicated to service excellence.

7. Sustainability and Social Responsibility

- Our commitment extends beyond service delivery to include **environmental and social responsibility**.
- SAS, Inc. actively participates in community initiatives and strives to minimize its environmental footprint through sustainable practices.
- We maintain a strong focus on responsible waste management, energy efficiency, and socially conscious business operations that benefit the communities we serve.

8. Operational Excellence

- SAS, Inc. ensures seamless operational management across all contracted airports by maintaining a well trained leadership team and clear communication channels.
- Our operations team implements strict **quality control and quality assurance (QCQA) programs** to monitor service levels and adherence to contract specifications.





SOUTHEAST AIRPORT SERVICES, INC.

A Service Logistics Company

SECURITY CHECKPOINT SUPPORT SERVICES

Project ID: 26-118-RFP

Due Date: Wednesday, December 10, 2025 11:00am

-
- We prioritize compliance with all safety, security, and regulatory protocols to safeguard airport operations and maintain the trust of airport authorities and passengers alike.

By integrating these strategies into our operational and customer service plan, Southeast Airport Services, Inc. aims to not only meet but exceed the expectations of our clients and stakeholders. Our unwavering commitment to **customer satisfaction, employee development, and community engagement** positions us as a trusted partner in the airport services industry. We pledge to deliver consistent, reliable, and innovative service every day, contributing to the success and reputation of the airports we serve.



www.southeast-companies.com



info@seairportservices.com



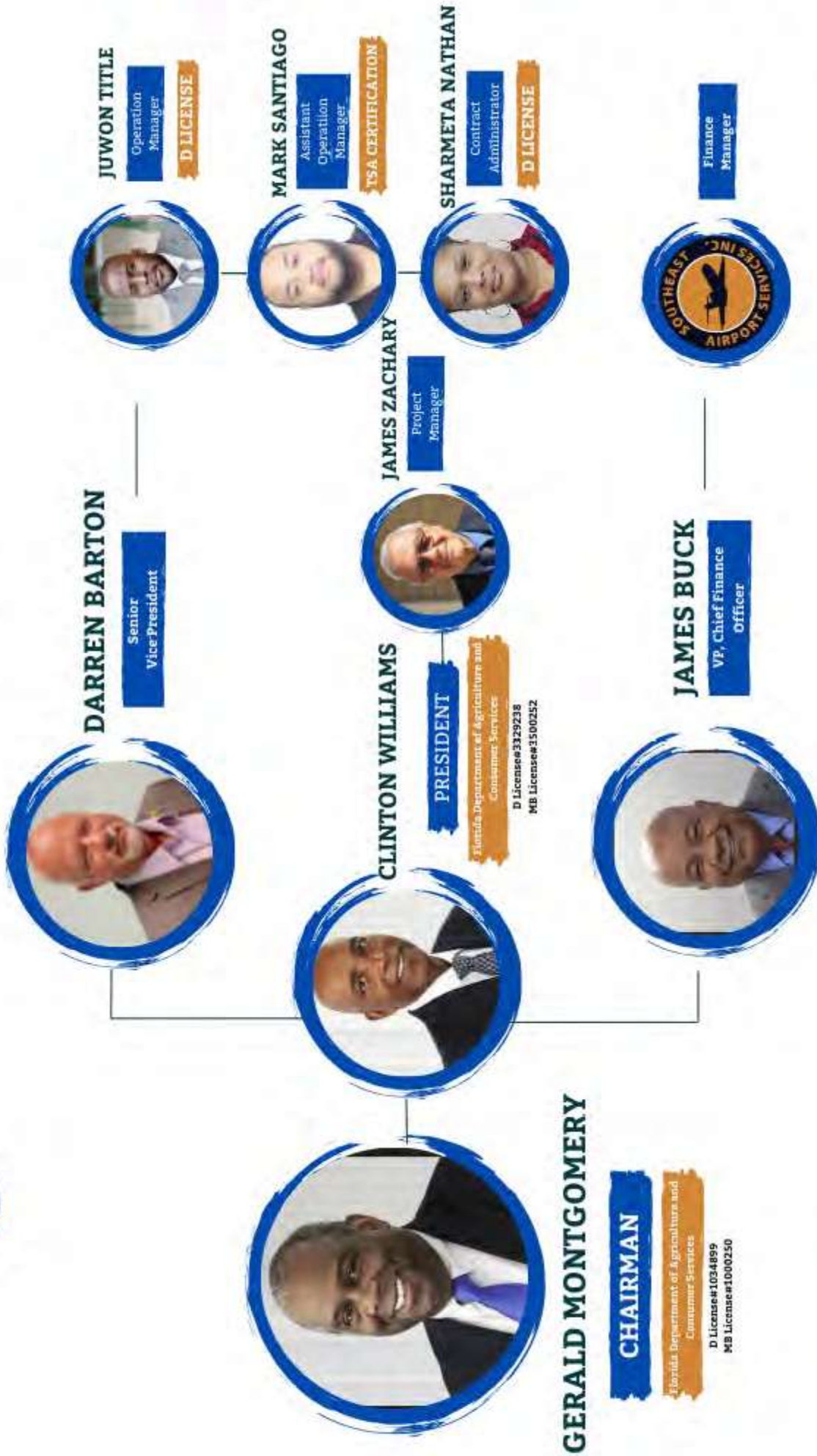
407-420-8633



5774 S SEMORAN BLVD., ORLANDO, FL 32822



ORGANIZATIONAL CHART SECURITY CHECKPOINT SUPPORT SERVICES



2025 FLORIDA PROFIT CORPORATION ANNUAL REPORT

DOCUMENT# P20000036636

Entity Name: INNOVATION AVIATION SERVICES INC

Current Principal Place of Business:

14406 FRESNO DRIVE
ORLANDO, FL 32832

Current Mailing Address:

14406 FRESNO DRIVE
ORLANDO, FL 32832 US

FEI Number: 85-1157521

Certificate of Status Desired: Yes

Name and Address of Current Registered Agent:

NAJI, SOUMIA
14406 FRESNO DRIVE
ORLANDO, FL 32832 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent

Date

Officer/Director Detail :

Title P
Name NAJI, SOUMIA
Address 14406 FRESNO DRIVE
City-State-Zip: ORLANDO FL 32832

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: SOUMIA NAJI

INNOVATION AVIATION
SERVICES INC

04/30/2025

Electronic Signature of Signing Officer/Director Detail

Date



May 15, 2025

Mrs. Soumia Naji
Innovation Aviation Services Inc.
14406 Fresno Drive
Orlando, FL 32832

**Disadvantaged Business Enterprise (DBE) Certification
Airport Concessions Disadvantaged Business Enterprise (ACDBE) Certification
Anniversary Date: November 23, 2025**

Dear Mrs. Naji:

The Small Business Development Department of the Greater Orlando Aviation Authority (Authority) has reviewed the **Declaration of Eligibility (DOE)** along with the supporting documentation, submitted on behalf of **Innovation Aviation Services Inc.** to determine whether the entity continues to meet the **Disadvantaged Business Enterprise (DBE) and Airport Concessions Disadvantaged Business Enterprise (ACDBE)** eligibility requirements of **49 CFR, PART 26**. I am pleased to inform you that your firm remains eligible for DBE/ACDBE certification in accordance with **49 CFR, PART 26 and PART 23**.

Your firm has been certified under the North American Industry Classification System (NAICS) Codes listed on page 2 of this letter.

Your firm will be listed in **Florida's Unified Certification Program (UCP) DBE Directory** which can be accessed via the Florida Department of Transportation's (FDOT) website at <https://fdotxwp02.dot.state.fl.us/EqualOpportunityOfficeBusinessDirectory>. As long as the firm is listed as a DBE/ACDBE in Florida's UCP DBE Directory, it is considered DBE/ACDBE Certified by all Members of the Florida UCP.

DBE/ACDBE certification is NOT a guarantee of work, but enables the firm to compete for, and perform, contract work on all USDOT Federal Aid (FAA, FTA, and FHWA) projects in Florida as a DBE/ACDBE contractor, sub-contractor, consultant, and sub-consultant or material supplier.

DBE/ACDBE certification is continuing from the date of this letter. However, it is contingent upon the firm renewing its eligibility annually. Your current Anniversary Date is **November 23, 2025**. For continued eligibility, a **Declaration of Eligibility (DOE)** form must be submitted to our office annually. While we will make every attempt to notify you prior to the anniversary date of your certification, it is ultimately your responsibility to provide a DOE to our office. You may complete your DOE online at <https://goaa.diversitycompliance.com>. To help facilitate the processing of your DOE prior to your anniversary date, **please submit your DOE and all required documentation ninety (90) days in advance of your anniversary date**. Failure to timely submit your annual DOE may result in the removal of your firm as a **DBE/ACDBE**.

If there is a material change in the firm, including, but not limited to: ownership, officers, directors, scope of work being performed, daily operations, affiliations with other businesses or individuals or physical location of the firm, you must promptly notify this office in writing. Notification should include supporting documentation.

Page - 2

May 15, 2025

Soumia Naji
Innovation Aviation Services Inc.

Innovation Aviation Services Inc. is Disadvantaged Business Enterprise (DBE) and Airport Concessions Disadvantaged Business Enterprise (ACDBE) Certified by the Greater Orlando Aviation Authority under the following NAICS Commodity Codes/Area(s) of Specialty:

NAICS 488119: OTHER AIRPORT OPERATIONS
NAICS 561720: JANITORIAL SERVICES

Congratulations on your certification. Your anniversary date is **November 23, 2025**. Please contact our office at 407- 825-7133 or certifications@goaa.org if you have any questions or if we can be of any assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Iranetta J. Dennis", is positioned above the typed name and title.

Iranetta J. Dennis
Vice President
Small Business Development

2025 FLORIDA PROFIT CORPORATION ANNUAL REPORT

DOCUMENT# P20000036636

Entity Name: INNOVATION AVIATION SERVICES INC

Current Principal Place of Business:

14406 FRESNO DRIVE
ORLANDO, FL 32832

Current Mailing Address:

14406 FRESNO DRIVE
ORLANDO, FL 32832 US

FEI Number: 85-1157521

Certificate of Status Desired: Yes

Name and Address of Current Registered Agent:

NAJI, SOUMIA
14406 FRESNO DRIVE
ORLANDO, FL 32832 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent

Date

Officer/Director Detail :

Title P
Name NAJI, SOUMIA
Address 14406 FRESNO DRIVE
City-State-Zip: ORLANDO FL 32832

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: SOUMIA NAJI

INNOVATION AVIATION
SERVICES INC

04/30/2025

Electronic Signature of Signing Officer/Director Detail

Date



Training Program for Personnel Assigned to The Security Checkpoint Support Services in the SAS App

Trainings

Team

Service in Progress

99+ AU Admin User Admin English

Training Management

Create, manage, and assign training programs to employees

Reports

Create Training

Total Trainings

25

Safety Trainings

7

Customer Service

5

Total Assignments

8

Training Programs

Manage all training programs and assignments

Showing 25 of 25 trainings

Search...

Theme: All Themes Belts Customer Service Inspections Operation Reports Safety Skills Supervision

Category: All Categories

Training Title	Theme	Categories	Modules	Du	Created	Actions
Understanding FIS SAS Service – Customer Service Understand the reason why the airport needs a customer service...	Customer Service	FIS Department Operation	1	60 min	5	09/18/25

List of Trainings

Dashboard

All Trainings

Certificates

Upcoming Trainings (25)

Start these trainings when you're ready

Understanding FIS SAS Service – Customer Service

Understand the reason why the airport needs a customer service at FIS area and what is our mission there

Customer Service 60 min

Start Training

Proper Use of the Radio

This training provides guidance on the correct and professional use of two-way radios in the workplace. Participants will learn radio etiquette, standard...

