



GREATER ORLANDO AVIATION AUTHORITY

**REQUEST FOR PROPOSALS (RFP)
24-117-RFP**

INFORMATION TECHNOLOGY SPECIALIST STAFF

Contract Term:	August 1, 2024, to July 31, 2029
Contractor:	ServiceTec International, Inc.
Department:	Information Technology
Performance Bond:	July 18, 2024, to July 31, 2025

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1.0 CONTRACT

This Agreement/Contract is made and entered into effective as of August 1, 2024, by and between the **GREATER ORLANDO AVIATION AUTHORITY, One Jeff Fuqua Boulevard, Orlando, Florida 32827-4399**, a public and governmental body, existing under and by virtue of the laws of the State of Florida, hereinafter called the Aviation Authority, and **SERVICETEC INTERNATIONAL, INC. #950 Herndon Parkway, Suite #380, Herndon, VA 20170**, 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 provide all help desk Information Technology Specialist staff, administrative oversight, and other items necessary or proper for, or incidental to, performing Information Technology Operations Center (ITOC)/Helpdesk Services twenty-four (24) hours per day seven (7) days per week, on-site services, three-hundred sixty-five (365) days, and Telecommunications Field Technicians Specialists, Monday through Friday from 8:00 a.m. to 5:00 p.m. and all other items necessary or proper for, or incidental to, performing its obligations under **Procurement 24-117-RFP, INFORMATION TECHNOLOGY SPECIALIST STAFF**, at the Greater Orlando Aviation Authority, in accordance with the Contract Documents which consist of the Contract, Response Price Form Page, the General Information, the Special Conditions, the Specifications, the Terms and Conditions, the Federal Provisions, any Addenda issued prior to the execution of the Contract, and the Request for Responses, 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 **Response Price Form Page** subject to such additions and deductions as may be provided in the Contract Documents and any duly approved and executed amendments thereto.

2. SCOPE OF WORK/SPECIFICATIONS TO BE PROVIDED BY CONTRACTOR

2.0 Overview

The Contractor shall provide all help desk Information Technology Specialist Staff, administrative oversight, and other items necessary or proper for, or incidental to, performing Information Technology Operations Center (ITOC)/Helpdesk Services twenty-four (24) hours per day seven (7) days per week, on-site services, three-hundred sixty-five (365) days, Desktop Support and Telecommunications Field Technicians Specialists, Monday through Friday from 8:00 a.m. to 5:00 p.m. The Contractor's staff shall provide technical assistance to the Aviation Authority's users of computers, networks, servers, portable devices, and peripheral devices, including maintaining and troubleshooting operations and communications hardware and applications and/or system software and peripheral devices in a predominantly Microsoft Windows environment with minor Apple OSX and iOS requirements at the OIA and OEA in accordance with the Contract Documents.

2.1 Definitions

- a. Average Resolution Time: The average time taken to resolve an incident.
- b. Average Initial Response Time: The average time taken to respond to each incident.
- c. AAR: The Aviation Authority Representative.
- d. Escalation: Transferring the ownership of a ticket based on a functional or hierarchical need.
- e. Event: An occurrence that has significance for the management of a service or asset.
- f. Failure: An occurrence where a service or asset does not function according to the agreed Service Level Agreement (SLA).
- g. First Call Resolution Rate: The percentage of incidents resolved in the first call.
- h. Hierarchical Escalation: The act of transferring the ownership vertically to a relevant authority.
- i. Impact: A measure of the severity of an incident.

- j. Incident: Any disruption to the Aviation Authority's IT services that affects anything that interrupts business continuity.
- k. Incident Backlog: The number of incidents that are pending in the queue without a resolution.
- l. Incident Management: The process of managing the life cycle of all incidents to restore normal service operations as quickly as possible and minimize business impact.
- m. Incident Prioritization: Assigning priorities to incidents and defining what constitutes a major incident.
- n. ITOC: Information Technology Operations Center. The point of communication between the Contractor's technicians and the Aviation Authority's users.
- o. Major Incident: It is a high-impact, urgent issue that usually affects the whole Aviation Authority or a major part of it.
- p. Mean Time Between Failures (MTBF): A measurement of how frequently a service or asset fails.
- q. Mean Time to Detect: A measurement of how quickly a potential threat to a service or configuration item is detected.
- r. Mean Time To Repair/Resolve/Respond/Recover (MTTR): A measurement of how quickly a service is restored after failure.
- s. Normal Service Operation: A service operation that adheres to the Service Level Agreement (SLA)-what is this?.
- t. Number of Repeat Incidents: The number of identical incidents logged within a specific time frame.
- u. Percentage of Major Incidents: The number of major incidents compared to the total number of incidents.
- v. Problem: A cause or potential cause of one or more incidents.
- w. Reopen Rates: The percentage of resolved incidents that were reopened.
- x. Response Time: The time from when Contractor's technician creates an incident report (which includes leaving a phone message, sending an email, or using an online ticketing system) and when the Contractor's technician

actually responds (automated responses do NOT count) and lets the client know it is being addressed.

- y. Resolution Time: The amount of time between when the Contractor's technician first creates an incident report and when that problem is actually solved.
- z. Urgency: A measure of how quickly an incident needs to be resolved.

2.2 Regulations

- a. 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.
- b. Contractor shall comply with all health and sanitary regulations adopted by all applicable governing bodies. Contractor shall give access for inspection purposes to any duly authorized representative of such governing bodies.
- c. The Contractor shall obtain all permits, 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.
- d. 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 Contract work.

2.3 Hours to Perform Services:

Standard Work Hours for the Information Technology Specialists and Telecommunication Field Technician Specialists:

- a. The Information Technology Specialists shall deliver on-site customer support twenty-four (24) hours per day seven (7) days per week including holidays. Final work schedules will be approved by the AAR.
- b. The Telecommunication Field Technician Specialists shall deliver on-site customer support Monday through Friday from 8:00 a.m. to 5:00 p.m. (EST) including holidays. Final work schedules will be approved by the AAR.
- c. Emergency Condition: In the event of an emergency condition is declared by the Aviation Authority's Chief Executive Officer, Chief Administrative Officer, Vice President of Maintenance or their respective designees, the

Contractor will perform work during such hours as specified by the Aviation Authority.

- d. Sign-In and Sign-Out Log: Contractor's personnel shall sign-in and sign-out via Contractor's payroll website.
- e. Reimbursable Charges: Charges will be for actual hours worked on the Aviation Authority's site. Contractors invoice time must match the Contractors sign in/out timekeeping software. Time required for travel to and from the Aviation Authority's site is not eligible for reimbursement. Such time should be included in the Contractor's overhead cost.
- f. Overtime: The Contractor shall only be reimbursed for overtime hours as pre-authorized in writing by the AAR. 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.

2.4 Contractor'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. 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.
- g. 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.
- g. The Contractor shall provide adequate staffing on each shift with the understanding that the majority of the Incidents will most frequently be conducted during 8:00 a.m. – 5 p.m.
- h. The Contractor shall familiarize its employees with the operational and maintenance procedures and responsibilities for the services to be performed under this Contract.
- i. The Contractor shall notify the AAR as soon as possible if a vacancy in the staffing plan occurs and shall provide the AAR with the Contractor's plan and time table to refill such vacancy.
- j. Upon request, a copy of the staffing schedule, time sheets, and or employee time cards shall be provided to the AAR or other Aviation Authority representatives who may have need for this information.
- k. The Contractor shall be prepared to provide staffing beyond what would be considered Standard Hours due to irregular operations that might arise. These activities may extend the contracted personnel's labor hours and shorten maintenance downtime. The Contractor shall also increase staffing as requested by the AAR.
- l. The Aviation Authority reserves the right to change personnel requirements in relation to work requirements.

- m. The AAR will require that Contractor's technicians provide certifications, and resumes indicating their experience knowledge and ability to perform the requirements of their positions. The Aviation Authority reserves the right to deny any employee selected for any position at any time.
- n. 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.
- o. The Contractor must advise the AAR in writing within forty-eight (48) hours of receipt of a notice of resignation or the termination of personnel.
- p. The following list of positions includes but is not limited to all personnel necessary to satisfactorily meet the requirements of this Contract. Contractor's technicians will be based at the Aviation Authority's Information Operations Center and shall devote his/her time exclusively to the ITOC's operations related to this Contract at the Orlando International Airport.
- q. **The Contractor must also provide any other personnel deemed necessary to meet the requirements of the Contract.**
- r. **The Contractor is encouraged to solicit a portion of the start-up staff from the existing Contractor qualified employees.**

2.5 Junior IT Systems Specialist

Contractor shall provide a minimum **of eleven (11) full-time Junior IT Specialists** to provide support and assistance to IT staff, and others as required. The Junior IT Specialists shall have:

- a. A college diploma or university degree in the field of Computer Science, Information Technology, or related field and/or two (2) years equivalent work experience.
- b. Working knowledge of MS Windows and Windows based software.
- c. Thorough knowledge of computer hardware diagnostics and repair required.
- d. Proven experience in supporting Large Area Networks (LAN), servers, switches, and networking equipment.

- e. Proven experience with installation, maintenance and troubleshooting of system hardware, software, desktop support, and printers or equivalent systems and hardware.
- f. Experience and proficiency with the following applications and devices: Microsoft Windows 10, Microsoft Word, Excel, and PowerPoint, Microsoft Outlook including calendaring, contacts, PST files, rules wizard and delegate rights, Adobe, Smartphone devices, VPN, Network Printers (HP).
- g. Understanding and working knowledge of Transmission Control Protocol/Internet Protocol TCP/IP and Multicast technologies.
- h. Working knowledge and understanding of Active Directory.
- i. Ability to carry tools, test equipment and replacement equipment (up to 50lbs) independently and unaided.
- j. A+, Net+, MCP, MCSE or relevant certifications are preferred.

2.6 Senior IT Systems Specialist

Contractor shall provide a minimum of **one (1) full-time Senior IT Specialist** to provide support and assistance to IT staff, and others as required. The Senior IT System Specialist shall have:

- a. Associate Degree in Science and ten (10) year experience.
- b. Certified in Cisco routing, switching, and CCNA, MCSE and/or MCSA Certifications in Windows Server 2008/2012, and CISSP.
- c. Experience in configuring and managing Microsoft Server 2008/2012, and Linux Server Operating Systems in a CISCO network enterprise environment.
- d. Thorough knowledge of Microsoft Server technologies, particularly Active Directory Administration.
- e. Strong knowledge of managing and configuring Cisco routers and switches.
- f. Strong knowledge of managing and configuring firewalls and network technologies.
- g. Experience with Aruba Networks and Wi-Fi Technologies.
- h. Experience with VOIP telephony equipment, Call Pilot, Nortel CS1000, and Avaya products.

- i. Experience with UC Network Management Monitoring applications – Virtualization Performance and Fault Manager (VPFM).

2.7 Telecommunication Engineering Specialist

Contractor shall provide a minimum of **two (2) full-time Telecommunication Engineering Specialists** to provide support and assistance to the Telecommunication staff, and others as required. The Telecommunication Engineering Specialist shall be a full-time employees of the Contractor based at the Aviation Authority's Information Operations Center and shall devote his/her time exclusively to the Telecommunication Engineering operations related to this Contract at the Orlando International Airport. The Telecom Engineering Specialist shall have:

- a. A minimum of ten (10) years of experience in the Telecommunication Engineering Specialist.
- b. Certified on Avaya ACSS (preferable), Avaya Communication Manager, Avaya Aura Session Manager, and Avaya System Manger.
- c. Knowledge of T-1 ISDN, VOIP and fiber testing procedures and equipment.
- d. Excellent customer interaction skills.
- e. Good troubleshooting skills.
- f. Willingness to learn in a fast-paced environment.
- g. Proven ability to work independently.
- h. Strong communication skills.
- i. Exhibits a strong work ethic and accountability to deadlines.
- j. Must be competent in all Microsoft Office applications, have a good understanding of basic telephony.
- k. Must have experience in Avaya CM, Avaya Aura Messaging, auto-attendant applications & programming skills.

2.8 Aviation Authority's Responsibilities

- a. The Aviation Authority will provide the Contractor with office space and parking for the Contractor's employees while performing the work specified herein.

- b. The Aviation Authority will make available for the Contractor's research and use of the Aviation Authority's library of record documents for the Aviation Authority's existing facilities, and other information pertinent to the Scope of Work which may be available, However, it is the Contractor's responsibility to verify all applicable information shown on the Aviation Authority's record documents or any other information provided by the Aviation Authority prior to relying upon such information for performance of the services.
- c. The Aviation Authority will allow the Contractor reasonable access to facilities controlled by the Aviation Authority to enable the Contractor to perform the services. The Contractor agrees that such rights of access shall not be exercised in a manner or to such extent as to impede or interfere with the operation of the Aviation Authority's facilities, or with the operations of the Aviation Authority's licensees, or the applicable owner of such facilities. The Contractor further agrees to abide by all applicable regulations regarding access to the Aviation Authority's facilities, including access to the AOA.

2.9 Performance Requirements

- a. All services shall follow the highest standards prevailing in the industry, as well as applicable codes, rules, regulations, laws, and practices governing the work. The measure will be met and maintained by effective communications with the Aviation Authority stakeholders, regular operations management reviews, and industry best practices.
- b. The Contractor shall hire or contract with a sufficient number of employees or contractors so as to enable it to conduct the Selected Contractor's operation and perform the Services as authorized and required hereunder;
- c. Contractor shall perform all of its obligations and functions under the Contract in accordance with Contract specifications, industry standards and manufacturers' specifications.
- d. The Contractor shall adjust and coordinate its activities to the needs and requirements of the Aviation Authority and perform its activities so as not to annoy, disturb, endanger, unreasonably interfere with or delay the operations or activities of the Aviation Authority.

2.10 Priority Levels

PRIORITY LEVEL	DEFINITION
Priority 1	Issue is critical to the Aviation Authority – the application or process is down.
Priority 2	Issue is severe, but there is a work around the Aviation Authority can use.
Priority 3	Issue is a non-severe support call from the Aviation Authority
Priority 4	Issue is non-critical for the Aviation Authority and can be addressed within a reasonable timeframe to prevent them from escalation into more significant issues.

2.11 Response and Resolution Time

Priority Level	Maximum Number of Days a Support Call is Open	Support Managers Review Open Calls
1	Less than a day	Daily
2	3 Days or less	Daily
3	3 Days or less	Daily
4	3 Days or less	Daily

2.12 Help Desk/Help Ticket Support

The Aviation Authority will provide ServiceNow ticket system to perform the ITOC.

2.13 Training

- a. The Contractor shall be responsible for training of the Contractor's personnel in the performance of their duties.
- b. The Contractor shall be responsible for training, safety, quality control and quality assurance programs which includes but is not limited to the following:
 1. Ensure all performed services meet the established standards of quality including reliability, usability and performance.
 2. Develop and administer all training. Identify training needs and organize training interventions to meet quality standards.
 3. Determine what needs to be taught, finding or creating materials/classes and working with subject matter experts while selecting appropriate training delivery methods.

2.14 Transition Plan

Contractor shall submit a Transition Plan describing how it plans to staff and start operations, and bring about a smooth transition of the work. The plan shall consist of a schedule that addresses how Contractor will handle the problems which Contractor anticipates will be encountered to begin operations under this Contract and shall include the time periods needed for the hiring and training of employees, planned interface with the Aviation Authority, the processing of I.D. badges, etc.

2.15 Major Incidents

Contractor's technicians shall assess major incidents and provide solutions to reduce and control the impact of a major incident. Once a major incident has been identified, Contractor's technicians shall communicate to the AAR, and Technical

Team; an incident ticket shall be created to discover and identify the cause of the major incident.

2.16 Data Ownership

All documents prepared or accumulated by the Contractor in rendering the services shall be the sole property of the Aviation Authority, and the Contractor shall be vested with all rights therein of whatever kind and how was created, provided; however, the Contractor shall have no liability to the Aviation Authority for the Aviation Authority's use of the Contractor's work product unless used in connection with this Contract or any Amendments thereto, or for the Aviation Authority's use of work product of the Contractor which is delivered to the Aviation Authority in incomplete form, accompanied by written notice to the Aviation Authority that such work is incomplete describing in sufficient detail why the documents are incomplete. No reports, maps, drawings, specifications, or other documents produced in whole or in part under this Contract shall be the subject of any application for copyright by or on behalf of the Contractor or any of its Subcontractors.

2.17 Compensation and Deductions

The Contractor is encouraged to find and remedy issues during the working day proactively. Deductions will be applied to a performance rate of less than 97%.

Performance Rate	Applicable Deductions
98-99%	Remedial action will be taken.
95-97%	4% deduction for affected billing cycle
Less than 95%	5% deduction for affected billing cycle

2.18 Maintenance and Records

Contractor shall maintain complete and accurate records relating to all Services rendered by the Contractor pursuant to this Contract. Records shall be kept in a form reasonably acceptable to the Aviation Authority. Records and invoices for Services shall include all of the information required in order to determine the Contractor's monthly hours for each employee rendering Services hereunder, and shall identify the Services rendered by each employee in a manner acceptable to the Aviation Authority. Records for Reimbursable Expenses shall identify the nature and amount of each expense the date on which it was incurred, and the task to which the expense relates.

2.19 Use 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, and leave the site clean and ready for occupancy by the Aviation Authority.

2.20 On-Site Communications:

The Contractor shall provide, at its sole cost inclusive of any and all maintenance costs, Contractor communication devices such as, but not limited to, mobile devices.

2.21 Safety and Protection

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.

2.22 Additional Services

If during the contractual period additional positions are needed, the selected Contractor may, at the discretion of the Aviation Authority, be engaged to provide these positions. The Contractor, shall upon receipt of the written request from the AAR or designee, shall provide such additional positions. All additional positions will be documented by engagement memoranda to be approved by the Aviation Authority prior to the performance of any additional positions.

2.23 Non-Exclusive Services

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

2.24 Current Commercial Products in Use by the Aviation Authority

The Aviation Authority currently use the following commercial products:

- a. Oracle Financial Applications, including e-Business Suite, and Oracle Fusion.
- b. Middleware.
- c. Oracle Planning and Budget.
- d. Oracle Database + Dataguard.
- e. Oracle OBIEE.
- f. Oracle SOA Suite.
- g. Oracle Weblogic.

- h. Amadeus PROPworks.
- i. Kronos Workforce Management.
- j. ESRI ArcGIS & Portal
- k. Autodesk AutoCAD & Revit.
- l. IBM Maximo.
- m. IBM WebSphere.
- n. SITA Com-Net Multi User Flight Information Display System (MUFIDS).
- o. Skidata and GateKeeper Parking Revenue Control System.
- p. SITA Common Use Passenger Processing (CUPPS).
- q. SITA Common Use Self-Service (CUSS).
- r. SITA Resource Management System (RMS).
- s. SITA Automated Passport Control (APC).
- t. Fire Alarm Monitoring.
- u. Motorola RF Communications.
- v. Jervis B. Webb/Siemens Baggage Handling System(s).
- w. MC2/Schneider Electric Building Operating System - Lighting and HVAC monitoring and control.
- x. Eaton Power Xpert Electrical Power Monitoring.
- y. Siemens Airfield Solution/ADS airfield lighting system.
- z. Schindler LiftNet Elevator Management System
- aa. Bombardier and Mitsubishi Automated Ground Transportation (AGT) monitoring and control..
- bb. CCure Access Control System (ACS).
- cc. Quantum SAFE physical identity management System.
- dd. Loronix, Genetech, Qognify (Nice) Video Management Systems, Digital Video.
- ee. Recording Systems.
- ff. IED Paging System.
- gg. GCR Airport IQ Operations Centers.
- hh. SSI computer based training.
- ii. Avaya PodFx.
- jj. Avaya CM.
- kk. Avaya Aura Messaging.
- ll. Avaya Experience Portal.
- mm. Avaya Aura Conferencing.
- nn. Mutare Message Mirror.
- oo. Mutare Voice Forms.
- pp. Microsoft Skype for Business.
- qq. Microsoft Exchange Services.
- rr. Microsoft SharePoint.

- ss. Microsoft SQL Server.
- tt. Microsoft System Center Configuration & Operations Manager.
- uu. Mobile Device Management Services (Airwatch.)
- vv. Microsoft Windows Operating System servers, including clusters, virtual servers and blade servers.
- ww. Netplus Telemanagement System.
- xx. Linux based servers.
- yy. Juniper and Palo Alto Software for intrusion prevention, detection, correction and reporting (e.g., Intrusion Prevention Systems (IPS) and firewalls).
- zz. F5 Load Balancer/applications delivery controller.
- aaa. Cisco core switches.
- bbb. Cisco edge switches.
- ccc. Cisco security platforms.
- ddd. Aruba 802.11 wireless controllers, Clearpass, location engine, access points, and beacons.
- eee. Aruba Meridian platform/SDK.
- fff. Solar Winds performance monitoring and trends, control and diagnostics.
- ggg. Planview PPM.
- hhh. ServiceNow.
- iii. K2 Blackpearl.
- jjj. Contentful CMS.
- kkk. Word Press.
- lll. YCD Cnario digital signage products.
- mmm. Synect multi monitor content creation, management and delivery systems.
- nnn. Native iOS and Android platform development.
- ooo. McAfee Suite of endpoint and network products.
- ppp. Splunk.
- qqq. Rapid Nessus.
- rrr. ProofPoint.

3.0 AVIATION AUTHORITY STANDARD TERMS AND CONDITIONS

3.1 Awards

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; to reject any and all Responses or waive any minor irregularity or technicality in Responses received. Contractors are cautioned to make no assumptions unless their Response has been determined as meeting the Minimum

Requirements and being responsive and responsible. All awards made as a result of this Response shall conform to applicable policies of the Aviation Authority. The Aviation Authority may return, for full credit, any unused items received which fail to meet the Aviation Authority's performance standards. The Aviation Authority reserves the right to cancel an awarded Response upon due cause—i.e., Contractor misrepresentation, Contractor negligence, non-performance, etc. via written notice.

3.2 Responsible Vendor Determination

Respondents are hereby notified that Section 287.05701, Florida Statutes, requires that the Aviation Authority may not request documentation of or consider a vendor's social, political, or ideological interests when determining if the vendor is a responsible vendor.

3.3 Additional Terms & Conditions

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.

3.4 Purchasing Agreements With Other Governmental Entities

Aviation Authority permits the awarded Contractor(s) 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 awarded Contractor (s).

3.5 Lobbying Statement

All firms are hereby placed on notice the Aviation Authority Board and staff shall not be contacted about this Response. Firms and their agents are hereby placed on notice that they are not to contact members of the Aviation Authority staff and/or Committee/Board member (with the exception of designated Purchasing Liaison). Public meetings and public deliberations of the Selection Committee are the only acceptable forum for the discussion of merits of products/services requested by the Request for Response; and written correspondence concerning Responses may be submitted to the Purchasing 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 evaluation of the Solicitation. Any official communication from a Respondent during the Response process should be submitted in writing to the Greater Orlando Aviation Authority, **GOAA Annex Building, Purchasing Department, 5855 Cargo Road, Orlando, FL 32827- 4399** or via the e-Procurement Platform as directed during the Response process. A copy of the Administration Policies (Sections 180.01 and 180.03) are available upon request

from the Chief Administrative Officer. Failure to adhere to these requirements could result in Board 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 (23))

3.6 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 Aviation 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: GOAA@integritycounts.ca, or through the online reporting form at <http://www.integritycounts.ca/org/GOAA>. 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.

3.7 EEO Statement

Contractors 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.

3.8 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 Consultant has full responsibility to monitor compliance to the referenced statute or regulation. The Consultant must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

3.9 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 (also known as Consultant) must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Consultant retains full responsibility to monitor its compliance and their Subcontractor's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Consultant 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.

3.10 Discounts

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

3.11 Pricing

Firm prices shall be proposed and include FOB DESTINATION, for all packing, handling, shipping charges, fuel surcharges and delivery, unless otherwise indicated, to any point within the Aviation Authority to a secure area or inside delivery. All prices, costs, and conditions shall remain firm and valid for 90 days from the date of opening. The obligations of Aviation Authority under this award are subject to the availability of funds lawfully appropriated for its purpose by the State of Florida and/or the Aviation Authority Board.

3.12 Incurred Cost

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

3.13 Errors

In the event of extension error(s), the unit price will prevail. In the event of addition error(s), the extended totals will prevail. In either case, the Contractor's total offer will be adjusted accordingly.

3.14 Taxes

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

3.15 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.

3.16 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.

3.17 Indemnification

The successful Contractor shall indemnify, defend and hold completely harmless the Aviation Authority and the City of Orlando, Florida ("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, from and against any and all liabilities (including statutory liability and liability under Workers' Compensation Laws), losses, suits, claims, demands, judgments, fines, damages, costs and expenses (including all costs for investigation and defense thereof, including, but not limited to, court costs, paralegal and expert fees and reasonable attorneys' fees) which may be incurred by, charged to or recovered from any of the foregoing: (a) by reason or on account of damage to or destruction or loss of any property of Aviation Authority or the City, or any property of, injury to or death of any person resulting from or arising out of or in connection with the performance of this Contract, or the acts or omissions of Contractor's directors, officers, agents, employees, Subcontractors, licensees or invitees, regardless of where the damage, destruction, injury or death occurred, unless such liability, loss, suit, claim, demand, judgment, fine, damage, cost or expense was proximately caused solely by Aviation Authority's negligence or by the joint negligence of Aviation Authority and any person other than Contractor or Contractor's directors, officers, agents, employees, Subcontractors, licensees, or invitees, or (b) arising out of or in connection with the failure of Contractor to keep, observe or perform any of the covenants or agreements in this Contract which are required to be kept, observed or performed by Contractor, or (c) arising out of or in connection with any claim, suit, assessment or judgment prohibited by this condition or in favor of any person described in below, or (d)

arising out of or in connection with any action by Contractor or its directors, officers, agents, employees, Subcontractors, licensees or invitees. Aviation Authority agrees to give Contractor reasonable notice of any suit or claim for which indemnification will be sought hereunder, to allow 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 section, Contractor shall engage counsel reasonably acceptable to Aviation Authority. In any suit, action, proceeding, claim or demand brought in respect of which the Aviation Authority may pursue indemnity, the Aviation Authority shall have the right to retain its own counsel. The fees and expenses of such counsel shall be at the expense of the Aviation Authority unless the Contractor and the Aviation Authority shall have mutually agreed to another arrangement. In the event Contractor fails, within a reasonable time to retain counsel satisfactory to the Aviation Authority, the Aviation Authority may retain counsel and Contractor shall be responsible for such legal fees, costs and expenses. In the event, the Aviation Authority and the Contractor are both named parties in any such proceeding and, in the sole judgment of the Aviation Authority, representation of both the Aviation Authority and the Contractor by the same counsel would be inappropriate due to actual or potential differing interests between them then Aviation Authority shall obtain its own counsel and Contractor shall be responsible for such legal fees, costs and expenses. The indemnification provisions of this Section 5 shall survive the expiration or earlier termination of this Contract with respect to any acts or omissions occurring during the term of the Contract. 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 Section 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.

3.18 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.

3.19 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 Agreement 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.

3.20 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 agreement and refund to the Aviation Authority the payments actually made to Contractor under this agreement.

3.21 Optional 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 Agreement 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.

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

In the course of performing the Agreement 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, Subcontractors, and sub-consultants 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 Agreement. The provisions of this Section shall survive the expiration or earlier termination of the Agreement.

3.23 Training

If specified, supplier(s) 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.

3.24 Acceptance

Items may be tested for compliance with the Specifications. Items delivered not conforming to specifications may be rejected and returned at Contractor’s expense. Any increase in cost may be charged against the Contractor.

3.25 Safety Warranty

The selling dealer, distributor, supplier, and manufacturer shall be responsible for having complied with all Federal, State and local standards, regulations, and laws concerning the equipment specified and the use thereof, applicable and effective

on the date of manufacture including safety and environmental standards as apply to both private industry and governmental agencies.

3.26 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.

3.27 Conflict of Interest:

The award hereunder is subject to provisions of State of Florida Statutes. All Contractors must disclose with their bid the name of any officer, Vice President, or agent who is also an employee of the Aviation Authority. Further, all Contractors must disclose the name of any Aviation Authority employee who owns, directly or indirectly, an interest of ten percent (10%) or more in the Contractor's firm or any of its branches.

3.28 Drug-Free Workplace

Whenever two or more Responses, which are equal with respect to price, quality, and service, are received by the Aviation Authority for the procurement of commodities or Contractual services, a Response received from a business that has implemented a drug-free workplace program per 287.087, Fla. Stat. shall be given preference in the award process.

3.29 Discriminatory Vendor List

An entity or affiliate placed on the Discriminatory Vendor List shall not submit a Response for a Contract to provide goods or services to a public entity, shall not submit a Response on a Contract with a public entity for the construction or repair of a public building or perform any public work, shall not submit Responses for leases of real property to a public entity, shall not award or perform work as a Contractor, supplier, Subcontractor, or consultant under any Contract with any public entity, and shall not transact business with any public entity per 287.134(3)(d), Fla. Stat.

3.30 Public Entity Crimes

All Contractor are hereby placed on notice that a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a Response on a Contract to provide any goods or services to a public entity, may not submit a Response on a Contract with a public entity for the

construction repair of a public building or public work, may not submit Responses on leases of real property to a public entity, may not be awarded or perform work as a Contractor, supplier, Subcontractor, or consultant under a Contract with a public entity, and may not transact business with any public entity in excess of the threshold amount provided in 287.017 Fla. Stat. for CATEGORY TWO (currently \$35,000) for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

[Convicted Vendor List / Vendor Registration and Vendor Lists / State Agency Resources / State Purchasing / Business Operations / Florida Department of Management Services - DMS \(myflorida.com\)](#)

3.31 Scrutinized Companies

Awarded Contractor shall certify that it and its Subcontractors are not on the Scrutinized Companies that Boycott Israel List. Pursuant to Section 287.135, F.S. If the Agreement is for more than \$1,000,000 the Contractor further certifies that it and its Subcontractors are also not on the Scrutinized Companies with Activities in Sudan, Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria as identified in Section 287.135, F.S. For Contracts of any amount, if the Aviation Authority determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, the Aviation Authority shall either terminate the Contract after it has given the Contractor notice and an opportunity to demonstrate the Aviation Authority's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the Aviation Authority may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met. For Contracts \$1,000,000 and greater, if the Aviation Authority determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies with Activities in the Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the Aviation Authority shall either terminate the Contract after it has given the Contractor notice and an opportunity to demonstrate the Aviation Authority's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the Aviation Authority may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met. The Contractor agrees to observe the above requirements for applicable subcontracts entered into for the performance of work under this Agreement. As provided in Subsection 287.135(8), F.S., if federal law ceases to authorize these Contracting prohibitions, this section shall become inoperative and unenforceable.

3.32 Licenses and Certifications

The awarded Contractor will be required to secure, at its expense and show proof of the proper business tax receipt and/or any other license/certification required of the applicable service/work being performed. Prior to award, the apparent low Contractor will be required to provide proof of license and/or certification within two (2) business days of the posted awarded recommendation and submit copies of license/certifications to the Purchasing Department. The successful Contractor is responsible for obtaining all permits necessary to construct the project. The Aviation Authority does not exempt itself from permitting requirements. The Contractor shall pay all Aviation Authority permit, inspection and impact fees required for the project or services required under this Contract; all other fees for permits required by agencies/municipalities other than the Aviation Authority shall be the responsibility of the awarded Contractor.

3.33 Subcontractors

The Contractor shall be fully responsible for all acts and omissions of the Subcontractors 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 Subcontractor is employed, the Contractor shall:

- a. Obtain approval in advance by the Aviation Authority.
- b. Continuously monitor the Subcontractor's performance, shall remain fully responsible to ensure that the Subcontractor performs as required and itself perform or remedy any obligations or functions which the Subcontractor 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 Subcontractor in the same manner as they apply to the Contractor. However, such application shall neither make any Subcontractor a party to this Contract, nor make such Subcontractor 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 Subcontractor) 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 Subcontractor 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 Subcontractor, including, in particular, any obligations of payment.

- f. If the Contractor has qualified as an MWBE or LDB program participant with respect to this Contract, Contractor may not subcontract the performance of services hereunder to an entity that has not received MWBE or LDB certification, unless the MWBE and LDB Participation Goals are separately met by a qualified portion of the Contract being performed by the Contractor or by one or more other Subcontractors that are MWBE and/or LDB certified.

3.34 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.

3.35 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.

3.36 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 agreement/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.

3.37 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 Contractor 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.

3.38 Funding

Obligation of the Aviation Authority for payment to a Contractor is limited to availability of funds appropriated in a current fiscal period, and continuation of contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise authorized by law.

3.39 Contract 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 Agreement, or if Contractor shall violate any of the covenants, agreements, or stipulations of this Agreement, the Aviation Authority shall thereupon have the right to terminate this Agreement 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 Agreement 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 Agreement 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 Agreement 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.