Operation 60 min

Start Training

FIS - Preparation for Flight Reception (Agent Gate)

This training provides Agents Gate with the essential knowledge and practical skills to manage international flight arrivals efficiently. It covers pre-arrival...

Operation 60 min

Start Training



FIS - First Passenger Arrival

This training is intended to guide the FIS Ambassador through the initial procedures that must be carried out upon the arrival of the first passenger at the...

Operation 60 min

Start Training



FIS - Assistance at External Baggage Carousel

This training is designed to guide the assigned agent in the specific responsibilities within the external baggage carousel area. The main function is to...

Belts 60 min

Start Training



Customer Service Operations in FIS

This training is designed to equip personnel with best practices in customer service within the Federal Inspection Station (FIS) area. The main objective is...

Customer Service 60 min

Start Training



How to Provide Excellent Customer Service: Professional Language

This training is designed to teach participants how to communicate professionally and effectively with passengers and colleagues. The objective is to...

Customer Service 60 min

Start Training



FIS - Prepare to Start your Assignment

This training is designed to guide participants through the steps required before starting their assignment, ensuring they are fully prepared to perform the...

Operation 60 min

Start Training



Flow Management at FIS

Training focused on the efficient management of passenger flow within the FIS area, aiming to reduce wait times, prevent congestion, and improve the...

Customer Service 60 min

Start Training



FIS - Work Area Inspection

To train FIS personnel to effectively identify, assess, and correct unsafe conditions or non-compliance in work areas, ensuring a safe, organized, and...

Inspections 60 min

Start Training



Active Shooter - How to Protect Ourselves

To prepare employees to recognize potential active shooter threats and respond appropriately by applying personal safety strategies, situational...

Safety 60 min

Start Training



Hazard Identification and Risk Assessment

To train employees to proactively identify workplace hazards, evaluate potential risks, and apply effective control measures to prevent injuries, accidents,...

Safety 60 min

Start Training



Human Trafficking Awareness

To educate employees on how to recognize the signs of human trafficking, respond appropriately, and report suspicious activity in a safe and responsibl...

Safety 60 min

Start Training



Security Breach Response

To prepare employees to detect, contain, and report security breaches promptly and effectively, minimizing risk to passengers, staff, and facilities while...

Safety 60 min

Start Training



Bomb Threat Response

To train employees to respond calmly and effectively to bomb threats by following established procedures for assessment, communication, evacuation,...

Safety 60 min

Start Training



Fire Safety and Use of Fire Extinguishers

To train employees to recognize fire hazards, respond safely to fire emergencies, and properly operate fire extinguishers to reduce risk, protect lives, and...

Safety 60 min

Start Training



FIS - Standard Operating Procedures (SOP)

To train employees to understand, follow, and apply standardized procedures at FIS consistently, ensuring operational efficiency, safety, compliance, and...

Operation 60 min

Start Training

	Incident Management To train employees to effectively identify, respond to, document, and report workplace incidents, ensuring timely resolution, safety, compliance with... Supervision ⌚ 60 min	Start Training
	Emergency Protocol To train employees to apply active listening skills and service recovery techniques effectively during emergency situations, ensuring clear communication... Safety ⌚ 60 min	Start Training
	Crowd Control and Passenger Safety This training provides employees with practical techniques to manage crowds safely, prevent incidents, and ensure passenger well-being in high-traffic... Operation ⌚ 60 min	Start Training
	Baggage Handling Safety This training focuses on safe techniques for lifting, moving, and handling baggage to prevent injuries and reduce physical strain. Employees will learn... Belts ⌚ 60 min	Start Training
	Operational Leadership This training develops leadership skills focused on managing daily operations efficiently and effectively. Participants will learn how to lead teams, make... Skills ⌚ 60 min	Start Training
	People Management This training is designed to develop leadership skills focused on managing people effectively in a fast-paced operational environment. Participants will... Skills ⌚ 60 min	Start Training
	Customer Experience & Communication This training develops employees' communication and service skills to enhance passenger experience in the FIS environment. Participants will learn how ... Customer Service ⌚ 60 min	Start Training
	FIS - Operational Supervision This training prepares supervisors to manage daily operations in the Federal Inspection Station (FIS) environment, focusing on passenger flow, safety,... Supervision ⌚ 60 min	Start Training

Customer Service Trainings

All Training Programs

Complete overview of all training programs in the system

Status: All Theme: Customer Service Category: All Categories

Showing 5 of 25 trainings (Customer Service)

	Understanding FIS SAS Service – Customer Service Understand the reason why the airport needs a customer service at FIS area and what is our mission there Customer Service Not Started ⌚ 60 min 📊 80%	Start
	Customer Service Operations in FIS This training is designed to equip personnel with best practices in customer service within the Federal Inspection Station (FIS) area. The main objective is to ensure... Customer Service Not Started ⌚ 60 min 📊 80%	Start
	How to Provide Excellent Customer Service: Professional Language This training is designed to teach participants how to communicate professionally and effectively with passengers and colleagues. The objective is to ensure that... Customer Service Not Started ⌚ 60 min 📊 80%	Start
	Flow Management at FIS Training focused on the efficient management of passenger flow within the FIS area, aiming to reduce wait times, prevent congestion, and improve the traveler... Customer Service Not Started ⌚ 60 min 📊 80%	Start
	Customer Experience & Communication This training develops employees' communication and service skills to enhance passenger experience in the FIS environment. Participants will learn how to manage... Customer Service Not Started ⌚ 60 min 📊 80%	Start

Safety Trainings

All Training Programs

Complete overview of all training programs in the system

Status: All

Theme: Safety

Category: All Categories

Showing 7 of 25 trainings (Safety)



Active Shooter - How to Protect Ourselves

To prepare employees to recognize potential active shooter threats and respond appropriately by applying personal safety strategies, situational awareness, and...

Safety Not Started 60 min 80%

Start



Hazard Identification and Risk Assessment

To train employees to proactively identify workplace hazards, evaluate potential risks, and apply effective control measures to prevent injuries, accidents, and...

Safety Not Started 60 min 80%

Start



Human Trafficking Awareness

To educate employees on how to recognize the signs of human trafficking, respond appropriately, and report suspicious activity in a safe and responsible manner,...

Safety Not Started 60 min 80%

Start



Security Breach Response

To prepare employees to detect, contain, and report security breaches promptly and effectively, minimizing risk to passengers, staff, and facilities while ensuring...

Safety Not Started 60 min 80%

Start



Bomb Threat Response

To train employees to respond calmly and effectively to bomb threats by following established procedures for assessment, communication, evacuation, and reportin...

Safety Not Started 60 min 80%

Start



Fire Safety and Use of Fire Extinguishers

To train employees to recognize fire hazards, respond safely to fire emergencies, and properly operate fire extinguishers to reduce risk, protect lives, and prevent...

Safety Not Started 60 min 80%

Start



Emergency Protocol

To train employees to apply active listening skills and service recovery techniques effectively during emergency situations, ensuring clear communication, passenge...

Safety Not Started 60 min 80%

Start



SAS – TECHNOLOGICAL PLATFORM FOR INTERNATIONAL OPERATIONS

- OPTIMIZATION • TRACEABILITY • INNOVATION

SAS APPLICATION



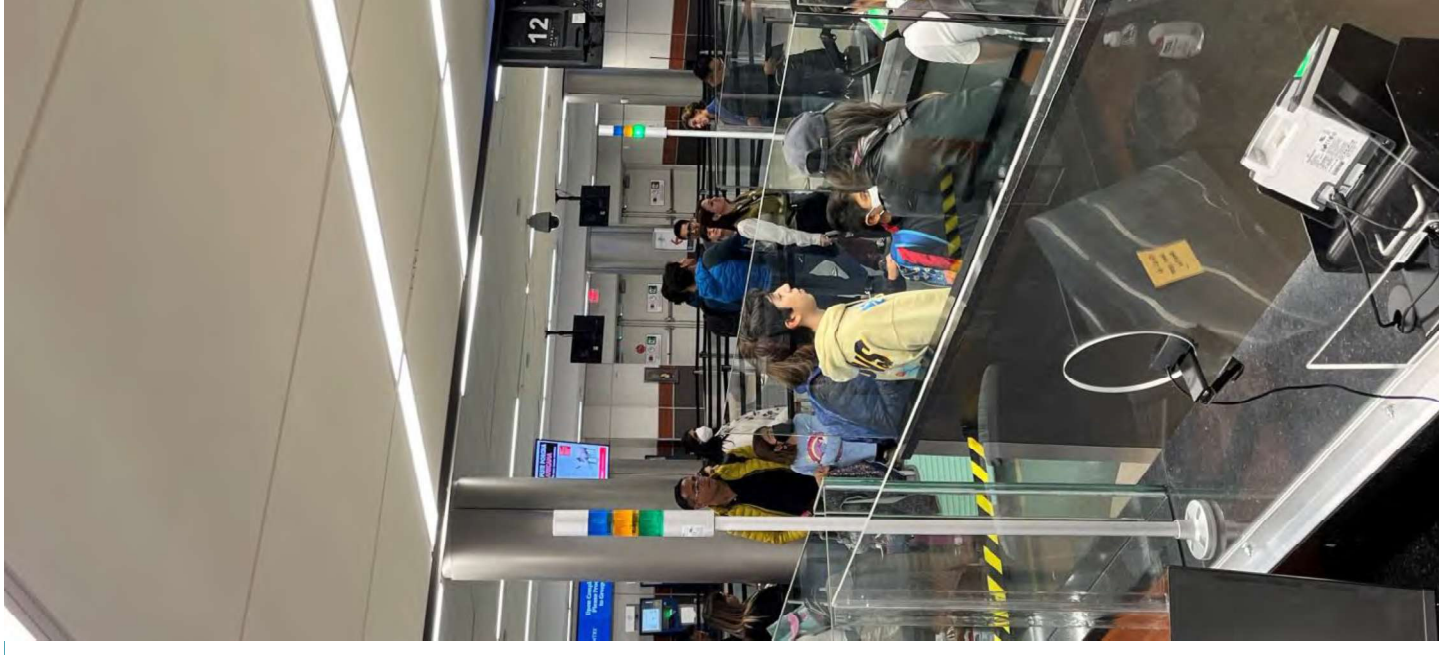
APPLICATION DESIGNED TO
MODERNIZE AND CENTRALIZE
INTERNATIONAL ARRIVAL
OPERATIONS.



IT COMBINES REAL-TIME DATA,
METRICS, AND FULL SERVICE
CONTROL.

ACTUAL PROBLEM

- Manual and scattered processes
- Lack of real-time visibility
- Difficulty auditing, measuring performance, and responding quickly





APPLICATION OBJECTIVE

- Centralize operational information.
- Improve team coordination.
- Increase efficiency, traceability, and control.
- Provide verifiable metrics to the airport.



Complete
training
dashboard.

Automatic expiration alerts.

Smart assignment by role.

Verifiable
reports for
audits.

[illegible]

Trainings

Team

Service in Progress

Admin User

English

Reports

Training Management

Create, manage, and assign training programs to employees

Total Trainings
25

Safety Trainings
7

Customer Service
5

Total

Theme:
All Themes

Category:

Training Programs

Manage all training programs and assignments

Showing 25 of 25 trainings

Search...