3.40 Contractor Responsibilities

Contractors, by submitting a Response, certify that it understands all planning, coordinating, and implementation of the described services shall be done through personal contact between the Contractor and the Aviation Authorized Representative (AAR), and that telephone contact and mail correspondence may, in some cases, not be appropriate. Aviation Authority approved representatives of the Contractor shall be available to meet with the AAR, as may be required, to accomplish the Aviation Authority's objectives as effectively and efficiently as possible, during all phases of this agreement/Contract/Response.

3.41 Supervision of Contract Performance

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.

3.42 Monitoring of Work

The Contractor shall provide the AAR with every reasonable opportunity to ascertain whether or not the work, as performed, is in accordance with the requirements of the Contract. The Contractor shall designate, in writing, a person to serve as liaison between the Contractor and the Aviation Authority.

3.43 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 submit for payment by the Aviation Authority the amounts billed to Contractor by Subcontractors in the billing/payment request submitted first after receipt of the applicable Subcontractor invoice. Contractor shall remit payment to Subcontractors/suppliers, based upon Subcontractors/suppliers invoice, not later than seven (7) days following receipt of payment from the Aviation Authority if

Aviation Authority makes payment through an electronic funds transfer, and not later than fifteen (15) days from payment by the Aviation Authority if Aviation Authority makes payment through a paper draft or check. Contractor may not submit to the Aviation Authority for payment any amount based on an invoice of a Subcontractor that Contractor disputes. Contractor shall notify the Aviation Authority promptly of any subcontract/supplier dispute.

3.44 Right To Audit Records

In performance of this Agreement, the Contractor shall keep books, records, and accounts of all activities related to the Agreement, in compliance with generally accepted accounting procedures. All documents, papers, books, records, and accounts made or received by the Contractor in conjunction with the Agreement and the performance of this Agreement 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 Agreement—unless such records are exempt from section 24(a) of Article I of the State Constitution and section 119.07(1), Fla. Stat.

3.45 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.

3.46 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: www.orlandoairports.net/publicrecords; , 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.

3.47 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.
- e. **Debarment and Suspension:**
 - 1) 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).
 - 2) 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.
 - a) 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).

- b) 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.
 - c) 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.
 - d) 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.
- f. **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).
- g. **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.
- h. **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.
- i. **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:

- 1) 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);
- 2) 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);
- 3) 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);
- 4) 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;
- 5) The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- 6) 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);
- 7) 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);
- 8) 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;
- 9) 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);
- 10) 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;

- 11) 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);
- 12) 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).

j. **Procurement of Recovered Materials:**

- 1) 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.
- 2) Competitively procured within a timeframe providing for compliance with the Contract performance schedule;
- 3) Meeting Contract performance requirements; or
- 4) At a reasonable price.
- 5) 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>.
- 6) 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.

3.48 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>

3.49 Additional FEMA Requirements.

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

- 1) Access to Records. The following access to records requirements apply to this Contract:
 - a) 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.
 - b) 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.
 - c) 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.
 - d) 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.

2) 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.

3) 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.

4) 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.

THE REMAINDER OF THIS PAGE IS INTENTIONALLY BLANK.

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.

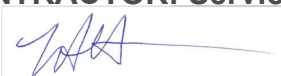
GREATER ORLANDO AVIATION AUTHORITY

By:  boxSIGN 1V3Q39J4-13V7557Z

Title: CEO

Date: Aug 18, 2024

“CONTRACTOR: ServiceTec International, Inc.”

By:  boxSIGN 42L9LYXW-4P7R59YR

Title: Group CFO

Date: Aug 12, 2024

APPROVED AS TO FORM AND LEGALITY

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

Name of Firm: Nelson Mullins Riley & Scarborough LLP

By:  boxSIGN 1R68P9LP-4P7R59YR

Date: Aug 13, 2024

2.0 PRICING TABLE

Pricing Table from Respondents Response

Description	Quantity	Unit of Measure	Hourly Rate	Total
YEAR ONE				
Junior IT Systems Specialist	10	Hourly	\$ 64.00	\$ 640.00
Desktop Support Staff	1	Hourly	\$ 66.00	\$ 66.00
Senior IT Systems Specialist	1	Hourly	\$ 101.00	\$ 101.00
Telecommunication Engineering Specialist	2	Hourly	\$ 93.00	\$ 186.00
	Total			\$ 993.00
YEAR TWO				
Junior IT Systems Specialist	10	Hourly	\$ 66.00	\$ 660.00
Desktop Support Staff	1	Hourly	\$ 68.00	\$ 68.00
Senior IT Systems Specialist	1	Hourly	\$ 105.00	\$ 105.00
Telecommunication Engineering Specialist	2	Hourly	\$ 96.00	\$ 192.00
	Total			\$ 1,025.00
YEAR THREE				
Junior IT Systems Specialist	10	Hourly	\$ 68.00	\$ 680.00
Desktop Support Staff	1	Hourly	\$ 71.00	\$ 71.00
Senior IT Systems Specialist	1	Hourly	\$ 109.00	\$ 109.00
Telecommunication Engineering Specialist	2	Hourly	\$ 99.00	\$ 198.00
	Total			\$ 1,058.00
YEAR FOUR				
Junior IT Systems Specialist	10	Hourly	\$ 71.00	\$ 710.00
Desktop Support Staff	1	Hourly	\$ 74.00	\$ 74.00
Senior IT Systems Specialist	1	Hourly	\$ 113.00	\$ 113.00
Telecommunication Engineering Specialist	2	Hourly	\$ 102.00	\$ 204.00
	Total			\$ 1,101.00
YEAR FIVE				
Junior IT Systems Specialist	10	Hourly	\$74.00	\$740.00
Desktop Support Staff	1	Hourly	\$77.00	\$77.00
Senior IT Systems Specialist	1	Hourly	\$117.00	\$117.00
Telecommunication Engineering Specialist	2	Hourly	\$106.00	\$212.00
	Total			\$1,146.00

Pricing Table from Respondents Response

Extended to Yearly Cost over 5 years

24-117-RFP for Information Technology Specialist Staff (ITOC)						
Description	Year	Quantity	Unit of Measure	# of Hours/Year	Hourly Rate	Total
Junior IT Systems Specialist	1	10	Hourly	2080	\$ 64.00	\$ 1,331,200.00
Desktop Support Staff	1	1	Hourly	2080	\$ 66.00	\$ 137,280.00
Senior IT Systems Specialist	1	1	Hourly	2080	\$ 101.00	\$ 210,080.00
Telecommunication Engineering Specialist	1	2	Hourly	2080	\$ 93.00	\$ 386,880.00
<i>Year 1 Total:</i>						\$ 2,065,440.00
Junior IT Systems Specialist	2	10	Hourly	2080	\$ 66.00	\$ 1,372,800.00
Desktop Support Staff	2	1	Hourly	2080	\$ 68.00	\$ 141,440.00
Senior IT Systems Specialist	2	1	Hourly	2080	\$ 105.00	\$ 218,400.00
Telecommunication Engineering Specialist	2	2	Hourly	2080	\$ 96.00	\$ 399,360.00
<i>Year 2 Total:</i>						\$ 2,132,000.00
Junior IT Systems Specialist	3	10	Hourly	2080	\$ 68.00	\$ 1,414,400.00
Desktop Support Staff	3	1	Hourly	2080	\$ 71.00	\$ 147,680.00
Senior IT Systems Specialist	3	1	Hourly	2080	\$ 109.00	\$ 226,720.00
Telecommunication Engineering Specialist	3	2	Hourly	2080	\$ 99.00	\$ 411,840.00
<i>Year 3 Total:</i>						\$ 2,200,640.00
Junior IT Systems Specialist	4	10	Hourly	2080	\$ 71.00	\$ 1,476,800.00
Desktop Support Staff	4	1	Hourly	2080	\$ 74.00	\$ 153,920.00
Senior IT Systems Specialist	4	1	Hourly	2080	\$ 113.00	\$ 235,040.00
Telecommunication Engineering Specialist	4	2	Hourly	2080	\$ 102.00	\$ 424,320.00
<i>Year 4 Total:</i>						\$ 2,290,080.00
Junior IT Systems Specialist	5	10	Hourly	2080	\$ 74.00	\$ 1,539,200.00
Desktop Support Staff	5	1	Hourly	2080	\$ 77.00	\$ 160,160.00
Senior IT Systems Specialist	5	1	Hourly	2080	\$ 117.00	\$ 243,360.00
Telecommunication Engineering Specialist	5	2	Hourly	2080	\$ 106.00	\$ 440,960.00
<i>Year 5 Total:</i>						\$ 2,383,680.00
Grand Total for 5 Years:						\$ 11,071,840.00

3.0 PERFORMANCE BOND

Performance Bond No.: GM234049

Performance Bond Expiration Date: July 31, 2025

PERFORMANCE BOND FORM

GREATER ORLANDO AVIATION AUTHORITY

KNOW ALL MEN BY THESE PRESENTS that
ServiceTec International, Inc., hereinafter called Principal, and
Great Midwest Insurance Company,

a corporation organized under the laws of the State of Texas
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 for Purchasing Solicitation 24-117-RFP, Information Technology
Specialist Staff, 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 1st day of July, 2024, 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:

ServiceTec International, Inc.

Principal (Name of Contractor)

Sarah Quackenbush

Witness

[Signature]

Witness

By: [Signature]
(Signature)

Its: SECRETARY, TREASURER
(Title)

(Seal)

Great Midwest Insurance Company

Name of Surety

[Signature]

Witness

Aimee M. Higginbottom

Witness

By: [Signature]
(Signature) Alyssa R. Michael

Its: Attorney-in-Fact
(Title)



Address: 800 Gessner Road, Suite 600
Houston, TX 77024

Telephone No.: 713-935-4800

Fax No.: 866-700-6988

E-Mail Address: alyssa.michael@hubinternational.com

(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 Section 3 of the Contract's Special Conditions.

OATH OF SECRETARY

GREATER ORLANDO AVIATION AUTHORITY

I, LYNNE ASHLEIGH HARRISON, certify that I am the Secretary of the corporation named as Principal in the foregoing Performance and/or Payment Bonds; that LYNNE ASHLEIGH HARRISON who signed the said Bond(s) on behalf of the Principal was then SECRETARY, TREASURER 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)



POWER OF ATTORNEY
Great Midwest Insurance Company

KNOW ALL MEN BY THESE PRESENTS, that **GREAT MIDWEST INSURANCE COMPANY**, a Texas Corporation, with its principal office in Houston, TX, does hereby constitute and appoint:
BARRY HORGAN, WILLIAM L. LABBE, ANNE M. HIGGINBOTTOM, ALYSSA R. MICHAEL

its true and lawful Attorney(s)-In-Fact to make, execute, seal and deliver for, and on its behalf as surety, any and all bonds, undertakings or other writings obligatory in nature of a bond.

This authority is made under and by the authority of a resolution which was passed by the Board of Directors of **GREAT MIDWEST INSURANCE COMPANY**, on the 1st day of October, 2018 as follows:

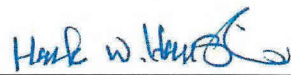
Resolved, that the President, or any officer, be and hereby is, authorized to appoint and empower any representative of the Company or other person or persons as Attorney-In-Fact to execute on behalf of the Company any bonds, undertakings, policies, contracts of indemnity or other writings obligatory in nature of a bond not to exceed Ten Million dollars (\$10,000,000.00), which the Company might execute through its duly elected officers, and affix the seal of the Company thereto. Any said execution of such documents by an Attorney-In-Fact shall be as binding upon the Company as if they had been duly executed and acknowledged by the regularly elected officers of the Company. Any Attorney-In-Fact, so appointed, may be removed in the Company's sole discretion and the authority so granted may be revoked as specified in the Power of Attorney.

Resolved, that the signature of the President and the seal of the Company may be affixed by facsimile on any power of attorney granted, and the signature of the Secretary, and the seal of the Company may be affixed by facsimile to any certificate of any such power and any such power or certificate bearing such facsimile signature and seal shall be valid and binding on the Company. Any such power so executed and sealed and certificate so executed and sealed shall, with respect to any bond of undertaking to which it is attached, continue to be valid and binding on the Company.

IN WITNESS THEREOF, **GREAT MIDWEST INSURANCE COMPANY**, has caused this instrument to be signed by its President, and its Corporate Seal to be affixed this 30th day of November, 2020.

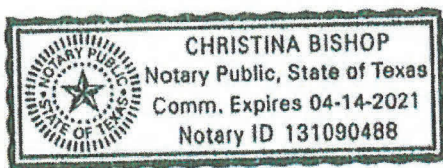


GREAT MIDWEST INSURANCE COMPANY

BY 
Mark W. Haushill
President

ACKNOWLEDGEMENT

On this 30th day of November, 2020, before me, personally came Mark W. Haushill to me known, who being duly sworn, did depose and say that he is the President of **GREAT MIDWEST INSURANCE COMPANY**, the corporation described in and which executed the above instrument; that he executed said instrument on behalf of the corporation by authority of his office under the By-laws of said corporation.



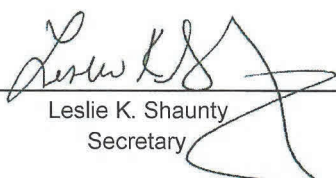
BY 
Christina Bishop
Notary Public

CERTIFICATE

I, the undersigned, Secretary of **GREAT MIDWEST INSURANCE COMPANY**, A Texas Insurance Company, DO HEREBY CERTIFY that the original Power of Attorney of which the foregoing is a true and correct copy, is in full force and effect and has not been revoked and the resolutions as set forth are now in force.

Signed and Sealed at Houston, TX this 18th Day of July, 2024.



BY 
Leslie K. Shaunty
Secretary

“WARNING: Any person who knowingly and with intent to defraud any insurance company or other person, files and application for insurance of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

2024 FOREIGN PROFIT CORPORATION ANNUAL REPORT

DOCUMENT# F07000002923

Entity Name: SERVICE TEC INTERNATIONAL, INC.

Current Principal Place of Business:

950 HERNDON PARKWAY
STE 380
HERNDON, VA 20170

Current Mailing Address:

950 HERNDON PARKWAY
STE 380
HERNDON, VA 20170

FEI Number: [REDACTED]

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

CORPORATION SERVICE COMPANY
1201 HAYS STREET
TALLAHASSEE, FL 32301 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 PRESIDENT
Name ANDERSON, ANDREW
Address 950 HERNDON PARKWAY
 STE 380
City-State-Zip: HERNDON VA 20170

Title VP
Name ISON, DAVID JOHN
Address 950 HERNDON PARKWAY
 STE 380
City-State-Zip: HERNDON VA 20170

Title SECRETARY, TREASURER
Name HARRISON, LYNNE ASHLEIGH
Address 950 HERNDON PARKWAY
 STE 380
City-State-Zip: HERNDON VA 20170

Title DIRECTOR
Name MILLS, BRYAN EDWARD
Address 950 HERNDON PARKWAY
 STE 380
City-State-Zip: HERNDON VA 20170

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: LYNNE ASHLEIGH HARRISON

SECRETARY

01/30/2024

Electronic Signature of Signing Officer/Director Detail

Date

4.0 CERTIFICATE OF LIABILITY INSURANCE



SERVINT-02

RMCMANUS

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/25/2024

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 License # 1780862 HUB International New England 300 Ballardvale Street Wilmington, MA 01887	CONTACT NAME: Rita McManus PHONE (A/C, No, Ext): (978) 661-6717 FAX (A/C, No): E-MAIL ADDRESS: rita.mcmanus@hubinternational.com	
	INSURER(S) AFFORDING COVERAGE	
INSURED ServiceTec International, Inc. 950 Herndon Parkway Suite 380 Herndon, VA 20170	INSURER A : Federal Insurance Company	
	INSURER B : Travelers Casualty Insurance Company of Americ	
	INSURER C : Hartford Fire Insurance Company	
	INSURER D :	
	INSURER E :	
INSURER F :		NAIC # 20281 19046 19682

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:			3687-08-81 GAB	6/30/2024	6/30/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 1,000,000 PRODUCTS - COMP/OP AGG \$ 1,000,000 Deductible \$ 5,000
B	AUTOMOBILE LIABILITY ☒ ANY AUTO OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY Comp Ded \$250 ☒ NON-OWNED AUTOS ONLY Collision Ded \$250			BA1N8409892442G	6/30/2024	6/30/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	☐ UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$ 0			79844754	6/30/2024	6/30/2025	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
C	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	08WBCEG8806	11/7/2023	11/7/2024	☒ 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)
 Excess/Umbrella Liability coverage is excess over the Auto Liability and Employers Liability

Greater Orlando Aviation Authority, the City of Orlando, their members, officers, agents and employees are included as additional insureds on the General Liability and Auto Liability policies with respect to operations of the named insured as required by contract.

Automobile Liability has \$0 liability deductible

CERTIFICATE HOLDER

CANCELLATION

Greater Orlando Aviation Authority Orlando International Airport One Jeff Fuqua Boulevard 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
--	---

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.

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. ServiceTec International, Inc.	
2 Business name/disregarded entity name, if different from above	
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor or single-member LLC ☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) ► ☒ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ (Applies to accounts maintained outside the U.S.)
5 Address (number, street, and apt. or suite no.) See instructions. 950 Herndon Parkway, Suite 380	Requester's name and address (optional)
6 City, state, and ZIP code Herndon, VA 20170	
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. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number	
or	
Employer identification number	

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 ► 05/22/2024
------------------	----------------------------	-------------------

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.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS 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-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), 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.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

6.0 SOLICITATION AND ADDENDUMS



GREATER ORLANDO AVIATION AUTHORITY

REQUEST FOR RESPONSES (SOLICITATION)

24-117-RFP

INFORMATION TECHNOLOGY SPECIALIST STAFF

Solicitation documents are available from the Greater Orlando Aviation Authority's Purchasing and Procurement Department e-Procurement Platform:

<https://procurement.opengov.com/portal/goaa>

PRE- RESPONSE CONFERENCE: **September 13, 2023 at 10:00 a.m. EST**

Respondents may attend in person or via Microsoft Teams.

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 233 666 899 530 Passcode: 8JFHA6

[Download Teams](#) | [Join on the web](#)

PRE-RESPONSE LOCATION:

GOAA Annex Building

Purchasing Department,

Conference Room "Thor"

5855 Cargo Road, Orlando, FL 32827- 4399

DEADLINE FOR QUESTIONS **September 22, 2023, 5:00 p.m. EST**

SOLICITATION SUBMISSION DUE DATE

Sealed Electronic offers will be accepted up to **11:00 AM (local time), October 11, 2023**, via the electronic procurement portal referenced above. Opening held via Microsoft Teams

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 272 493 981 726 Passcode: Zn4Dha

[Download Teams](#) | [Join on the web](#)

E-Procurement Platform

The Greater Orlando Aviation Authority's Purchasing Department has transitioned to a new E-Procurement Platform, OpenGov, effective April 3, 2023. New Solicitations will be posted with OpenGov and electronic responses will be accepted via the e-Procurement Portal.

To access new Solicitations, visit <https://procurement.opengov.com/portal/goaa> to get started, click [here](#) to sign up. You will receive an email to activate your account. For more information about how to register, please see our [help file here](#).

Registration and Notification of Solicitations

THERE IS NO COST FOR VENDORS TO REGISTER WITH OpenGov

Receiving Electronic Responses to Bids/Responses

To successfully submit a response to a Solicitation, Responders are required to submit their electronic response via OpenGov - <https://procurement.opengov.com/portal/goaa>. Mailed, faxed, emailed, and hand delivered submissions will not be accepted. Responses will only be accepted via OpenGov. By way of the e-Procurement Portal, responses will be locked and digitally encrypted until the submission deadline passes.

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AMERICANS WITH DISBAILITIES ACT

The Greater Orlando Aviation Authority does not discriminate upon the basis of any individual's disability status. Anyone requiring reasonable accommodations as provided for the Americans with Disabilities Act or Section 86.26, Florida Statutes, should contact the Greater Orlando Aviation Authority's ADA Coordinator at 407-825-2006 as soon as possible, at least one full business day prior to any scheduled meeting.

1.0 GENERAL INFORMATION

1.1 Intent and Purpose

- a. The Greater Orlando Aviation Authority (the "Aviation Authority") is soliciting interested parties to perform provide Information Technology Operations Center (ITOC)/Helpdesk Services twenty-four (24) hours per day seven (7) days per week, on-site services, three-hundred sixty-five (365) days, Desktop Support, and Telecommunications Field Technicians Specialists, Monday through Friday from 8:00 a.m. to 5:00 p.m. The awarded Proposer will provide all help desk Information Technology Specialist Staff, administrative oversight, and other items necessary or proper for, or incidental to perform the services.
- b. The Proposer shall provide technical assistance to the Aviation Authority's users of computers, networks, servers, portable devices, and peripheral devices, including maintaining and troubleshooting operations and communications hardware and applications and/or system software and peripheral devices in a predominantly Microsoft Windows environment with minor Apple OSX and iOS requirements at the Orlando International Airport (OIA) and Orlando Executive Airport (OEA) in accordance with the Contract Documents.
- c. The Agreement, if awarded following the Solicitation process, commence on or about **February 1, 2024**.

1.2 Solicitation Information

- a. Sealed electronic responses will be received for this Solicitation through the Greater Orlando Aviation Authority e-Procurement Portal (Portal) located at <https://procurement.opengov.com/portal/goaa>. By way of the Portal, responses will be locked and digitally encrypted until the submission deadline passes.
- b. **Responses submitted by hard copy, e-mail, telephone or fax shall not be accepted. Responses submitted outside of the designated electronic submission Portal shall be rejected as non-responsive regardless of where received.**
- c. **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.**
- d. The time/date stamp clock located in the electronic submittal portal shall serve as the official authority to determine lateness of any response.
- e. Respondents shall not be allowed to modify their responses after the opening time and date. Responses may be examined thirty (30) days after the Solicitation opening or upon recommendation for award, whichever occurs first.

1.3 Submitting Questions and Receiving Responses

Respondents shall submit all inquiries regarding this Solicitation via the e-Procurement Portal, located at <https://procurement.opengov.com/portal/goaa>. Please note the deadline for submitting inquiries. 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.

- A. If a Virtual and/or Pre-Solicitation Conference is held, please see the Cover Page of this Solicitation for the location, date, and time. The purpose of any Pre-Solicitation Conference is to review and discuss the Solicitation (and any addenda) as published. Attendance is not mandatory but is highly encouraged. Respondents are expected to be familiar with the Solicitation Documents.
- B. **Questions will be answered through the e-Procurement Portal.**
- C. If the Purchasing Department 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 Portal
- D. 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 7, Solicitation Response Submittals**.
- E. 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.

1.4 Contract Period

- a. The Contract period will be for **sixty (60) months** with the **Contract** to commence on or about **February 1, 2024**.
- b. The Aviation Authority shall not be obligated to renegotiate or increase any price for any work during the initial term of the Contract based on a Respondent's mistake or miscalculation of prices, underestimation of costs, or for any other reason.

1.5 Communications; Questions Regarding Specifications or Response Process

- a. Any official communication from a Respondent during the Solicitation process should be submitted to the Aviation Authority via the e-Procurement Portal, <https://procurement.opengov.com/portal/goaa>. A copy of the Administration Policies (Sections 180.01 and 180.03) are available upon request from the Manager of Board Services.
- b. In accordance with the above-referenced 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 Proposer 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.

1.6 Exceptions to Terms and Conditions within the Solicitation

- 1) If a Respondent desires any changes or modifications to the terms and conditions set forth in the Response Documents, the Respondent should submit these changes or modifications to the Aviation Authority in writing prior to the deadline for questions and comments about the Solicitation.
- 2) 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.

1.7 Notice of Intent to Award Contract

Unless all Responses are rejected by the Aviation Authority, a Notice of Intent to Award is anticipated to be provided within ninety (90) days from the opening of Responses to the responsible and responsive Respondent submitting the Response deemed to be most advantageous to the Aviation Authority, all factors being considered. For all procurements, the Aviation Authority reserves the right to reject any or all Responses and to cancel the procurement or to solicit new Responses.

1.8 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 will constitute public records and will be governed under Florida law regardless of any person's claim that proprietary or trade secret information is contained therein.

1.9 Code of Ethics and Business Conduct Policy

The Aviation Authority has adopted a Code of Ethics and Business Conduct Policy (Section 204.01) 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 is available upon request from the Chief Administrative Officer.

The remainder of this page is intentionally blank.

2.0 BACKGROUND INFORMATION if needed

2.1 Airport Demographics

- a. Orlando International Airport (OIA) is operated and managed by the Aviation Authority. It is expected that more than 54.4 million domestic and international passengers will travel through OIA during the 2022-2023 fiscal year.
- b. As of January 2023, OIA is served by 34 commercial airlines and 6 cargo carriers. In January 2022, the Airport was served by 30 commercial airlines and 7 cargo carriers.
- c. OIA, like all airports in the United States, is self-sustaining, with Airport revenues being generated from user fees, concessions, and airline revenues. No local taxpayer dollars contribute to the operation of OIA.

2.2 OIA Environment

It is important for Respondents to note that OIA environment presents the Respondent with a set of unique challenges which are not typical of any other environment.

- a. OIA is a non-smoking facility.

2.3 Current Contract

- a. The Information Technology Staff Specialist provides technical assistance to the Aviation Authority's users of computers, telecommunication, networks, servers, portable devices, and peripheral devices, including maintaining and troubleshooting operations and communications hardware and applications and/or system software and peripheral devices in a predominantly Microsoft Windows environment with minor Apple OSX and iOS requirements at the OIA and OEA in accordance with the Contract Documents.
- b. The background information provided in this Section is intended only to give prospective Respondents a brief familiarization with the Aviation Authority. These projections provided as part of this Solicitation are for informational purposes only and should not be construed as a guarantee of business. The information shown herein has been obtained from sources considered to be reliable. However, the Aviation Authority and its Board, officers, employees, agents, and contractors are not liable for the accuracy of the information or for its use by Respondent. Respondent must examine and inspect this Solicitation and all its exhibits, and attachments to be knowledgeable of the requirements and terms and conditions.
- c. Respondent must independently evaluate circumstances and conditions that may affect its Response and its ability to provide the required Services as detailed in Scope of Work.

- d. The Aviation Authority will manage day to day staff resources. The Aviation Authority currently staffs six (6) Junior Senior IT System Specialist, two (2) IT System Specialists, two Telecom Analysts, and one Service Desk Representative.

2.4 Current Commercial Products in Use by the Aviation Authority

The Aviation Authority currently use the following commercial products:

- a. Oracle Financial Applications, including e-Business Suite, and Oracle Fusion.
- b. Middleware.
- c. Oracle Planning and Budget.
- d. Oracle Database + Dataguard.
- e. Oracle OBIEE.
- f. Oracle SOA Suite.
- g. Oracle Weblogic.
- h. Amadeus PROPworks.
- i. Kronos Workforce Management.
- j. ESRI ArcGIS & Portal
- k. Autodesk AutoCAD & Revit.
- l. IBM Maximo.
- m. IBM WebSphere.
- n. SITA Com-Net Multi User Flight Information Display System (MUFIDS).
- o. Skidata and GateKeeper Parking Revenue Control System.
- p. SITA Common Use Passenger Processing (CUPPS).
- q. SITA Common Use Self-Service (CUSS).
- r. SITA Resource Management System (RMS).
- s. SITA Automated Passport Control (APC).
- t. Fire Alarm Monitoring.
- u. Motorola RF Communications.
- v. Jervis B. Webb/Siemens Baggage Handling System(s).
- w. MC2/Schneider Electric Building Operating System - Lighting and HVAC monitoring and control.
- x. Eaton Power Xpert Electrical Power Monitoring.
- y. Siemens Airfield Solution/ADS airfield lighting system.
- z. Schindler LiftNet Elevator Management System
- aa. Bombardier and Mitsubishi Automated Ground Transportation (AGT) monitoring and control..
- bb. CCure Access Control System (ACS).
- cc. Quantum SAFE physical identity management System.
- dd. Loronix, Genetech, Qognify (Nice) Video Management Systems, Digital Video.
- ee. Recording Systems.
- ff. IED Paging System.

- gg. GCR Airport IQ Operations Centers.
- hh. SSI computer based training.
- ii. Avaya PodFx.
- jj. Avaya CM.
- kk. Avaya Aura Messaging.
- ll. Avaya Experience Portal.
- mm. Avaya Aura Conferencing.
- nn. Mutare Message Mirror.
- oo. Mutare Voice Forms.
- pp. Microsoft Skype for Business.
- qq. Microsoft Exchange Services.
- rr. Microsoft SharePoint.
- ss. Microsoft SQL Server.
- tt. Microsoft System Center Configuration & Operations Manager.
- uu. Mobile Device Management Services (Airwatch.)
- vv. Microsoft Windows Operating System servers, including clusters, virtual servers and blade servers.
- ww. Netplus Telemanagement System.
- xx. Linux based servers.
- yy. Juniper and Palo Alto Software for intrusion prevention, detection, correction and reporting (e.g., Intrusion Prevention Systems (IPS) and firewalls).
- zz. F5 Load Balancer/applications delivery controller.
- aaa. Cisco core switches.
- bbb. Cisco edge switches.
- ccc. Cisco security platforms.
- ddd. Aruba 802.11 wireless controllers, Clearpass, location engine, access points, and beacons.
- eee. Aruba Meridian platform/SDK.
- fff. Solar Winds performance monitoring and trends, control and diagnostics.
- ggg. Planview PPM.
- hhh. ServiceNow.
- iii. K2 Blackpearl.
- jjj. Contentful CMS.
- kkk. Word Press.
- lll. YCD Cnario digital signage products.
- mmm. Synect multi monitor content creation, management and delivery systems.
- nnn. Native iOS and Android platform development.
- ooo. McAfee Suite of endpoint and network products.
- ppp. Splunk.
- qqq. Rapid Nessus.
- rrr. ProofPoint.

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3.0 SPECIAL CONDITIONS

3.1 Respondent's Mandatory Requirements

Respondents must meet the following minimum requirements to be considered for the award of the contract. Respondents will address each requirement specifically in their Response. Each Respondent must acknowledge on company letterhead and provide written documentation that their firm meets the Minimum Requirements.

- a. Shall be registered/qualified to do business in the State of Florida. Provide a copy of such registration/qualification to the Aviation Authority with the Response submission.
- b. Shall have a minimum of five (5) years of airport experience similar in size and scope to the project and seven (7) years of continuous and recent experience providing services of the type described in the Scope of Services above prior to the deadline of this Solicitation. Respondent shall provide an affirmative statement and/or documentary proof of such experience with the Response submission.
- c. Return of Required Response Forms to include Proof of Insurance.

1) Response Forms to be turned in to the Aviation Authority

The Response forms, (1 through 5) shall be completed and signed by the Respondent's duly authorized representative. Failure to return the forms with the submittal may cause the Response to be deemed as non-responsive.

2) Proof of Insurance

The submittal shall contain proof of insurability 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 3.4 Insurance Requirements.

- d. Respondents must provide the most recent audited annual financial statements for the last two years in order for the Aviation Authority to evaluate the Respondent's ability to perform these Services. If audited annual financial statements are not available, provide balance sheets, income statements, and cash flow statements for the last two years.

This financial documentation shall be uploaded as a separate attachment via the e-procurement platform and be clearly labeled as follows: **"Confidential Financial Records Submitted under Seal and Exempt from Florida Public**

Records Disclosure.” (Reference Florida Statutes Section 119.071(1)(c) for exemption on financial records.)

- e. An affirmative statement 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 Intent to Award. The Aviation Authority’s expects 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.

3.2 Evaluation of Responses

- a. Respondent(s) must meet the requirements as stated in Section 3.1 and demonstrate the capability required to provide the services described in Section 2.0 Scope of Services.
- b. Responses will be evaluated using the following criteria:

EVALUATION CRITERIA	
CATEGORY	POINTS
Experience and Qualifications of Respondent; Successful Completion of Similar Projects and References	35
Knowledge and Experience of Key Individuals and Team	35
Approach and Methodology - Ability to provide the requested services	10
Additional Requirements of the Response (Prior or Pending Convictions, Indictments, Investigations, Claims, and MWBE Participation Goal Level.	10
Price Response/Cost Response schedule	10
TOTAL:	100

- c. The Aviation Authority, in its sole discretion, may award the Contract 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.
- d. 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.

3.3 Selection Process

- a. Responses to this Solicitation will be evaluated and ranked by the Procurement Committee (“Committee”). 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.

- b. Responses will be evaluated based upon the Evaluation Criteria per Section 3.2; and supported by the Respondent's provided required information per Section 7.0 Response Submission Requirements.
- c. The Committee will evaluate the responses and may, at its sole discretion, invite one or more of the Respondents that appear to be the most advantageous to interview with the Committee. The purpose of such an interview would be to allow Respondents to elaborate upon their Response before a recommendation for ranking of the Responses is made. Interview responses, along with the written Response will become part of the Respondent's response to be evaluated by the Committee.
- d. In the event the Committee determines that presentations/interviews are not necessary, the Committee shall submit to the Aviation Authority Board for approval, a ranking and recommendation of the Respondent(s) that are most advantageous to meet the needs of the Aviation Authority. The Aviation Authority Board may accept, reject or amend the recommendation of the Committee.
- e. After the Aviation Authority Board has established and approved the final rankings, a Contract will be completed with the highest ranked firms. If that process is unsuccessful for any reason, the Aviation Authority may proceed with the next ranked firm, etc. until the execution of a contract. The Aviation Authority may reject all Responses at any time throughout this process.
- f. 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. The Aviation Authority reserves its right to award any or all of the advertised services subject to the availability of funding.
- g. The Aviation Authority reserves the right to waive any informality in the Response, to reject any and all Responses, and to re-advertise or elect not to proceed with the services for any reason. 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.