Training Title	Theme	Categories	Modules	Duration	Assigned	Created	Action
Understanding FIS SAS Service – Customer Service	Customer Service	FIS Department Operation	1	60 min	5	09/18/25	
Proper Use of the Radio	Operation	FIS Department Operation	0	60 min	0	09/23/25	

Training Quiz Section View

Training Session

TRAINING UNDERSTANDING FIS SAS SERVICE - CUSTOMER SERVICE

Who are considered customers in the SAS FIS Customer Service at MCO?

- ☐ Only CBP officers
- ☐ Only the airport and airlines
- ☐ Only the passengers
- ☐ Passengers, the airport, CBP and TSA officers, and team members

Question 1 of 7

Submit

Training Assignments View

Assigning
g FIS SAS Service – Customer Service " to employees

Details

SAS Service –

on why the airport needs a
FIS area and what is our

Customer Service

60 minutes

80%

5 employees

Cancel

Assign to 5 Employee(s)

Select Employees

Choose which employees should receive this training

Selected
5
employees

Search employees

FIS Agent

Showing 36 of 90 employees

Select All Visible

Deselect All Visible

☐ Isis Marie Abreu Cruz

issabreu407@gmail.com • FIS Agent • MCO FIS
Employee #1966 • 0 years of service

FIS Agent

Active

☐ Jorge Alvarado Crespo

georgeac74@gmail.com • FIS Agent • MCO FIS
Employee #419 • 0 years of service

FIS Agent

Active

☐ Guimira Babakhanova

gbabakhanova@yahoo.com • FIS
Employee #1937 • 2 years of service

FIS Agent

Active

☐ Marisabel Batista Montero

maribatista21@yahoo.com • FIS
Employee #1937 • 2 years of service

FIS Agent

Active

90+
Service in Progress

Admin

Admin User

English

Understanding FIS SAS Service – Customer Service

Start Training

Overview Training Player Progress History

Customer Service FIS Department Operation

Training Information View

Understanding FIS SAS Service – Customer Service

Launch Training

Training Information

Duration
60 minutes

Passing Score
80%

Package Type
SCORM 2004

Description

Understand the reason why the airport needs a customer service at FIS area and what is our mission there

Learning Objectives

- Objective Module 2: Learn about the mission of Southeast Airport Services (SAS)

212

The background of the slide is a gradient of blue. On the left side, there is a vertical strip with a light blue background. This strip contains a white circuit-like pattern of lines and circles at the bottom. In the center of this strip, there are several wooden figures: a blue one in the foreground and several white ones behind it, all in a stylized, blocky human form.

TEAM MANAGEMENT MODELS

- Complete employee profiles.
- Languages, badge, evaluations, and status.
- Real-time visibility of availability.

Team Management

Team Dashboard View

Active

Assigned Today

Unassigned

71

3

Members (74) Performance Trainings Tasks

Assigned (74)

Unassigned (0)

Employee Summary Card View



Thomas Cardenas
FIS Ambassador

Information

2 • Exp: Feb 07, 2026

Department

MCO FIS • FIS Customer Service

Hire Date

Jun 09, 2025 (2 months)

Languages

Spanish

Progress

0 completed / 0 pending 0% Avg Score

View Badge

Edit



Isis Abreu Cruz
FIS Agent

Badge Information

7262165 • Exp: Feb 07, 2026

Department

MCO FIS • FIS Customer Service

Hire Date

Jun 09, 2025 (5 months)

Languages

Spanish English

Training Progress

0 completed / 0 pending 0% Avg Score

View Badge

Edit



Gizelle Alberti
FIS Ambassador

Badge Information

7185407 • Exp: Feb 07, 2026

Department

MCO FIS • FIS Customer Service

Hire Date

Apr 01, 2025 (7 months)

Languages

Portuguese English

Training Progress

0 completed / 0 pending 0% Avg Score

View Badge

Edit



Jorge Alvarado Crespo
FIS Agent

Badge Information

7158323 • Exp: Feb 07, 2026

Department

MCO FIS • FIS Customer Service

Hire Date

Feb 17, 2025 (9 months)

Languages

Spanish English

Training Progress

0 completed / 0 pending 0% Avg Score

View Badge

Edit

Badge View

Jorge Alvarado Crespo
FIS Agent

Badge Information



View Badge

Edit

Team Training Statistics Profile View

Team Compliance

99%

73 of 74 compliant

Avg Team Score

0%

Average completion score

Total Pending

14

Trainings to complete

At Risk

1

Employees need attention

(74)

✓ Compliant (73)

At Risk (1)



Thomas Cardenas
FIS Ambassador

Progress

0%

0

Completed

0

Pending

Avg Score

0%

No Trainings Assigned



Isis Abreu Cruz
FIS Agent

Progress

0%

0

Completed

0

Pending

Avg Score

0%

No Trainings Assigned



Gizelle Alberti
FIS Ambassador

Progress

0%

0

Completed

0

Pending

Avg Score

0%

No Trainings Assigned



Jorge Alvarado Crespo
FIS Agent

Progress

0%

0

Completed

0

Pending

Avg Score

0%

No Trainings Assigned

Schedule Dashboard: Weekly by Position View

ambassadors Sups & Leads Detail Per Position

	MON	TUE	WED	THU	FRI	SAT	SUN	Notes
Terminal C Opening	11:00-19:30	11:00-19:30	11:00-19:30	RDO	RDO	11:00-19:30	11:00-19:30	-
RDO	RDO	RDO	11:00-19:30	10:00-18:30	10:00-18:30	11:00-19:30	11:00-19:30	-
11:00-19:30	11:00-19:30	11:00-19:30	RDO	RDO	10:00-18:30	11:00-19:30	11:00-19:30	Agent Lead

ambassadors Sups & Leads Detail Per Position

Daily Schedule View

Shift 4

Shift	Role	Languages	Notes	FLT	ETA	AIRPORT	Gate
10:00-18:30	Agent	English	-	AC AC1670	9:20:00 AM	YYZ	93
11:00-19:30	Agent Connecting Flights	Spanish	-	Q6 Q64000	11:37:00 AM	SJO	84
11:00-19:30	Agent Gate	English	-	NK NK3643	12:42:00 PM	CUN	83
11:00-19:30	Agent FIS Belt	Spanish	-	AC AC1634	12:32:00 PM	YUL	97
11:00-19:30	Agent Recheck	English	-				
11:00-19:30	Agent Gate	Spanish	Acting Ambassador				

Schedule Management

Manage weekly and daily schedules for airport operations

Schedule Management View

[+ Create Schedule](#)

Start Date

11/19/2025

End Date

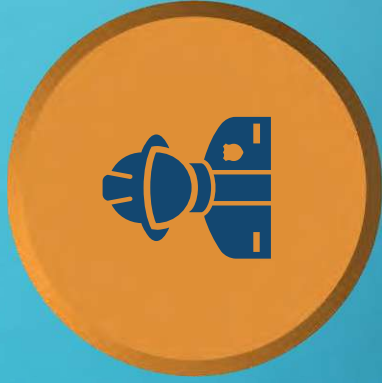
11/19/2025

Showing 10 of 10 schedules

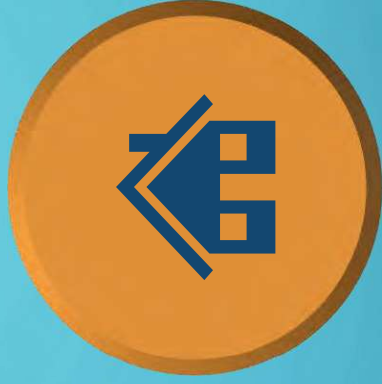
Search...

Schedule Name	Period	Flights	Status	Created	Actions
Week 47 of 2025	November 17, 2025 - November 23, 2025	412	Active	November 16, 2025	View Edit Delete
Week 46 of 2025	November 10, 2025 - November 16, 2025	430	Inactive	November 13, 2025	View Edit Delete
Week 45 of 2025	November 3, 2025 - November 9, 2025	415	Inactive	November 5, 2025	View Edit Delete
Week 44 of 2025	October 27, 2025 - November 2, 2025	421	Inactive	November 5, 2025	View Edit Delete
Week 43 of 2025	October 20, 2025 - October 26, 2025	405	Inactive	November 16, 2025	View Edit Delete
Week 42 of 2025	October 13, 2025 - October 19, 2025	413	Inactive	November 16, 2025	View Edit Delete
Week 41 of 2025	October 6, 2025 - October 12, 2025	423	Inactive	October 20, 2025	View Edit Delete

ISSUES REPORT



INCIDENT LOGGING
AND CLASSIFICATION.



FULL TRACEABILITY FROM
CREATION TO CLOSURE.



INTEGRATION WITH
REQUIRED TRAINING.

All Status

All Types

11/17/2025

+ Create Issue

Issues Creation View

Issue Area	Employee Reporting Issue	Date of Issue	Time of Issue	Details of Issue	Employee Resolving Issue	Action Taken	Comment	Status of Issue	Date Issue Ended	Time Issue Ended	Action
MCO - Terminal C	Randhy Torres	-	09:45	Outside belt block by GOAA vehicle.	Jose Cancel	Called GOAA	-	Open	-	10:05	

MCO - Terminal B
Gregory Pilar
7/15/2025

Issue Types

Manage and configure different types of issues for your organization

Search issue types by name or description...

+ Create Issue Type

Issue Management View

Name	Description	Trainings	Status	Created	Updated	Actions
Baggage - FIS Belt Jam	FIS belt system jammed	1 Recommended	Active	8/15/2025	10/2/2025	Deactivate
Baggage - International sent on Domestic	International baggage incorrectly routed to domestic	None	Active	8/15/2025	8/15/2025	Deactivate
Baggage - No Agent in Position	No baggage agent available at position	None	Active	8/15/2025	8/15/2025	Deactivate
Baggage - Outside Belt Jam	Outside belt system jammed	None	Active	8/15/2025	8/15/2025	Deactivate
Baggage - Recheck Belt Jam	Recheck belt system jammed	None	Active	8/15/2025	8/15/2025	Deactivate
Equipment	Equipment malfunction or failure	None	Active	8/15/2025	8/15/2025	Deactivate
Flight - Early Arrival	Flight arrived earlier than scheduled	None	Active	8/15/2025	8/15/2025	Deactivate

220

- ✓ All Types

Baggage - International sent on Domestic

Baggage - No Agent in Position

Baggage - FIS Belt Jam

Baggage - Recheck Belt Jam

Baggage - Outside Belt Jam

Flight - Early Arrival

Flight - Late Arrival

Flight - No Agent in Position

Work Area Inspection - Baggage

Work Area Inspection - Work Area

Work Area Inspection - Security

Staff - Short Staff

Staff - Employee Out of Position

Ramp - No ramp for instructions
- Issues Classification

SERVICE REQUESTS



Management of customer special requests.



Clear assignment and action traceability.



Improvement in response times.

11/17

All Types

All Status

Service Request View

Search...

Type of Request	Request Area	Requested By	Date of Request	Time of Request	Details of Request	Employee Resolving	Action Taken	Comment	Status
VIP Assistance	MCO - Terminal C	Admin User	10/27/2025	19:30	Special Assistance - Sims-Mitchell-Woolley Family	Team Gamma	evaluating team schedule for the day		Completed
VIP Assistance	MCO - Terminal C	Admin User	10/15/2025	15:05	Special Assistance - Lewis Family	Emp3 003	employee assigned to assist during their processing in fis	autism passenger	Completed

INCIDENTS REPORT

- Accurate documentation of passenger incidents.
- Compliance with EMS protocols.
- Full auditability for sensitive cases.



All Statuses

11/17/2025

11/17/2025

Passenger	Location	Status	Reported By	Date	Actions
Jazmin Mota Vargas Frontier/F9 289	MCO - AS4	Draft	Jose Cancel	8/6/2025	 
Jazmin Mota Frontier/F9 289	MCO - AS4				



Edit Incident Report #1234

Update the incident report details

1

Basic Information

Passenger and incident details

2

Incident Details

What happened and where

3

Injury Information

Medical and injury details

4

Medical Response

Treatment and hospital information

5

Reporting

Who took the report and final details

ASOCS Incident Number *

1234

Passenger Name *

Jazmin Mota

Passenger Address

C/ Los Calamares #13b

Passenger Phone Contact

829-221-2327

Date of Birth

11/18/2025

Incident Date *

11/18/2025

Incident Time *

11:30 AM

Cancel

223

FORMS



ACCURATE
DOCUMENTATION OF
PASSENGER
INCIDENTS.



COMPLIANCE WITH
EMS PROTOCOLS.



FULL AUDITABILITY FOR
SENSITIVE CASES.

daily operational forms and reports. Select a form below to get started.

Quick Actions

[New Agent Gate Report](#)[New EPP Ambassador Report](#)[New Authorization Additional Hours Report](#)[New Rover Agent Report](#)[New FIS Bag Report](#)[New First In Last Out Report](#)[New Flight Summary Operation Report](#)

FORMS

Trainings

Metrics & Reports

Team

Service in Progress

99+

Admin User

Admin

English

Search reports...

Agent Gate

Shift Adjust

Rover Agent

First/Last

EPP

FIS Bag

Flight Summary

Auth Hours

Daily Shift

6

Total

5

Draft

0

Completed

Agent Gate Reports

ID	Report Date	Location	Flights	Status	Actions
12	11/16/2025	MCO - Orlando International Airport - MCO - Terminal C	3	Draft	
11	11/16/2025	MCO - Orlando International Airport - MCO - Terminal C	2	Draft	
10	7/16/2025	MCO - Orlando International Airport - MCO - AS4	1	Draft	
9	10/10/2025	MCO - Orlando International Airport - MCO - Terminal C	1	Draft	

225

+ New Agent Gate Report

Flight Reports (Last 3 Days)

	REPORT TYPE	STATUS	LOCATION	FLIGHTS
11/15/2025	FIS Bag	Complete	MCO - Terminal C	3 flights
11/16/2025	Agent Gate	Draft	MCO - Terminal C	3 flights
11/17/2025	Agent Gate	Draft	MCO - Terminal C	2 flights

FORMS

Flight Baggage Entries (3)

Flight #	Airline	Belt #	First Bag	Last Bag	Notes
B61266	JetBlue Airways	4	11:10	11:17	N/A
AM440	Aeromexico	1	11:25	11:38	N/A
CM446	Copa Airlines	2	12:05	12:36	N/A

Agent_Gate_Report_11-15-25_MCO - Terminal C.pdf
1 page

GATES MCO - Terminal C

11/15/25

Airline	Flight #	GATE #	BLOCK TIME	Rover/Gates 4 Name / Initials	BAGGAGE NO
UAE	EK219	C243	10:22		
JBU	B61266	C237	10:53		

Agent Gate Report #11

Saturday, November 15, 2025

Information

Location

MCO - Orlando International Airport - MCO - Terminal C

S

Export Excel

Export PDF

Flight Number Gate Number Rover/Gates 4 Name / Initials Baggage Notes

10:22

EK219 C243

10:53

B61266 C237

ways

← Back to Reports

Flight Summary Operation Report #4

Saturday, November 15, 2025

Draft

Export Excel

Report Information

11/15/2025

LOCATION

MCO - Terminal C

FORM STATUS

Draft

TOTAL FLIGHTS

3

TOTAL PAX

0 (0 connecting)

CBP SUPERVISORS

Figueroa

TSA

TSA

SE SUPERVISOR

Valentin Chumpitas / Alexis S.

227

Flight Entries

Values are preloaded from the operational reports. You can adjust them before submitting.

FLIGHT #1

Aeromexico AM440

Gate **TBD**

AIRLINE	Aeromexico		FLIGHT #	AM440		ARRIVING FROM	TBD	
GATE	TBD		SCHEDULED ARRIVAL	12:30 PM		BLOCK TIME	12:30 PM	
PAX	0	0	CONNECTING PAX	0	0	AIRLINE REPS	0	
OFF SCHEDULE ARRIVALS	TBD		PPC PROCESSING TIME			CUSTOMS PROCESSING TIME		
FIRST PPC IN	12:30 PM	12:30 PM	LAST PPC OUT	12:30 PM	12:30 PM	FIRST BAG INTO FIS	11:25 AM	LAST BAG INTO FIS
FIRST BAG Δ FROM BLOCK			LAST BAG Δ FROM BLOCK			TOTAL BAG TIME	00:13	
ROVER NAME			ROVER FIRST BAG	12:30 PM	12:30 PM	ROVER LAST BAG		
AMBASSADOR			GOAA STAFF			FIRST EPP	12:30 PM	LAST EPP
EPP PROCESSING TIME								
BELT #	1		FIS NOTES			HAS HOLD	No	
COMMENTS								

STATISTICS

- Real-time KPIs.
- Clear and accessible visualization.
- Essential tool for immediate decision-making.

Progress ↑

0

COMPLETED TODAY ↑

0

AVG. SERVICE DURATION

55m

EMPLOYEES ASSIGNED ↑

0

LOCATIONS COVERED ↑

3

ISSUES REPORTED

0

Administrator Dashboard - Airport Services

ACTIVE EMPLOYEES	FLIGHTS SCHEDULED	INCIDENTS REPORTED	ISSUES REPORTED	SERVICE REQUEST OPENS	SCHEDULE COVERAGE
74 ↑ +5.7%	1789 ↓ -1.5%	0 ↓ 0%	0 ↓ 0%	0 ↑ 0%	96.2% ↑ 0%

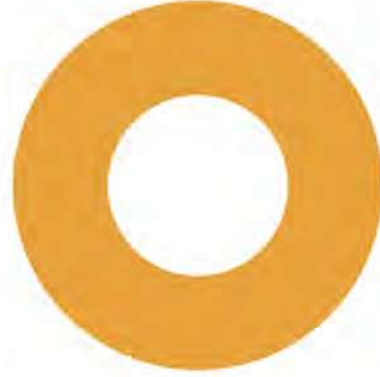
Filter This Month

Training Completion Rate

Issues by Status

Performance Trends

Filtered



Completed In Progress Not Started

0 Completed 0 In Progress 1 Not Started

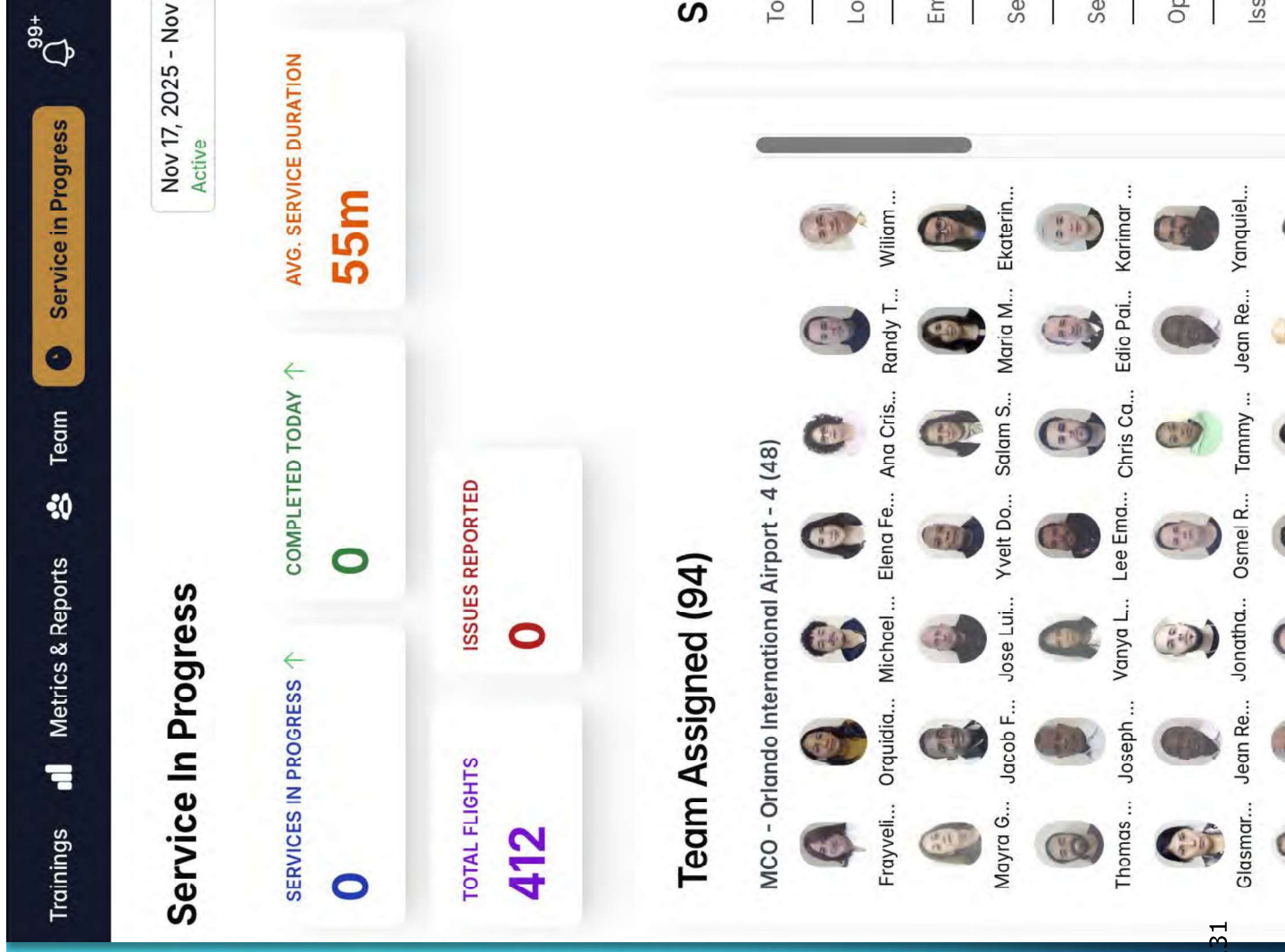
230

No issues reported

No performance data available

SERVICE IN PROGRESS MODULE

- Real-time view of each flight's status.
- Unified information from field employees.
- Immediate detection of needs.



Operation Information

Summary View

MCO - Orlando International Airport

MCO - Terminal C

AIRSIDE C

FLIGHT	SCHEDULE	CBP & AMBASSADORS	ROVER & BAGS	SOURCES
Aeromexico AM440 Arriving from MEX	Scheduled 11:20:00 AM Block 11:10 Gate C2386	PAX Officers First PPC In: — Last PPC Out: — Ambassador: —	0 0 Rover First Bag: — Rover Last Bag: — First Bag FIS: — Last Bag FIS: — Belt: —	Gate
Copa Airlines CM446 Arriving from PTY	Scheduled 11:46:00 AM Block 11:45 Gate C244B	PAX Officers First PPC In: — Last PPC Out: — Ambassador: —	0 0 Rover First Bag: — Rover Last Bag: — First Bag FIS: — Last Bag FIS: — Belt: —	Gate
JetBlue Airways B61406 Arriving from SDQ	Scheduled 11:48:00 AM Block 11:33 Gate C232	PAX Officers First PPC In: — Last PPC Out: — Ambassador: —	0 0 Rover First Bag: — Rover Last Bag: — First Bag FIS: — Last Bag FIS: — Belt: —	Gate

CLIENT INFORMATION : QUICK ACTIONS



BENEFITS FOR THE AIRPORT

- Total transparency in operations.
- Fewer errors and improved coordination.
- Verifiable data for audits.
- Significantly enhanced passenger experience.