3.4 Surety Bonds/Letters of Credit/Liability Insurance

A Surety Bond/Letter of Credit **is** required for this Contract.

- a. 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 Documents. Such Performance Bond

shall be current and in compliance at all times during the Term of the Contract in a penal sum equal to **Five Hundred Thousand Dollars (\$500,000.00)**.

- 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 **Five Hundred Thousand Dollars (\$500,000.00)**, 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 3.6.
- 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:
 - a) Is authorized to conduct insurance business in the State of Florida;
 - b) Currently holds a certificate of authority authorizing it to write surety bonds in the State of Florida; and
 - c) 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:
 - a) Is authorized to conduct insurance business in the State of Florida;
 - b) Holds a currently valid certificate of authority by the U.S. Department of Treasury pursuant to 31 U.S.C. ss 9304-9308; and
 - c) 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.
 - d) 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 Subcontractor in accordance with Section 5 of the 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.

3.5 Insurance Requirements

The Respondent's submittal shall demonstrate ability to meet all portions listed in this Section by providing evidence of one of the following: Certificate of Insurance on Acor form or form acceptable to Aviation Authority, signed affirmation of ability to comply from a licensed insurance agent, or insurance quote.

If awarded a contract and prior to Notice to Proceed, the Awarded Contractor must attain and provide a Certificate of Insurance in compliance with this Section. At its sole expense, the Contractor shall maintain the following insurance during the term of this Contract, including any extensions or renewals and such insurance will apply to Contractor, its employees, agents, and Subcontractors.

a. **Commercial General Liability and Automobile Liability:**

- 1) 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 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;
- 3) Additional Insured Endorsement. Such 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.

b. Workers' Compensation and Employer's Liability.

The following insurance shall apply to all Contractor's employees who will be engaged on the Aviation 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 Contractor is self-insured, the Contractor shall provide proof of self-insurance and authorization to self-insure as required by applicable Florida laws and regulations. The Aviation Authority will not accept State of Florida exemptions.

c. Professional/Errors & Omissions Liability Insurance.

Not applicable.

d. Garage Liability Insurance.

Not applicable.

e. Garagekeepers Insurance.

Not applicable.

f. Warehouse Operators Legal Liability.

Not applicable.

g. Motor Truck Cargo Policy.

Not applicable.

h. Crime Coverage.

Not Applicable.

i. Pollution/Environmental Liability Insurance.

Not Applicable.

j. Cyber/Privacy Liability Insurance.

Not Applicable.

k. Other Insurance Requirements. Contractor agrees to the following as it relates to all above required insurance:

- 1) Self-Insured Retention and Deductibles. Contractor's insurance policies shall not be subject to a self-insured retention or deductible exceeding Ten Thousand Dollars (\$10,000), if the value of the Contract is less than \$1,000,000, and not be subject to a self-insured retention or deductible exceeding One Hundred Thousand Dollars (\$100,000), if the Contract is \$1,000,000 or more, unless approved by the Aviation Authority's Chief Executive Officer. The above deductible limits may be exceeded if the Contractor's insurer is required to pay claims from the first dollar at 100% of the claim value without any requirement that Contractor pay the deductible prior to its insurer's payment of the claim.
- 2) Insurance policies shall be primary insurance and not contributory to any other valid insurance the Aviation Authority may possess, and that any other insurance the Aviation Authority does possess shall be considered excess insurance only.
- 3) Insurance shall be carried with an insurance company or companies be currently authorized to conduct insurance business in the State of Florida, and 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 and said policies shall be in a form acceptable to the Aviation Authority.
- 4) Any liability insurance maintained by Contractor written on a claims-made form basis will maintain coverage for a period of time determined by the Aviation Authority to be appropriate to cover claims made after the Contractor has concluded its services to the Aviation Authority.
- 5) All insurance required for this Contract shall contain a waiver of subrogation clause, as allowed by law, in favor of the Authority and the City of Orlando.
- 6) A properly completed and executed Certificate of Insurance on a form provided or approved by the Aviation Authority (such as a current ACORD form) evidencing the insurance coverages required by this Section shall be furnished to the Aviation Authority upon the Notice of Intent to Award of the Contract and each renewal thereafter during the term of this Agreement and its renewal/extension. Contractor acknowledges that any acceptance of Certificate of Insurance by the Aviation Authority does not waive any obligations herein this Agreement.
- 7) The Aviation Authority is currently contracted with a third party for the management of all insurance certificates related to Aviation Authority Contracts. Contractors who enter into a Contract with the Aviation Authority will be contacted directly by the third party vendor for insurance certificates and related matters such as expired certificates. An

introductory letter will be sent instructing each Contractor of the proper procedures for processing updated insurance certificates as well as any other insurance related matter that may arise over the term of the Contract. Contractors will respond as directed in the introductory letter as well as any further instructions they may receive.

- 8) The Contractor shall provide the Aviation Authority immediate written notice of any adverse material change to the Contractor's required insurance coverage. For purposes of this Insurance Section, an "adverse material change" shall mean any reduction in the limits of the insurer's liability, any reduction of any insurance coverage, or any increase in the Contractor's self-insured retention and any non-renewal or cancellation of required insurance.
- 9) If any insurance coverage is canceled or reduced, Contractor shall, within forty-eight (48) hours remit to the Aviation Authority a Certificate of Insurance showing that the required insurance has been reinstated or replaced by another insurance company or companies acceptable to the Aviation Authority. If Contractor fails to obtain or have such insurance reinstated, the Aviation Authority may, if it so elects, and without waiving any other remedy it may have against Contractor, immediately terminate this Contract upon written notice to Contractor.
- 10) The Aviation Authority's Chief Executive Officer shall have the right to alter the monetary limits or coverages herein specified from time to time during the term of this Contract, and Contractor shall comply with all reasonable requests of the Chief Executive Officer with respect thereto.

3.6 Airport Security

The successful Respondent 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 Airport Operations (AOA) of Orlando International Airport, as such regulations may be in effect or changed from time to time.

3.7 Airport Operations Area

- a. The Contractor's personnel and vehicles shall not be allowed within the AOA, which includes the ramp area and aprons, unless authorized by the Vice President. 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 City for any paid fines or penalties assessed against the City 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 OIA.

3.8 Verification of Employment Status

- a. 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 Subcontractors 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 Subcontractor 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>.
- b. **Only those employees determined eligible to work within the United States shall be employed under this Contract.**
- c. By submission of a Response to this Solicitation, the Contractor affirms that all employees in the above categories shall undergo e-verification before placement on this Contract. The Contractor shall commit to comply with this requirement.

3.9 Identification and Access Requirements

- a. Contractor is required to conduct an employee background check, or require its Subcontractors 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 Subcontractor 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:
- b. Each employee must provide a ten (10) year work history.
- c. 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).

- d. 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.
- e. 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.
- f. The Aviation Authority will issue, for a 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. 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. The Contractor shall maintain, and shall require its Subcontractors 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 Subcontractors 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.
- g. Fees Associated with Identification Badges and Keys

New Issue/Renewal	\$100.00
Name Change	\$25.00 (paid at time of issuance)
Addition	\$25.00 (i.e. adding company name, driver, etc.)
Deletion	\$25.00
Lost	\$500.00
Stolen	No Charge with proper documentation

New Hard Key	\$50.00
Lost Hard Key	\$500.00
AOA Vehicle Decal	\$25.00 per vehicle

Note: No personal checks or credit card payments are accepted. Companies will be assessed a \$100.00 fee for each non-returned identification badge and key.

- h. 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.
- i. Contractor must co-sign with the Subcontractor all badge applications for any employee of a temporary employment agency engaged as a Subcontractor 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 Contract for the remaining duration of the Contract or the duration of the Contractor's need for such position.
- j. **Customs and Border Patrol Badge**
 - 1) The U.S. Customs and Border Protection required badge for the purposes of performing duties under the Contract is a hologram badge. The Contractor will comply with all U.S. Customs Service requirements in order to obtain and maintain a hologram to be affixed on the Aviation Authority badge. Currently a bond must be posted with U.S. Customs and Border Protection before any holograms are issued. Contractor should verify bond cost with U.S. Customs and Border Protection. The bond amount could change if the Contractor commits U.S. Customs and Border Protection violations or if the U.S. Customs and Border Protection changes its rules or procedures.

- 2) Post a continuous CF 301 Bond (Type 1 or 2) or an Airport Security Bond. The bond is obtained from an authorized surety company as referenced in 19CFR113.37. The face value of the bond depends upon how many employees will require access to the Customs security areas.

Less than 15	\$25,000.00
Between 15 - 25	\$50,000.00
More than 25	\$100,000.00

- 3) The CF 301 Bond can be designated as an import/broker bond, warehouse bond, international carrier bond, or a non-specific Airport Security Bond.
- 4) The Contractor must have a sufficient number of management staff as well as regular staff, (as permitted by local U.S. Customs and Border Patrol officials) badged with Federal Inspection Station (FIS) (US Customs and Border Patrol) credentials, to ensure adequate staff on all shifts are capable of responding to FIS calls without escort.

3.10 Minority and Women Business Enterprise ("MWBE") Participation Program

An MWBE participation goal has been established for this Contract. Such participation is encouraged, but will not be considered during the evaluation process for award of this Contract

- a. To encourage development and growth of MWBEs, the Aviation Authority has adopted a Non-Federally Funded Minority and Women Business Enterprise ("MWBE") Participation Program, which is available on the Aviation Authority's website <https://orlandoairports.net/airport-business/>.
- b. It is the policy of the Aviation Authority that MWBEs shall have the maximum opportunity to participate in the purchase of goods and services, and the Aviation Authority has established the MWBE Participation Program to implement this policy. This participation can take the form of purchasing Contracts, subcontracts, 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 MWBE policy, that the Respondent has met or has made a good faith effort to meet the established MWBE goal.**
- d. For this Contract, the Aviation Authority has established a MWBE Participation Goal of **20%**, which means that **20%** of the total Contract expenditures by the Aviation Authority should be used to purchase goods or services under the Contract from MWBEs. All Respondents, including a Respondent which is an MWBE, shall comply with the MWBE requirements outlined in this Section by having MWBEs other than the Respondent, participate in the performance of the Contract services at a sufficient level to meet the participation goal.

- e. Respondents are required to submit, with their Response, the Letter of Intent/Affirmation information by completing the form for each MWBE Firm. (Response Submittal Form 6.) The Respondent may make duplicates of this form as needed. Both the MWBEs 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 the Respondent in order to verify the accuracy of the level of information presented by the Respondent with their Responses and the good faith effort of Respondents to reach the MWBE goal.
- f. 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 the Respondents, if applicable, and of any Respondent's Subcontractor, supplier or joint venture in order to determine MWBE status.
- g. The successful Respondent shall enter into subcontract(s)/purchase orders with the MWBEs 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 Subcontractors. The Contractual arrangements with the MWBEs shall incorporate such reasonable terms as are required to complete the work described therein while furthering the Aviation Authority's MWBE policy. The successful Respondent must submit copies of the signed subcontract(s)/purchase order(s) to the office of Small Business Development for each MWBE prior to commencement of performance under this Contract. Failure to enter into the subcontract(s)/purchase order(s) with the MWBEs 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.
- h. A Respondent shall not breach any of its obligations with the MWBEs. In the event Respondent desires to terminate or replace a MWBE, 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 MWBE with another MWBE. If the Respondent is unable to utilize another MWBE 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 MWBE with another MWBE. The MWBE percentage for participation must not decrease below the percentage proposed during the term of the Contract.
- i. 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 MWBEs since the previous invoice.

- j. Failure to carry out the requirements set forth herein or the commitments made by the Respondent (e.g. failure to subcontract with and use MWBEs, to pay MWBEs as committed in the Response documents, the failure to promptly pay MWBE Subcontractors in accordance with Section 5, subsection 50, 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.
- k. A list of currently certified MWBEs may be obtained via the internet at <https://orlandoairports.net/airport-business/>. The Aviation Authority will provide this information as a convenience only, and Respondents shall be solely responsible for ensuring all MWBEs are capable of performing. Certification of eligibility as an MWBE should be completed prior to submission of a Response. During the Response process, Respondents may contact the Office of Small Business Development for any questions or information concerning the MWBE Participation Program.
- l. Compliance with the MWBE policy of the Aviation Authority does not relieve Respondents of the equal employment opportunity obligations under state and Federal laws and regulations.

3.11 Local Developing Business ("LDB") Participation Program

Not applicable.

3.12 Good Faith Effort for MWBE Participation Program

- a. If the Respondent fails to meet the MWBE/LDB 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-Response Conference meeting, if any, scheduled by the Aviation Authority to inform MWBE/LDB firms of subcontracting opportunities under a given Contract;
- d. Provide a list of MWBE/LDB firms contacted;
- e. Provide copies of written correspondence to MWBE/LDB 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 MWBE/LDB firms about the specific work the Contractor intends to subcontract;
- g. Provide evidence of information provided to MWBE/LDB firms on bonding and insurance requirements;
- h. Provide copies of advertisements in general circulation media, trade association publications, and minority focus media advertising for MWBE/LDB firms interested in subcontracting;
- i. Provide evidence that Respondent provided interested MWBE/LDB 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 MWBE/LDB firms prompt notice of addenda affecting specific trade Contractors;
- k. Provide evidence that Respondent made follow-up inquiries after initial Solicitations of interest from MWBE/LDB 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 MWBE/LDB firms;
- m. Provide documentation as to why MWBE/LDB firms were not utilized;
- n. In those instances where a majority Subcontractor is selected for a scope of work for which MWBE/LDB Responses were submitted, the Respondent shall submit records of all quotations received from MWBE/LDB firms and from the selected majority Subcontractor, and provide an explanation of the reasons why the MWBE/LDB firms will not be used during the course of the Contract. Receipt of a lower price quotation from a non MWBE/LDB firm prior to or at the time of Response Opening will not in itself excuse a Respondent's failure to meet participation goals. It is incumbent upon the Respondent to demonstrate that MWBE/LDB 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://orlandoairports.net/airport-business/>.

3.13 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 name of employee, title, number of hours, 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. 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 Subcontractors) 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.
- f. 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.

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4.0 SCOPE OF WORK/SPECIFICATIONS

4.1 Overview

The Contractor shall provide all help desk Information Technology Specialist Staff, administrative oversight, and other items necessary or proper for, or incidental to, performing Information Technology Operations Center (ITOC)/Helpdesk Services twenty-four (24) hours per day seven (7) days per week, on-site services, three-hundred sixty-five (365) days, Desktop Support and Telecommunications Field Technicians Specialists, Monday through Friday from 8:00 a.m. to 5:00 p.m. The Contractor's staff shall provide technical assistance to the Aviation Authority's users of computers, networks, servers, portable devices, and peripheral devices, including maintaining and troubleshooting operations and communications hardware and applications and/or system software and peripheral devices in a predominantly Microsoft Windows environment with minor Apple OSX and iOS requirements at the OIA and OEA in accordance with the Contract Documents.

4.2 Definitions

- a. Average Resolution Time: The average time taken to resolve an incident.
- b. Average Initial Response Time: The average time taken to respond to each incident.
- c. AAR: The Aviation Authority Representative.
- d. Escalation: Transferring the ownership of a ticket based on a functional or hierarchical need.
- e. Event: An occurrence that has significance for the management of a service or asset.
- f. Failure: An occurrence where a service or asset does not function according to the agreed Service Level Agreement (SLA).
- g. First Call Resolution Rate: The percentage of incidents resolved in the first call.
- h. Hierarchical Escalation: The act of transferring the ownership vertically to a relevant authority.
- i. Impact: A measure of the severity of an incident.
- j. Incident: Any disruption to the Aviation Authority's IT services that affects anything that interrupts business continuity.
- k. Incident Backlog: The number of incidents that are pending in the queue without a resolution.

- l. Incident Management: The process of managing the life cycle of all incidents to restore normal service operations as quickly as possible and minimize business impact.
- m. Incident Prioritization: Assigning priorities to incidents and defining what constitutes a major incident.
- n. ITOC: Information Technology Operations Center. The point of communication between the Contractor's technicians and the Aviation Authority's users.
- o. Major Incident: It is a high-impact, urgent issue that usually affects the whole Aviation Authority or a major part of it.
- p. Mean Time Between Failures (MTBF): A measurement of how frequently a service or asset fails.
- q. Mean Time to Detect: A measurement of how quickly a potential threat to a service or configuration item is detected.
- r. Mean Time To Repair/Resolve/Respond/Recover (MTTR): A measurement of how quickly a service is restored after failure.
- s. Normal Service Operation: A service operation that adheres to the Service Level Agreement (SLA)-what is this?.
- t. Number of Repeat Incidents: The number of identical incidents logged within a specific time frame.
- u. Percentage of Major Incidents: The number of major incidents compared to the total number of incidents.
- v. Problem: A cause or potential cause of one or more incidents.
- w. Reopen Rates: The percentage of resolved incidents that were reopened.
- x. Response Time: The time from when Contractor's technician creates an incident report (which includes leaving a phone message, sending an email, or using an online ticketing system) and when the Contractor's technician actually responds (automated responses do NOT count) and lets the client know it is being addressed.
- y. Resolution Time: The amount of time between when the Contractor's technician first creates an incident report and when that problem is actually solved.
- z. Urgency: A measure of how quickly an incident needs to be resolved.

4.3 Regulations

- a. 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.
- b. Contractor shall comply with all health and sanitary regulations adopted by all applicable governing bodies. Contractor shall give access for inspection purposes to any duly authorized representative of such governing bodies.
- c. The Contractor shall obtain all permits, 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.
- d. 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 Contract work.

4.4 Hours to Perform Services:

Standard Work Hours for the Information Technology Specialists and Telecommunication Field Technician Specialists:

- a. The Information Technology Specialists shall deliver on-site customer support twenty-four (24) hours per day seven (7) days per week including holidays. Final work schedules will be approved by the AAR.
- b. The Telecommunication Field Technician Specialists shall deliver on-site customer support Monday through Friday from 8:00 a.m. to 5:00 p.m. (EST) including holidays. Final work schedules will be approved by the AAR.
- c. Emergency Condition: In the event of an emergency condition is declared by the Aviation Authority's Chief Executive Officer, Chief Administrative Officer, Vice President of Maintenance or their respective designees, the Contractor will perform work during such hours as specified by the Aviation Authority.
- d. Sign-In and Sign-Out Log: Contractor's personnel shall sign-in and sign-out via Contractor's payroll website.
- e. Reimbursable Charges: Charges will be for actual hours worked on the Aviation Authority's site. Contractors invoice time must match the Contractors sign in/out timekeeping software. Time required for travel to and from the Aviation Authority's site is not eligible for reimbursement. Such time should be included in the Contractor's overhead cost.

- f. Overtime: The Contractor shall only be reimbursed for overtime hours as pre-authorized in writing by the AAR. 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.

4.5 Contractor'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. 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.

- g. 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.
- g. The Contractor shall provide adequate staffing on each shift with the understanding that the majority of the Incidents will most frequently be conducted during 8:00 a.m. – 5 p.m.
- h. The Contractor shall familiarize its employees with the operational and maintenance procedures and responsibilities for the services to be performed under this Contract.
- i. The Contractor shall notify the AAR as soon as possible if a vacancy in the staffing plan occurs and shall provide the AAR with the Contractor's plan and time table to refill such vacancy.
- j. Upon request, a copy of the staffing schedule, time sheets, and or employee time cards shall be provided to the AAR or other Aviation Authority representatives who may have need for this information.
- k. The Contractor shall be prepared to provide staffing beyond what would be considered Standard Hours due to irregular operations that might arise. These activities may extend the contracted personnel's labor hours and shorten maintenance downtime. The Contractor shall also increase staffing as requested by the AAR.
- l. The Aviation Authority reserves the right to change personnel requirements in relation to work requirements.
- m. The AAR will require that Contractor's technicians provide certifications, and resumes indicating their experience knowledge and ability to perform the requirements of their positions. The Aviation Authority reserves the right to deny any employee selected for any position at any time.
- n. 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.
- o. The Contractor must advise the AAR in writing within forty-eight (48) hours of receipt of a notice of resignation or the termination of personnel.
- p. The following list of positions includes but is not limited to all personnel necessary to satisfactorily meet the requirements of this Contract. Contractor's technicians will be based at the Aviation Authority's Information

Operations Center and shall devote his/her time exclusively to the ITOC's operations related to this Contract at the Orlando International Airport.

- q. **The Contractor must also provide any other personnel deemed necessary to meet the requirements of the Contract.**
- r. **The Contractor is encouraged to solicit a portion of the start-up staff from the existing Contractor qualified employees.**

4.6 Junior IT Systems Specialist

Contractor shall provide a minimum **of eleven (11) full-time Junior IT Specialists** to provide support and assistance to IT staff, and others as required. The Junior IT Specialists shall have:

- a. A college diploma or university degree in the field of Computer Science, Information Technology, or related field and/or two (2) years equivalent work experience.
- b. Working knowledge of MS Windows and Windows based software.
- c. Thorough knowledge of computer hardware diagnostics and repair required.
- d. Proven experience in supporting Large Area Networks (LAN), servers, switches, and networking equipment.
- e. Proven experience with installation, maintenance and troubleshooting of system hardware, software, desktop support, and printers or equivalent systems and hardware.
- f. Experience and proficiency with the following applications and devices: Microsoft Windows 10, Microsoft Word, Excel, and PowerPoint, Microsoft Outlook including calendaring, contacts, PST files, rules wizard and delegate rights, Adobe, Smartphone devices, VPN, Network Printers (HP).
- g. Understanding and working knowledge of Transmission Control Protocol/Internet Protocol TCP/IP and Multicast technologies.
- h. Working knowledge and understanding of Active Directory.
- i. Ability to carry tools, test equipment and replacement equipment (up to 50lbs) independently and unaided.
- j. A+, Net+, MCP, MCSE or relevant certifications are preferred.

4.7 Senior IT Systems Specialist

Contractor shall provide a minimum of **one (1) full-time Senior IT Specialist** to provide support and assistance to IT staff, and others as required. The Senior IT System Specialist shall have:

- a. Associate Degree in Science and ten (10) year experience.
- b. Certified in Cisco routing, switching, and CCNA, MCSE and/or MCSA Certifications in Windows Server 2008/2012, and CISSP.
- c. Experience in configuring and managing Microsoft Server 2008/2012, and Linux Server Operating Systems in a CISCO network enterprise environment.
- d. Thorough knowledge of Microsoft Server technologies, particularly Active Directory Administration.
- e. Strong knowledge of managing and configuring Cisco routers and switches.
- f. Strong knowledge of managing and configuring firewalls and network technologies.
- g. Experience with Aruba Networks and Wi-Fi Technologies.
- h. Experience with VOIP telephony equipment, Call Pilot, Nortel CS1000, and Avaya products.
- i. Experience with UC Network Management Monitoring applications – Virtualization Performance and Fault Manager (VPFM).

4.8 Telecommunication Engineering Specialist

Contractor shall provide a minimum of **two (2) full-time Telecommunication Engineering Specialists** to provide support and assistance to the Telecommunication staff, and others as required. The Telecommunication Engineering Specialist shall be a full-time employees of the Contractor based at the Aviation Authority's Information Operations Center and shall devote his/her time exclusively to the Telecommunication Engineering operations related to this Contract at the Orlando International Airport. The Telecom Engineering Specialist shall have:

- a. A minimum of ten (10) years of experience in the Telecommunication Engineering Specialist.
- b. Certified on Avaya ACSS (preferable), Avaya Communication Manager, Avaya Aura Session Manager, and Avaya System Manager.
- c. Knowledge of T-1 ISDN, VOIP and fiber testing procedures and equipment.
- d. Excellent customer interaction skills.

- e. Good troubleshooting skills.
- f. Willingness to learn in a fast-paced environment.
- g. Proven ability to work independently.
- h. Strong communication skills.
- i. Exhibits a strong work ethic and accountability to deadlines.
- j. Must be competent in all Microsoft Office applications, have a good understanding of basic telephony.
- k. Must have experience in Avaya CM, Avaya Aura Messaging, auto-attendant applications & programming skills.

4.9 Aviation Authority's Responsibilities

- a. The Aviation Authority will provide the Contractor with office space and parking for the Contractor's employees while performing the work specified herein.
- b. The Aviation Authority will make available for the Contractor's research and use of the Aviation Authority's library of record documents for the Aviation Authority's existing facilities, and other information pertinent to the Scope of Work which may be available, However, it is the Contractor's responsibility to verify all applicable information shown on the Aviation Authority's record documents or any other information provided by the Aviation Authority prior to relying upon such information for performance of the services.
- c. The Aviation Authority will allow the Contractor reasonable access to facilities controlled by the Aviation Authority to enable the Contractor to perform the services. The Contractor agrees that such rights of access shall not be exercised in a manner or to such extent as to impede or interfere with the operation of the Aviation Authority's facilities, or with the operations of the Aviation Authority's licensees, or the applicable owner of such facilities. The Contractor further agrees to abide by all applicable regulations regarding access to the Aviation Authority's facilities, including access to the AOA.

4.10 Performance Requirements

- a. All services shall follow the highest standards prevailing in the industry, as well as applicable codes, rules, regulations, laws, and practices governing the work. The measure will be met and maintained by effective communications with the Aviation Authority stakeholders, regular operations management reviews, and industry best practices.

- b. The Contractor shall hire or contract with a sufficient number of employees or contractors so as to enable it to conduct the Selected Contractor's operation and perform the Services as authorized and required hereunder;
- c. Contractor shall perform all of its obligations and functions under the Contract in accordance with Contract specifications, industry standards and manufacturers' specifications.
- d. The Contractor shall adjust and coordinate its activities to the needs and requirements of the Aviation Authority and perform its activities so as not to annoy, disturb, endanger, unreasonably interfere with or delay the operations or activities of the Aviation Authority.

4.11 Priority Levels

PRIORITY LEVEL	DEFINITION
Priority 1	Issue is critical to the Aviation Authority – the application or process is down.
Priority 2	Issue is severe, but there is a work around the Aviation Authority can use.
Priority 3	Issue is a non-severe support call from the Aviation Authority
Priority 4	Issue is non-critical for the Aviation Authority and can be addressed within a reasonable timeframe to prevent them from escalation into more significant issues.

4.12 Response and Resolution Time

Priority Level	Maximum Number of Days a Support Call is Open	Support Managers Review Open Calls
1	Less than a day	Daily
2	3 Days or less	Daily
3	3 Days or less	Daily
4	3 Days or less	Daily

4.13 Help Desk/Help Ticket Support

The Aviation Authority will provide ServiceNow ticket system to perform the ITOC.

4.14 Training

- a. The Contractor shall be responsible for training of the Contractor's personnel in the performance of their duties.
- b. The Contractor shall be responsible for training, safety, quality control and quality assurance programs which includes but is not limited to the following:
 - 1. Ensure all performed services meet the established standards of quality including reliability, usability and performance.

2. Develop and administer all training. Identify training needs and organize training interventions to meet quality standards.
3. Determine what needs to be taught, finding or creating materials/classes and working with subject matter experts while selecting appropriate training delivery methods.

4.15 Transition Plan

Contractor shall submit a Transition Plan describing how it plans to staff and start operations, and bring about a smooth transition of the work. The plan shall consist of a schedule that addresses how Contractor will handle the problems which Contractor anticipates will be encountered to begin operations under this Contract and shall include the time periods needed for the hiring and training of employees, planned interface with the Aviation Authority, the processing of I.D. badges, etc.

4.16 Major Incidents

Contractor's technicians shall assess major incidents and provide solutions to reduce and control the impact of a major incident. Once a major incident has been identified, Contractor's technicians shall communicate to the AAR, and Technical Team; an incident ticket shall be created to discover and identify the cause of the major incident.

4.17 Data Ownership

All documents prepared or accumulated by the Contractor in rendering the services shall be the sole property of the Aviation Authority, and the Contractor shall be vested with all rights therein of whatever kind and how was created, provided; however, the Contractor shall have no liability to the Aviation Authority for the Aviation Authority's use of the Contractor's work product unless used in connection with this Contract or any Amendments thereto, or for the Aviation Authority's use of work product of the Contractor which is delivered to the Aviation Authority in incomplete form, accompanied by written notice to the Aviation Authority that such work is incomplete describing in sufficient detail why the documents are incomplete. No reports, maps, drawings, specifications, or other documents produced in whole or in part under this Contract shall be the subject of any application for copyright by or on behalf of the Contractor or any of its Subcontractors.

4.18 Compensation and Deductions

The Contractor is encouraged to find and remedy issues during the working day proactively. Deductions will be applied to a performance rate of less than 97%.

Performance Rate	Applicable Deductions
98-99%	Remedial action will be taken.
95-97%	4% deduction for affected billing cycle
Less than 95%	5% deduction for affected billing cycle

4.19 Maintenance and Records

Contractor shall maintain complete and accurate records relating to all Services rendered by the Contractor pursuant to this Contract. Records shall be kept in a form reasonably acceptable to the Aviation Authority. Records and invoices for Services shall include all of the information required in order to determine the Contractor's monthly hours for each employee rendering Services hereunder, and shall identify the Services rendered by each employee in a manner acceptable to the Aviation Authority. Records for Reimbursable Expenses shall identify the nature and amount of each expense the date on which it was incurred, and the task to which the expense relates.

4.20 Use 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, and leave the site clean and ready for occupancy by the Aviation Authority.

4.21 On-Site Communications:

The Contractor shall provide, at its sole cost inclusive of any and all maintenance costs, Contractor communication devices such as, but not limited to, mobile devices.

4.22 Safety and Protection

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.

4.23 Additional Services

If during the contractual period additional positions are needed, the selected Contractor may, at the discretion of the Aviation Authority, be engaged to provide these positions. The Contractor, shall upon receipt of the written request from the AAR or designee, shall provide such additional positions. All additional positions will be documented by engagement memoranda to be approved by the Aviation Authority prior to the performance of any additional positions.

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5.0 AVIATION AUTHORITY STANDARD TERMS AND CONDITIONS

5.1 Awards

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; to reject any and all Responses or waive any minor irregularity or technicality in Responses received. Contractors are cautioned to make no assumptions unless their Response has been determined as meeting the Minimum Requirements and being responsive and responsible. All awards made as a result of this Response shall conform to applicable policies of the Aviation Authority. The Aviation Authority may return, for full credit, any unused items received which fail to meet the Aviation Authority's performance standards. The Aviation Authority reserves the right to cancel an awarded Response upon due cause—i.e., Contractor misrepresentation, Contractor negligence, non-performance, etc. via written notice.

5.2 Responsible Vendor Determination

Respondents are hereby notified that Section 287.05701, Florida Statutes, requires that the Aviation Authority may not request documentation of or consider a vendor's social, political, or ideological interests when determining if the vendor is a responsible vendor.

5.3 Additional Terms & Conditions

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.

5.4 Purchasing Agreements With Other Governmental Entities

Aviation Authority permits the awarded Contractor(s) 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 awarded Contractor (s).

5.5 Lobbying Statement

All firms are hereby placed on notice the Aviation Authority Board and staff shall not be contacted about this Response. Firms and their agents are hereby placed on notice that they are not to contact members of the Aviation Authority staff and/or Committee/Board member (with the exception of designated Purchasing Liaison). Public meetings and public deliberations of the Selection Committee are the only acceptable forum for the discussion of merits of products/services requested by the Request for Response; and written correspondence concerning Responses may be submitted to the Purchasing 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 evaluation of the

Solicitation. Any official communication from a Respondent during the Response process should be submitted in writing to the Greater Orlando Aviation Authority, **GOAA Annex Building, Purchasing Department, 5855 Cargo Road, Orlando, FL 32827- 4399** or via the e-Procurement Platform as directed during the Response process. A copy of the Administration Policies (Sections 180.01 and 180.03) are available upon request from the Chief Administrative Officer. Failure to adhere to these requirements could result in Board 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 (23))

5.6 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 Aviation 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: GOAA@integritycounts.ca, or through the online reporting form at <http://www.integritycounts.ca/org/GOAA>. 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.

5.7 EEO Statement

Contractors 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.

5.8 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 Consultant has full responsibility to monitor compliance to the referenced statute or regulation. The Consultant must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

5.9 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 (also known as Consultant) must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Consultant retains full responsibility to monitor its compliance and their Subcontractor's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Consultant 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.

5.10 Discounts

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

5.11 Pricing

Firm prices shall be proposed and include FOB DESTINATION, for all packing, handling, shipping charges, fuel surcharges and delivery, unless otherwise indicated, to any point within the Aviation Authority to a secure area or inside delivery. All prices, costs, and conditions shall remain firm and valid for 90 days from the date of opening. The obligations of Aviation Authority under this award are subject to the availability of funds lawfully appropriated for its purpose by the State of Florida and/or the Aviation Authority Board.