CONCLUSION

The platform modernizes, standardizes, and strengthens operations.

Positions SAS as a technological and competitive supplier.

Aligned with the current needs of Orlando International Airport.



TRANSITION PLAN

Customer Service at Security Checkpoint Services Inc.

December 2025



TABLE OF CONTENTS

Transition Plan Objective.....	2
Transition Plan Details.....	2
MEETINGS.....	2
OBJECTIVE.....	2
NEEDS/MEETINGS	2
RECRUITING PROCESS.....	2
OBJECTIVE.....	2
STEPS	3
RECRUITING TIMELINE	3
VACANT PUBLICITY.....	3
BACKGROUND CHECK NECESSARY.....	3
DRUG TEST / MEDICAL EXAMS	3
BADGES	4
INDUCTION PROGRAM	4
CONTROL PROCESS.....	4
OBJECTIVE.....	4
TOOL LIST FOR CONTROL	4
CONTROL PROCESSES.....	5
EQUIPMENTS FOR THE OPERATIONS.....	12
NEEDS	12
OPERATIONAL PLAN – Customer Service SECURITY CHECKPOINT SERVICES / MCO	13
OBJECTIVE.....	13
SOP OVERVIEW – STANDARD OPERATING PROCEDURES.....	13
PASSENGER SERVICE	13
HANDLING COMMON SITUATIONS	14
EMERGENCY PROTOCOL	14
REPORTING ISSUES.....	14
REPORTING CHAIN:	14
INCIDENT MANAGEMENT	14
EVENT AND REPORT LOG	14
CODE OF CONDUCT AND UNIFORM POLICY	15
SCHEDULES, BREAKS AND ATTENDANCE.....	15
SAFETY GUIDELINES	15
EXPECTED RESULT	15
CALENDAR	16

Transition Plan Objective

Implement in a structured manner the SECURITY CHECKPOINT SERVICES customer service operation at MCO Airport, ensuring the availability of trained staff, adequate equipment, and clear processes to meet the quality and safety standards required by the airport.

Transition Plan Details

MEETINGS

OBJECTIVE

Ensure alignment among all stakeholders (Management and Airport Operations) by coordinating initial transition meetings to define operational expectations, confirm uniform standards, establish staffing requirements and hiring goals, and communicate the transition timeline to current employees, ensuring a smooth, organized and structured service start-up.

NEEDS/MEETINGS

- Meet with Management and Airport Operations to discuss specific details on start-up plans.
- Establish staffing needs and hiring goals.
- Conduct meetings with current employees at existing contracts to discuss timelines for interviews.
- Confirm uniform colors and styles with Airport.
- Conduct coordination and introductory meetings with SAS, Inc. leader and management team.
- Conduct coordination meetings to establish interview dates and point of contact.
- Establish billing information:
 - o Reimbursements
 - o Billing Rates
 - o Dates Of Billing
 - o Contact Information

RECRUITING PROCESS

OBJECTIVE

Attract, select, validate and onboard qualified personnel through a structured recruitment and induction process that includes job advertising, candidate profiling, interviews, background verification, drug testing/medical clearance, badging, and a comprehensive induction program,

ensuring all employees clearly understand contract requirements, benefits and responsibilities before starting operations.

STEPS

- Prepare Hiring Documents Package
- Vacant Publicity
- Background Check Necessary
- Drug Test / Medicals Exams
- Badges
- Induction Program (Trainings, Uniforms, Benefits, Etc.)

RECRUITING TIMELINE

Stage	Activity	Estimated Days
1	Vacant Publication	2 days
2	Resume Screening	3 days
3	Interviews	5 days
4	Background Check & References	5 days
5	Drug Test	1 day
6	Airport Badging Process	7–10 days
7	Final Hiring & Scheduling	2 days

Total Estimated Hiring Cycle: 10–25 days

VACANT PUBLICITY

Vacancies will be published through:

- Local employment platforms.
- Social media (Indeed, Facebook Jobs).
- SAS Office.
- Recruitment agencies (If needed).

Purpose: attract multilingual candidates and customer service–oriented personnel.

BACKGROUND CHECK NECESSARY

All candidates must successfully pass:

- Criminal background check.
- Employment verification.
- Right to work verification.
- Airport security clearance process.

DRUG TEST / MEDICAL EXAMS

- Pre-employment drug test.
- Physical exam (if required by airport policy).
- Fitness for duty confirmation.

BADGES

- Badge authorization
- Application submitted after hire confirmation.
- Identity documents verified.
- Security training prior to badge issuance.
- Escorting access until permanent badge is approved.

INDUCTION PROGRAM

- Information Necessary To Know For The Contract
- Scope of services / Responsibilities
- Service level expectations.
- Tour Airport operational areas.
- Communication protocols.
- Code of conduct.
- Standard Operating Procedures (SOP) overview.
- Emergency procedures.
- Benefits
- Uniforms

CONTROL PROCESS

OBJETIVE

Establish a structured control system to monitor attendance, schedules, overtime, payroll accuracy, disciplinary actions, incidents, accidents and injury cases through standardized forms, reports and regular control meetings, ensuring operational compliance, accountability, risk reduction and continuous improvement throughout the transition and operation phases.

TOOL LIST FOR CONTROL

Control Process	Purpose	Tools
OVERTIME CONTROL PROCEDURE	Hours approval	Overtime Request
ATTENDANCE CONTROL PROCEDURE	Punctuality review	Attendance Log
SCHEDULE CONTROL PROCEDURE	Operation Coverage	App: Schedules formats
WARNING & DISCIPLINARY PROCESS	Discipline	Warning Form
ACCIDENT PROCESS & CONTROL	Safety	Accident Report - App
NO PUNCH PROCEDURE	Payment	Payroll Correction
ISSUES CONTROL PROCEDURE	Issue tracking	Issue Report - App
INCIDENT & INJURY PROCESS & CONTROL	Workers' Comp	Incident & Injury Report
MEETINGS FOR CONTROL	Operation Follow Up	Operation Report and Summary Hours Report

CONTROL PROCESSES

OVERTIME CONTROL PROCEDURE

Objective: Control and approve all overtime hours to ensure operational coverage while managing labor costs.

Tool:

- Authorization Additional Hours Form
- Timecard

ATTENDANCE CONTROL PROCEDURE

Objective: Ensure punctual attendance and compliance with assigned schedules.

Tool:

- Punch Machine
- Attendance Control Form

SCHEDULE CONTROL PROCEDURE

Objective: Maintain operational coverage through accurate scheduling.

Tool:

- SAS App
 - Weekly Schedule
 - Daily Schedule
 - Flight Schedule
 - Role assignments

WEEKLY SCHEDULE – APP VIEW

Select Schedule
Week 49 of 2025
(December 1, 2025 - December 7, 2025)

Export: All Locations All Positions

Agents Ambassadors Sups & Leads Detail Per Position

MCO - AS4

Opening Shift 4

Agents	MON	TUE	WED	THU	FRI	SAT	SUN	Notes
Frayvelis Nicole Zorrilla Berroa	11:00-19:30	11:00-19:30	11:00-19:30	RDC	RDC	Terminal C Opening	Terminal C Opening	-
Orquidia Vazquez Zamora	RDC	RDC	11:00-19:30	10:00-18:30	10:00-18:30	11:00-15:30	11:00-19:30	-
Elena Fernanda Guedes Lopez	11:00-19:30	11:00-19:30	11:00-19:30	11:00-19:30	RDC	11:00-19:30	11:00-19:30	-
Ana Cristina Tamayo Miranda	11:00-19:00	11:00-19:00	11:00-19:00	11:00-19:30	10:00-18:30	RDC	RDC	-

DAILY SCHEDULE & ROLES – APP VIEW

SAS Trainings Team Service in Progress 99+ AU Admin User Admin English

Select Schedule
Week 49 of 2025 (December 1, 2025 - December 7, 2025)

Agents Ambassadors Sups & Leads Detail Per Position

Excel (This Day) Excel (All Days) PDF (This Day)

MON 1

MCO - AS4

Agents Opening Shift 4						Daily Flights (31)			
#	Name	Shift	Role	Languages	Notes	FLT	ETA	AIRPORT	Gate
1	Frayvelis Nicole Zorrilla Berroa	11:00-19:30	Agent	English Spanish		UP UP837	10:10:00 AM	NAS	91
2	Elena Fernanda Guedes Lopez	11:00-19:30	Agent	English Spanish		WS WS1032	10:24:00 AM	YYZ	96
3	Ana Cristina Tamayo Miranda	11:00-19:00	Agent	English Spanish		Q6 Q64000	11:37:00 AM	SJO	94
4	Mayra Godoy	11:00-19:30	Agent	Spanish English		4C 4C4406	12:40:00 PM	BOG	81
5	Jacob Frederic	11:00-19:30	Agent	Creole French Spanish		WN WN182	1:05:00 PM	SJO	83
6	Jose Luis Ojeda Laboy	11:00-19:30	Agent	Spanish English		Y4 Y41780	1:27:00 PM	GDL	92
						UP UP237	1:40:00 PM	NAS	91

Ambassadors Opening Shift 4

MCO - AS4									
Agents Opening Shift 4						Daily Flights (31)			
#	Name	Shift	Role	Languages	Notes	FLT	ETA	AIRPORT	Gate
1	Orquidia Vazquez Zamora	10:00-18:30	Agent	English Spanish		AC AC1670	9:20:00 AM	YYZ	93
2	Elena Fernanda Guedes Lopez	11:00-19:30	Agent Connecting Flights Agent Gate	English Spanish		Q6 Q64000	11:37:00 AM	SJO	84
3	Ana Cristina Tamayo Miranda	11:00-19:30	Agent FIS Belt Agent Recheck	English Spanish		NK NK3643	12:12:00 PM	CUN	83
4	Randy Torres Hernandez	11:00-19:30	Agent Gate	Spanish English	Acting Ambassador on Tuesday	AC AC1634	12:32:00 PM	YUL	97
5	William Armando Moreno Munoz	11:00-19:30	Agent FIS Belt Agent Recheck	Spanish English		4C 4C4406	12:40:00 PM	BOG	82
6	Jacob Frederic	11:00-19:30	Agent Gate Agent Hallway	Creole French Spanish		UP UP237	12:40:00 PM	NAS	91
7	Jose Luis Ojeda Laboy	11:00-19:30	Agent FIS Belt Agent Recheck	Spanish English		WN WN182	1:05:00 PM	SJO	90
Ambassadors Opening Shift 4						Y4 Y41780	1:27:00 PM	GDL	92
						VB VB700	1:35:00 PM	MTY	94
						VS VS073	2:40:00 PM	MAN	86
1	Yvelt Dorce	11:00-19:30	Ambassador	Creole English		AC AC1674	3:00:00 PM	YYZ	93
2	Salam Shammout	11:00-19:30	Ambassador	Arabic English		Y4 Y4780	3:18:00 PM	MEX	92
3	Ekaterina Ramin	11:00-19:30	Ambassador	English Russian					