5.12 Incurred Cost

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

5.13 Errors

In the event of extension error(s), the unit price will prevail. In the event of addition error(s), the extended totals will prevail. In either case, the Contractor's total offer will be adjusted accordingly.

5.14 Taxes

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

5.15 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.

5.16 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.

5.17 Indemnification

The successful Contractor shall indemnify, defend and hold completely harmless the Aviation Authority and the City of Orlando, Florida ("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, from and against any and all liabilities (including statutory liability and liability under Workers' Compensation Laws), losses, suits, claims, demands, judgments, fines, damages, costs and expenses (including all costs for investigation and defense thereof, including, but not limited to, court costs, paralegal and expert fees and reasonable attorneys' fees) which may be incurred by, charged to or recovered from any of the foregoing: (a) by reason or on account of damage to or destruction or loss of any property of Aviation Authority or the City, or any property of, injury to or death of any person resulting from or arising out of or in connection with the performance of this Contract, or the acts or omissions of Contractor's directors, officers, agents, employees, Subcontractors, licensees or invitees, regardless of where the damage, destruction, injury or death occurred, unless such liability, loss, suit, claim, demand, judgment, fine, damage, cost or expense was proximately caused solely by Aviation Authority's negligence or by the joint negligence of Aviation Authority and any person other than Contractor or Contractor's directors, officers, agents, employees, Subcontractors, licensees, or invitees, or (b) arising out of or in connection with the failure of Contractor to keep, observe or perform any of the covenants or agreements in this Contract which are required to be kept, observed or performed by Contractor, or (c) arising out of or in connection with any claim, suit, assessment or judgment prohibited by this condition or in favor of any person described in below, or (d) arising out of or in connection with any action by Contractor or its directors, officers, agents, employees, Subcontractors, licensees or invitees. Aviation Authority agrees to give Contractor reasonable notice of any suit or claim for which indemnification will be sought hereunder, to allow 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 section, Contractor shall engage counsel reasonably acceptable to Aviation

Authority. In any suit, action, proceeding, claim or demand brought in respect of which the Aviation Authority may pursue indemnity, the Aviation Authority shall have the right to retain its own counsel. The fees and expenses of such counsel shall be at the expense of the Aviation Authority unless the Contractor and the Aviation Authority shall have mutually agreed to another arrangement. In the event Contractor fails, within a reasonable time to retain counsel satisfactory to the Aviation Authority, the Aviation Authority may retain counsel and Contractor shall be responsible for such legal fees, costs and expenses. In the event, the Aviation Authority and the Contractor are both named parties in any such proceeding and, in the sole judgment of the Aviation Authority, representation of both the Aviation Authority and the Contractor by the same counsel would be inappropriate due to actual or potential differing interests between them then Aviation Authority shall obtain its own counsel and Contractor shall be responsible for such legal fees, costs and expenses. The indemnification provisions of this Section 5 shall survive the expiration or earlier termination of this Contract with respect to any acts or omissions occurring during the term of the Contract. 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 Section 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.

5.18 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.

5.19 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 Agreement 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.

5.20 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 agreement and refund to the Aviation Authority the payments actually made to Contractor under this agreement.

5.21 Optional 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 Agreement 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.

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

In the course of performing the Agreement 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, Subcontractors, and sub-consultants 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 Agreement. The provisions of this Section shall survive the expiration or earlier termination of the Agreement.

5.23 Training

If specified, supplier(s) 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.

5.24 Acceptance

Items may be tested for compliance with the Specifications. Items delivered not conforming to specifications may be rejected and returned at Contractor's expense. Any increase in cost may be charged against the Contractor.

5.25 Safety Warranty

The selling dealer, distributor, supplier, and manufacturer shall be responsible for having complied with all Federal, State and local standards, regulations, and laws concerning the equipment specified and the use thereof, applicable and effective on the date of manufacture including safety and environmental standards as apply to both private industry and governmental agencies.

5.26 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.

5.27 Conflict of Interest:

The award hereunder is subject to provisions of State of Florida Statutes. All Contractors must disclose with their bid the name of any officer, Vice President, or agent who is also an employee of the Aviation Authority. Further, all Contractors must disclose the name of any Aviation Authority employee who owns, directly or indirectly, an interest of ten percent (10%) or more in the Contractor's firm or any of its branches.

5.28 Drug-Free Workplace

Whenever two or more Responses, which are equal with respect to price, quality, and service, are received by the Aviation Authority for the procurement of commodities or Contractual services, a Response received from a business that has implemented a drug-free workplace program per 287.087, Fla. Stat. shall be given preference in the award process.

5.29 Discriminatory Vendor List

An entity or affiliate placed on the Discriminatory Vendor List shall not submit a Response for a Contract to provide goods or services to a public entity, shall not submit a Response on a Contract with a public entity for the construction or repair of a public building or perform any public work, shall not submit Responses for leases of real property to a public entity, shall not award or perform work as a Contractor, supplier, Subcontractor, or consultant under any Contract with any public entity, and shall not transact business with any public entity per 287.134(3)(d), Fla. Stat.

5.30 Public Entity Crimes

All Contractor are hereby placed on notice that a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a Response on a Contract to provide any goods or services to a public entity, may not submit a Response on a Contract with a public entity for the construction repair of a public building or public work, may not submit Responses on leases of real property to a public entity, may not be awarded or perform work as a Contractor, supplier, Subcontractor, or consultant under a Contract with a public entity, and may not transact business with any public entity in excess of the threshold amount provided in 287.017 Fla. Stat. for CATEGORY TWO (currently \$35,000) for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

[Convicted Vendor List / Vendor Registration and Vendor Lists / State Agency Resources / State Purchasing / Business Operations / Florida Department of Management Services - DMS \(myflorida.com\)](#)

5.31 Scrutinized Companies

Awarded Contractor shall certify that it and its Subcontractors are not on the Scrutinized Companies that Boycott Israel List. Pursuant to Section 287.135, F.S. If the Agreement is for more than \$1,000,000 the Contractor further certifies that it and its Subcontractors are also not on the Scrutinized Companies with Activities in Sudan, Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria as identified in Section 287.135, F.S. For Contracts of any amount, if the Aviation Authority determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, the Aviation Authority shall either terminate the Contract after it has given the Contractor notice and an opportunity to demonstrate the Aviation Authority's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the Aviation Authority may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met. For Contracts \$1,000,000 and greater, if the Aviation Authority determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies with Activities in the Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the Aviation Authority shall

either terminate the Contract after it has given the Contractor notice and an opportunity to demonstrate the Aviation Authority's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the Aviation Authority may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met. The Contractor agrees to observe the above requirements for applicable subcontracts entered into for the performance of work under this Agreement. As provided in Subsection 287.135(8), F.S., if federal law ceases to authorize these Contracting prohibitions, this section shall become inoperative and unenforceable.

5.32 Licenses and Certifications

The awarded Contractor will be required to secure, at its expense and show proof of the proper business tax receipt and/or any other license/certification required of the applicable service/work being performed. Prior to award, the apparent low Contractor will be required to provide proof of license and/or certification within two (2) business days of the posted awarded recommendation and submit copies of license/certifications to the Purchasing Department. The successful Contractor is responsible for obtaining all permits necessary to construct the project. The Aviation Authority does not exempt itself from permitting requirements. The Contractor shall pay all Aviation Authority permit, inspection and impact fees required for the project or services required under this Contract; all other fees for permits required by agencies/municipalities other than the Aviation Authority shall be the responsibility of the awarded Contractor.

5.33 Subcontractors

The Contractor shall be fully responsible for all acts and omissions of the Subcontractors 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 Subcontractor is employed, the Contractor shall:

- a. Obtain approval in advance by the Aviation Authority.
- b. Continuously monitor the Subcontractor's performance, shall remain fully responsible to ensure that the Subcontractor performs as required and itself perform or remedy any obligations or functions which the Subcontractor 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 Subcontractor in the same manner as they apply to the Contractor. However, such application shall neither make any Subcontractor a party to this Contract, nor make such Subcontractor 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 Subcontractor)

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 Subcontractor 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 Subcontractor, including, in particular, any obligations of payment.
- f. If the Contractor has qualified as an MWBE or LDB program participant with respect to this Contract, Contractor may not subcontract the performance of services hereunder to an entity that has not received MWBE or LDB certification, unless the MWBE and LDB Participation Goals are separately met by a qualified portion of the Contract being performed by the Contractor or by one or more other Subcontractors that are MWBE and/or LDB certified.

5.34 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.

5.35 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.

5.36 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 agreement/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.

5.37 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 Contractor 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.

5.38 Funding

Obligation of the Aviation Authority for payment to a Contractor is limited to availability of funds appropriated in a current fiscal period, and continuation of contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise authorized by law.

5.39 Contract 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 Agreement, or if Contractor shall violate any of the covenants, agreements, or stipulations of this Agreement, the Aviation Authority shall thereupon have the right to terminate this Agreement 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 Agreement 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 Agreement 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 Agreement 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.

5.40 Contractor Responsibilities

Contractors, by submitting a Response, certify that it understands all planning, coordinating, and implementation of the described services shall be done through personal contact between the Contractor and the Aviation Authorized Representative (AAR), and that telephone contact and mail correspondence may, in some cases, not be appropriate. Aviation Authority approved representatives of the Contractor shall be available to meet with the AAR, as may be required, to accomplish the Aviation Authority's objectives as effectively and efficiently as possible, during all phases of this agreement/Contract/Response.

5.41 Supervision of Contract Performance

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.

5.42 Monitoring of Work

The Contractor shall provide the AAR with every reasonable opportunity to ascertain whether or not the work, as performed, is in accordance with the requirements of the Contract. The Contractor shall designate, in writing, a person to serve as liaison between the Contractor and the Aviation Authority.

5.43 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 submit for payment by the Aviation Authority the amounts billed to Contractor by Subcontractors in the billing/payment request submitted first after receipt of the applicable Subcontractor invoice. Contractor shall remit payment to Subcontractors/suppliers, based upon Subcontractors/suppliers invoice, not later than seven (7) days following receipt of payment from the Aviation Authority if Aviation Authority makes payment through an electronic funds transfer, and not later than fifteen (15) days from payment by the Aviation Authority if Aviation Authority makes payment through a paper draft or check. Contractor may not submit to the Aviation Authority for payment any amount

based on an invoice of a Subcontractor that Contractor disputes. Contractor shall notify the Aviation Authority promptly of any subcontract/supplier dispute.

5.44 Right To Audit Records

In performance of this Agreement, the Contractor shall keep books, records, and accounts of all activities related to the Agreement, in compliance with generally accepted accounting procedures. All documents, papers, books, records, and accounts made or received by the Contractor in conjunction with the Agreement and the performance of this Agreement 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 Agreement—unless such records are exempt from section 24(a) of Article I of the State Constitution and section 119.07(1), Fla. Stat.

5.45 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.

5.46 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: www.orlandoairports.net/publicrecords; , 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.

5.47 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.
- e. **Debarment and Suspension:**
- 1) 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).
 - 2) 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.
 - a) 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).
 - b) 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.
 - c) 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.

- d) 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.
- f. **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).
- g. **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.
- h. **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.
- i. **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:
 - 1) 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);
 - 2) 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);
 - 3) 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);
 - 4) 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;

- 5) The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- 6) 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);
- 7) 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);
- 8) 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;
- 9) 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);
- 10) 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;
- 11) 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);
- 12) 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.*).

j. **Procurement of Recovered Materials:**

- 1) 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.

- 2) Competitively procured within a timeframe providing for compliance with the Contract performance schedule;
- 3) Meeting Contract performance requirements; or
- 4) At a reasonable price.
- 5) 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>.
- 6) 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.

5.48 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>

5.49 Additional FEMA Requirements.

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

- 1) Access to Records. The following access to records requirements apply to this Contract:
 - a) 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.
 - b) 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.
 - c) 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.

- d) 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.

2) 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.

3) 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.

4) 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.

The remainder of this page is intentionally blank.

6.0 CONTRACT

6.1 Contract 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 ranked 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.

6.2 Contract

This Agreement/Contract is made and entered into effective as of the ____ day of _____ 20__, 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 provide all help desk Information Technology Specialist staff, administrative oversight, and other items necessary or proper for, or incidental to, performing Information Technology Operations Center (ITOC)/Helpdesk Services twenty-four (24) hours per day seven (7) days per week, on-site services, three-hundred sixty-five (365) days, and Telecommunications Field Technicians Specialists, Monday through Friday from 8:00 a.m. to 5:00 p.m. and all other items necessary or proper for, or incidental to, performing its obligations under Purchasing 24-117-RFP, INFORMATION TECHNOLOGY SPECIALIST STAFF, at the Orlando International Airport, in accordance with the Contract Documents which consist of the Contract, Response Price Form Page, the General Information, the Special Conditions, the Specifications, the Terms and Conditions, the Federal Provisions, any Addenda issued prior to the execution of the Contract, and the Request for Responses, 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 **Response Price Form Page** 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.

GREATER ORLANDO AVIATION AUTHORITY

By: _____

Title: _____

Date: _____

“CONTRACTOR”

By: _____

Title: _____

Date: _____

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 **Five Hundred Thousand
Dollars (\$500,000.00)**, 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 Purchasing Response 24-117-RFP Information Technology Specialist Staff
at Orlando International Airport, 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

By: _____
(Signature)

Witness

Its: _____
(Title)

(Seal)

Name of Surety

Witness

By: _____
(Signature)

Witness

Its: _____
(Title)

Address: _____

Telephone No.: _____

Fax 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-Authority 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 3 of the Contract's Special 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)

IRREVOCABLE STAND-BY LETTER OF CREDIT

_____ [Date]

IRREVOCABLE LETTER OF CREDIT NO. _____

EXPIRY DATE: _____

AGGREGATE AMOUNT: **\$500,000.00**

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 **Contract 24-117-RFP Information Technology Specialist Staff** 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.

Irrevocable Stand-by Letter of Credit
Page 2

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, 24-117-RFP Information Technology Specialist Staff 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: _____

7.0 RESPONSE SUBMITTAL REQUIREMENTS

Vendors interested in providing the services shall submit their responses via e-Procurement Platform system. Once Vendors register with OpenGov, Vendors will submit their response securely before the solicitation deadline by clicking the **PARTICIPATE BUTTON** under the solicitation using the following link:

<https://procurement.opengov.com/portal/goaa>

7.1 Preparing Responses in Required Format

- a. The requirements in this section are not to limit the creativity in the presentation of a Response, but rather to list the elements that the Aviation Authority deems most important to its evaluation process.
- b. It is the Respondent's responsibility to incorporate all pertinent information effectively, to communicate the Respondent's concept, and meet the requirements listed in Section 3.1 Respondent's Requirements and Section 3.2 Evaluation of Response Award. 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.

Tab 1 – Table of Contents

Please insert a table of contents and a set of tabs to identify each sections of the Response to facilitate quick reference.

Tab 2 – General Company Information

A. Provide the name of Respondent's company (including the name of any parent company), Include:

1. Contact name and complete contact information of individual responsible for account ("Lead Individual").
2. Type of organization (corporation, sole proprietor, partnership, other).
3. Federal employer identification number.

B. Cover Letter

Provide a brief narrative description of the firm's expertise, experience, history, and the resources directly available for the proposed project.

1. Respondent must certify in writing with its Response that Respondent is registered/qualified to do business in the State of Florida. Include a copy of such registration/application to the Aviation Authority with the Response submission.

2. Respondent shall affirm their willingness to execute an agreement substantially in the form attached hereto as Exhibit 1.

C. Financial Statements

1. Respondent shall provide a statement certifying that they are financially stable and have the necessary resources and financial capabilities to provide the services at the level required by the Aviation Authority.
2. Respondents must provide the most recent audited annual financial statements for the last two years in order to evaluate the Respondent's ability to perform these Services. If audited annual financial statements are not available, provide balance sheets, income statements, and cash flow statements for the last two years.
3. Respondent shall attach financial as a separate attachment via the e-procurement platform and be clearly labeled as follows: **"Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure."** (Reference Florida Statutes Section 119.071(1)(c) for exemption on financial records.)

NOTE: If the Respondent is a joint venture or partnership, which is not currently in existence, the above requested documentation shall be submitted from each entity of the proposed joint venture or partnership.

Tab 3 - Respondent's Experience, Qualifications and Methodology

A. Experience and Qualifications

1. Describe recent services provided by Respondent's firm and proposed subconsultants to illustrate the firm's ability to perform the requirements of this Contract. Include brief descriptions of two successful projects .
2. Provide three examples/projects that most closely match the project desired in this Solicitation and are similar in size and scope to the Project within the past seven (7) years and describe those services.
3. Provide a list of similar projects/contracts provided in the past seven (7) years with other governmental entities or airports.

B. References

Respondents' references should demonstrate that the Respondent and the key individuals have the airport experience in similar size and scope required, and reasonably has the reputation to perform the Scope of Services. **References shall be able to validate the Respondent's capabilities and experience.** It is the Respondent's responsibility to provide references and information that most closely demonstrates their

experience with organizations (airports, counties, municipalities, or universities) of similar size, complexity, and risk exposure as the Aviation Authority.

1. Provide a minimum of three (3), but no more than five (5), references of airports and/or governmental entity clients. Respondent shall provide the following information for each reference:
 - a) Organization's Name
 - b) Address
 - c) Contact person
 - d) Telephone number and email address of contact person
 - e) Brief Description of Project
 - f) Respondent's Role and Identify the Lead Individual**
 - g) Date of Services/Status (current or past client)
2. The Respondent authorizes the Aviation Authority, its staff or consultants to contact any of the references provided in the response and specifically authorizes such references to release either orally or in writing, any appropriate data with respect to the Respondent and its Engagement Team members.
3. **Respondent bears full responsibility for naming references which will respond to the Aviation Authority's reference checks. If the Respondent's references do not respond to the Aviation Authority's reference checks, the Respondent's evaluation will be adversely affected by non-responsive references.**

NOTE: If the Respondent is a joint venture or partnership, which is not currently in existence, the requested documentation listed below shall be submitted from each entity of the proposed joint venture or partnership.

Tab 4 - Respondent's Personnel Qualifications and Experience

Respondent shall demonstrate the specialized experience and technical competence of the key individuals and support staff who will provide the requested services, including but not limited to the proposed project manager, major subconsultants, and key staff in each firm. Knowledge, recent experience, and expertise of these key individuals with projects of similar type and complexity will be a material consideration.

A. Engagement Team and Lead Individual

1. Identify the Lead Individual, highlighting their qualifications and experience. Include the length of time and number of projects, the Respondent has with the proposed Lead Individual.
2. Provide the names, qualifications, and experience of the engagement team, (key employees, consultants, and sub-consultants) to be assigned to the project.

Include the length of time and number of projects the Respondent and the Lead Individual has with the proposed team.

3. Provide resumes of Engagement Team to be assigned to the project.
4. 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.

Tab 5 – Additional Requirements of the Response

A. Prior or Pending Convictions, Indictments, Investigations, 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 Section 2.0 Scope of Services, 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.

B. Claims Information

- a. 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.
- b. The Respondent shall also list any work their team failed to complete in accordance with any contract in the last five (5) years. Describe details regarding the non-performance, including listing any officer or partner of their team who in the last five (5) years failed to complete a contract handled in his/her name.

C. Conflicts of Interest

Describe any conflicts of interest with the Aviation Authority that the Respondent's firm has or may have, including with any other parties who are potentially involved in any contemplated financings of the Aviation Authority, and how that conflict of interest would be mitigated, **or provide an affirmative statement that there are none.** Please disclose any relationship you have with any commercial service airports within the state of Florida and all relationships with Central Florida governmental entities.

D. MWBE Participation

The submittal shall include a detailed MWBE action plan as listed in Section 3.10.

The MWBE documentation shall be uploaded as a separate attachment via the e-procurement platform and be clearly labeled as follows: **"MWBE Forms."**

Tab 6 - Pricing Schedule

Use the pricing table provided within the ***e-Procurement Platform to provide*** the hourly rates in association with the Scope of Services, which are inclusive of travel and expenses.

Tab 7 - Additional Information If needed

If there is no additional information provide a statement: "No additional information."

1. Respondent's Certification Form

I have carefully examined the Solicitation and any other documents accompanying or made a part of this Solicitations.

I hereby propose to furnish the goods or services specified in this Solicitation at the prices or rates quoted in my submittal. I agree that my submittal will remain firm for a period of up to one-hundred-twenty (120) days in order to allow the Aviation Authority adequate time to evaluate the submittals.

I certify that all information contained in this Solicitation is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this Solicitation on behalf of the Respondent as its act and deed and that the Respondent is ready, willing and able to perform if awarded the Contract.

I certify, under oath, that this Solicitation is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a Solicitation 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. I further certify that the undersigned executed this Respondent's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

Company	Sworn to and subscribed before me by means of:
	☐ physical presence or ☐ online notarization
Respondent's Signature	this day of _____ 20__
Print Name and Title	by _____ who is
	☐ Personally Known; or ☐ Produced Identification. Type of identification produced:
Address:	[Check applicable box to satisfy identification requirement of FLA. Stat. §117.05)
	STATE OF FLORIDA) Seal
Date	COUNTY OF _____)
Duns Number	
Federal Tax Id Number	Notary Public My Commission Expires:
Email:	Printed, typed or stamped commissioned name of Notary Public)

The Aviation Authority only requires Company Federal Tax Id numbers. The Aviation Authority is not requesting individual social security numbers

2. Addendum Receipt Verification

Respondents must acknowledge each addenda on this form and include with your Response submittal. Failure to acknowledge and upload EACH addenda may result in a non-responsive Response. The undersigned acknowledges receipt of the following addenda to the Documents (Give number and date of each):

Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____

Company

Signature

Print Name

Title

3. Conflict of Interest Disclosure Form

The award of this Contract is subject to the provisions of Chapter 112, Florida Statutes. All Respondents must disclose within their Response the name of any officer, Vice President, 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:

Acknowledged by:

Firm Name:

Signature of Authorized Representative:

Name and Title (Print or Type):

Date:

4. Certification Regarding Prohibition Against Contracting with Scrutinized Companies

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.

Name of Respondent: _____

By: _____
(Authorized Signature)

Title: _____

Date: _____

5. E-Verification Certification Form

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.

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.

Company Name: _____

Authorized Name: _____ Title: _____

Signature: _____ Date: _____

State of _____

County of _____

This instrument was acknowledged before me on _____ (Date)

Notary Public Signature _____

6. MWBE FORMS

LETTER OF INTENT/AFFIRMATION
Minority/Woman Owned Business Enterprise (MWBE)
(This page shall be submitted for each MWBE Firm)

Respondent: Name _____

Address _____

City _____ State _____ Zip _____

MWBE Firm: Name _____

Address _____

City _____ State _____ Zip _____

MWBE Contact: Name: _____ Phone () _____

Email: _____

MWBE Certification Agency: _____ Expiration Date _____
Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work	Quantity	Rates	Total

Year 1: \$ _____

Year 2: \$ _____

Year 3: \$ _____

Total Term Value: \$ _____ Percent of Total Bid: _____ %

AFFIRMATION:

The above-named MWBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By: _____
(MWBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named MWBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: _____
(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.

MONTH ENDING: _____

GREATER ORLANDO AVIATION AUTHORITY

MWBE DISBURSEMENT FORM

(To Be Submitted with EACH Invoice and Faxed to (407) 825-3004 or E-Mailed to DForms@goaa.org)

CONTRACT: 24-117-RFP Information Technology Staff Specialist

(Number and Name)

PAYMENTS

	Current Year			Previous Years Totals
	(A)	(B)	(C)	(D)
	Current Payment	Previous Payments	Cumulative Payments	Amount
Prime Contractor Payment				
Percent Achieved				
	(Total Col E / Total Col A)	(Total Col F / Total Col B)	(Total Col G / Total Col C)	(Total Col H / Total Col D)

MWBE SUBCONTRACTOR/VENDOR

	Current Year			Previous Years Totals
	(E)	(F)	(G)	(H)
	Current Payment	Previous Payments	Cumulative Payments	Amount
TOTALS				

Summary

Original Prime Contract Total:	\$	Original Sub Contract Total:	\$
Amendment(s) Approved:	\$	Amendment(s) Approved:	\$
Revised Prime Contract Total:	\$	Revised Sub Contract Total:	\$

Contract Goal:

Cumulative Goal Achieved:

(Sum of totals G
and H / Sum of
totals C and D)

Remarks:

7. Current W9

Request for Taxpayer Identification Number and Certification ►

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

8. Letter of Bondability or Letter of Credit

As described in Section Three – Special Conditions. The Aviation Authority will not accept any change or modification to the forms of Performance Bond or Letter of Credit.

Each Respondent shall provide with its Submittal 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.

9. No Solicitation Response

If your firm is unable to submit a response at this time, please provide your firm's reason for not submitting and return to the Senior Purchasing Agent noted in the e-procurement system.

7.0 RESPONSE

QUESTION & ANSWER REPORT
Solicitation No. 24-117-RFP
INFORMATION TECHNOLOGY SPECIALIST STAFF

QUESTION & ANSWER REPORT
Solicitation No. 24-117-RFP
INFORMATION TECHNOLOGY SPECIALIST STAFF
RESPONSE DEADLINE: October 11, 2023 at 11:00 am
Sunday, September 10, 2023

1. Current vendor(s)

Question: Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.

Answer: No. The current Provider is Technology Management Corporation, email: cobrien@tmz-1.com; and the subcontractor is ServiTec International, Inc. Contact: Brian Curtis brian.curtis@servittec.com

2. Previous spending

Question: Can you please let us know the previous spending of this contract?

Answer: Please submit your record requests to www.orlandoairports.net/publicrecords.

3. Incumbent(s)

Question: Please confirm if we can get the proposals or pricing of the incumbent(s).

Answer: Please submit your record requests to www.orlandoairports.net/publicrecords.

4. Pain points

Question: Are there any pain points or issues with the current vendor(s)?

Answer: Not at all. Everything is good.

5. Number of awards

Question: Please confirm the anticipated number of awards.

Answer: This solicitation will be awarded to one Contractor.

6. No subject

Question: Is there any mandatory requirement for bid bond or performance bond?

Answer: Yes, the Aviation Authority requires a Surety Bonds or Letter of Credit in the amount of Five Hundred Thousand Dollars. Please refer to Section 3.4

7. No subject

Question: What would be the number of awards you intend to give(approximate number)?

Answer: This solicitation is not divisible, but shall be awarded, if an award is made, to a single Respondent.

8. No subject

Question: Please provide us with an estimated NTE budget allocated for this contract.

Answer: The estimated budget amount for the five-year period is a not-to-exceed amount of \$9,000,000.00.

9. No subject

Question: Is this an old contract or new contract?

Answer: This is a re-occurrence contract.

10. No subject

Question: What is the tentative start date of this engagement?

Answer: The Contract period will be for sixty (60) months with the Contract to commence on or about February 1, 2024. Please refer to Section 1.4 of the Solicitation.

11. No subject

Question: What is the work location of the proposed candidates?

Answer: The location is within the Aviation Authority's property.

12. No subject

Question: Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?

Answer: The current Provider is Technology Management Corporation, email: cobrien@tmz-1.com; and the subcontractor is ServiTec International, Inc. Contact: Brian Curtis brian.curtis@servittec.com. Please submit your record requests to www.orlandoairports.net/publicrecords.

13. No subject

Question: Are there any pain points or issues with the current vendor(s)?

Answer: No, there are no current issues with the current Contractor.

14. No subject

Question: Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?

Answer: Yes, there is a mandatory subcontracting requirement for this contract. The Aviation Authority has established a 20% MWBE goal for the total contract expenditures. This goal should be met by subcontracting with MWBE certified firms or by submitting evidence of good faith efforts if the respondent fails to meet the goal.

15. No subject

Question: How many positions were used in the previous contract?

Answer: The Aviation Authority currently staffs one Senior IT System Specialist, two IT System Specialists, four Junior IT System Specialists, two Telecom Analysts, and one Service Desk Representative.

16. No subject

Question: How many requisitions will be required per year or throughout the contract?

Answer: The Contractor shall hire or contract with a sufficient number of employees or contractors before the commencement of the Contract to enable it to conduct the Selected Contractor's operation and perform the Services as authorized and required by the Aviation Authority. Please refer to Section 4.10 of the Solicitation.

17. No subject

Question: If the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?

Answer: Yes.

18. No subject

Question: Can we provide hourly rate ranges for the given positions?

Answer: The billable hourly rates range are: 1. Junior IT System Specialist: \$61.00 2. Senior IT System Specialist: \$87.00 3. Telecom/Engineer/Analyst: \$92.00 4. Service Desk Representative: \$61.00.

19. No subject

Question: Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?

Answer: On-site only. No remote operation at all.

20. No subject

Question: Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?

Answer: Yes. Please refer to Section 7, Tab 4.A of the solicitation.

21. No subject

Question: Could you please provide the list of holidays? Are there any mandated Paid Time Off, Vacation, etc.?

Answer: This depends on the department's operation. For the ITOC, it will be operational seven days a week, 365 days a year, without holidays. Desktop and Telecom will operate five days a week, with holidays following the Aviation Authority's schedule.

22. Extend the Opening Date

Question: Will the Aviation Authority extend the opening date?

Answer: Due to time constraints, the Aviation Authority cannot move the opening date of the solicitation.

23. Deadline for Submittal of Questions

Question: When is the deadline for submittal of Questions?

Answer: The deadline for submittal of questions is September 22, 2023, 5:00 p.m. EST

24. Exceptions of Terms and Conditions

Question: Is there a deadline to submit an exception to the terms and conditions of the agreement?

Answer: Yes, prospective respondents must submit the exceptions to the terms and conditions of the solicitation by September 22, 2023, 5:00 p.m. EST.

25. Terms and Conditions...

Question: To expedite negotiations if awarded, would the Aviation Authority be willing to use a cooperative contract of which you are a member?

Answer: No. The Aviation Authority is not considering a cooperative contract due to the mandatory requirements of the solicitation.



ADDENDUM NO. 2
QUESTION & ANSWER REPORT
Solicitation No. 24-117-RFP
INFORMATION TECHNOLOGY SPECIALIST STAFF
RESPONSE DEADLINE: October 11, 2023 at 11:00 am
Monday, September 25, 2023

1. No subject

Question: We are MBE certified from NMDSC, are we eligible to self-perform 20% WMBE goal for this contract? If not then how we segregate the goals?

Answer: Currently, the Greater Orlando Aviation Authority (GOAA) accepts certification(s) issued from the Aviation Authority, the City of Orlando, Orange County, and the State of Florida Office of Supplier Diversity. All bidders/proposers including MWBE bidders/proposers, but excluding MWBE joint ventures, shall meet the MWBE participation through first tier subcontractor or subconsultant participation. Please provide clarification on how if not then how we segregate the goals.

2. No subject

Question: Could you please share the link for Subcontractor vendors?

Answer: Thank you for your question, please provide clarification on subcontractor vendor link.

3. MWBE Goal

Question: Will the Airport Authority accept MWBE certifications from the State of Florida as described in the "GOAA Minority and Woman Business Enterprise Policy" in section 1200.02?

<https://orlandoairports.net/site/uploads/Minority-and-Women-Business-Enterprise-Policy-1200.02.pdf>

Answer: Yes

4. MWBE Goal

Question: Does the MWBE Subcontractor have to have the minimum 5 years of airport experience similar in size and scope or is that only for the respondents.

Answer: That information is only required of the respondents.

5. No subject

Question: Is it mandatory to have minimum 5 years of airport experience similar in size and scope of project and 7 years of continuous and recent experience of similar scope and size of this project??? Instead, Can we submit experience of similar size and scope with other government or commercial clients???

Answer: Yes, this is a mandatory requirement that Respondent shall have a minimum of 5 years of experience due to the specialized system we use at the Aviation Authority. Please refer to Section 3.1 of the solicitation.

6. Incumbent Pricing

Question: What is the current ongoing pricing/billable rates with the current Provider is Technology Management Corporation?

Answer: The current billable hourly rates range are: 1. Junior IT System Specialist: \$61.00 2. Senior IT System Specialist: \$87.00 3. Telecom/Engineer/Analyst: \$92.00 4. Service Desk Representative: \$61.00.

7. Pre-Proposal Conference

Question: Was it mandatory to attend the Pre-Proposal Conference Meeting to be eligible for submitting the proposal response?

Answer: No, the Pre-Proposal Conference was not mandatory.

8. Exception

Question: We respectfully submit the following exception- for section 4.18- If the Aviation Authority is dissatisfied with the performance of any Contractor employee and remediation is not effective, the Aviation Authority may direct the Contractor to remove such unsatisfactory employee for assignment with the Aviation Authority.

Answer: Please submit a redline comparison so we can review your exception.

9. Exception

Question: We Respectfully submit the following Exception to section 4.14- Training- a. The Aviation Authority The Contractor shall be responsible for training of the Contractor's personnel in the performance of their duties. b. The Aviation Authority The Contractor shall be responsible for training, safety, quality control and quality assurance programs which includes but is not limited to the following:

Answer: Please submit a redline comparison so we can review your exception.

10. Exception

Question: We respectfully submit the following exception- Section 4.5- (R) q. Contractor's employees are subject at all times to the Aviation Authority's direct and indirect supervision; Contractor does not supervise such employees on their assignments. The Aviation Authority further agrees that while on assignment with the Aviation Authority, Contractor's employees shall not be permitted, without express advance written approval by an officer of Contractor, to i) engage in travel or otherwise operate a motor vehicle or any non-office machinery or equipment on behalf of the Aviation Authority, ii) handle cash or valuables or negotiable instruments (the Aviation Authority shall also not pay Contractor's employees directly or advance any funds to them.), iii) be permitted unsupervised or uncontrolled access to confidential or proprietary information, including confidential access codes, iv) be permitted unsupervised access to or control of the Aviation Authority's business premises, v) remove any property of the Aviation Authority from the Aviation Authority's business premises, vi) purchase, consume or distribute any alcohol, or vii) consume drugs, unless advance written authorization is provided by a physician. Should any Contractor's employee be permitted to engage in any of the activities described in i) - vii) above, Contractor shall have no responsibility arising therefrom, and the Aviation Authority agrees to indemnify, defend and hold harmless Contractor for any and all liabilities, losses, claims, injuries, suits, judgments, expenses, charges, fines, interest or penalties (collectively, "Losses") resulting from the employee's conduct.

Answer: Please submit a redline comparison so we can review your exception.

11. Increase in Cost

Question: If government-mandated costs or expenses are enacted during the contract term, will respondents be allowed to request rate increases to cover these higher rates?

Answer: An amendment to the contract will be issued if there are any contract adjustments to the scope of work.

12. AOA

Question: Will temps be required to enter or operate in the AOA- Airport Operations Area, information noted on page 16, section 3.7?

Answer: Yes, the staff will be required to drive and enter the Airport Operations Area (AOA).

13. Job Description

Question: Will Orlando Aviation provide detailed job descriptions for the positions listed in the solicitation?

Answer: Yes, the Aviation Authority will provide job descriptions for the positions listed in the solicitation at time of award.

14. FCRA Compliance

Question: To ensure FCRA compliance, it is our company's policy to provide clients with an attestation of completion of background check pursuant to client's requirements, but not the actual results. Will Orlando Aviation accept letters of attestation in lieu of actual background check results?

Answer: No. The Aviation Authority has to conduct Security Threat Assessments (STAs) and Criminal History Records Checks (CHRCs) on badge applicants and review and adjudicate the results. Please refer to Sections 3.6 through 3.9 of the solicitation.

15. Exception

Question: We respectfully submit the following exceptions from section 5.7- Indemnification: In the event Contractor fails, within a reasonable time to retain counsel satisfactory to the Aviation Authority, the Aviation Authority may retain counsel and, provided that the Aviation Authority has notified Contractor of such retention prior to its occurrence, In the event, the Aviation Authority and the Contractor are both named parties in any such proceeding and, in the sole judgment of the Aviation Authority, representation of both the Aviation Authority and the Contractor by the same counsel would be inappropriate due to actual or potential differing interests between them then Aviation Authority shall obtain its own counsel and shall be responsible for its own legal fees, costs and expenses. With the exception of claims of tort, any and all personal liability of every other 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.

Answer: Please submit a redline comparison so we can review your exception.

16. Exception

Question: We respectfully submit the following exceptions: Section 5.20 Warranty Against Infringement of Intellectual Property- 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 agreement

Answer: Please submit a redline comparison so we can review your exception.

17. Exceptions

Question: We respectfully submit the following exceptions- section 5.39 Contract Termination- The Contract resulting from this Response shall commence upon issuance and acceptance of the fully executed Contract. The parties retain 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, provided herein, the awarded Contractor shall be paid for services performed through the date of termination. 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., provision shall survive the termination of this agreement and shall not relieve Contractor of its liability to the Aviation Authority for damages. Termination for Convenience of Contractor: The Contractor may terminate this Agreement by giving at least 180 days' notice to the Aviation Authority.

Answer: Please submit a redline comparison so we can review your exception.

18. Exception

Question: We respectfully submit the following exception, section 6.2- 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, C.F.O., or C.O.O.).

Answer: Please submit a redline comparison so we can review your exception.

19. Notary Request

Question: Although this bid may not have any notarization requirements, this is a general question. As Florida has been identified by the National Notary Association which has approved/adapted RON (remote online notary) services. If, this bid did/does include documents that required notarization, would documents completed by Remote Online Notary (RON) services be accepted?

Answer: The Aviation Authority will accept Remote Online Notary (RON) services.

20. Exception

Question: We respectfully submit the following exceptions- section 5.17 Indemnification- (a) by reason or on account of damage to or destruction or loss of any property of Aviation Authority or the City, or any property of, injury to or death of any person the negligent performance of this Contract by, or the negligent acts or willful misconduct of, Contractor's directors, officers, agents, employees, Subcontractors, licensees or invitees, or (b) arising out of or in connection with the failure of Contractor to keep, observe or perform any of the covenants or agreements in this Contract which are required to be kept, observed or performed by

Answer: The Aviation Authority will not accept any exceptions to Section 5.17 of the solicitation.

21. Exceptions of Terms and Conditions

Question: Requesting Authority to extend the deadline for providing exceptions to terms and conditions

Answer: Due to time constraints, the Aviation Authority cannot move the opening date of the solicitation.

22. Engagement Team

Question: Referring to page 76 of the RFP, TAB 4. A. 2. - " Provide the name, qualifications and experience of the engagement team." Please clarify which all personnel are to be considered as a part of the engagement team.

Answer: The Engagement Team are the key employees, consultants, and sub-consultants that will be performing the services.

23. Resumes

Question: Do we need to include resumes for technical resources along with the response? If yes, do we submit sample resumes or actual resumes?

Answer: Yes. The Aviation Authority requires the Respondent to submit the resumes. Please refer to Section A of Tab 4 of the solicitation.

24. MWBE

Question: Please clarify that in order to meet the MWBE Participation Goal, do we need to partner with a Women Owned Minority Business or only with a Minority Owned Business? And can the MWBE be certified from any other state apart from Florida?

Answer: A respondent may select a minority and/or women owned business enterprise to meet the 20% goal. A MWBE firm must have a certification issued by Greater Orlando Aviation Authority, the City of Orlando, Orange County, and the State of Florida Office of Supplier Diversity.

25. General/Signature

Question: Kindly confirm, if Digital signature is acceptable on proposal submission forms

Answer: Yes, the Aviation Authority accepts digital signatures.

26. Hourly Rate

Question: Kindly confirm, if the provided billing rates is the maximum hourly rate allocated for the mentioned roles?

Answer: The proposed hourly rates shall include the Contractor's portion of social security taxes, unemployment taxes, and all other compulsory payroll taxes, worker's compensation insurance costs, costs of any health insurance or additional fringe benefit provided to employees, costs of bonds and insurance coverage, other overhead costs, profit margin and any other costs or fees the Respondent would expect to receive or recover from the Aviation Authority in performing the services.

27. WMBE Subcontracting

Question: We are not able to Locate WMBE Directory, could you please upload on with bid documents?

Answer: Please click on the link below to GOAA MWBE directory:
<https://goaa.diversitycompliance.com/FrontEnd/searchcertifieddirectory.asp>

28. WMBE Subcontracting

Question: We are NMSDC certified MBE firm, do we still need to subcontract?

Answer: The Greater Orlando Aviation Authority accepts certifications from GOAA, the City of Orlando, Orange County and the State of Florida Office of Supplier Diversity. MWBE prime contractors are still required to subcontract to meet the 20% MWBE goal.

29. WMBE Subcontracting

Question: If prime itself is WMBE certified, do we still need to subcontract?

Answer: MWBE Primes must still meet the 20% subcontract MWBE goal.

30. WMBE Subcontracting

Question: We understand that we can subcontract with either Women owned or Minority business?

Answer: Yes you may subcontract with either minority or women owned businesses. Yes, firms must be certified as a Women or Minority owned business to count towards the 20% goal. The Greater Orlando Aviation Authority accepts certifications from GOAA, the City of Orlando, Orange County and the State of Florida Office of Supplier Diversity

31. Exhibit A

Question: Exhibit A is just for review purpose? please confirm

Answer: Correct. Exhibit A - "GREATER ORLANDO AVIATION AUTHORITY STATEMENT FORM" is for the Respondent and the Bank to review the Irrevocable Stand-By Letter of Credit terms.

32. Performance Bond and Oath of Secretary form

Question: Performance Bond and Oath of Secretary form will be submitted after award? please confirm

Answer: Each Respondent shall provide with its Submittal a Letter of Bendability on a surety company letterhead or a letter from a US Bank for a letter of credit confirming that the Respondent can obtain one or the other and understands only the Performance Bond or Letter of Credit form will be accepted. Please refer to Item #8 of Tab 7.

32. Letter of Credit

Question: Do we need to submit letter of Credit with Bid?

Answer: Each Respondent shall provide with its Submittal a Letter of Bendability on a surety company letterhead or a letter from a US Bank for a letter of credit confirming that the Respondent can obtain one or the other and understands only the Performance Bond or Letter of Credit form will be accepted. Please refer to Item #8 of Tab 7.

33. Performance Bond

Question: This opportunity is considered a Staffing/Service which does not normally require performance bonding. Can the Airport Authority please explain how they expect the provider to recover the significant annual cost of providing the bond, when the provider is asked to give/invoice by hourly rates?

Answer: The hourly rates shall include the Contractor's portion of social security taxes, unemployment taxes, and all other compulsory payroll taxes, worker's compensation insurance costs, costs of any health insurance or additional fringe benefit provided to employees, costs of bonds and insurance coverage, other overhead costs, profit margin and any other costs or fees the Respondent would expect to receive or recover from the Aviation Authority in performing the services.

34. Minority and Women Business Enterprise ("MWBE") Participation Program

Question: Please confirm if the prime vendor is required to subcontract with a firm that is both the Minority Business Enterprise and Women Business Enterprise, or can we submit a firm that is either Minority Business Enterprise or Women Business Enterprise for the goal of 20%?

Answer: Prime contractor are required to subcontract with firms that are certified as minority and/or women owned business. Firms can utilize certified minority or women owned businesses to meet the 20% goal.

35. Performance Bond

Question: Can the Airport Authority please describe or give an example of what circumstances might lead to them to draw upon the performance bond, given that there is already a remedy to make a deduction from the invoice in the event of non-performance?

Answer: Please refer to Section 5.39 of solicitation.

36. Hourly Rates

Question: In question #18 billable rates were provided by Orlando Aviation, can you clarify if this is a cap or can we provide our own rates?

Answer: The hourly rates provided in question #18 were an inquiry received about the current hourly rates paid by the current Contractor. The Respondent must provide their hourly rates. The hourly rates shall include the Contractor's portion of social security taxes, unemployment taxes, and all other compulsory payroll taxes, worker's compensation insurance costs, costs of any health insurance or additional fringe benefit provided to employees, costs of bonds and insurance coverage, other overhead costs, profit margin and any other costs or fees the Respondent would expect to receive or recover from the Aviation Authority in performing the services.

37. Staff duties

Question: Jr. IT Systems Specialists – will this staff work exclusively in the ITOC fielding calls from a desk or is the expectation that they will also be mobile to address end-user issues in person?

Answer: Both.

38. Excel Sheet

Question: Are we not to exceed the rates provided on question #18, in regards to the hourly rates?

Answer: The hourly rates provided in question #18 were an inquiry received about the current hourly rates paid by the current Contractor. The Respondent must provide their hourly rates. The hourly rates shall include the Contractor's portion of social security taxes, unemployment taxes, and all other compulsory payroll taxes, worker's compensation insurance costs, costs of any health insurance or additional fringe benefit provided to employees, costs of bonds and insurance coverage, other overhead costs, profit margin and any other costs or fees the Respondent would expect to receive or recover from the Aviation Authority in performing the services.

39. Waiver of Subrogation

Question: We respectfully submit the following Exception: 5)All insurance required for this Contract shall contain a waiver of subrogation clause, as allowed by law, in favor of the Authority and the City of Orlando "Intentionally omitted".

Answer: The Aviation Authority will not accept this modification.

40. References

Question: Does GOAA require references from subcontractors as well (i.e. MWBE partner)? If yes, how many?

Answer: The Respondents' references should demonstrate that the Respondent and the key individuals have the airport experience in similar size and scope required, and reasonably has the reputation to perform the Scope of Services. Please refer to Section 3 of Tab 7 of the solicitation.

41. Deadline of submittal of Questions and Exceptions to the Terms and Conditions

Question: When is the deadline for submittal of questions and exceptions to the terms and conditions?

Answer: The deadline for submittal of questions and exceptions to the terms and conditions of the solicitation is September 22, 2023, 5:00 p.m. EST. The Aviation Authority will not accept any questions after the deadline.



**Submission for the
Greater Orlando Aviation Authority's
Request for Proposals:**

**Information Technology Specialist
Staff Services**

24-117-RFP

October 11, 2023

Confidentiality

Subject to state, county and city laws, the contents of this document shall be treated in strict confidence by the Greater Orlando Aviation Authority and ServiceTec International, Inc. and shall not be disclosed in whole or in part by the Greater Orlando Aviation Authority to any third party without the prior consent of ServiceTec International, Inc.

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Tab 2 – Company Information

Tab 2-A: General Company Information

Primary Contact (Lead Individual):

For all matters relating to this proposal, the primary ServiceTec contact for Greater Orlando Aviation Authority is:

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Registered Office:

ServiceTec International, Inc.
950 Herndon Parkway
Suite 380
Herndon, VA 20170

Federal Employer ID: [REDACTED]
Organization Type: Corporation

ServiceTec International, Inc. (ServiceTec), is the wholly owned US subsidiary of ServiceTec Airport Services International Limited, in turn a wholly owned subsidiary of ServiceTec Global Services Limited. The organization is principally structured to facilitate legal compliance within the countries where the ServiceTec Group does business.



Tab 2-B: Cover Letter

Fatima Calkins
Assistant Manager, Purchasing – IT
5855 Cargo Road
GOAA Annex Bldg. – Purchasing Dept.
Orlando, FL 32827

Reference: RFP 24-117 Information Technology Specialist Staff

Dear Ms. Calkins:

On behalf of ServiceTec International, Inc., the Board of Directors, and our employees, we would like to thank the Greater Orlando Aviation Authority (GOAA), for inviting us to respond to your Request for Proposal (“RFP”) for Information Technology Specialist Staff Services (Contract #24-117). In preparing our response, we have endeavored to provide you with a proposal that is compliant, concise and factual.

ServiceTec International, Inc., (**herein referred to as “ServiceTec”**), (Federal Tax ID No. 13- 3998072; is the offeror for this solicitation. A current copy of ServiceTec’s W-9 Federal Tax Form can be found in Attachment 1. ServiceTec was established in April 1998, a Delaware Corporation with its corporate headquarters located at 950 Herndon Parkway, Suite 380, Herndon, Virginia 20170. ServiceTec is a leading provider of professional, technical and management support services for U.S. and international airports.

Established in 1989, ServiceTec is the world’s largest and most highly respected independent IT managed systems support organization, specializing in the airport/airline environment. Our services range from solving the IT problems of today - hardware, software, desktop, server, network or user service desk - to consultancy, project management, best practices and supporting the needs of the future.

With an international network of experienced, vetted and highly qualified Administrators, Engineers and Technicians who as a whole, have supported well over 50,000 system devices and 1,500 self-service devices and amassing over 5 million man-hours of experience on multiple vendor systems and platforms, ServiceTec is well qualified to serve the complex IT needs of any airport client.

Certified in ISO9001:2015, ISO27001:2013 and ISO20000:2018, and also dedicated adopters of the ITIL® IT Managed Service best practice framework, the ServiceTec organization holds itself to a high level of standards. We have created a culture of excellence among staff of all levels in the organization and fully expect our staff to deliver the highest level of service for our clients – each and every time.

North American airport clients that ServiceTec has served include: BNA, CAE, CLT, DEN, DTW, GSP, JFK, LAS, LAX, MCO, MSP, OAK, ONT, RNO, SFO, YQR, YVR, YYJ and YYZ.

Since 2013, ServiceTec has been providing the Greater Orlando Aviation Authority with Information Technology Specialist Staff. We currently employ a team of nine (9) knowledgeable and qualified full-



time staff and we are uniquely positioned to continue providing the services as defined in this RFP opportunity. Additionally, during this time, the aviation authority recognized the talents of five (5) former ServiceTec employees (2 Service Desk Representatives and 3 System Administrators) and sought to bring these individuals onboard their in-house team. ServiceTec considers GOAA a partner and we worked closely with the aviation authority to ensure a smooth transition for each of these staff members – with minimal operational impact.

It is ServiceTec's intent to continue forward with the existing onsite team members and to continue delivering to GOAA, additional IT Specialist Staff as and when required. Tab 4 of this document will detail the extensive (and GOAA-specific) experience of all onsite team members, as well as that of Key Personnel on our Engagement Team. Additionally, ServiceTec is continuing to partner with Technology Management Corporation (TMC), a GOAA certified MWBE and trusted partner, in order to provide a complete solution meeting the aviation authority's requirements.

Given this established and trusted working relationship with GOAA, ServiceTec is committed to continue providing the high level of IT Specialist Staff Services as defined in this RFP, and that the Greater Orlando Aviation Authority has come to expect. Further, due to our significant familiarity with GOAA and all of its stakeholders and end-users, our extensive knowledge and experience as a vendor-independent Airport IT Specialist organization and our professional/ customer-first approach to service delivery, ServiceTec believes our proposal to be low risk.

ServiceTec fully complies with the terms, conditions, and provisions set forth in this solicitation. Our proposed costs are valid for one hundred twenty (120) days from the submittal date of October 11, 2023.

ServiceTec is registered and qualified to do business in the State of Florida (since April 27, 2007). Our Florida Certificate of Status is attached – see Attachment 2.

ServiceTec can confirm that we are approved for and can obtain a Performance Bond as required by this RFP. Please refer to Attachment 3 to review a copy of the Letter of Bondability from our Surety Company.

ServiceTec affirms that we are willing to execute an agreement substantially, according to the requirements and details of this RFP document, as amended, within ten (10) days after receipt of the Notice of Intent to Award.

Sincerely,

A handwritten signature in blue ink, appearing to read "LH", followed by a horizontal line.

Lynne A. Harrison
Executive Vice President - Americas



Tab 2-C: Financial Statements

ServiceTec certifies that the organization is financially stable and has the necessary resources and financial capabilities to provide the services at the level required by the Greater Orlando Aviation Authority.

In order to allow GOAA the opportunity to confirm our financial stability and to evaluate/confirm our organization's ability to perform the IT Specialist Staff Services, ServiceTec has included the last two years of audited annual financial statements.

To view these statements, please see the separate attachment in the OpenGov e-procurement system, labeled as follows:

Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure – ServiceTec International, Inc.

Exemption on financial records - Florida Statutes Section 119.071(1)(c)

Tab 3 - Respondent's Experience, Qualifications and Methodology

ServiceTec Transition

ServiceTec Transition Plan for GOAA Information Technology Specialist Staff

With over 30 years of experience supporting airport systems, ServiceTec has conducted several Service Transitions, to include both initial support at a new terminal under construction and replacing another service provider or integrator, to deliver IT Support services. During that time, and having supported systems at over 40 different airports, we know what it takes to develop an intricate and detailed transition plan/schedule which captures all the nuances of changing service providers for an Airport IT Project - including anticipated challenges and concerns.

As the incumbent for GOAA'S Information Technology Specialist Staff that is currently in operation, there's no need to submit a detailed plan which addresses how to staff and start this project. Instead, ServiceTec will commit to and be dedicated to ensuring continued success, as it relates to evolving and adapting to the changing needs of our valued partner at the Greater Orlando Aviation Authority. Working with management at GOAA to better serve the client and meet the needs of the operation, the plan is to introduce five new Junior ITOC positions, which will not only inject fresh talent and energy into our team, but will be significant in providing additional support coverage within the 24/7 operation.

Furthermore, another aspect of ServiceTec's plan for continued success at GOAA is that we want to recognize and reward the invaluable contributions of our existing technicians and specialists. Specifically, we intend to elevate one of our standard technicians to the role of Senior Technician under the new service contract for IT Specialist Staff services. Additionally, and drawing from his extensive eight years of experience at the airport authority, our Operations Support Manager (Michael Goodhue) will serve as a vital local ServiceTec management presence and training resource - imparting the nuances of GOAA's operations, and the high standards expected by our client – to all onsite staff.

This transition plan underscores our unwavering commitment to excellence in fulfilling our contract for the Greater Orlando Aviation Authority, maintaining team continuity, and fostering growth within our dedicated onsite team.

Project Kick-off and Orientation Meeting

The goal of a Project Kick-off and Orientation Meeting is to set the stage for success by including all of the stakeholders to understand the timeline and key milestones. Since the transition for an incumbent is always easier, ServiceTec wants to reassure GOAA that our transition would not cause any service or support disruptions. We are excited to bring in additional resources that will grow the current team and enhance the exceptional support that ServiceTec has delivered to GOAA for the past 10+ years.

The main focus of this meeting will be for us to discuss major changes from the current support structure and make the required changes to the stakeholder registry. The stakeholder registry becomes the communication guide for the entire transition as it will list every person along with their contact details, so that there is never a question about how to communicate or to whom. In order for the project to be a

success, ServiceTec understands that we need to keep all the stakeholders coordinated so that there are no surprises which may cause confusion or disruption.

Existing Conditions and System Documentation

Typically, the Contract Establishment and Deliverables section of the Transition Plan is the longest duration phase as it includes updates to our Service Catalogue. Based on our experience and understanding of the service deliverables, we will only need to update our records as opposed to starting from scratch.

Items in this section include:

- Finalizing the contract and Scope of services.
- Updating the Service Design Package.
- Updating the Service Catalogue.

Recruitment and Training

Per the requirements of this RFP, five (5) Jr. IT Systems Specialists will be added to the team in time for the February 1, 2024 contract start date. Given this, ServiceTec understands the importance of engaging our Company Talent Recruitment department early in the process, in order to ensure success in filling these new roles. In fact, the ServiceTec recruitment team will work closely with our Sr. Operations Management team to finalize job descriptions and job ads that will target the required candidates to deliver the agreed services.

ServiceTec has a comprehensive induction program to introduce all onboarded employees to the company and the support software tools that they will be using such as timesheet and HR functions. In addition, there is mandatory training covering subjects such as IT Security, for which we use KnowBe4 and safety and behavior protocols, such as, Unconscious Bias, for which we use Talent LMS. Even if team members have been working onsite currently, ServiceTec will still review procedures with them to ensure a consistent service model is being provided.

Most of the training for new hires will be facilitated by our Operations Support Manager, who has over 8 years of experience working at GOAA after recently being promoted (earlier in 2023) within the ServiceTec organization. He will be an extra external resource for training and induction that will not impact the local team/operation.

All training sessions for new employees will include comprehensive site induction and familiarization, as well as more detailed skills and tasks training depending on the area hired for:

- ITOC Support
- Desktop Support
- Telecom Support

Each of these training sessions will be revised during the beginning of the transition in order to address any eventual change. The training will include troubleshooting, preventive maintenance, and basic repair where applicable. Also, the training



will include escalation and notification procedures to allow for an efficient resolution to any issue that cannot be resolved by the support team.

ServiceTec Methodology for GOAA

ServiceTec affirms that we have read, fully understand and can conform to the requirements set forth in this RFP by the Greater Orlando Aviation Authority. The following section will provide details with regard to how ServiceTec will make that continue to happen. As an Airport IT Specialist and vendor-independent service provider, and in order to meet and exceed these requirements set forth by GOAA, ServiceTec in part, intends to:

- Deliver IT Services according to industry best practices and with the airport's best interests in mind.
- Leverage years of aviation industry experience through information sharing and collaboration with other client sites as appropriate, to continue to educate the onsite team and ensure ongoing success at GOAA.
- Beyond the current onsite team - hire, train and grow a best-in-class support team, that is attentive to the needs of all stakeholders within the GOAA system.

Looking after the complex Airport IT environment and consequent delivery of exceptional IT Support Services is what the ServiceTec brand is built upon. In Orlando, we have been doing that for 10+ years and we would like to continue the great partnership that has been built with the Greater Orlando Aviation Authority. With 25 years working in other U.S. airports, ServiceTec has several contracts that are also over 25 years old because we are an essential part of the airport's success. We allow airport IT operations to focus on forward development and a strategic path, while we have the day-to-day IT operations safely and securely in hand. Under this next contract vehicle to deliver IT Specialist Staff services, the ServiceTec journey with GOAA will continue with a tone of partnership and cooperation, as we update the Service Catalogue utilizing our experience to help GOAA IT accomplish its business goals.

Upon award, our engagement team will meet with GOAA IT Management to reset the baseline for service delivery and ensure all operational needs continue to be met to the client's satisfaction. This will be done in part, by revisiting processes and procedures, making adjustments and improvements where needed and planning for the anticipated team growth – especially that of the Information Technology Operations Center (ITOC) team.

Management and Support Overview

ServiceTec anticipates the continuation of using the ITIL approach to our Management and Support Strategy. Using the ITIL best practice framework, we have adopted and developed the processes that best fit the support between IT and business operations. IT services can then become aligned to the needs of the business and support its core processes (i.e., Airport Authority's main business objectives). This experienced approach provides guidelines for ServiceTec to use IT as a tool to facilitate business transformation and growth.



With our approach to the scope of work ServiceTec will:

- Continue providing solid systems management and support documented in the working Service Catalogue, which is updated regularly.
- Bring visibility into IT operations and management.
- Plan regular and open communication.

Proposed Staffing

ServiceTec understands the complexities and nuances of an airport operating environment. Clients from around the globe have come to trust the ServiceTec brand and quality of service over the past several decades and we intend to continue delivering that same level of service to the Greater Orlando Aviation Authority.

Per the requirements of this RFP, ServiceTec proposes the following staffing elements to provide complete and comprehensive IT Specialist Staffing Services for GOAA:

- One (1) onsite Sr. IT Specialist
- Ten (10) onsite Jr. IT Specialists *
- Two (2) onsite Telecommunication Engineering Specialists
- One (1) onsite Desktop Support Technician

** A portion of Technician staff will be sourced through our Certified MWBE partner.*

Total anticipated onsite staffing levels: Fourteen (14) FTE

Additionally, the onsite ServiceTec team will continue to have the backing, support and oversight from our Vice President, U.S. Operations and our Operations Support Manager, to ensure that a high level of service is delivered to the airport authority on a daily basis.

Staffing Schedule

The current staffing schedules for onsite ServiceTec staff at GOAA are as follows:

Telecommunication Engineering Specialist Staff

Employee	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Luis Zayas		8a-5p	8a-5p	8a-5p	8a-5p	8a-5p	
Walter Salgado		8a-5p	8a-5p	8a-5p	8a-5p	8a-5p	

(Per RFP document, no change in staff schedule)

IT Service Desk Support Specialist Staff

Employee	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Jason Davis		8a-5p	8a-5p	8a-5p	8a-5p	8a-5p	

(It is ServiceTec's understanding that this role will be a Jr. IT Specialist under the new contract)

Information Technology Operations Center (ITOC) Support Staff

Employee	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Edgardo Zeno	6a-5p	6a-5p	6a-5p	6a-5p			
Richard Hayes				6a-5p	6a-5p	6a-5p	6a-5p
Chad Fotta	9a-8p	9a-8p	9a-8p	9a-8p			
Tony Ramasami				9a-8p	9a-8p	9a-8p	9a-8p
Gregory Gentiles	8p-6a	8p-6a	8p-6a	8p-6a			
Tatyana James				8p-6a	8p-6a	8p-6a	8p-6a

(24/7/365 Support Coverage)

Based on the RFP requirements, ServiceTec understands there will be no change in the Telecommunication Engineering Specialist Staff schedule. We also understand that the ITOC schedule will change as detailed below. Following contract execution, ServiceTec will work with GOAA IT Management to sort out the current ITOC staff make-up and the change in roles/titles, in order to ensure continuity of the operation.

Proposed Full/Expanded ITOC Support Staff Schedule:

Employee	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Sr. IT Specialist		8a-5p	8a-5p	8a-5p	8a-5p	8a-5p	
Jr. IT Specialist	6a-5p	6a-5p	6a-5p	6a-5p			
Jr. IT Specialist	6a-5p	6a-5p	6a-5p	6a-5p			
Jr. IT Specialist				6a-5p	6a-5p	6a-5p	6a-5p
Jr. IT Specialist				6a-5p	6a-5p	6a-5p	6a-5p
Jr. IT Specialist	9a-8p	9a-8p	9a-8p	9a-8p			
Jr. IT Specialist	9a-8p	9a-8p	9a-8p	9a-8p			
Jr. IT Specialist				9a-8p	9a-8p	9a-8p	9a-8p
Jr. IT Specialist				9a-8p	9a-8p	9a-8p	9a-8p
Jr. IT Specialist	8p-6a	8p-6a	8p-6a	8p-6a			
Jr. IT Specialist				8p-6a	8p-6a	8p-6a	8p-6a

(Enhanced 24/7/365 Support Coverage)

Measurement & Reporting

Measurement: ServiceTec uses Key Performance Indicators (KPI's) that will allow ServiceTec and GOAA to agree on what success looks like for the support team. Common KPIs that ServiceTec has at other airports include:

- Time elapsed for the Service Desk to answer
- Time elapsed for Field Technician to arrive at the point of incident
- Preventative maintenance performance Metrics
- Time of resolution or escalation of incident

We will work with GOAA to customize the KPIs that matter the most to the aviation authority and document those items in the Service Catalogue.

Reporting: ServiceTec aims to provide our customers with meaningful reports tailored to meet the specific requirements of each airport we support. Although GOAA pulls many of its reporting directly from ServiceNow, ServiceTec can work with GOAA to produce monthly, quarterly, and year-to-date operational reporting, which highlight operational issues and summarize the remedial work results as the fiscal period progresses should GOAA want that.

In addition, our internal governance for ISO 9001:2015, each of our Site Managers, Supervisors or Team Leads prepares a monthly KPI report for review by ServiceTec Management.



Relationship Management

Review Meetings

In our experience, one of the best ways we can understand how to fulfill customer expectations is for senior management to make periodic visits to site and talk to our customer. Brian Curtis, Account Manager and Lead Individual, will make periodic visits to the Greater Orlando Aviation Authority to meet with designated GOAA representatives. Brian is the first point of escalation for any commercial or account concerns. Our Vice President of U.S. Operations will also visit GOAA regularly to meet with the airport authority's designated representative about any operational issues and the operational environment.

Details of this activity can be summarized as follows:

Action	Minimum Frequency	Onsite	Remote	ServiceTec Personnel	GOAA Personnel	Comments
Onsite visits by ServiceTec Account Manager/Contract Administrator	Quarterly	x		Brian Curtis	GOAA IT Management	Overall customer satisfaction, service delivery quality issues, areas in need of improvement and other needs of GOAA.
Onsite visits by ServiceTec Executive Operations Management	Quarterly	x		Pietro Como	GOAA IT Management	Overall customer satisfaction, operational performance, areas in need of improvement, other needs of GOAA. Also meet with ServiceTec Operations Support Manager and onsite Team Lead, to discuss team successes, challenges and needs.
Onsite visits by ServiceTec Operations Support Manager	Quarterly	x		Michael Goodhue	GOAA IT Management	Overall customer satisfaction, operational performance, areas in need of improvement, other needs of GOAA. Also meet with onsite staff as available and depending upon operational needs.
Management Update Call	Monthly		x	Brian Curtis, Pietro Como, Michael Goodhue	GOAA IT Management	Overall customer satisfaction, areas in need of improvement, other needs of GOAA.
Operations Update Call (Internal to ServiceTec)	Bi-weekly		x	Michael Goodhue + onsite ServiceTec staff (attendance dependent on operational needs), Pietro Como & Brian Curtis as available.		Internal 'state of the operation' update. Address needs (HR, morale, etc.) of onsite staff to ensure continuous and efficient operation at GOAA.

Relationship Management Team

ServiceTec prides itself on being a trusted advisor for our airport clients. We have built that trust in part, through intentional, frequent and consistent communication efforts between all parties responsible for the overall success of an operation. GOAA can be confident that ServiceTec will continue to be a trusted advisor and as such, we have outlined a communication model that promotes this effort.