MCO - Terminal C									
Agents Opening Shift 1						Daily Flights (40)			
#	Name	Shift	Role	Languages	Notes	FLT	ETA	AIRPORT	Gate
1	Randy Torres Hernandez	09:30-18:00	Agent	Spanish English	-	B6 B6806	10:05:00 AM	SDQ	C240A
2	Chriss Padilla Oquendo	09:30-18:00	Agent	English Spanish	-	EK EK219	10:20:00 AM	DXB	C243
3	Raul Horacio Caceres	09:30-18:00	Agent	Spanish English	-	AV AV202	10:35:00 AM	MDE	C235
4	Ileana Sanchez Barrabi	09:30-18:00	Agent	English Spanish	-	CM CM805	11:00:00 AM	PTY	C245A
Ambassadors Opening Shift 1						B6 B61266	11:08:00 AM	STI	C231
#	Name	Shift	Role	Languages	Notes	AM AM440	11:20:00 AM	MEX	C236
1	Sadanala Joseph	09:30-18:00	Ambassador	English Hindi	-	B6 B61406	11:40:00 AM	SDQ	C230
2	Karimar Morales	09:30-18:00	Ambassador	English Spanish	-	CM CM446	11:46:00 AM	PTY	C242
3	Brahim Marmouh	09:30-18:00	Ambassador	Arabic English French	-	BW BW482	12:00:00 PM	POS	C237
4	Vanya Lee Arce Lopez	09:30-18:00	Ambassador	English Spanish	-	AV AV028	12:10:00 PM	BOG	C234
5	Kanako Smith	09:30-18:00	Ambassador	Japanese English	-	B6 B6114	12:23:00 PM	CUN	C232
6	Md Moazzem Hossain	09:30-18:00	Ambassador	English Hindi	-	AV AV422	12:40:00 PM	SAL	C233
Supervisors Opening Shift 1							12:55:00		

FLIGHT SCHEDULE – APP VIEW

SAS

Trainings

Team

Service in Progress

99+ Admin User Admin English

Home

Forms

Reports

Metrics & Reports

Schedule Dashboard

Flights

Service Requests

Issues

Incidents

My Tasks

Performance

ADMIN

Trainings

Employees

Customers

Schedule

Flight Schedules

Filters

80 flights loaded
12/05/2025 - 12/05/2025

+ New Flight

+ Upload Schedule

Showing 80 flights (filtered by date range: 12/05/2025 - 12/05/2025)

Show All Data

Search...

Airline	Flight Number	Origin	Date	Scheduled Time	Actual Time	Airside	Arr Gate	PAX	Status	Actions
AC	AC1670	YYZ	12/05/2025	9:20:00 AM	09:28 ±	4	97	-	-	
AC	AC1259	YHZ	12/05/2025	9:52:00 AM	09:52 ±	4	93	-	-	
TS	TS608	YQB	12/05/2025	10:10:00 AM	10:10 ±	4	81	-	-	
EK	EK219	DXB	12/05/2025	10:20:00 AM	10:29 ±	C	C243	-	-	
WS	WS1032	YYZ	12/05/2025	10:24:00 AM	10:24 ±	4	95	-	-	
AV	AV202	MDE	12/05/2025	10:35:00 AM	10:40 ±	C	C245B	-	-	

ASSIGNMENTS BASE ON ROLE – APP VIEW

Search tasks...

All Assigned Accepted In Progress Completed

Search...

Task Name	Priority	Status	Assigned Date	Due Date	Actions
Work area inspection Supervisors Tasks	High	In Progress	Nov 20, 2025	May 26, 2025	Complete Task View
Work area inspection Supervisors Tasks	Medium	In Progress	Oct 17, 2025	-	Complete Task View
Assignment Distribution Supervisors Tasks	Medium	In Progress	Oct 17, 2025	-	Complete Task View

Work area inspection
Supervisors Tasks

Complete Task

Task Details

Assigned Date	Due Date	Priority	Status	Estimated Duration	Assigned By	Time Elapsed
Oct 17, 2025 15:53 hrs	No due date	Medium	In Progress	15 min	-	48d 10h

Task Information

Category	Area	Last Updated
Supervisors Tasks	Operation Area	Nov 13, 2025 at 19:58 hrs

Description

Process that involves reviewing and evaluating work areas at the beginning and end of the operation to ensure they remain clean, organized, and safe. Its purpose is to identify potential risks, verify compliance with operational standards, and maintain an appropriate environment for efficient team performance.

Comments (1)

Add a comment...

Add Comment

emp3@sas.com
a bag was found in the overside belt at airside 4. GOAA Lead was informed.

Nov 13, 2025 at 20:01 hrs

NO PUNCH PROCEDURE

Objective: Correct missing punches to ensure payroll accuracy.

Tool:

- Miss punch form
- Payroll Adjustment Form

WARNING & DISCIPLINARY PROCESS

Objective: Apply consistent corrective action.

Tool:

- Coaching / Verbal warning
- Warning Forms / Written warning.
- Final notice.
- Termination Forms

ACCIDENT CONTROL PROCEDURE

Objective: Ensure timely reporting and investigation of accidents.

Tools:

- Airport Accident Report
- SAS App

PASSENGERS INCIDENT REPORTS – APP VIEW

SAS Trainings Team Service in Progress 99+ AU Admin User Admin English

Incident Report #1234
Detailed view of the incident report

Submitted

Basic Information

Passenger Name	ASOCS Incident Number
Jazmin Mota	1234
Date of Birth	Phone Contact
2/28/1989	829-221-2327
Address	
C/ Los Calamares #13b	

Reporting Information

Report Taken By
Jorge Alvarado Crespo
Report Taken By
SE Supervisor

Incident Details

Incident Date	Incident Time
8/5/2025	11:30
Location	Reported By
MCO - AS4	Maria Echavarria
Airline/Flight	
Frontier/F9 289	

Timestamps

Created
8/6/2025
Last Updated
11/18/2025

ADMIN

- Trainings
- Employees
- Customers
- Schedule

Forms
Reports
Metrics & Reports
Schedule Dashboard
Flights
Service Requests
Issues
Incidents
My Tasks
Performance
ADMIN
Trainings
Employees
Customers
Schedule

Full Accident/Incident Details

While he was lifting the suitcase from the baggage carousel, since it was very heavy, the passenger fell backward and the suitcase landed on his stomach.

Injury Information

Wearing Glasses

No

Type of Footwear

Sneakers

Injury Locations

Other

Other: Stomach

Medical Response

Paramedics Requested

No

ARFF Run Number

Not specified

Treatment Refused

Yes

Transported to Hospital

No

12/04/2025

12/04/2025

✓ All Statuses

Draft

Submitted

Reviewed

Closed

Search...

Incident Details	Passenger	Location	Status	Reported By	Date	Actions
#1234 While he was lifting the suitcase from the bag...	Jazmin Mota Vargas Frontier/F9 289	MCO - AS4	Draft	Jose Cancel	8/6/2025 11:00	
#1234 While he was lifting the suitcase from the bag...	Jazmin Mota Vargas Frontier/F9 289	MCO - AS4	Submitted	Maria Echavarria	8/5/2025 11:30	

ISSUES CONTROL PROCEDURE

Objective: Document and resolve operational incidents.

Tool:

- App
 - Issue Report
 - Trainings per Issue

LETTER OF INTENT/AFFIRMATION
Local Developing Business (LDB) / Veteran Business Enterprise (VBE)
(This page shall be submitted for each LDB/VBE Firm)

Respondent: Name ACTS- Airport Services, Inc
Address 2700 S. River Rd. Suite 211.
City Des Plaines State IL Zip 60018

LDB/VBE Firm: Name East Coast Protective Services, Inc. dba- Southeast Protection Services, Inc
Address 301 McCullough Drive, Suite 400
City Charlotte State NC Zip 28262

LDB/VBE Contact: Name: Clinton Williams Phone (407) 419-7085
Email: cwilliams@seairportservices.com

LDB/VBE Certification Agency: GOAA Expiration Date 1/18/2026

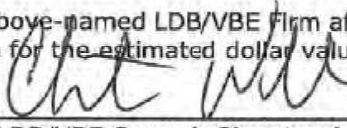
Scope of Work	Quantity	Rates	Total
Security Checkpoint Support Services			
Divesting Agents	224 HPW	\$30.44	\$355,537/ Annually
Security Checkpoint Support Agents	168 HPW	\$25.63	\$224,514/Annually

Year 1:	\$ \$585,346.08	Year 4:	\$ \$639,638.23
Year 2:	\$ \$602,911.52	Year 5:	\$ \$658,829.02
Year 3:	\$ \$620,996.67		

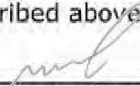
Total Term Value: \$ 3,107,721.52 Percent of Total Bid: 11 %

AFFIRMATION:

The above-named LDB/VBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By:  President 12/22/2025
(LDB/VBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named LDB/VBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By:  President 12/22/2025
(Respondent's Authorized Signature) (Title) (Date)

In the event the Respondent does not receive award of the prime Contract, any and all representations in this Letter of Intent/Affirmation shall be null and void.

OPERATION ISSUES - APP VIEW

SAS | Trainings | Team | Service in Progress | 99+ | AU Admin User | Admin | English

Home | Forms | Reports | Metrics & Reports | Schedule Dashboard | Flights | Service Requests | **Issues** | Incidents | My Tasks | Performance

ADMIN | Trainings | Employees | Customers | Schedule

All Status | All Types | 12/04/2025 | + Create Issue

Search...

Type of Issue	Issue Area	Employee Reporting Issue	Date of Issue	Time of Issue	Details of Issue	Employee Resolving Issue	Action Taken	Comment	Status of Issue	Date Issue Ended	Time Issue Ended	Action
Work Area Inspection - Work Area Block	MCO - Terminal C	Randhy Torres	-	09:45	Outside belt block by GOAA vehicle.	Jose Cancel	Called GOAA	-	Open	-	10:05	
Baggage - No Agent in Position	MCO - Terminal B	Gregory Pilar	7/15/2025	11:45	Details	-	None	-	Closed	-	-	

SAS | Trainings | Team | Service in Progress | 99+ | AU Admin User | Admin | English

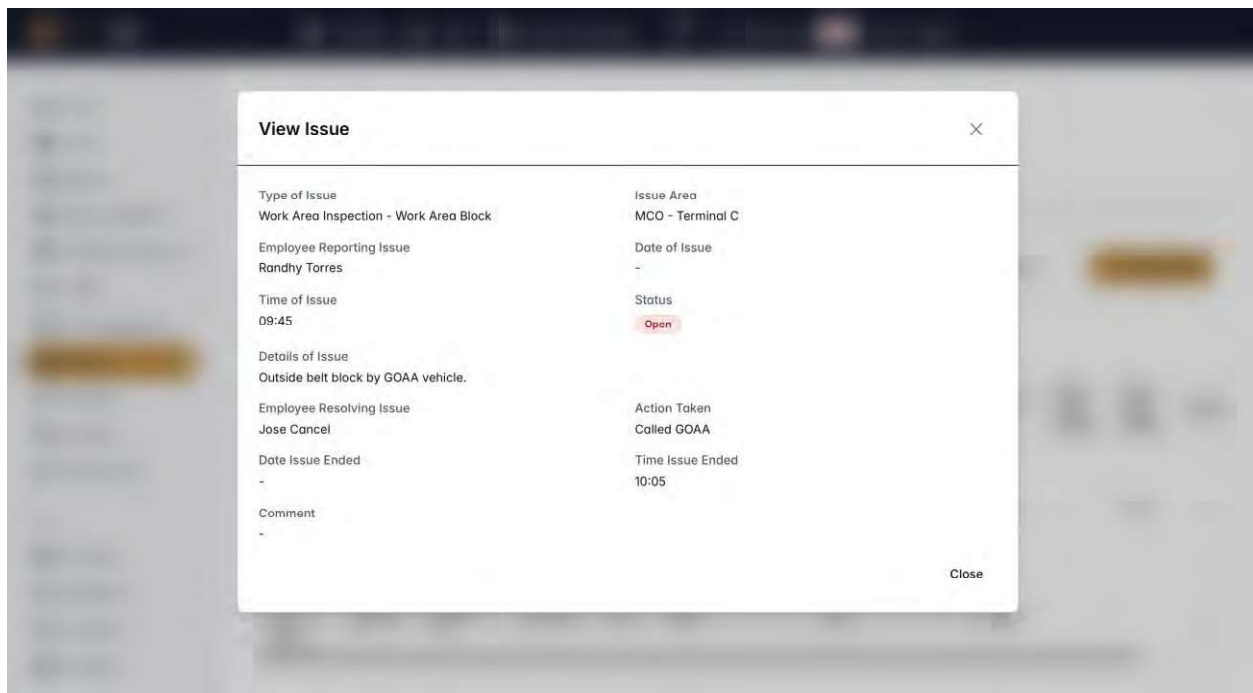
Locations | Tasks | Performance | **Issue Types** | Employee Types | Positions | Roles | Absence Reasons | Airlines

Issue Types
Manage and configure different types of issues for your organization

+ Create Issue Type

Search issue types by name or description...

Name	Description	Trainings	Status	Created	Updated	Actions
Baggage - FIS Belt Jam	FIS belt system jammed	1 Recommended	Active	8/15/2025	10/2/2025	Deactivate
Baggage - International sent on Domestic	International baggage incorrectly routed to domestic	None	Active	8/15/2025	8/15/2025	Deactivate
Baggage - No Agent in Position	No baggage agent available at position	None	Active	8/15/2025	8/15/2025	Deactivate
Baggage - Outside Belt Jam	Outside belt system jammed	None	Active	8/15/2025	8/15/2025	Deactivate
Baggage - Recheck Belt Jam	Recheck belt system jammed	None	Active	8/15/2025	8/15/2025	Deactivate
Equipment	Equipment malfunction or failure	None	Active	8/15/2025	8/15/2025	Deactivate
Flight - Early Arrival	Flight arrived earlier than scheduled	None	Active	8/15/2025	8/15/2025	Deactivate



INCIDENT & INJURY PROCESS & CONTROL

Objective: Protect injured employees and comply with regulations.

Tool:

- Injury Report.
- Workers Comp Forms

MEETINGS FOR CONTROL

Objective: Monitor performance and compliance.

Procedure:

- Daily shift briefings.
- Weekly management review meetings.

EQUIPMENTS FOR THE OPERATIONS

Ensure that all office infrastructure, employee resources, equipment, uniforms and certifications are fully available, operational and compliant before service activation through a structured procurement process that guarantees timely acquisition, installation, verification and readiness of equipment, permits, documentation and required training.

NEEDS

- OFFICE
 - DESK
 - PRINTER

- SUPPLYS
- TELEPHONES
- INTERNET
- PUNCH MACHINE
- FRIDGE
- FILE CABINET
- FILES
- EMPLOYEES
 - UNIFORMS
- OPERATION
 - RADIOS
 - TABLETS
 - BADGES / ACCESS
- CERTIFICACIONES/ PERMITIONS

OPERATIONAL PLAN – Customer Service SECURITY CHECKPOINT SERVICES / MCO

OBJECTIVE

Provide employees with the operational, communication and control tools necessary to efficiently manage passenger flow within SECURITY CHECKPOINT SERVICES, minimizing congestion, reducing operational errors and improving the passenger experience, even under high-pressure situations.

SOP OVERVIEW – STANDARD OPERATING PROCEDURES

As part of the operational launch, all employees will receive a general orientation (SOP Overview) on the procedures governing daily operations in the SECURITY CHECKPOINT SERVICES area at MCO airport.

This overview ensures all employees understand how to act correctly, even in critical situations.

PASSENGER SERVICE

Guidelines:

- Greet passengers professionally and courteously.
- Identify passenger needs immediately.
- Provide clear, brief and accurate information.
- Maintain positive body language.
- Assist passengers with special needs.
- Prioritize critical situations.

HANDLING COMMON SITUATIONS

Examples covered during induction:

- Passenger redirection.
- Flight information.
- Connection assistance.
- Queue management.
- Handling stressed or confused passengers.

Employees must apply active listening and service recovery techniques.

EMERGENCY PROTOCOL

All employees must know:

- Evacuation routes.
- Medical emergencies response.
- Airport security protocol.
- Communication procedures with authorities.

REPORTING ISSUES

Reportable situations include:

- Passenger incidents.
- Unsafe conditions.
- System failures.
- Disruptions or altercations.

REPORTING CHAIN

Agent/Ambassador → Supervisor/Lead → Operations Manager

INCIDENT MANAGEMENT

Employees are trained to:

- Remain calm.
- De-escalate situations.
- Notify supervisor.
- Complete Incident Report.
- Follow up as directed.

EVENT AND REPORT LOG

All events must be documented using:

- Incident Report Form.
- Accident Report Form.
- Attendance Log.
- No Punch Form.

Proper documentation ensures accountability.

CODE OF CONDUCT AND UNIFORM POLICY

- Uniform must be clean and complete.
- Badge must be visible at all times.
- Cellphones used only for work purposes.
- Respectful behavior is mandatory.
- Zero tolerance for harassment or discrimination.

SCHEDULES, BREAKS AND ATTENDANCE

- Strict compliance with schedules.
- Breaks according to policy.
- Mandatory clock in/out.
- Absences must be reported promptly.

SAFETY GUIDELINES

All employees must follow:

- Visual inspections.
- Restricted area protocols.
- Risk reporting.
- Airport safety

EXPECTED RESULT

A well-organized, safe and controlled operation staffed by service-oriented personnel prepared to respond to regular and emergency situations.

CALENDAR

ACTIVITY	DESCRIPTION	DAYS																													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Kickoff Meetings	Meet with Management and Airport Operations to discuss specific details on start-up plans.																														
	Establish staffing needs and hiring goals.																														
	Conduct meetings with current employees at existing contract to discuss timelines for interviews.																														
	Confirm uniform colors and styles with GOAA.																														
	Conduct coordination and introductory meetings with SAS, Inc. leader and management team.																														
	Conduct coordination meetings to establish interview dates and point of contact.																														
	Establish billing information																														
Recruiting Process	Define staffing needs, hiring goals; coordinate with existing contract employees																														
	Prepare onboarding plan and SOP overview																														
	Publish job openings, start receiving applications																														
	Resume review, initial evaluation																														
	Conduct interviews, role-specific questions																														
	Conduct background check																														
	Schedule and complete pre-employment tests																														
	Order uniforms for new staff and replacements																														
	Submit applications, schedule appointments, obtain airport badges																														
	SOP overview																														
	Assign Training Program																														
	Area Tour																														
	Induction Program																														
Control Process	Confirm start dates, assign shifts, finalize schedules																														
	Begin customer service operations, monitor SOP compliance																														
	Implement attendance, overtime, incident reporting, meetings																														
Equipment & Office Setup	Verify desks, phones, internet, punch clocks, files, office supplies																														

LETTER OF INTENT/AFFIRMATION

Local Developing Business (LDB) / Veteran Business Enterprise (VBE)
(This page shall be submitted for each LDB/VBE Firm)

Respondent: Name SOUTHEAST AIRPORT SERVICES, INC.

Address 5774 S SEMORAN BLVD.

City ORLANDO State FL Zip 32822

LDB/VBE Firm: Name INNOVATION AVIATION SERVICES

Address 14406 FRESNO DR

City ORLANDO State FL Zip 32832

LDB/VBE Contact: Name: SOUMIA NAJI Phone (407)860-7895

Email: snaji@innovationaviationservices.com

LDB/VBE Certification Agency: GOAA Expiration Date 11/2026

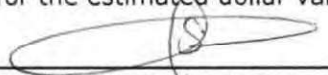
Scope of Work	Quantity	Rates	Total
AGENTS			

Year 1:	\$ 593,762.00	Year 4:	\$ 632,929.00
Year 2:	\$ 609,997.00	Year 5:	\$ 653,231.00
Year 3:	\$ 613,264.00		

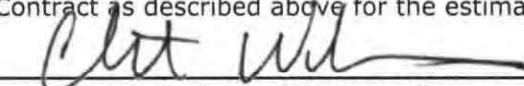
Total Term Value: \$ 3,103,183.00 Percent of Total Bid: 12.5 %

AFFIRMATION:

The above-named LDB/VBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By:  CEO 12/03/2025
(LDB/VBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named LDB/VBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By:  PRESIDENT 12/03/2025
(Respondent's Authorized Signature) (Title) (Date)

In the event the Respondent does not receive award of the prime Contract, any and all representations in this Letter of Intent/Affirmation shall be null and void.



SECURITY CHECKPOINT SERVICES



**3 SHORT SLEEVE SHIRTS
(Lime-Checkpoint)**

**3 SHORT SLEEVE SHIRTS
(White-DVT)**

2 PANTS

1 JACKET

1 SAFETY VEST (ROVER ONLY)

LETTER OF INTENT/AFFIRMATION

Local Developing Business (LDB) / Veteran Business Enterprise (VBE)
(This page shall be submitted for each LDB/VBE Firm)

Respondent: Name SOUTHEAST AIRPORT SERVICES, INC.

Address 5774 S SEMORAN BLVD.

City ORLANDO State FL Zip 32822

LDB/VBE Firm: Name INNOVATION AVIATION SERVICES

Address 14406 FRESNO DR

City ORLANDO State FL Zip 32832

LDB/VBE Contact: Name: SOUMIA NAJI Phone (407)860-7895

Email: snaji@innovationaviationservices.com

LDB/VBE Certification Agency: GOAA Expiration Date 11/2026

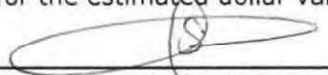
Scope of Work	Quantity	Rates	Total
AGENTS			

Year 1:	\$ 593,762.00	Year 4:	\$ 632,929.00
Year 2:	\$ 609,997.00	Year 5:	\$ 653,231.00
Year 3:	\$ 613,264.00		

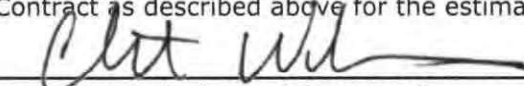
Total Term Value: \$ 3,103,183.00 Percent of Total Bid: 12.5 %

AFFIRMATION:

The above-named LDB/VBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By:  CEO 12/03/2025
(LDB/VBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named LDB/VBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By:  PRESIDENT 12/03/2025
(Respondent's Authorized Signature) (Title) (Date)

In the event the Respondent does not receive award of the prime Contract, any and all representations in this Letter of Intent/Affirmation shall be null and void.

CONFLICT OF INTEREST DISCLOSURE FORM

The award of this solicitation is subject to the provisions of Chapter 112, Florida Statutes. All Respondents must disclose within their Response the name of any officer, director, employee or agent (or their spouse or child) who is also an employee or officer of the Aviation Authority.

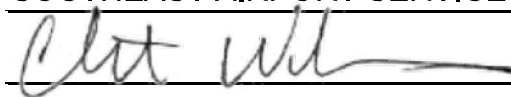
By submission of this Response, the undersigned certifies, under penalty of perjury, that to the best of their knowledge and belief, have met the Florida Statute.

Comments:

N/A

Respondent (Company) Name: SOUTHEAST AIRPORT SERVICES, INC.