The communication matrix tables below details contact information of ServiceTec Management responsible for Information Technology Specialist Staff Services contract administration, operations oversight and support, as well as day-to-day service execution:

Responsibility	Name	Title	Office Phone	Mobile Phone	Email Address
Account Management	Brian Curtis	St. Manager, Business Development	703-259-4016	704-451-6816	brian.curtis@servicetec.com
Operations Oversight	Pietro Como	Vice President, U.S. Operations	703-259-4005	917-678-8238	pietro.como@servicetec.com
Operations Support	Michael Goodhue	Operations Support Manager	703-259-4019	407-256-8623	michael.goodhue@servicetec.com

Documented Processes and Procedures

At every ServiceTec airport site, processes and procedures are documented in order to ensure the delivery of quality support services to the clients we serve. We do this by utilizing a cloud-based web portal that all onsite staff have access to and is continuously maintained. In Orlando, we have an already established client portal for our team at the Greater Orlando Aviation Authority, of which a sample screenshot is provided below:



Tab 3-A: Experience and Qualifications

Experience and Qualifications

The Greater Orlando Aviation Authority (GOAA) has built a truly unique and vibrant operating model for the Orlando International Airport. They are focused on providing all passengers with a unique **world-class** experience and aims to capture the warm, welcoming and even mystical attitude that has long characterized the area. From the many world-class shopping options in Terminals A/B and the grand atmosphere in the new Terminal C, to the new visitor pass program and the anticipation of a majestic Disney vacation, passengers traveling through the airport are engaged in a distinctive experience that can only be found at MCO.

ServiceTec and GOAA are very similar in this respect, as it is our mission to deliver **world-class** support for IT systems at the airports we serve. This means not only providing technically astute IT professionals who have the competence to do their job well, but equally important, it means putting forth individuals who embrace a customer-first mentality and who understand the connection between having a great customer experience and cultivating long-lasting relationships so that the customer finds value in coming back to you.

The information that follows further demonstrates that ServiceTec is well positioned to deliver world class Airport IT Support (Specialist Staff Augmentation) Services at the Greater Orlando Aviation Authority.

ServiceTec knows Airports

Since 1998, we have been successfully providing managed IT services at some of the World's largest and busiest airports, including North American airports such as Minneapolis-St. Paul International Airport, John F. Kennedy International Airport, Los Angeles International Airport, Charlotte Douglas International Airport, Orlando International Airport, and Oakland International Airport. Accordingly, ServiceTec is uniquely positioned to continue delivering Information Technology Specialist Staff services for the Greater Orlando Aviation Authority.

Airports are a unique place, often considered a city unto themselves – with their own operations, fire, police, environmental enforcement all while allowing millions of people to transit through their doors. While many companies know certain aspects of airports and know aspects of IT, only ServiceTec knows how IT works within the airport. We understand that airlines, who are the airport's customers, want an efficient and safe operational space. Also, we understand that IT is playing an ever-increasing role in efficiency and enhancing the passenger experience. With teams all over the world and at all different sizes of airports, ServiceTec is in a singular position to bring that experience and knowledge to GOAA.

ServiceTec is Active in the Aviation Industry

In addition to our proven track record, ServiceTec takes an active role in Industry Forums such as Airports Council International (ACI), Airport Consultants Council (ACC), the American Association of Airport Executives (AAAE) and on the state level – the Florida Airports Council (FAC). ServiceTec sits on various committees within these organizations to understand and drive future technology trends and developments. We believe staying ahead of the curve is an important service differentiator. In fact, we

are active on the FAC IT Committee, regularly attending both virtual and in-person meetings, and contributing to the planning efforts of the Annual Conference as well as the FAC Education and Training Summit.

ServiceTec knows ITIL and Industry Best Practice

Continual Service Improvement is the hallmark of ServiceTec's culture. As an early adopter of ITIL, ServiceTec trains all of our management in the foundations of best practice so that it permeates all of our services. As an aviation dedicated managed service provider, we seek to help every one of our clients improve the efficiency and safety of the IT operations. We strongly believe that we are always learning, always seeking to improve and it is this ethic that allows us to adapt and change as technology evolves.

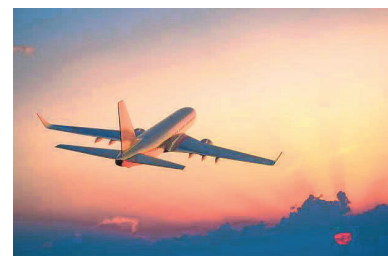
ServiceTec is your Partner

Over the years, ServiceTec has assisted our airport and airline partners with innumerable terminal expansions and refurbishments, system and equipment changes, airline relocations, the introduction of new technologies – while also delivering staff augmentation services to assist with these projects and/or to source staff to supplement the airport's internal team – so they could focus on higher priority activities and initiatives. These are all activities GOAA could reasonably expect an Airport IT Specialist organization like ServiceTec to have experience with. Every time we review what went well – and what we could improve upon next time. We sincerely believe this makes ServiceTec the safe choice for the Greater Orlando Aviation Authority as you consider the Service Provider for IT Specialist Staff services.

Across our client base, which is 100% aviation focused, ServiceTec's overriding objective is to develop strong, sustained and beneficial partnerships. In this we believe that we have been extremely successful, as is evidenced by the fact that our contracts are regularly extended, re-awarded and expanded to include additional services. One of the drivers for our success, is that our partners value the insights that we are able to give them. For this reason, we are presenting ourselves to the Greater Orlando Aviation Authority as the best choice for continuing to deliver Information Technology Specialist Staff services.

Company Overview

The ServiceTec organization initially grew out of the mission critical environment of providing IT support to nuclear power stations and that shaped the company's culture of being able to respond to tight SLAs, in a secure environment, where making the wrong decision can have a serious impact upon the client. It was this understanding of working within a mission critical environment, which attracted our first airport to invite us to talk to them about support and since then, we have evolved into the airport specialist organization we are today.



Operating globally from bases in the USA, Canada, UK, Germany, Netherlands and Norway, with an international network of experienced, vetted and highly qualified Administrators, Engineers and Technicians, the ServiceTec Group has been managing and maintaining business, service and mission critical systems and infrastructures at the world's busiest airports for over 30 years. We are one of the

few truly independent organizations to support and service information systems, with a focus on local support through a single point of contact for multiple vendors' systems.

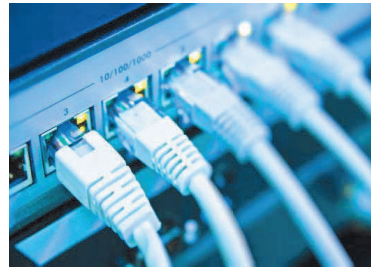
Our services range from solving the IT problems of today - hardware, software, desktop, server, network or user service desk - to consultancy, project management, best practices and supporting the needs of the future.

As a whole, ServiceTec has supported well over 50,000 system devices and 1,500 self-service devices - amassing over 5 million man-hours of experience on multiple vendor systems and platforms. This vendor-independence has allowed us to design, develop and implement entire systems and solutions for many of our clients, as well as to deliver world class support that is free from any bias. Further, from the maintenance and support of business-critical systems, on-site and remote service desks, through system configuration and management, IMAC (Install, Move, Add and Change) and disposals, to IT project management and the design, development and implementation of entire systems and solutions, ServiceTec has built a proven track record within the aviation industry for delivering trusted and reliable managed IT services.

With a clear commitment to understanding the specialized systems used in a modern airport, as well as the demands these technologies place on an airport's IT Department, ServiceTec has rapidly built its business and today, maintains the IT equipment and systems used for check-in, ticketing, information display, networking, biometric and security centers, data management and baggage control at major North American airports including CAE, CLT, DEN, JFK, LAS, LAX, MCO, MSP, OAK, ONT, RNO, SLC, YQR, YVR, and YYJ airports.

Beyond common use, our experience in other aviation related systems includes, but is not limited to:

- Airline Hosts and TE's (Terminal Emulators)
- DCS (Departure Control Systems)
- Applications & Specialty Systems Support
- Network Management
- Desktop Support Services
- Service Desk
- Corporate Support Services
- Biometric Access System Support
- CCTV Support
- Interactive Digital Displays



- E-Gates
- IED PA Systems
- Mobile Check-in Systems
- BRS - Baggage Reconciliation Systems
- CUSS - Common Use Self Service Kiosk
- FIDS/BIDS/GIDS/PIDS



Further, to ensure we understand the current trends that enable us to maintain our proven track record, as well as prepare for technologies of the future, we actively participate in airport/airline industry bodies and have been a member of the ACI-NA World Business Partner program for well over 20 years. In fact, ServiceTec maintains representation on the ACI-NA Business Information Technology Committee, which is charged with evaluating new and emerging technologies for their applicability to airport systems, providing us with industry knowledge to better serve our clients.

Additionally, new experiences and information are frequently shared among our other ServiceTec client sites, which empowers staff to stay current on challenges and successes at locations using similar technologies, and on industry trends and changes. This value-add of bringing extensive vendor-independent industry experience and knowledge to our airport clients, has translated to overwhelming customer satisfaction and has created long standing trusted partnerships where ServiceTec contracts are regularly extended, re-awarded and expanded to include additional services.

A top priority at ServiceTec, is to continuously cultivate this partnership approach by actively searching for ways to create value for our clients' investment in our services. Often, we do this by providing service & support for items that are not directly related to the main service and support contract and in fact, go beyond what is initially required. We believe that when it comes to building relationships and establishing trust, it is the little things that make a big difference. With that mindset, ServiceTec employees are hard-wired to constantly ask the question, "what else can I do to help"? It is a commitment to go above and beyond, and to do more than just what is required.

Finally, ServiceTec is certified in ISO9001:2015, ISO27001:2013 and ISO20000:2018. We are also members of itSMF, dedicated adopters of the ITIL® IT Managed Service best practice framework. By holding ourselves to these standards, we have created a culture of excellence among staff of all levels in the organization.



Airport IT Experience

The following section will highlight ServiceTec's extensive Airport IT Support Services experience and further demonstrate to the Greater Orlando Aviation Authority that a continued partnership with ServiceTec to deliver IT Specialist Staff services is very low risk. Specifically, this section will:

- Describe recent services delivered at two (2) U.S. Airports to illustrate ServiceTec's ability to perform the requirements of this contract.
- Give examples of services at three (3) U.S. Airports, similar in size and scope within the past seven (7) years.
- Provide a list of similar projects/contracts provided in the past seven (7) years

Recent Services Delivered by ServiceTec

The Greater Orlando Aviation Authority (GOAA)

As part of the existing IT Consulting Services contract currently in place at GOAA, ServiceTec first began providing staff augmentation services for the Authority in June of 2014, by sourcing one Telecom Engineer/Analyst. AVAYA Systems Certification was a requirement in this role and ServiceTec made certain that our Analyst obtained this designation well within the agreed upon timeframe with GOAA. The primary focus of this role has been to deliver telecommunications hardware and software support, while at the same time, managing all incidents related to the Telecom environment within GOAA

In March of 2015, ServiceTec began assisting the IT Telecom Group with supporting their Service Desk environment. Technicians in this role are responsible for providing first level phone and deskside hardware and software support, while also managing all incidents related to technical support activities for the group.

Due to a major network failure in June of 2015, GOAA called upon ServiceTec once again, seeking to create and staff a 24/7/365 Network Operations Center (NOC), later renamed the Information Technology Operations Center (ITOC), inside the authority. We answered that call by initially sourcing 2 Senior and 3 Standard IT Systems Specialists to provide multi-level support and monitoring of all GOAA core systems, applications and networks.

Current ServiceTec staffing levels at GOAA are 2 Standard & 4 Junior IT Systems Specialists in the ITOC, 2 Analysts in the Telecom Group and 1 Desktop Support Technician.

Since the beginning of the IT Consulting Services contract, ServiceTec has expanded the team at GOAA from one person to nine. This success is due in part by the fact that our partnership with the Greater Orlando Aviation Authority has grown based on a mutual trust and respect. GOAA looks to ServiceTec to act as an extension of their in-house IT Support staff and we welcome that role by delivering world class support each and every time.

Columbia Metropolitan Airport (CAE)

In late Fall of 2021, Columbia Metropolitan Airport (IATA Code CAE) made the decision to go with SITA for their brand-new Common Use Passenger Processing System at the airport. Although support



and maintenance services could easily be rendered by the platform provider, Airport Management in Columbia, SC decided it made more sense to partner with ServiceTec.

The airport wanted a Support and Maintenance Service Provider who is an independent industry expert and who would operate with the airport's best interests in mind. In the spring of 2023, ServiceTec commenced IT support Services at Columbia Metropolitan Airport through a new Staff Augmentation contract. Specifically, we onboarded a Level 2 Airport Systems Support Specialist whose primary focus is to look after the airport's SITA environment. As an Airport IT Specialist, ServiceTec made sure this Technician was well prepared before starting onsite at CAE, and sent him to our Reno, NV client site for hands-on training with the SITA platform.

In addition to common use, this technician is available to assist internal airport IT staff in supporting and maintaining all other airport IT systems throughout the airport (L1 & L2). Further, our Support Technician at CAE participates in the airport's on-call rotation to deliver after-hours and weekend support. And in an effort to achieve maximum support coverage, our technician works an unconventional schedule starting early in the morning and including the weekend.

Staff Augmentation Services, delivered by ServiceTec in Columbia, is viewed by the client as a being an extension of internal staff and a supplement. With our technician at CAE taking care of the day-to-day support, this has allowed airport IT staff to focus on more strategic initiatives.

Recent Services Delivered by TMC (ServiceTec's MWBE partner)

The Greater Orlando Aviation Authority (GOAA)

TMC serves as a GOAA-approved Consultant for the Aviation Authority's IT Consulting Services contract currently in effect. Some of the major projects underneath the last two GOAA IT master contracts have included:

1. IT Infrastructure Standardization for 200 network infrastructure communication rooms throughout the airport facilities in support of all mission critical systems
2. Commvault - IT Systems Back Up Replacement research, concept development, requirements development, design, training and TCO plus award
3. Core Firewall replacement and implementation of redundant Palo Alto
4. Complete design and specification of new fiber communications duct bank to provide data service to the tenants who are located on the west side of the campus
5. Cisco LAN Multi-year Strategic Plan & Gap analysis to determine risks, design analysis, funding sources
6. Triple MPOE facilities, design, site selection, specifications for each facility with capabilities for 6 diverse carrier cages plus server rooms to serve the entire airport
7. SharePoint Administration, security, business process automation and workflow

8. ServiceNow System Development and ITIL to integrate People, Processes, & Technology into a cohesive, service delivery model and framework, process automation and scripting
9. Terminal C & Terminal Link APM Station PM and inspections for structured cable, racks, Network Comm Rooms and LAN

Additionally, TMC has served as the Primary Consultant to facilitate bringing on IT Specialist Staff under this contract vehicle, with ServiceTec as the subcontractor to deliver the actual Airport IT staff resources. A full list of the projects that TMC has delivered for GOAA over the past 10+ years can be found below in the References section.

U.S. Airports served by ServiceTec within the last seven (7) years

JFK International Airport, Terminal One

In 1998, as part of an ongoing redevelopment program undertaken by the Port Authority of New York and New Jersey and its airline and airport partners, ServiceTec first took on IT support responsibilities for the new JFK Terminal 1 (TOGA). ServiceTec later became an integral part of the installation team for the



brand-new terminal and worked closely with ARINC (now Collins Aerospace) to meet an ambitious installation and implementation schedule to enable the airport to proceed on time with its opening ceremony.

Subsequently, ServiceTec played a crucial role in TOGA's successful 2010 inaugural A380 operation, with timely deployment of the iMUSE Common Use Passenger Processing equipment and HOST applications at the new A380 gates.

In supporting and maintaining the Collins Aerospace/ARINC vMUSE system, together with

numerous hardware devices located throughout the terminal, the onsite ServiceTec team exceeded both the Terminal Management Group's and airlines' tight service delivery deadlines on 1,000 items of vMUSE and other hardware. Our technical ability and dedication to providing quality customer service has been demonstrated time and again with successful projects including implementation of the new Airport 2020 Platform where ServiceTec helped train airline staff, assisted with the LDCS introduction as well as provided support for check-in, gate reconciliation, building seat maps, and creating PNL/ADL and report generation. The service is delivered on-site 18 hours each day with the remaining period covered by ServiceTec's 24/7/365 Remote Service Desk.

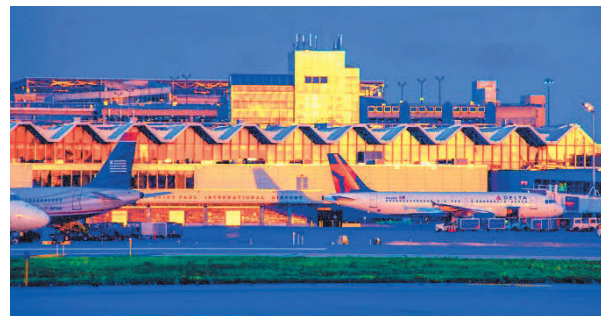
In recent years, ServiceTec expanded its role with Terminal 1 and its airline partners to include the introduction of APC kiosks and trials of self-bag drop and self-boarding gates. Additionally, prior to the pandemic, Air France relied on ServiceTec for level 1 support of their SITA router back-office transactions and we also provided managed support of Air France's WiFi connectivity in its Lounges and Ramp areas. ServiceTec has recently added WiFi support services for Korean Air as well.

Regarding COVID, it is worth noting that Terminal One at JFK, sustained a significant blow to their business, due to the level of international air traffic normally operating within the terminal. ServiceTec worked very closely with TOGA Management to adjust the operation/schedule as well as staffing levels in order to keep the lights on. Coming out the other side, we are again at full team strength (pre-COVID) and continue to deliver world-class Airport IT Support services at JFK T1.

Minneapolis-Saint Paul Metropolitan Airports Commission (MAC)

Starting in April of 2005, ServiceTec began supporting the MAC's common-use system at MSP. Originally this was a one-person staff-augmentation contract, but it was quickly expanded, in July of that year, to add a team of three additional team members who took over the full administration of MAC's SITA common use environment as well as support and administration of MAC's InFax flight information displays.

In 2006, the ServiceTec team worked closely with the MAC's then IS Director, Dave Ruch, Assistant Airport Director, Dan Foster and MAC IS (now MAC IT) to vet and recommend a new common use platform provider that would incorporate a new Airport Operational Database (AODB) and resource management system (RMS) as well as a new flight information display system in T2-Humphrey. The Ultra CUSE v3 system was fully launched in 2007 including an upgrade of all hardware, operating systems, peripheral devices and FIDS hardware.



The successful completion of that project led the MAC to expand the flight information displays into T1-Lindbergh for the first time, providing flight information displays for all of the airlines serving MSP in public areas. This began in early 2008.

This also led to an expansion of the ServiceTec onsite team to provide administration and maintenance support for the additional systems entrusted to us by the MAC.

Beginning in 2009, and continuing today, the AODB FIDS (now MUFIDS) was expanded further to include all of the flight information displays in T1 and T2. The success of this initiative was demonstrated when, for the first time, Northwest Airlines (now Delta) entrusted the MAC – supported by ServiceTec – to be the sole provider of flight information for the airline. This was a giant operational departure for an airline that had previously maintained a proprietary flight information system. It was the close collaboration between the MAC, ServiceTec and Delta IT that delivered this successful result.

In 2010, largely because of our can-do service culture and successful partnership with MSP, the MAC tasked ServiceTec to play a major role in the IT design of their new Emergency Communications Center. Working closely with MAC IT and Airport Development, ServiceTec specified all of the hardware and servers that would become the backbone of the ECC's communication abilities. Additionally, once the ECC was completed, ServiceTec, at MAC's request, became the sole administrator and support provider for the new center, a role we continue to play today in cooperation with MAC IT.

Also, during this time, the MAC gave ServiceTec the opportunity to provide an additional staff augmentation engineer to assist with administrating and supporting the mission-critical Landside/Parking Revenue System - a role we also continue in today in cooperation with MAC IT.

In 2011, the MAC added the digital interactive directories to our support scope of work and today we additionally support other MAC vendors including the new MAG/Escape Lounge. Throughout the past ten years, whenever there has been a need, the MAC has given ServiceTec the opportunity to step in and step up to take on the support and administration of new and additional systems at MSP. We truly value the trust placed in us by the MAC in giving us these opportunities, but we also know that we have risen to the challenges and delivered the results needed.

Today, the MAC continues to view ServiceTec as its support partner whenever new systems are brought on board. Most recently this included the addition of MAC-owned common-use CUSS kiosks, new Automated Passport Control (APC) kiosks and the new inline bag screening (CBIS) system at T2. In 2016, ServiceTec was selected to become the MAC's new Frontline Support Services provider and consequently, grew our onsite team from 8 to 14 employees. As part of this endeavor, and using our in-house ITIL Expert resource, ServiceTec also conducted an ITIL Exam prep course to help select MAC employees earn their ITIL Foundations Certification and continues to do so on an as-needed basis.

At the end of the day, the onsite ServiceTec team views MSP as "our airport" – our staff of engineers don't take our relationship with MSP lightly. We are proud of the work we've done at MSP, of all that we've accomplished and of all we've been given the opportunity to share.

Port of Oakland/Oakland International Airport

In November 2008 the Port of Oakland contracted with ServiceTec for provision of support for a wide range of OAK's IT infrastructure projects, including its S/CUPPS service, preventative maintenance programs, Flight Information Display Systems and network support, which includes troubleshooting of all systems on the airport WAN.



ServiceTec provides and trains locally based technicians and site management personnel to deliver the services to Oakland International Airport. Although the Oakland ServiceTec team operates as an autonomous unit, they are able to take advantage of ServiceTec's global technical group and draw on their experience of handling different hardware platforms in different environments. In addition, ServiceTec provides Service Desk resources to support the Port of Oakland administrative offices – initially this was expected to be a six-month project but it has been extended.

Helping the Port of Oakland achieve its goals for Oakland International Airport is one of the responsibilities ServiceTec takes very seriously and we'd like to give a few examples of how we have leveraged our industry knowledge, experience and reputation to benefit the Port of Oakland in recent years.

CUSS Kiosks: The ServiceTec Group has been supporting CUSS kiosks since 1998 and so we were able to share some insights about the different devices available in the market when that investment was being considered. Our Site Manager was also a member of the RFP evaluation panel, one of a number of evaluation panels to which we have contributed.

When Norwegian Airlines commenced operations to OAK in May 2014, in addition to working with Norwegian to get them set up on the AirIT (now Amadeus) EASE shared use system, the ServiceTec team was involved in ensuring all the LED's and back walls displayed the right content and we also produced custom graphics to be displayed at the Gate holding area.

LED to LCD Project: In 2015 OAK had a need to replace the existing LED displays above the Terminal 1 ticket counters with LCD displays. The existing MUFIDS provider, Ultra, were not able to provide a cost-effective solution. ServiceTec reviewed the existing LED configuration & was able to reverse engineer the existing LED setup and come up with a solution, which had the LCD's tied into the Ultra MUFIDS platform. This project was so successful that we later implemented a similar setup for Southwest Airlines above their ticket counters in Terminal 2.

APC Kiosks: APC kiosks are a relatively new technology but ServiceTec has been supporting these since mid-2014. When the Port selected the YVR product, this was something of a win-win as we are very familiar with this kiosk. The team from YVR was very happy to find ServiceTec as the Port's onsite support organization because we know their products, have a proven track record of providing maintenance, of keeping issues to a minimum and of working with them effectively should escalations occur.

MUFIDS/AODB: The recent change in the MUFIDS (and AODB) from Ultra to AirIT (Amadeus) was a project that had to be completed within tight deadlines and with minimum disruption to the operation of the airport. ServiceTec effectively took over project management for this implementation, on behalf of the Port of Oakland, with part of that role being 'keeping the other vendors honest', using an Issues Log, something that our independence enables us to do. Having created a project plan, ServiceTec was able to set up the network and pre-install much of the computer equipment prior to the AirIT (Amadeus) team coming onsite for the deployment – which undoubtedly helped ensure the project was completed on time. While ServiceTec did incur a small amount of chargeable overtime, we believe the value we delivered to the Port of Oakland far exceeded that cost.

List of similar projects/contracts provided in the past seven (7) years

As an Airport IT Specialist Organization, ServiceTec understands and has extensive experience with managing the modern airport's IT systems and environment. We know that an airport IT environment is far different than Corporate America, and it is one that presents its own unique set of challenges. ServiceTec understands those challenges and over the years, we have successfully managed them for all of our clients.

We are a trusted partner that brings significant benefits to each and every client we serve. ServiceTec does this by:

- Using the knowledge gained from years of experience supporting systems and network infrastructure at major airports around the world.

- Providing a best value approach to address client requirements for ongoing support, with no disruption to service, from a staff that is both competent and flexible.
- Understanding the critical nature of all systems we support and having the ability to prioritize incidents while being responsive to individual needs.
- Providing a staff that understands the importance of safety in all undertakings and the requirement that all security procedures be observed.
- Providing a staff that is knowledgeable on each client's systems and understanding the end-user environment, thus providing excellent service and full customer satisfaction.
- Allowing client airports to focus on new projects and technologies without compromising their support infrastructure.

ServiceTec International Inc. maintains operations exclusively in airports throughout North America. Currently, we have onsite teams in 15 major airports facilities. A snapshot of all locations and description of Technology Support Services provided – whether Fully Managed Services or Staff Augmentation - are listed in the table below:

Airport Name/Location	Technology Support Services
Columbia Metropolitan Airport (CAE)	SITA AirportConnect; Remote Service Desk
Charlotte Douglas International Airport (CLT)	EASE; FIDS/BIDS/GIDS, CMS System Administration; Corporate Office Support
Denver International Airport (DEN)	Self-Bag Drop; Remote Service Desk
Detroit Metropolitan Wayne County Airport (DTW)	Onsite Service Desk, Deskside Services, After-hours Remote Service Desk
John F. Kennedy International Airport (JFK)	Terminal 1: vMUSE; CUSS; APC; Biometric Self-Service Boarding Gates; Airport Lounge WiFi. Terminal 7: Level 1 Support + PM Services for vMUSE, FIDS, AODB and RMS
Harry Reid International Airport (LAS)	Preventative Maintenance and System support technical services for vMuse/CUSS, FIDS
Los Angeles International Airport (LAX)	vMUSE/Airline Kiosks/Back Office Support
Orlando International Airport (MCO)	VoIP PBX Telephony Equipment Support (installations, moves and changes), Service Desk and IT Operations Center
Minneapolis St. Paul International Airport (MSP)	Frontline Support Services including CUSE/CUSS/FIDS/BIDS/GIDS/FIA/Network Support/APC/Parking

	Revenue Control/Emergency Control Centre/Digital Display Systems/Airport Service Desk & Back Office Applications (c.400)
Oakland International Airport (OAK)	EASE/CUSS/FIDS/BIDS/GIDS/FIA/Network Support (Connectivity and Troubleshooting for all systems), APC Kiosk Support
Ontario International Airport (ONT)	System Administration, CMS Airport Systems
Reno-Tahoe International Airport (RNO)	SITA AirportConnect; AirportVoice; CUSS
Salt Lake City International Airport (SLC)	EASE; CUSS; RIDS; Network Support; Service Desk
Victoria International Airport (YYJ)	CUSE; CUSS; Parking
Regina International Airport (YQR)	CUSE; CUSS; Parking; FIDS/BIDS/GIDS, Network Support; Server Support, Corporate Office Shared Tenant Services, IED PA Systems, CCTV, and core switch equipment

Tab 3-B: ServiceTec References

REFERENCE 1:

Client Name: Minneapolis-Saint Paul Metropolitan Airports Commission

Address: 6040 28th Avenue South
Minneapolis, MN 55450
612-726-8100

Primary Contact: Chris Marquardt
Title: Director, IT Systems
E-mail: Chris.Marquardt@mspmac.org
Phone: 612-713-8788

Service Dates: 2005 – Present
Total Cost: \$19.6M
Completion Date: Continuous
Lead Individual: Laura Becker

Brief Description of Project:

- Commencing in April 2005, ServiceTec was initially brought into the MAC to support their SITA common-use system and Infax FIDS environment at MSP.
- A year later, ServiceTec assisted the airport with vetting and recommending a new common use platform provider that would incorporate a new Airport Operational Database (AODB) and

resource management system (RMS) as well as a new flight information display system in T2-Humphrey.

- 2007 - the Ultra CUSE v3 system was fully launched including an upgrade of all hardware, operating systems, peripheral devices and FIDS hardware.
- 2009 and continuing today, the AODB FIDS (now MUFIDS) was expanded further to include all of the flight information displays in T1 and T2.
- 2010 – ServiceTec was asked by the MAC to play a major role in the IT design of their new Emergency Communications Center. ServiceTec specified all of the hardware and servers that would become the backbone of the ECC’s communication abilities, and we became the sole administrator and support provider for the new center. Also in 2010, an engineer was added to augment the staff and assist with administrating and supporting the mission-critical Landside/Parking Revenue System.
- 2016 – present: Additional Staff Augmentation at the MAC has included:
 - Support of MAC-owned common-use CUSS kiosks, new Automated Passport Control (APC) kiosks and the new inline bag screening (CBIS) system at T2.
 - Frontline Support Services.
- ITIL Foundations Exam prep for designated MAC employees.



REFERENCE 2:

Client Name: Port of Oakland/Oakland International Airport
Address: 530 Water Street
Oakland, CA 94607
510-627-1100
Primary Contact: Kyle Mobley
Title: Director of Business Technology and Innovation
E-mail: kmobley@portoakland.com
Phone: 510-627-1391
Service Dates: 2008 – Present
Total Cost: \$16.5M
Completion Date: Continuous
Lead Individual: Lynne Harrison

Brief Description of Project:

- Commencing in November 2008, the Port of Oakland contracted with ServiceTec for provision of support for a wide range of OAK's IT infrastructure projects, including its S/CUPPS service, preventative maintenance programs, Flight Information Display Systems and network support, which includes troubleshooting of all systems on the airport WAN.
- ServiceTec provides and trains locally based technicians and site management personnel to deliver the services to Oakland International Airport, operating as an autonomous unit with access to ServiceTec's vast network of Engineers, Administrators and other Airport IT professionals.



REFERENCE 3:

Client Name: Salt Lake City International Airport
Address: P.O. Box 145550
Salt Lake City, UT 84114-5550
801-575-2400
Primary Contact: Ed Cherry
Title: Director of Airport Information Technology
E-mail: edwin.cherry@slcgov.com
Phone: 801-575-2915
Service Dates: 2020 – Present
Total Cost: \$10.7M
Completion Date: Continuous
Lead Individual: Laura Becker

Brief Description of Project:

- In September 2020, ServiceTec was selected as the IT Services provider of choice to help open, and then deliver, ongoing Managed IT Services for the new terminal at Salt Lake City International.
- The ServiceTec team in Salt Lake City provides comprehensive and complete Managed IT Services for the airport, including Service Desk, Network Support and Systems Support.
- Currently we have a team of approximately 18 FTE which includes the roles of:
 - Site Manager
 - Deputy Site Manager
 - Network Administrator
 - Sr. Network Administrator
 - System Support Representative
 - Service Desk Technician



REFERENCE 4:

Client Name: Charlotte Douglas International Airport
Address: 501 Wilkinson Blvd.
Charlotte, NC 28208
704-359-4000
Primary Contact: Tracy Rodriguez
Title: Aviation Tech Help Manager
E-mail: tracy.rodriguez@cltairport.com
Phone: 980-250-9796
Service Dates: 2018 – Present
Total Cost: \$3.4M
Completion Date: Continuous
Lead Individual: Pietro Como

Brief Description of Project:

- Since 2018, ServiceTec has delivered Terminal Technical Support resources for Charlotte Douglas International Airport.
- Specifically, we supplement CLT's Internal IT Department, by sourcing four (4) Terminal Systems Support Technicians who serve as part of the Tech Help support division and who are regularly dispatched to deliver L1 Technical Support for all of the passenger facing technologies throughout the airport property.
- Another staff augmentation role that ServiceTec sources for CLT is one (1) CMS/FIDS Administrator, who is responsible for the installation, on-going support and maintenance of all flight information display systems inside the terminal – plus the airport's Content Management System.

Tab 3-B: MWBE Technology Management Corporation (TMC) References

REFERENCE 1:

Client Name: Greater Orlando Aviation Authority
Address: 5855 Cargo Road
Orlando, FL 32827
407-825-2001
Primary Contact: Pete Pelletier
Title: Vice President, Information Technology
E-mail: ppelletier@goaa.org
Phone: 407-825-3902
Status: Current client
Lead Individual: Cheryl O'Brien

Brief Description of Project:

TMC serves as a GOAA-approved Consultant for the Aviation Authority's IT Consulting Services contract currently in effect. The full list of major projects underneath the last two GOAA IT master contracts are as follows:

1. IT Infrastructure Standardization for 200 network infrastructure communication rooms throughout the airport facilities in support of all mission critical systems
2. Commvault - IT Systems Back Up Replacement research, concept development, requirements development, design, training and TCO plus award
3. Load Balancing F5 Replacement design, spec, award and implementation
4. Core Firewall replacement and implementation of redundant Palo Alto
5. Complete design and specification of new fiber communications duct bank to provide data service to the tenants who are located on the west side of the campus
6. Dark Fiber Lease analysis and recommendations.
7. Cisco LAN Multi-year Strategic Plan & Gap analysis to determine risks, design analysis, funding sources
8. Triple MPOE facilities, design, site selection, specifications for each facility with capabilities for 6 diverse carrier cages plus server rooms to serve the entire airport
9. Long-haul airfield Wi-Fi analysis, design, specifications and bidding
10. Hyatt Hotel Wi-Fi heat mapping, design, specification and implementation
11. PCI DSS v2 gap remediation and IT security policies/procedures documentation
12. SharePoint Administration, security, business process automation and workflow
13. ServiceNow System Development and ITIL to integrate People, Processes, & Technology into a cohesive, service delivery model and framework, process automation and scripting
14. Terminal C & Terminal Link APM Station PM and inspections for structured cable, racks, Network Comm Rooms and LAN
15. Design, specification and bidding for conversion of paper process for all concessionaires to full electronic Merchant Processing
16. Redesign of Security Badge payment system and PCI compliance
17. Creation of full CSIRT plan, policies/procedures, training, implementation and roll out
18. Business Impact Analysis and Business Continuity Planning. QSA assessment and audit.



REFERENCE 2:

Client Name: Orange County Transportation Authority
Address: 550 S. Main Street
Orange, CA 92868
714-560-6282
Primary Contact: Michael Beerer
Title: Sr. Section Manager, IS Department
E-mail: mbeerer@octa.net
Phone: 714-560-5352
Status: Current client
Lead Individual: Cheryl O'Brien

Brief Description of Project:

The goal of this project was to study the available WAN communication methods, provide a detailed cost and benefit analysis of each service including detailed cost and benefits of each resulting in a thorough recommendation to the Authority of the best alternatives for securely and reliably communication operational data between each facility and the primary colocation data center in Las Vegas in support of an upcoming hosted cloud voice system, CCTV, cloud and colo data and day to day operations.

Tab 4 - Respondent's Personnel Qualifications and Experience

Engagement Team and Lead Individual

ServiceTec Management (Key Personnel)

Lead Individual



Brian Curtis



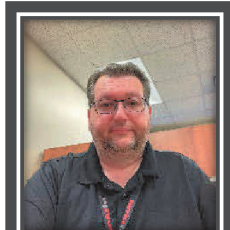
Pietro Como



Michael Goodhue

Operations Management

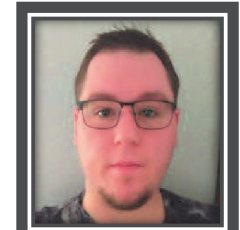
ServiceTec at GOAA – ITOC



Chad Fotta



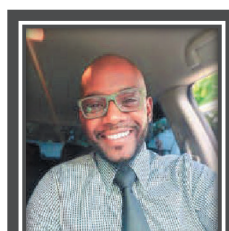
Tony Ramasami



Richard Hayes



Tatyana James

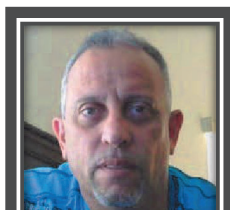


Gregory Gentiles

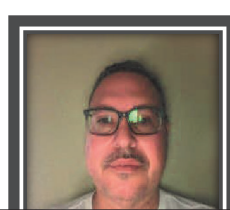


Edgardo Zeno

ServiceTec at GOAA – Telecom



Luis Zayas



Walter Salgado

ServiceTec at GOAA – Service Desk



Jason Davis



Key Personnel Resumes

Lead Individual – Contract Management

Brian Curtis, Sr. Manager, Business Development for ServiceTec, serves as the primary or main point of contact for this contract. Brian is the ServiceTec representative responsible for the overall management of existing Staff Augmentation Services as well as any additional future needs of the Greater Orlando Aviation Authority.

Brian has served the ServiceTec organization for over nine years in his role, being promoted to Sr. Manager in 2022. Brian has experience managing IT service contracts at 10 major airports in the U.S. – including the current contract with GOAA.

Contact Information: brian.curtis@servicetec.com / O 703-259-4016 / M 704-451-6816

Brian Curtis

Key Responsibilities:

- Business Development Manager for the Americas with extensive experience in building, cultivating and maintaining client relationships.
- Works with our airport clients to understand their needs and translates this into service enhancements to increase customer satisfaction.
- Responsible for assisting the VP of Operations and Operations Support Manager with facilitating various IT Service and Support projects at his client airport sites.

Previous Experience

September 2014 to Present / Sr. Business Development Manager – ServiceTec International, Inc.

- Work with select U.S. airports to deliver customized, cost effective and proven Managed IT Solutions to support their business needs.
- Develop/maintain new and existing client relationships through personal account support.
- Assist with new product/services development planning and management.
- Assist with sales planning & development as well as marketing, advertising & promotion activities.
- Assist with aviation sector analysis & development to include technology & market research as well as competitor and customer surveys.

2011 to 2014 / Business Development Director

- Developed and implemented local sales plans for IT and Professional Development training.
- Accountable and responsible for the development and management of division budget.
- Accountable and responsible for overall marketing and public relations efforts for the division.
- Oversaw and managed sales and support staff to include the design, implementation and execution of sales plan for Healthcare and Financial Services product lines.
- Represented the organization at various trade shows to educate the community about product offerings.

2008 – 2011 / Financial Services Account Executive

- Developed and implemented local sales plan for Insurance and Financial Services training.
- Developed and maintained CRM database utilizing appropriate technology / resources.
- Developed schedule of course offerings and ensure programs were properly administered/delivered.
- Built and maintained positive client relationships in order to cultivate additional Financial Services training business.
- Coordinated and assisted in developing marketing materials to support product offerings.
- Assisted in hiring, orienting and evaluating instructional staff to ensure all programs are delivered to identified standards and outcomes.

2002 – 2008 / VP Marketing / Business Development and Compliance

- Implemented formal PC/Network-based system to comply with OFAC & Patriot Act regulations.
- Responsible for conducting required regulatory training for all staff
- Responsible for design & implementation of Marketing & Business Development plans.
- Managed the Select Employee Group (SEG) program to ensure regular communication, contact & visits with clients
- Managed the networking program in the community to promote business development.
- Managed the public relations function as it pertained to advertising, sponsorships, contributions & donations within the local community.

1995 – 2002 / Systems Operations Manager

- Managed/trained Computer Operations staff to ensure efficient and accurate data processing.
- Managed system access privileges to 200+ end users (Network & Host System).
- Assisted with backup/recovery testing procedures to ensure quick recovery after system failures.
- Developed & maintained operational procedures to ensure timely & accurate processing of corporate information
- Set-up/configured end-user PCs & provided support of hardware, software, network, printing & other issues
- Provided end-user training on hardware and corporate applications - following deployment of users' system

Qualifications and Skills

- Le Moyne College - B.S. in Business Administration (Finance & Marketing), 1995
- CUNA Management School – professional development
- “The Customer” – Customer Service Training Program
- ITIL v3 Foundation Course
- PC Hardware Troubleshooting I & II / A+ Certification Operating System & Hardware
- Microsoft Windows 2000 Client Admin / Microsoft SQL Server 2000 Database Administration
- MS Windows XP Professional, MS Windows 8
- MS Office, Adobe Photoshop, Creative Suite
- EDS CUBE, Integrasys Premier, Siebel, Oracle, IBM ES9000 Mainframe
- LAN/WAN, TCP/IP, Connectivity of Multi-Server Platforms
- Hardware and Software – Installation & Configuration

Engagement Team – Operations Management

Pietro Como, Vice President of Operations for ServiceTec, serves as the main point of contact for this contract, as it relates to Operations Management. Pietro and his team liaise with Brian Curtis with regard to the day-to-day operation on a regular basis. Pietro and his team are responsible for facilitating the recruitment, interviewing, hiring and training of all ServiceTec staff placed within the Greater Orlando Aviation Authority.

Pietro and his team have extensive experience in staffing, directing, and controlling large complex US airport operations and projects. They are responsible for vetting every potential airport employee who works for ServiceTec and as a result, have a keen sense for what is needed inside the fast-paced and complex Airport IT environment.

Pietro has served the ServiceTec organization for over eleven years, being promoted to Vice President of Operations in 2022. Pietro has experience managing the IT service operations at 18 major airports in the U.S. – including the current contract with GOAA.

Contact Information: pietro.com@servicetec.com / O 703-259-4005 / M 917-678-8238

Pietro Como - Vice President US Operations

Key Responsibilities:

- Managing and mentoring teams at multiple Airport Sites
- Assisting Executive Vice President of Operations at Americas and Vice President of Sales at Airport Sites.

Previous Experience

February 2023 to Present / Vice President, US Operations – ServiceTec International, Inc.

- Assist in developing the business, including high level networking and representing the company from a Technical /Operational perspective.
- Assist with the preparation of the annual budget and any interim forecasts, as they relate to the departments controlled by Operations, reviewing monthly performance against budget/forecast.
- Maintain a good knowledge of the market, Company and competitor's product offerings, market positions and technology. Advise senior management of relevant developments.
- Identify/evaluate/liaise with potential business technology partners.
- For new business wins, develop a transition plan within agreed budget cost parameters and in compliance with the customer Statement of Works.
- For new sites, ensure a risk assessment is carried out and team members are provided with the necessary training, equipment and tools to operate safe working practices.
- Attend regular meetings with Company customers. Ensure escalation procedures are up to date, understood and agreed. Sustain an excellent personal professional relationship with those personnel requiring interaction under the terms of our Contracts.

- Ensure site operational management meets agreed organizational plans within agreed budgets and timescales. Incorporate ITIL best practice where appropriate.
- Establish and maintain appropriate systems for measuring necessary aspects of operational management and development. Ensure best management practice is followed on all sites.
- Monitor performance (in relevant areas) according to agreed standards and take necessary action to communicate/advise/assist. Introduce new KPIs as appropriate.
- Ensure all sites have Standard Operating Procedures, which are in compliance with the Service Delivery Plan and clearly understood by all the on-site team members.

April 2021 – January 2023 / Sr. Operation Support Manager – ServiceTec International, Inc.

- Added responsibility for shared American Service Desk
- Added responsibilities related to support for the ServiceTec Group IT infrastructure

August 2015 – March 2021 / Operations Support Manager - ServiceTec International, Inc.

- Remotely manage multiple Airport Sites
- Ensure the onsite teams fulfill the obligations of the contract and exceed the customer's expectations in service delivery.
- Backfill onsite for any staff absence/vacation, as required.
- Lead recruitment activities for any staff vacancy.
- Assist Business Development with commercial activities.
- Assist Vice President US Operations for Americas Airport Sites.
- Expert in Airport Networking and Helpdesk/Common Use support.

March 2012 – August 2015 / JFK Terminal 1 On Site IT Admin - ServiceTec International, Inc.

- Check and maintenance of Terminal 1 CORE Network on a daily basis.
- Assist Terminal 1 airlines Check-in/Boarding/Back-Office and Ticketing Apps.
- Troubleshooting possible connectivity issues on Airlines Operations.
- Maintenance of Terminal 1 Check-in/Boarding and Back-Office hardware.
- Maintenance of Terminal 1 APC Custom's Self Kiosk machines.
- Maintenance of Terminal 1 CUSS self-check-in Kiosk machines.
- Building and maintaining Company Device's Database (Access2013/VisualBasic/VisualStudio)

Qualifications and Skills

- Degree in Computer Science
- CCNA (Cisco System Network Administrator)
- SITA CUPPS – ARINC VMUSE (4+ Years of experience)
- 15+ Years of experience: CICS/ISPF/Mainframe, UNIX, Windows 9X/NT/2000/XP/2K3/VISTA/7/8/10, Novell NetWare, Mac OS X
- Access, Oracle, ADB2, Relational Databases
- Visual Basic, SQL, HTML, ASP, C++, CGI, Perl, Java
- MS Project, MS Visio, MS Office



Michael Goodhue, Operations Support Manager – Eastern Region for ServiceTec, serves as the day-to-day Operations point of contact for this contract. Michael works closely with Pietro and Brian to ensure that the onsite ServiceTec team at the Greater Orlando Aviation Authority is operating efficiently and effectively, thereby providing great value to the customer.

Michael has served the ServiceTec organization for over eight years, being promoted to Operations Support Manager Eastern Region earlier this year in 2023. Prior to this promotion, Michael served as the onsite Team Lead in the ITOC for our GOAA operation and as a result, is especially experienced and knowledgeable. In his new role, Michael is currently responsible for supporting the IT service operations at 4 major airports in the U.S. – including the current contract with GOAA.

Contact Information: michael.goodhue@servicetec.com / O 703-259-4019 / M 407-256-8623

Michael Goodhue - Operations Support Manager - Eastern Region

Key Responsibilities:

- Manages teams in the Eastern region where local management is not present.
- Assist the VP of Operations on daily activities.

Previous Experience

03/2023 – Present / Operations Support Manager - Eastern Region - ServiceTec International, Inc.

- Remotely manage IT operation teams where a local Site Manager is not present.
- Managing and ensuring the onsite team fulfills the obligations of the contract and exceeds the customer's expectations in service delivery.
- Incorporate ITIL best practices where appropriate.
- Implement security policies on required sites.
- Execution of Monthly reports for all managed sites, with current metrics from the managed team members.
- Assistance on the operation details of the Company's response to Requests for proposal.
- Back fill onsite for any staff absence when required by contract or by customer requirement.
- Assist Operation Director with the day-by-day operations.
- Lead recruitment activities for any staff vacancy on assigned sites.

2015 - 02/2023 / Sr. IT Systems Specialist – ServiceTec International, Inc.

- Provide IT Network & Server Support monitoring and Telecommunications monitoring services of various GOAA systems at the direction of Greater Orlando Aviation Authority and as defined in the contracts Statement of Work (SOW).
- Monitor and support over 700+ users in a Microsoft Windows business enterprise environment supporting a mission-critical network including servers, routers, switches and firewalls.
- Participate, as a member of the 24X7X365 ITOC team, to perform monitoring, troubleshooting and resolution duties assigned to the team.
- Perform hands and eyes services that are tracked via support tickets.

- Managing VMWare and other virtual server environments
- Configuring and managing routers, switches and firewalls

2014 – 2015 / Network Engineer

- Established networking environment by designing system configuration.
- Directing system installation.
- Defining, documenting, and enforcing system standards.
- Assisted the help desk with tier II/III network and server issues.

2011 – 2014 / Network Administrator

- Completed design, testing and installation of network infrastructure for the new corporate office space.
- Designed, tested and installed new networks in over 10 USN Training facilities.
- Classified and non-classified network infrastructure, switch and router configuration.
- Completed tier III network and server issues.
- Developed a project to design and test VMware View as traditional desktop replacement for classified military and corporate networks.

2006 – 2011 / Applications Analyst

- Answered approximately 300-400 service calls per month in a hospitality industry hotel chain.
- Completed monthly incremental and full backups of an AS/400 server running HIS.
- Completed rollout of new MICROS POS solution to replace current system.
- Assisted Network Manager with monitoring network traffic, tracing network cabling, and general network troubleshooting for both PCs and POS terminals.

Qualifications and Skills

- Herzing College, Network Technologies, 2002
- Jacksonville State University, BA in Education, 1996
- CCNA Certification
- MCSE Certification
- MCP Certification
- A+ - NET+ - SECURITY+ Certification
- Systems: Windows 2000-2008 Server, Windows XP, Windows Vista, Windows 7, Windows 8, UNIX (SunOS, HP-UX), Linux (Ubuntu, Red Hat).
- Languages: HTML, PHP, JavaScript, Linux/Unix shell script.
- Software: Microsoft Office Suite 2003-2016, Open Office, Adobe Photoshop, Adobe Dreamweaver.
- Networking: Active Directory, TCP/IP, CISCO Hardware Management, SQL Servers, Networking cabling

Engagement Team Resumes

Engagement Team – Onsite Team: Information Technology Operations Center

Chad Fotta – IT Systems Specialist

Key Responsibilities:

- Carrying out day to day networking operations under the direction of the GOAA IT team

Previous Experience

June 2016 - Present / IT Systems Specialist – ServiceTec

- Provide IT Network & Server Support monitoring and Telecommunications monitoring services of various GOAA systems at the direction of Greater Orlando Aviation Authority and as defined in the contracts Statement of Work (SOW).
- Monitor and support over 700+ users in a Microsoft Windows business enterprise environment supporting a mission-critical network including servers, routers, switches and firewalls.
- Participate, as a member of the 24X7X365 ITOC team, to perform monitoring, troubleshooting and resolution duties assigned to the team.
- Perform hands and eyes services that are tracked via support tickets.
- Managing VMWare and other virtual server environments
- Configuring and managing routers, switches and firewalls

2008 – 2016 / IT Director | Sr. Network Administrator – Wellington Resort Management

- Planned, organized, direct, and control the activities of the operation function of the IT division of all onsite support technicians for all internal workstations, printers and servers.
- Work with end user to correct any hardware or software related issues and maintained, repair all computer equipment and local printers.
- Backup support for phone system and after hour's server failures.
- Expanded Network and installed fiber to all newly built hotel buildings for data and phone system services.

2004 – 2008 / Technical Business Analyst L3 | Call Center Manager – Sun Trust Bank

- Provided level 3 Onsite supports for SunTrust's complete line of desktops, notebooks, peripheral equipment and software.
- Assisted in the management of call center setup with CentreVU systems.
- IBM Trained in CA Unicenter Service Desk and HP Service Desk systems.

2000 – 2004 / Sr. Network Administrator – Best Manufacturing Group Inc.

- Planned, developed and implemented procedures for installing, configuring, maintaining, and upgrading the company's network, servers and proprietary communications system
- Analyzed and troubleshoot network, hardware, and software issues.
- Researched, recommended, purchased and integrated new technologies to support the development and management environment.
- Performed daily backup procedures and ensured network security for production environment.
- Furnished training to users, help desk staff and managers.
- Served as Technical Interface between management and development team in the design of the company's on-target commerce Engine.
- Technologies included: Windows 2000 Professional/server/advanced server, Exchange 2000, SQL 2000 and various applications/programming languages.

Qualifications and Skills

- MCSE Certification
- MCP Certification
- A+ - NET+ Certification
- Systems: Windows 2000-2008 Server, Windows XP, Windows Vista, Windows 7, Windows 8, UNIX (SunOS, HP-UX), Linux (Ubuntu, Red Hat).
- Languages: HTML, PHP, JavaScript, Linux/Unix shell script.
- Software: Microsoft Office Suite 2003-2016, Open Office, Adobe Photoshop, Adobe Dreamweaver.
- Networking: Active Directory, TCP/IP, CISCO Hardware Management, SQL Servers, Networking cabling

Tony Ramasami – IT Systems Specialist

Key Responsibilities:

- Carrying out day to day Networking operations under the direction of the GOAA IT team.

Previous Experience

March 2016 to Present / IT Systems Specialist – ServiceTec

- Provide IT Network & Server Support monitoring and Telecommunications monitoring services of various GOAA systems at the direction of Greater Orlando Aviation Authority and as defined in the contracts Statement of Work (SOW).
- Monitor and support over 700+ users in a Microsoft Windows business enterprise environment supporting a mission-critical network including servers, routers, switches and firewalls.
- Participate, as a member of the 24X7X365 ITOC team, to perform monitoring, troubleshooting and resolution duties assigned to the team.
- Perform hands and eyes services that are tracked via support tickets.
- Managing VMWare and other virtual server environments
- Configuring and managing routers, switches and firewalls

September 2014 – February 2016 / Network Engineer – Terracloud

- Managed Windows Server 2012\2008 Configuration
- Configure and manage 10+ Domain Controllers
- Manage over 40VMware servers in a cluster configuration
- Worked with Dell Servers, HP Servers, and Dell SAN Storage.
- Cisco router and switch configure and implemented
- Symantec backup solution\ carbonite backup
- Veeam backup \Office365 Cloud Solution

July 2009 – August 2014 / Network Administrator – Territo Information Systems

- Support of 55 users with daily desktop support
- Provided medical software assistance for Intergrity, EKG software, X-ray software
- Make sure backups are done
- Share X-ray software to all computers
- Setup dragon device for voice dictation
- Setup and configure label printers for all Medical assistance
- Implementation of Windows Server 2012/2008/2003
- Hyper V Server Configuration on Server 2012/ 2008
- Configured Virtual Server 2008, Win 7 Workstation
- Configured Exchange server 2007/2010
- Raid 5 Configuration on Dell Servers
- Create group Policy for Server and desktop
- DNS Server 2012/ Server2008/ Server 2003 implementation
- Office 365 Deployment of 100 mailboxes moved and deployed

- Symantec deployment And TrendMicro on Workstations
- Win7 Deployment with Windows transfer wizard
- Configured and tested iPads
- Used ghost to create images
- Cisco 5500 Series router configuration\SonicWALL TZ200
- Cisco Switch 2600
- Cisco Firewall RV120W
- Cisco Router RV 4000
- QuickBooks Pro 2013, 2012,
- Wire management Cat5 punch down\ wire testing

Qualifications and Skills

- B.A., Liberal Arts, Excelsior College
- MCSE Certification
- MCP Certification
- Citrix Certified Administrator
- Storage Craft Engineer - 2015
- CCNA Certification
- Systems: Windows 2000-2008 Server, Windows XP, Windows Vista, Windows 7, Windows 8, UNIX (SunOS, HP-UX), Linux (Ubuntu, Red Hat).
- Languages: HTML, PHP, JavaScript, Linux/Unix shell script.
- Software: Microsoft Office Suite 2003-2016, Open Office, Adobe Photoshop, Adobe Dreamweaver.
- Networking: Active Directory, TCP/IP, CISCO Hardware Management, SQL Servers, Networking cabling



Richard Hayes – Jr. IT Systems Specialist

Key Responsibilities:

- Carrying out day to day Networking operations under the direction of the GOAA IT team.

Previous Experience

October 2021 to Present / IT Systems Specialist - ServiceTec

- Provide IT Network & Server Support monitoring and Telecommunications monitoring services of various GOAA systems at the direction of Greater Orlando Aviation Authority and as defined in the contracts Statement of Work (SOW).
- Monitor and support over 700+ users in a Microsoft Windows business enterprise environment supporting a mission-critical network including servers, routers, switches and firewalls.
- Participate, as a member of the 24X7X365 ITOC team, to perform monitoring, troubleshooting and resolution duties assigned to the team.
- Perform hands and eyes services that are tracked via support tickets.
- Managing VMWare and other virtual server environments
- Configuring and managing routers, switches and firewalls

March 2018 – September 2021 / Desktop Support Analyst - STAT Informatic Solutions

- Manage and work 80% of the companies' IT tickets across the nation, supporting over 600 total end users.
- Manage domains, users, VPN's, user/vendor access, and security across the organization.
- Conduct instructional training on new software, hardware, or processes via meeting software or in person.

June 2017 – February 2018 / Desktop Specialist - Advent Health

- Implement and set up the technology portion of new offices, and hospitals.
- Supported new sites and locations as a temporary field technician.
- Helped upgrade organization to Windows 10, and migrate various software's.
- Gained key experience with Active Directory, SCCM, EMR Software, and Citrix.

May 2015 – May 2017 / Voting Technician Team Lead - Orange County Elections

- Lead projects in regards to testing, running, installing, and maintaining voting site machines & equipment, and ballot coding & testing.
- Insured projects were well documented with organized paperwork.
- Palletized equipment, ballots, and supplies within warehouse environment.
- Provided instructional training to election day poll workers and technicians.

Qualifications and Skills

- CompTIA A+ Certification
- Systems: Windows 2000-2008 Server, Windows XP, Windows Vista, Windows 7, Windows 8, UNIX (SunOS, HP-UX), Linux (Ubuntu, Red Hat)
- Languages: HTML, PHP, JavaScript, Linux/Unix shell script
- Software: Microsoft Office Suite 2003-2016, Open Office, Adobe Photoshop, Adobe Dreamweaver
- Networking: Active Directory, TCP/IP, CISCO Hardware Management, SQL Servers, Networking cabling



Tatyana James - Jr. IT Systems Specialist

Key Responsibilities:

- Carrying out day to day Networking operations under the direction of the GOAA IT team.

Previous Experience

May 2022 - Present / IT Systems Specialist - ServiceTec

- Provide IT Network & Server Support monitoring and Telecommunications monitoring services of various GOAA systems at the direction of Greater Orlando Aviation Authority and as defined in the contracts Statement of Work (SOW).
- Monitor and support over 700+ users in a Microsoft Windows business enterprise environment supporting a mission-critical network including servers, routers, switches and firewalls.
- Participate, as a member of the 24X7X365 ITOC team, to perform monitoring, troubleshooting and resolution duties assigned to the team.
- Perform hands and eyes services that are tracked via support tickets.
- Managing VMWare and other virtual server environments
- Configuring and managing routers, switches and firewalls

April 2021 – May 2022 / Technical Analyst – CereCore

- Provided technical support to HCA Healthcare staff, nurses and physicians
- Reimaged devices and installed software and apps
- Performed printer installation and maintenance
- Utilized Active Directory for user account management
- Monitored Servers through SolarWinds
- Hardware troubleshooting and device maintenance
- Installed OS updates
- Inventory and documentation
- Physically installed hospitality TVs in patient rooms
- Maintained and installed VoIP and wireless devices

September 2020 – March 2021 / Computer Technician – Cypress Elementary School

- Operated Active Directory for staff and student accounts
- Inventory management for surplus items, hardware, peripherals, accessories and IT equipment
- Coordinated with district staff to set up projectors, speakers, laptops, desktops and printers
- Reimaged devices
- Assisted remote students and their parents/guardians

August 2019 – September 2020 / IT Specialist – Family Life Academy Charter School II

- Solely ensured proper maintenance and inventory of staff and student devices
- Installed and sustained laptops, printers, projectors, Mimio smartboards, iPads, Swivel

devices and camera security system

- Installed software applications and reimaged
- Provided remote support during initial Covid-19 Pandemic outbreak
- Video recorded and photographed school and academic events

October 2018 – December 2018 / Tech Intern – Heketi Charter School

- Installed routers and maintained network connectivity
- Installed VoIP's and restored disabled communicative devices

June 2016 – June 2023 / IT Specialist – US Army Reserves

- Supervised a team to set up new warehouse in Pirmasens, Germany
- Ran cables, set up servers, and configured administrator settings, saving company over \$150,000
- Set up communications and networks using VoIP and Tacnet
- Inventory and maintenance of cables, devices, radios, and hardware

Qualifications and Skills

- CompTIA A+ Certification
- Systems: Windows 2000-2008 Server, Windows XP, Windows Vista, Windows 7, Windows 8, UNIX (SunOS, HP-UX), Linux (Ubuntu, Red Hat).
- Languages: HTML, PHP, JavaScript, Linux/Unix shell script.
- Software: Microsoft Office Suite 2003-2016, Open Office, Adobe Photoshop, Adobe Dreamweaver.
- Networking: Active Directory, TCP/IP, CISCO Hardware Management, SQL Servers, Networking cabling
- Software, Switch and Router Installation
- Network and Protocol Knowledge
- VoIP communication
- Google Suite

Gregory Gentles - Jr. IT Systems Specialist

Key Responsibilities:

- Carrying out day to day Networking operations under the direction of the GOAA IT team.

Previous Experience

January 2023 – Present / Jr. IT Systems Specialist

- Provide IT Network & Server Support monitoring and Telecommunications monitoring services of various GOAA systems at the direction of Greater Orlando Aviation Authority and as defined in the contracts Statement of Work (SOW).
- Monitor and support over 700+ users in a Microsoft Windows business enterprise environment supporting a mission-critical network including servers, routers, switches and firewalls.
- Participate, as a member of the 24X7X365 ITOC team, to perform monitoring, troubleshooting and resolution duties assigned to the team.

October 2018 to December 2022 / IT Manager - Early Childhood Commission

- Review project plans to plan and coordinate project activity
- Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems
- Direct daily operations of the department, analyzing workflow, establishing priorities, developing standards, and setting deadlines
- Evaluate the organization's technology use and needs and recommend improvements, such as hardware and software upgrades at the senior management level
- Develop and update project plans for information technology projects including information such as project objectives, specifications, implementation strategies, schedules, funding, and staffing
- Prepare and review operational reports or project progress reports
- Develop and manage annual budget for information technology projects
- Develop and manage targets associated with operational & business plans
- Maintains adherence to the organization's ISO 9001:2015 certification status
- Develops and implements a comprehensive maintenance program for all computer systems
- Guides and executes the technological requirements for national conferences such as the Professional Development Institute
- Designed, built, and maintained the company website using WordPress
- Provides IT support to meet the organization's monitoring and evaluation needs
- Oversaw IT department operations and training.

February 2014 to October 2018 / System Administrator - Early Childhood Commission

- Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability
- Designed proactive preventive maintenance schedules to prevent unnecessary downtime and hardware faults
- Orchestrated integration and communication of software upgrades
- Managed onboarding and offboarding of employees

- Performs on-site and remote technical support to officers
- Configure, monitor, and maintain email applications or virus protection software

January 2012 to February 2014 / IT Officer - Attorney General's Chambers

- Install/Repair computers and related equipment
- Provides troubleshooting assistance for computer related requests from users
- Maintain Windows servers to ensure the integrity of the network

Qualifications and Skills

- University of Technology – B.S. in Computer Science & Information Technology - 2011
- CompTIA A+ Certification
- Microsoft Windows Server
- System Administration
- Active Directory
- Network Administration
- Microsoft Windows
- Computer Networking
- Software troubleshooting
- Microsoft Office
- Video editing
- Desktop support
- Network support
- Google Docs



Edgardo Zeno - Jr. IT Systems Specialist

Key Responsibilities:

- Carrying out day to day Networking operations under the direction of the GOAA IT team.

Previous Experience

January 2023 – Present / Jr. IT Systems Specialist

- Provide IT Network & Server Support monitoring and Telecommunications monitoring services of various GOAA systems at the direction of Greater Orlando Aviation Authority and as defined in the contracts Statement of Work (SOW).
- Monitor and support over 700+ users in a Microsoft Windows business enterprise environment supporting a mission-critical network including servers, routers, switches and firewalls.
- Participate, as a member of the 24X7X365 ITOC team, to perform monitoring, troubleshooting and resolution duties assigned to the team.

September 2020 to December 2022 / Client Technology Analyst - Excel Cytiva

- Lead Box.com Cloud solutions Administrator for 10,000+ associates worldwide.
- Provide Tier 2 support for Box.com cloud solution worldwide.
- Responsible for the administration of users and data in Box.com
- Assisted with development of box.com documentation and training materials.
- Participated in many projects, implementations, migrations and transitions as directed by manager.

January 2018 to August 2020 / Tier 2 Executive Desktop Support - Lockheed Martin

- Provide Second Level Support to minimize interruptions in computer systems and related equipment.
- Provide support for executive admins, VPs and directors.
- Install software and hardware as requested through RMS tickets.
- Perform troubleshooting, break-fix and System Refresh of Windows 10.
- Experience using service central, JITA, LanSweeper, Air Watch, CATS and SNOW.
- Troubleshooting Wireless connects, Monitors, Docking stations and VTC systems.
- Installing, configuring and troubleshooting Office 365 including Skype for business.
- Troubleshoot hardware and software issues in person, remotely and via phone

April 2017 to November 2017 / Help Desk Systems Administrator II - Oriental Bank PR

- Provided First Level Support to minimize interruptions in computer systems and related equipment, solving incoming interactions with clients.
- Created and managed users, computers, network printers, and devices in active directory.
- Creating and managing VPN users using Cisco any connect and Windows Azure Multi-Factor Authentication Server.
- Set and manage security groups using group policy manager.
- Install and manage computers and network printers.

- Created and managed users using various bank and third-party applications.

January 2016 to April 2017 / Freelance IT Consultant

- Provided First Level Support to minimize interruptions in computer systems and related equipment, solving incoming interactions with clients.
- Install and configure domain controller global catalogs using Microsoft ADDS.
- Configure and manage active directory services using System Center Configuration Manager.
- Created and managed users, computers, network printers, and devices in active directory.
- Set and manage security groups using group policy manager.
- Install and manage computers and network printers.

Qualifications and Skills

- Kaplan University – A.A. in Information Technology - 2011
- Desktop and Network Support
- Active Directory
- MAC
- Apple
- Macintosh
- Microsoft Windows; Microsoft Windows Server
- LAN
- Azure
- SCCM
- DNS
- TCP/IP
- LAN
- SCCM
- DNS
- VPN
- TCP/IP
- PowerShell
- Operating Systems
- System Administration
- DHCP
- Software Troubleshooting



Engagement Team – Onsite Team: Telecommunication Engineering Specialists

Luis Zayas - Telecommunications Engineering Specialist

Key Responsibilities:

- Carrying out day to day Telecommunications operations under the direction of the GOAA IT team.

Previous Experience

October 2019 to Present / Telecommunications Engineering Specialist – ServiceTec

- Responsible for pulling, terminating, documenting, and testing all phone, copper and fiber circuits.
- Performs and completes work orders and customer service tickets in a timely manner
- Provides day-to-day customer support are tracked via support ticket.
- Provides on-site support for Nortel CS1000 PBX & Avaya CM
- Responds to telephone system trouble calls as needed to maintain customer service levels
- Experiences reading and navigating building floor plans, office or room area layouts, or other relevant space schematics

August 2018 to April 2019 / Telecom Technician - Comtel Networks

- Lead technician specialized in communication systems.
- Responsible for the Installation, maintenance, termination and troubleshooting of Cat5e, Cat6 and Fiber Optic Cable for various commercial business
- Provided IT services such as cabling, in the medical industry as well as Government agencies in Orange and Osceola County.