Authorized Signature:



Type Name:

CLINTON WILLIAMS

Title:

PRESIDENT

Date:

11/10/2025



SOUTAIR-01

DASBURY

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

11/11/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Construction Casualty Insurance, LLC 3637 4th Street North Suite 310 Saint Petersburg, FL 33704	CONTACT NAME: Certificates PHONE (A/C, No, Ext): (727) 258-5774 FAX (A/C, No): E-MAIL ADDRESS: certs@cci-ins.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: ACE Property and Casualty Insurance Company	20699
	INSURER B: Auto-Owners Insurance	18988
	INSURER C: Technology Insurance Company, Inc	42376
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PROJECT ☐ LOC OTHER:	X	X	AAPN10757770 002	3/1/2025	3/1/2026	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 250,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG \$ 5,000,000 CONTRACTUAL LIA \$ 5,000,000
B	☐ AUTOMOBILE LIABILITY ☐ ANY AUTO OWNED AUTOS ONLY ☒ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY	X		55-862-955-00	3/1/2025	3/1/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	☐ UMBRELLA LIAB ☐ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
C	☐ WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) ☒ Y / N If yes, describe under DESCRIPTION OF OPERATIONS below	N	N / A	TWC4593039	3/1/2025	3/1/2026	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

When required by written contract, the certificate holder is listed as an additional insured with regard to the General Liability and Auto policies. A waiver of subrogation applies in favor of the certificate holder on the General Liability policy.

Workers' Compensation policy includes coverage for the State of New York.

CERTIFICATE HOLDER

CANCELLATION

Greater Orlando Aviation Authority 1 Jeff Fuqua Blvd Orlando, FL 32827	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
---	---



December 3, 2025

SOUTHEAST AIRPORT SERVICES INC.
5774 S. Semoran Blvd.
Orlando, FL 32882

Re: SECURITY CHECKPOINT SUPPORT SERVICES (Project ID 26-118 RFP)

To Whom It May Concern:

The purpose of this letter is to advise you of the surety capacity and reputation of Southeast Airport Services, Inc. We write surety bonds for Southwest Airport Services, Inc, and extend to them a surety line in excess of \$4,000,000.00 per single project. We are extremely confident with management's ability to perform and manage their work. We recommend Southeast Airport Services, Inc for your consideration.

Upon the request of Southeast Airport Services, Inc, we will be pleased to execute performance and payment bonds, subject to normal underwriting requirements. The Surety reserves the right to review the file and contract terms and conditions for acceptance prior to the authorization or execution of any performance and payment bonds. We assume no liability to you, or any third party should we decline to issue the bond.

Sincerely,

A handwritten signature in blue ink, appearing to read "Edward J Wood", is written over the printed name.

Edward J Wood
Sr. VP of Surety & Partner
Construction Casualty Insurance

SureTec Insurance Company

2103 CityWest Boulevard, Suite 1300 Houston, TX 77042

CONTINUATION CERTIFICATE

Bond No. 3480378
Principal: Southeast Airport Services, Inc.
Bond Amount: \$ 1,000,000.00
Bond Description: 10-21 Federal Inspection Stations Customer Service and Support Staff Services
Obligee: Greater Orlando Aviation Authority

You are hereby notified that the above Bond shall be continued in force for a period effective from:

January 1, 2025 until January 1, 2026

unless it is cancelled by the surety or otherwise terminated. All other terms and conditions remain unchanged.

The aggregate liability of the Surety shall not exceed the amount of this Continuation Certificate. The liability of the Surety shall not cumulate by reason of this Certificate, any Continuation Certificate, Change Rider, endorsement, modification, new bond, reinstatement, reissue, renewal, replacement, or substitution issued in the future.

Signed this 27th day of December , 2024 .

SureTec Insurance Company

By: 
Attorney in Fact



SureTec Insurance Company

LIMITED POWER OF ATTORNEY

Know All Men by These Presents, That SURETEC INSURANCE COMPANY (the "Company"), a corporation duly organized and existing under the laws of the State of Texas, and having its principal office in Houston, Harris County, Texas, does by these presents make, constitute and appoint

Aaron Steffey, Lisa M. Battista

its true and lawful Attorney-in-fact, with full power and authority hereby conferred in its name, place and stead, to execute, acknowledge and deliver any and all bonds, recognizances, undertakings or other instruments or contracts of suretyship to include waivers to the conditions of contracts and consents of surety for, providing the bond penalty does not exceed

Two Million and 00/100 Dollars (\$2,000,000.00)

and to bind the Company thereby as fully and to the same extent as if such bond were signed by the President, sealed with the corporate seal of the Company and duly attested by its Secretary, hereby ratifying and confirming all that the said Attorney-in-Fact may do in the premises. Said appointment is made under and by authority of the following resolutions of the Board of Directors of the SureTec Insurance Company:

Be it Resolved, that the President, any Vice-President, any Assistant Vice-President, any Secretary or any Assistant Secretary shall be and is hereby vested with full power and authority to appoint any one or more suitable persons as Attorney(s)-in-Fact to represent and act for and on behalf of the Company subject to the following provisions:

Attorney-in-Fact may be given full power and authority for and in the name of and of behalf of the Company, to execute, acknowledge and deliver, any and all bonds, recognizances, contracts, agreements or indemnity and other conditional or obligatory undertakings and any and all notices and documents canceling or terminating the Company's liability thereunder, and any such instruments so executed by any such Attorney-in-Fact shall be binding upon the Company as if signed by the President and sealed and effected by the Corporate Secretary.

Be it Resolved, that the signature of any authorized officer and seal of the Company heretofore or hereafter affixed to any power of attorney or any certificate relating thereto by facsimile, and any power of attorney or certificate bearing facsimile signature or facsimile seal shall be valid and binding upon the Company with respect to any bond or undertaking to which it is attached. (Adopted at a meeting held on 20th of April, 1999.)

In Witness Whereof, SURETEC INSURANCE COMPANY has caused these presents to be signed by its President, and its corporate seal to be hereto affixed this 3rd day of August, A.D. 2022

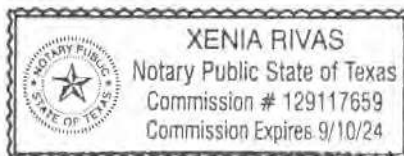


SURETEC INSURANCE COMPANY

By: Michael C. Keimig
Michael C. Keimig, President

State of Texas ss:
County of Harris

On this 3rd day of August, A.D. 2022 before me personally came Michael C. Keimig, to me known, who, being by me duly sworn, did depose and say, that he resides in Houston, Texas, that he is President of SURETEC INSURANCE COMPANY, the company described in and which executed the above instrument; that he knows the seal of said Company; that the seal affixed to said instrument is such corporate seal; that it was so affixed by order of the Board of Directors of said Company; and that he signed his name thereto by like order.



Xenia Rivas
Xenia Rivas, Notary Public
My commission expires September 10, 2024

I, M. Brent Beaty, Assistant Secretary of SURETEC INSURANCE COMPANY, do hereby certify that the above and foregoing is a true and correct copy of a Power of Attorney, executed by said Company, which is still in full force and effect; and furthermore, the resolutions of the Board of Directors, set out in the Power of Attorney are in full force and effect.

Given under my hand and the seal of said Company at Houston, Texas this 27th day of December, 2024, A.D.

M. Brent Beaty
M. Brent Beaty, Assistant Secretary

4221916

Any instrument issued in excess of the penalty stated above is totally void and without any validity.
For verification of the authority of this power you may call (713) 812-0800 any business day between 8:30 am and 5:00 pm CST.

RENEWAL CONFIRMATION

Bond Number: 240125006

Bond Description: Customs

Bond Amount: \$75,000.00

Obligee: US Customs & Border Border Protection Department of Homeland Security

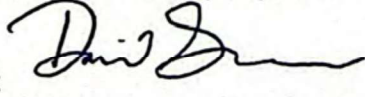
Principal: Southeast Airport Services Inc

Term: 01/29/2025 until 01/29/2026

This letter serves as confirmation that the above bond has been renewed. The bond is continuous in nature meaning the bond will remain in effect for the bond term shown above. This notice is for your records only and should not be forwarded to the Obligee (the city, county, state or entity requiring your bond).

Signed this 18th day of December, 2024

C.A. Shea & Company, **Surety**

By: 

David Gonsalves (Attorney in Fact)

Respondent's Certification

I have carefully examined the solicitation document located in the e-Procurement Platform and any and all other documents accompanying or made a part of this solicitation.

I hereby propose to furnish the goods or services specified in this solicitation at the prices or rates quoted in my submittal.

I confirm that all information contained in this solicitation response is truthful to the best of my knowledge and belief. I further confirm that I am duly authorized to submit this solicitation response on behalf of the Respondent as its act and deed and that the Respondent is ready, willing and able to perform if awarded.

I understand the Aviation Authority's terms and conditions stated in the solicitation will constitute the terms of the contract (including Purchase Orders or Blanket Purchase Releases), without significant or material change to such terms or conditions.

I confirm, under oath, that this solicitation response is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a response for the same product or service. I further certify that no officer, employee or agent of the Aviation Authority or any other Respondent has a financial interest in this solicitation response. I further confirm that I have executed this Respondent's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

Respondent (Company) Name: SOUTHEAST AIRPORT SERVICES, INC.

Authorized Signature: _____

Type Name/Title: CLINTON WILLIAMS | PRESIDENT

Date: 11/10/2025

State of FLORIDA County of ORANGE

This instrument was sworn and subscribed before me
on 11/10/2025 by _____

who is personally known to me / presented ID #
dl#W452-100-58-121-0.

Notary's Signature: _____

Notary Commission #: HH625046

Notary Expiration: 01/01/2029

[NOTARY SEAL]



BABY RUTH ORLANDA
Notary Public
State of Florida
Comm# HH625046
Expires 1/1/2029

LETTER OF INTENT/AFFIRMATION
Local Developing Business (LDB) / Veteran Business Enterprise (VBE)
(This page shall be submitted for each LDB/VBE Firm)

Respondent: Name ACTS- Airport Services, Inc
Address 2700 S. River Rd. Suite 211.
City Des Plaines State IL Zip 60018

LDB/VBE Firm: Name East Coast Protective Services, Inc. dba- Southeast Protection Services, Inc
Address 301 McCullough Drive, Suite 400
City Charlotte State NC Zip 28262

LDB/VBE Contact: Name: Clinton Williams Phone (407) 419-7085
Email: cwilliams@seairportservices.com

LDB/VBE Certification Agency: GOAA Expiration Date 1/18/2026

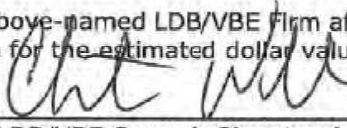
Scope of Work	Quantity	Rates	Total
Security Checkpoint Support Services			
Divesting Agents	224 HPW	\$30.44	\$355,537/ Annually
Security Checkpoint Support Agents	168 HPW	\$25.63	\$224,514/Annually

Year 1:	\$ \$585,346.08	Year 4:	\$ \$639,638.23
Year 2:	\$ \$602,911.52	Year 5:	\$ \$658,829.02
Year 3:	\$ \$620,996.67		

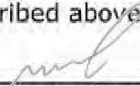
Total Term Value: \$ 3,107,721.52 Percent of Total Bid: 11 %

AFFIRMATION:

The above-named LDB/VBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By:  President 12/22/2025
(LDB/VBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named LDB/VBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By:  President 12/22/2025
(Respondent's Authorized Signature) (Title) (Date)

In the event the Respondent does not receive award of the prime Contract, any and all representations in this Letter of Intent/Affirmation shall be null and void.