March 2015 to August 2018 / Lead Technician/Manager - Energized Systems

- Install, maintain and troubleshoot Local Area Networks, Wide Area Networks and data communications equipment.
- Analyze and fix network-related problems reported by users.
- Deploy and troubleshoot wireless Cisco equipment
- Installation, maintenance, termination and troubleshooting of Cat5e, Cat6 and Fiber Optic Cable, install, troubleshoot and maintenance of fiber optic cabling.
- Installation of access control systems.

September 2014 to September 2015 / Telecommunications and Network Services Technician - University of Central Florida

- Installed, maintained and troubleshoot Local Area Networks, Wide Area Networks and data communications equipment.
- Analyzed and fixed network-related problems reported by users.
- Deployed and troubleshoot wireless Cisco equipment.
- Installation, maintenance, termination and troubleshooting of Cat5e, Cat6 and Fiber Optic Cable.

September 2011 to September 2014 / Telecommunications Technician/Lead - Network Cabling Services

- Senior Technician responsible for the Installation, maintenance, termination and troubleshooting of Cat5e, Cat6 and Fiber Optic Cable University of Central Florida as well as Port Canaveral Space-X, Walt Disney, Osceola School district and various Government agencies in Orange and Osceola County.
- Led a team of up to 12 technicians to complete various projects in a professional and timely manner.
- Installed Telecommunications Cable and Systems

Qualifications and Skills

- ITT Technical institute - A.A.S in Network Systems Administration - 2013
- Microsoft Excel, Word
- Hand Tools
- Cisco
- Cat5e, Cat6
- Wireless deployment
- Network cabling installation
- PBX and key systems
- Video conferencing
- Military Service - United States Army, Rank: E-6
- Obtained top secret clearance, badged at Orlando International Airport (GOAA).

Walter Salgado – Telecommunications Engineering Specialist

Key Responsibilities:

- Carrying out day to day Telecommunications operations under the direction of the GOAA IT team.

Previous Experience

October 2021 to Date / Telecommunications Engineering Specialist - ServiceTec

- Pulling, terminating, documenting and testing all phone, copper and fiber circuits.
- Installs phone equipment
- Performs and completes work orders and customer service tickets in a timely manner
- Provides day-to-day customer support
- Performs hands and eyes services which are tracked via support ticket.
- Provides on-site support for Nortel CS1000 PBX & Avaya CM
- Responds to telephone system trouble calls as needed to maintain customer service levels
- Experienced reading and navigating building floor plans, office or room area layouts, or other relevant space schematics.

August 2016 to April 2021 / Senior Lead Technician

- Assisted on various phone maintenance and repair projects for the University Central Florida
- Managed a small team to complete projects at numerous companies including Disney, Amazon, Universal Studios, and Publix
- Completed such tasks as fiber terminations, Wi-fi installations, phone repairs, network set-ups and other general voice and data installations

Qualifications and Skills

- Associate in Arts, Information Technology, Keiser University, May 2019
- BICSI Certification May 1999
- Software: Microsoft Office, MS Project, Workforce and Zendesk.
- Avaya PBX Systems: S8700, S8730, Avaya Cloud based system (Communication Manager and Session Manager)
- Call Manager System, Esna, Aura and Modular Messaging, Unified Messaging, Intuity and Definity Audix (voicemail), ACD (automatic call distribution).
- Avaya OneX Communicator Soft Phone for PC, MAC, and IOS devices, Cisco Call Manager. Setup/punch-down: Patch panel, 66 and 110 blocks wiring.



Engagement Team – Onsite Team: IT Service Desk Support Specialist

Jason Davis - IT Service Desk Support Specialist

Key Responsibilities:

- Carrying out day to day Service Desk operations under the direction of the GOAA IT team.
- Assisting all users from the Greater Orlando Aviation Authority, with any IT related challenges.

Previous Experience

March 2021 - Present / Service Desk Support Specialist - ServiceTec

- Performs installation, configuration, relocation and support of the Authority's computer Equipment and workstation software.
- Maintains an on-hand inventory of computer related parts and supplies for repairs and upgrades.
- Performs preventative and regular maintenance on personal computers, peripherals and other equipment as required.
- Receives user Service Desk calls, documents user's requests, and provides telephone assistance for troubleshooting, installation and configuration of the Authority's computers and software.
- Assign users and computers to proper groups in Active Directory.
- Provide first level VoIP and Mobile device support.

July 2019 - February 2021 / Transitions Specialist

- Help bank clients migrate to Online Banking Applications
- Support of Online Banking Application
- Be an Administrator of Online Banking Applications
- Knowledge of banking Web Applications.
- Update and administer of SQL Database
- Knowledge of Salesforce ticketing system.
- Knowledge of ACH and NACHA file formats
- Worked as a remote employee.

2018 – 2019 / Tier 2 Tech Support Administration Tower

- Solve software, network, computer problems
- Active Directory Setting User Permissions, User and Password Management
- Software Support of Engineering, Business Applications
- Upgraded software and firmware
- Provide User Support to Windows 7 and 10
- Support for Office 365
- Deployment of Computers, Printers, and Accessories
- Troubleshoot and repaired Desktop/Laptops computers
- Activate network drops
- Service of Mac Computers
- Service Now Ticket System

2017 – 2018 / Computer Refresh Team

- Deployed, Backed up, Imaged and Restored Desktop and Notebook Computers.
- Made sure that users had proper access and that the data migrated
- Ensured that the proper applications were installed.
- Deployed, Backed up, Imaged and Restored Desktop and Notebook Computers.
- Proprietary Software Support
- Activate network drops

2013 – 2017 / 3D Technical Support Specialist

- Working as a remote 3D Software Support Specialist.
- Providing customer and technical phone support for Sirona 3D Imaging Equipment and Software.
- Solve software, network, computer problems, and diagnose of 3D Dental Imaging equipment
- SQL databases Backing Up Restoring, Troubleshooting Managing, Execute Queries
- Updated Company website using HTML, CSS
- Active Directory Setting User Permissions, User and Password Management
- Software support of 3D imaging and implant planning software
- Upgraded software and firmware for 3D dental imaging equipment.

Qualifications and Skills

- B.S., Computer Science with emphasis in Information Technology, Montclair State University, 2008
- A.A.S., Computer Network Administration, Gibbs College, 2000
- A+
- MCP
- Systems: Windows 2000-2008 Server, Windows XP, Windows Vista, Windows 7, Windows 8, UNIX (SunOS, HP-UX), Linux (Ubuntu, Red Hat).
- Languages: HTML, PHP, JavaScript, Linux/Unix shell script.
- Software: Microsoft Office Suite 2003-2016, Open Office, Adobe Photoshop, Adobe Dreamweaver.

Engagement Team – MWBE Partner: Technology Management Corporation (TMC)

ServiceTec acknowledges the 20% MWBE participation requirement for this RFP opportunity, and has partnered with a long-standing GOAA Certified MWBE organization, to help deliver Information Technology Specialist Staff Services at the Greater Orlando Aviation Authority.

Specifically, Technology Management Group (TMC), a GOAA-certified MWBE firm, located at 4790 Lakeway Terrace, Shorewood, MN 55331, will be ServiceTec's subcontractor to source some of the staff on our IT Specialist Staff team. As indicated in the MWBE Letter of Intent/Affirmation, included below in the section labeled ***MWBE Forms***, the resource level provided by TMC will be approximately 20% of ServiceTec's total contract value. Since 2017, ServiceTec and TMC have worked seamlessly together to deliver IT Specialist Staff Services at the Greater Orlando Aviation Authority. A brief write-up about our MWBE Partner, TMC, can be found below.

About Technology Management Group (TMC)

Having been in business since 1987, TMC brings extensive experience in all aspects of IT. They understand the need for technology to operate at maximum efficiency with the utmost reliability and accessibility. From research, concept development and case/requirements development, to planning, operations, project management and resource acquisition, and even further to security, policies/procedures and disaster recovery/business continuity, TMC can provide exceptional services that meet and exceed the desired final product for each technology initiative.



The TMC team has performed technology services for airports, transportation facilities, government agencies (Federal, State and Local), and enterprises both nationally and internationally. Their domestic and international airport experience aligns well with ServiceTec International, Inc., which will allow them to deliver staff augmentation services at GOAA through a best practice lens. In addition to their aviation experience, TMC is also able to leverage their team's large venue, campus and enterprise multinational client experience to complement emerging technologies and also the current technologies in use at Orlando international Airport. TMC also brings a broad range of IT professionals, including certified design and technology specialists such as RCDD, PMP, CTS, CISSP and other technology system-specific certifications (MS, Cisco, Avaya, Oracle, etc.).

Since 2017, ServiceTec and Technology Management Corporation have teamed up to deliver IT Specialist Staff services at the Greater Orlando Aviation Authority. Like ServiceTec, TMC demonstrates a can-do approach to business and maintains a client-first attitude as it relates to service delivery. Like ServiceTec, TMC is intentional about building trusted and long-standing client relationships, including that of the Greater Orlando Aviation Authority. For these reasons, ServiceTec would like to present TMC as its MWBE partner of choice, to continue delivering IT Specialist Staff Services at GOAA.

TMC Main Point of Contact

Brendon O'Brien, Chief Revenue Officer – (952) 855-8598 / bobrien@tmc-1.com

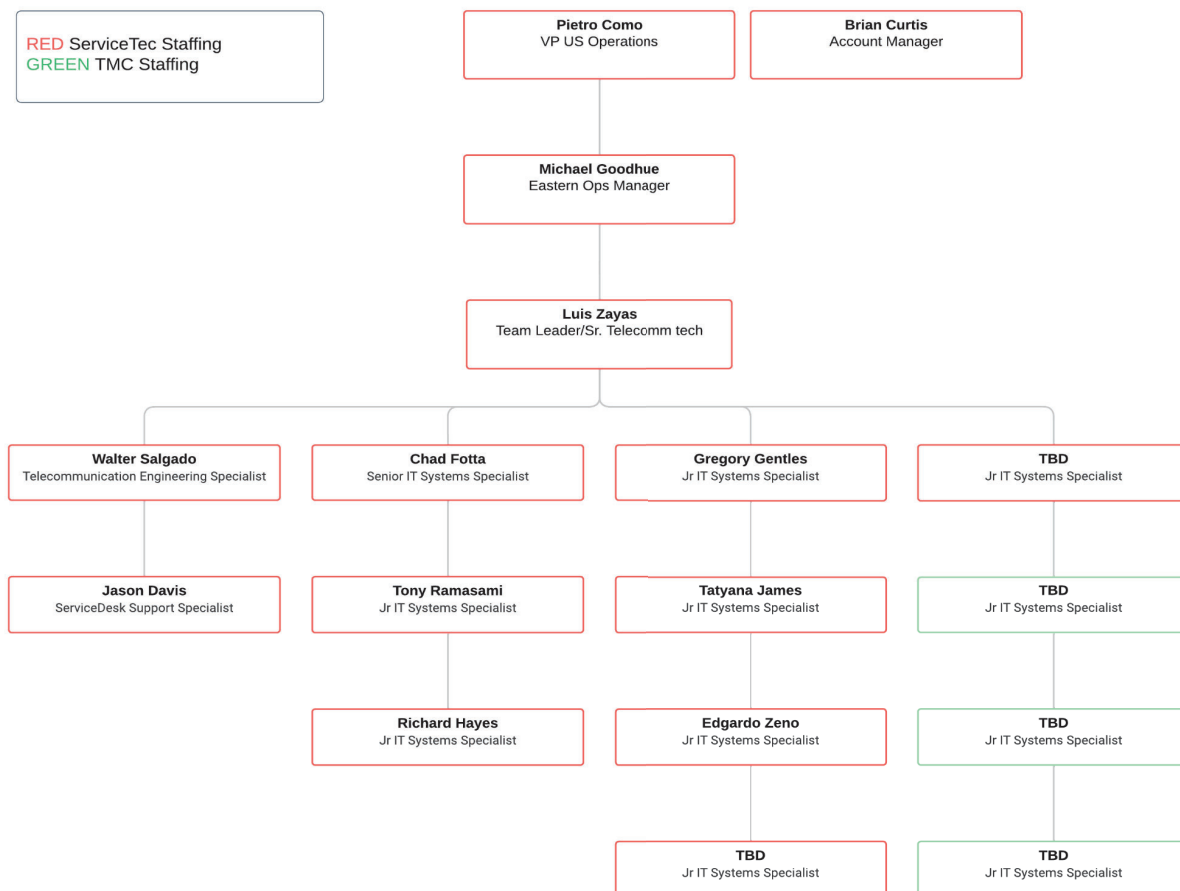
Organizational Chart

ServiceTec has carefully reviewed this RFP and based on the requirements specified by the Greater Orlando Aviation Authority, below is the Staffing plan that we expect to have implemented by the contract start date of February 1, 2024.

This organizational chart represents our current onsite team which includes 2 Telecommunication Engineering Specialists, 6 IT Systems Specialists (Standard/Jr.) and 1 Service Desk Support Specialist. Additionally, this org chart includes the 5 additional Jr. IT Systems Specialists mentioned above, three of which are expected to be sourced through our MWBE partner firm (Technology Management Corporation), in our effort to satisfy the MWBE participation goal of 20%.

Finally, this organizational chart shows ServiceTec Management personnel to include:

- Account Management
- Operations Oversight
- Operations Support



Tab 5 – Additional Requirements of the Response

A. Prior or Pending Convictions, Indictments, Investigations, Regulatory Investigations

ServiceTec International, Inc., and its proposed MWBE Subcontractor (Technology Management Corporation) have no prior or pending convictions, indictments, investigations, or regulatory investigations – either civil or criminal – that relate to the services listed in section 2.0 Scope of Services.

B. Claims Information

1. ServiceTec International, Inc., and its proposed MWBE Subcontractor (Technology Management Corporation) have no lawsuits, arbitrations or claims filed/raised against each respective organization over the last 5 years.
2. ServiceTec International, Inc., and its proposed MWBE Subcontractor (Technology Management Corporation) have not failed to complete the scope of work for any client contract due to non-performance over the last 5 years.

C. Conflicts of Interest

ServiceTec International, Inc., and its proposed MWBE Subcontractor (Technology Management Corporation) have no conflicts of interest with the Greater Orlando Aviation Authority.

Disclosure of other Florida commercial service airport relationships:

- ServiceTec provides after-hours and weekend remote Technical Support Services for Southwest Florida International Airport (RSW).

D. MWBE Participation

See Separate Attachment “MINORITY and WOMAN-OWNED BUSINESS ENTERPRISE (MWBE) FORMS” (*Includes MWBE Action Plan*).



Tab 6 - Pricing Schedule

Per the instructions and requirements of this RFP, the Pricing Schedule for ServiceTec International, Inc. has been entered and recorded into the pricing table within the OpenGov e-Procurement Platform.

The rates entered are hourly billing rates in association with the Scope of Services and are inclusive of travel and expenses.

Tab 7 - Additional Information

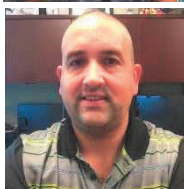
Former ServiceTec Employee Spotlights

Over the past 10 years, ServiceTec and the Greater Orlando Aviation Authority has developed a business relationship that resembles more of a partnership. Specifically, ServiceTec has produced quality staff who are professional, who truly care, and who operate with the aviation authority's best interests in mind. In return, GOAA has graciously treated all ServiceTec staff as one of their own and consistently communicates that messaging to all of their stakeholders.

In fact, during this timeframe, there have been 5 former ServiceTec employees called upon to serve the Greater Orlando Aviation Authority and as a result, moved on to become part of the internal IT Team at GOAA.



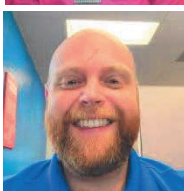
Mr. Jeff McCombs commenced his tenure with ServiceTec in August 2015, assuming the role of Senior IT Systems Specialist. Notably, he was among the founding members of the IT Operations team stationed at MCO. Subsequently, on September 15, 2017, Mr. McCombs transitioned to the Aviation Authority, where he undertook responsibilities as a Network Administrator.



Jose Rodriguez joined ServiceTec on March 1, 2015, as an IT Service Desk Support Specialist, providing desk-side support services throughout the entire airport. His dedication and expertise led to a promotion to Senior Systems Administrator in March 2018. Subsequently, on August 9, 2019, Mr. Rodriguez transitioned to a new role with the Aviation Authority, marking an important milestone in his career.



Mr. Bernardo Beira commenced his journey with ServiceTec on October 6, 2021, as an IT Service Desk Support Specialist, contributing his expertise to our Service Desk team. Ultimately, he transitioned to a role with the Aviation Authority on July 8, 2022, when GOAA management recognized Mr. Beira's great work ethic and valuable contributions.



Mr. Brent Talbert became a member of ServiceTec on August 22, 2022, assuming the role of IT Service Desk Support Specialist. During his time with ServiceTec, he contributed his skills and knowledge to the team. In pursuit of new opportunities and challenges, Mr. Talbert transitioned to the Aviation Authority on February 24, 2023.



Mr. Daniel Gallagher became a valued member of our team on September 8, 2015, in the role of IT Systems Specialist. His commitment and expertise earned him a promotion to Senior IT Systems Specialist in December 2018, where he continued to excel. On March 2, 2022, Mr. Gallagher embarked on a new chapter in his career when he accepted the position of Senior Systems Administrator with the Aviation Authority.



Other Offerings from ServiceTec

Catastrophic Event Phone Coverage

Especially in the state of Florida, catastrophic weather events can easily disrupt airport operations. Sometimes, additional help is needed to field phone calls from the media, inquiring passengers, etc.

ServiceTec operates a 24/7/365 U.S. based call center and as a result, has the ability to deliver catastrophic event phone coverage for the Greater Orlando Aviation Authority.

As a valued partner, ServiceTec would work with GOAA to blend our remote call center with our onsite team, in times of crisis.

Common Use Support

ServiceTec understands that GOAA utilizes the SITA Common Use Passenger Processing platform at Orlando International Airport, and utilizes SITA also to deliver support and maintenance services of the system environment.

As an Airport IT Specialist in the industry and as mentioned previously, ServiceTec is the only independent IT Service Provider to support all the main CUPPS industry platforms such as:

- Amadeus/AirIT
- Collins Aerospace/ ARINC
- Materna/Ultra
- SITA

We have years of experience implementing, managing and supporting these systems at various airports around the U.S.

With that said, should the Greater Orlando Aviation Authority wish to make a change in the Support Provider of this environment (perhaps as a cost saving measure), ServiceTec has the knowledge and experience to take on that role in the future. In this case, ServiceTec has the ability to either:

- send one Orlando staff member to another ServiceTec site where the SITA environment is deployed and supported (Train the Trainer) or
- bring one ServiceTec (SITA) Common Use expert from another site, to train all onsite staff at GOAA who plays a role in supporting the SITA environment

Current U.S. ServiceTec sites where onsite support services of the SITA Common Use environment are delivered include RNO Reno, NV and CAE Columbia, SC.



Self-Bag Drop Support

As an independent Airport IT Specialist, ServiceTec has the experience, knowledge and expertise to install and configure many of today's Self Bag Drop technologies. In fact, we are currently under contract with Materna IPS here in the U.S., to provide installation, configuration and support services for their SBD units at select Spirit Airlines airport locations. Some of these locations include DFW, DTW and ATL to name a few.

Deployment for nineteen (19) Materna SBDs at Orlando International Airport (MCO) started in February 2023 and ended in June 2023, and ServiceTec provided two technicians to assist with this project. Beyond the initial install, these Orlando-based technicians currently deliver Level 1 Support and perform semi-monthly preventative maintenance on all 19 units, on an on-going basis.

Should the Greater Orlando Aviation Authority have other airline carriers at MCO who wish to deploy Self Bag Drop technologies, ServiceTec is available to provide the necessary resources to assist with this type of project.

ServiceTec Full Services Catalog

See Catalog on the Next Page



FULL SERVICE CATALOG

ASSET MANAGEMENT

The asset management of onsite customer hardware and listing of assets as per their deployed location. ServiceTec can track assets by asset name, number, model number, serial number, and location.

AUTOMATED BORDER CLEARANCE (ABC) KIOSKS MAINTENANCE & SUPPORT

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

AUTOMATED BORDER CONTROL (ABC) E-GATE

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

AUTOMATED PASSPORT CONTROL (APC) KIOSKS MAINTENANCE & SUPPORT

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

BACK OFFICE SYSTEM SUPPORT

Frequent proactive walk-throughs to identify potential incidents, incident resolution, IMAC's, service requests, and periodic maintenance as per customer requirements.

BAGGAGE & RECONCILIATIONS SYSTEM (BRS) MAINTENANCE & SUPPORT

Incident resolution and periodic maintenance as per customer requirements.

COMMON USE (CUPPS/CUTE) MAINTENANCE & SUPPORT

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

COMMON USE (CUPPS/CUTE) SYSTEM ADMINISTRATION

Incident resolution, platform upgrade installs, platform patch installs, platform testing, and platform changes as per customer requirements.

COMMON USE SELF SERVICE (CUSS) KIOSK MAINTENANCE & SUPPORT

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

CONSUMABLE DISTRIBUTION & REPLACEMENT

Distribution, stock counts, and re-order as per customer requirements.

DEDICATED KIOSK MAINTENANCE & SUPPORT

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

FLIGHT INFORMATION DISPLAY SYSTEMS (FIDS) SUPPORT AND MAINTENANCE

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

For over 30 years, ServiceTec has been very successful in creating maintenance and support solutions with our customers by discussing their specific and unique needs. This service list serves as a starting point. We work with our customers to customize support and maintenance to their precise requirements.

INSTALLS, MOVES, ADDITIONS, CHANGES (IMAC)

Providing qualified resources for IMAC's as per customer requirements.

ITIL BEST PRACTICE CONSULTANCY

Providing qualified and certified ITIL consultants as per customer requirements.

LEVEL 1 & 2 SUPPORT - AIRPORT SYSTEMS AND BACK OFFICE APPLICATION

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

NETWORK SUPPORT

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, software upgrades, patches, firmware upgrades, and periodic maintenance as per customer requirements.

PARKING SYSTEMS

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

PREVENTATIVE MAINTENANCE

Periodic preventative maintenance which includes, dust removal, wiping, cleaning, cable management, and consumable stocking as per customer requirements.

PRIMARY INSPECTION KIOSK (PIK)

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

QUICK/SELF BOARDING GATE (QBG/SBG) MAINTENANCE & SUPPORT

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

SELF SERVICE BAG DROP (SSBD) MAINTENANCE & SUPPORT

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

SERVICE DESK

Incident catch and dispatch, logging of incidents in our ITSM tool, and reporting as per customer requirements.

SYSTEM NETWORK ADMINISTRATION AND SUPPORT

Incident resolution, service requests, software upgrades, patches, firmware upgrades, and periodic system maintenance as per customer requirements.

TELECOM SYSTEMS MANAGEMENT

Frequent proactive walk-throughs to identify potential incidents, incident resolution, service requests, and periodic maintenance as per customer requirements.

CONTACT US TODAY TO FIND OUT MORE

AMERICA

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w: www.servicetec.com

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ServiceTec Airport Operations
Netherlands BV, Schiphol

Germany Office: ServiceTec
Airport Operations Germany
GmbH, München

Canada Office: SASI Airport
Services Ltd, Vancouver,
British Columbia

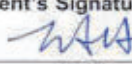
Norway Office: ServiceTec Airport
Operations, Norway AS, Oslo

ServiceTec[®]
World Class support for IT Systems at Airports

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Required Response Forms

Form 1 – Respondent's Certification Form

1. Respondent's Certification Form	
I have carefully examined the Solicitation and any other documents accompanying or made a part of this Solicitations. I hereby propose to furnish the goods or services specified in this Solicitation at the prices or rates quoted in my submittal. I agree that my submittal will remain firm for a period of up to one-hundred-twenty (120) days in order to allow the Aviation Authority adequate time to evaluate the submittals. I certify that all information contained in this Solicitation is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this Solicitation on behalf of the Respondent as its act and deed and that the Respondent is ready, willing and able to perform if awarded the Contract. I certify, under oath, that this Solicitation is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a Solicitation 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. I further certify that the undersigned executed this Respondent's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.	
Company	Sworn to and subscribed before me by means of:
ServiceTec International, Inc.	☒ physical presence or ☐ online notarization
Respondent's Signature	this 6th day of October 2023
	
Print Name and Title	by Lynne Harrison, Executive Vice President - Americas who is
Lynne Harrison, Executive Vice President - Americas	☒ Personally Known; or ☐ Produced Identification. Type of identification produced:
Address:	[Check applicable box to satisfy identification requirement of FLA. Stat. §117.01]
950 Herndon Parkway Ste 380 Herndon, VA 20170	STATE OF VIRGINIA) Seal
Date 10/6/23	COUNTY OF FAIRFAX
Duns Number [REDACTED]	
Federal Tax Id Number	SARAH QUACKENBUSH NOTARY PUBLIC REGISTRATION # 7942987 COMMONWEALTH OF VIRGINIA MY COMMISSION EXPIRES Notary Public My Commission Expires. Exp. 7/31/27
lynne.harrison@servicetec.com	Sarah Quackenbush
Email:	Printed, typed or stamped commissioned name of Notary Public)
The Aviation Authority only requires Company Federal Tax Id numbers. The Aviation Authority is not requesting individual social security numbers.	
24-117-RFP IT SPECIALIST STAFF	Page 79 of 87
	BASE REV 07/01/2023

Form 2 – Addendum Receipt Verification Form

2. Addendum Receipt Verification	
Respondents must acknowledge each addenda on this form and include with your Response submittal. Failure to acknowledge and upload EACH addenda may result in a non-responsive Response. The undersigned acknowledges receipt of the following addenda to the Documents (Give number and date of each):	
Addendum No. <u>1</u>	Dated <u>09/10/2023</u>
Addendum No. <u>2</u>	Dated <u>09/25/2023</u>
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
ServiceTec International, Inc. Company _____  Signature _____ Lynne Harrison Print Name _____ Executive Vice President - Americas Title _____	
24-117-RFP IT SPECIALIST STAFF	Page 80 of 87
BASE REV 07/01/2023	

Form 3 – Conflict of Interest Disclosure Form

3. Conflict of Interest Disclosure Form

The award of this Contract is subject to the provisions of Chapter 112, Florida Statutes. All Respondents must disclose within their Response the name of any officer, Vice President, 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:

Acknowledged by:

Firm Name:

ServiceTec International, Inc.

Signature of Authorized Representative:



Name and Title (Print or Type):

Lynne Harrison, Executive Vice President - Americas

Date:

10/6/23

Form 4 – Certification Regarding Prohibition Against Contracting with Scrutinized Companies

4. Certification Regarding Prohibition Against Contracting with Scrutinized Companies

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.

Name of Respondent: ServiceTec International, Inc.

By: [Signature]
(Authorized Signature)

Title: Executive Vice President - Americas

Date: 10/16/23

Form 5.1 – E-Verification Certification Form – ServiceTec

5. E-Verification Certification Form

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.

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.

Company Name: ServiceTec International, Inc.

Authorized Name: Lynne Harrison Title: Executive Vice President - Americas

Signature: [Signature] Date: 10/06/2023

***** State of Virginia *****

County of Fairfax

Notary Public Signature: [Signature]

Notary Public Seal: **SARAH QUACKENBUSH**
NOTARY PUBLIC
REGISTRATION # 7042987
COMMONWEALTH OF VIRGINIA
MY COMMISSION EXPIRES
JULY 31, 2027

This instrument was acknowledged before me on October 6, 2023 (Date)

24-117-RFP IT SPECIALIST STAFF

Page 83 of 87

BASE REV 07/01/2023

Form 5.2- E-Verification Certification Form - TMC

5. E-Verification Certification Form

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.

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.

Company Name: Technology Management Corporation

Authorized Name: Cheryl O'Brien Title: Founder + President

Signature: [Signature] Date: 9/8/2023

State of Florida

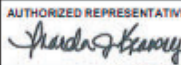
County of Pinellas

This instrument was acknowledged before me on 9/8/2023 (Date)

Notary Public Signature: [Signature]

ALYSSA M O'BRIEN
Notary Public, State of Florida
My Comm. Expires Jan. 06, 2025
No. HH 77863

Proof of Insurance: Certificate of Insurance

ACORD		SERVINT-02	RMCMANUS																																			
		DATE (MM/DD/YYYY) 6/26/2023																																				
CERTIFICATE OF LIABILITY INSURANCE																																						
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: License # 1780862 HUB International New England 300 Ballardvale Street Wilmington, MA 01887		CONTACT: Rita McManus PHONE (A/C, No, Ext): (978) 661-6717 FAX (A/C, No): E-MAIL ADDRESS: rita.mcmanus@hubinternational.com																																				
INSURED: ServiceTec International, Inc. 950 Herndon Parkway Suite 380 Herndon, VA 20170		INSURER(S) AFFORDING COVERAGE																																				
		INSURER A: Federal Insurance Company NAIC # 20281																																				
		INSURER B: Travelers Casualty Insurance Company of America 19046																																				
		INSURER C: Hartford Fire Insurance Company 19682																																				
		INSURER D:																																				
		INSURER E:																																				
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. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>INSR LTR</th> <th>TYPE OF INSURANCE</th> <th>ADOL INSD SUBR WVD</th> <th>POLICY NUMBER</th> <th>POLICY EFF (MM/DD/YYYY)</th> <th>POLICY EXP (MM/DD/YYYY)</th> <th>LIMITS</th> </tr> </thead> <tbody> <tr> <td>A</td> <td> ☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PROTECT ☐ LOG ☐ OTHER </td> <td></td> <td>3687-08-81 GAB</td> <td>6/30/2023</td> <td>6/30/2024</td> <td> EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 1,000,000 PRODUCTS - COMPIOP AGG \$ 1,000,000 </td> </tr> <tr> <td>B</td> <td> AUTOMOBILE LIABILITY ☒ ANY AUTO OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HERD AUTOS ONLY ☐ NON-OWNED AUTOS ONLY </td> <td></td> <td>BA1N8409892342G</td> <td>6/30/2023</td> <td>6/30/2024</td> <td> COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$ </td> </tr> <tr> <td>A</td> <td> UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE DED: ☒ RETENTION \$ 0 </td> <td></td> <td>79844754</td> <td>6/30/2023</td> <td>6/30/2024</td> <td> EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$ \$ </td> </tr> <tr> <td>C</td> <td> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below </td> <td>Y/N N/A</td> <td>08WBCEG8806</td> <td>11/7/2022</td> <td>11/7/2023</td> <td> ☒ PER STATUTE ☐ OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000 </td> </tr> </tbody> </table>				INSR LTR	TYPE OF INSURANCE	ADOL 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 ☐ PROTECT ☐ LOG ☐ OTHER		3687-08-81 GAB	6/30/2023	6/30/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 1,000,000 PRODUCTS - COMPIOP AGG \$ 1,000,000	B	AUTOMOBILE LIABILITY ☒ ANY AUTO OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HERD AUTOS ONLY ☐ NON-OWNED AUTOS ONLY		BA1N8409892342G	6/30/2023	6/30/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$	A	UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE DED: ☒ RETENTION \$ 0		79844754	6/30/2023	6/30/2024	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$ \$	C	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/A	08WBCEG8806	11/7/2022	11/7/2023	☒ PER STATUTE ☐ OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
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DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Excess/Umbrella Liability coverage is excess over the Auto Liability and Employers Liability Greater Orlando Aviation Authority, the City of Orlando, their members, officers, agents and employees are included as additional insureds on the General Liability and Auto Liability policies with respect to operations of the named insured as required by contract.																																						
CERTIFICATE HOLDER Greater Orlando Aviation Authority Orlando International Airport One Jeff Fuqua Boulevard Orlando, FL 32827		CANCELLATION 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 																																				

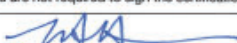
ACORD 25 (2016/03)

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The ACORD name and logo are registered marks of ACORD

Required Attachments

Attachment 1 – ServiceTec W-9

Form W-9 (Rev. October 2018) Department of the Treasury Internal Revenue Service	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.
1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. ServiceTec International, Inc.		
2 Business name/disregarded entity name, if different from above		
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor or single-member LLC ☒ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate ☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should 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 FATCA reporting code (if any) _____ (Applies to accounts maintained outside the U.S.)		
5 Address (number, street, and apt. or suite no.) See instructions. 950 Herndon Parkway, Suite 380 6 City, state, and ZIP code Herndon, VA 20170 7 List account number(s) here (optional)		Requester's name and address (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 <i>How to get a TIN</i>, later. Note: If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.		
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 ► 08/29/2023		
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. Purpose of Form An individual or entity (Form W-9 requester) who is required to file an information return with the IRS 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-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), 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. If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See <i>What is backup withholding</i>, later.		
Cat. No. 10231X		Form W-9 (Rev. 10-2018)

Attachment 2 – Florida Certificate of Status

State of Florida Department of State

I certify from the records of this office that SERVICE TEC INTERNATIONAL, INC. is a Delaware corporation authorized to transact business in the State of Florida, qualified on April 27, 2007.

The document number of this corporation is F07000002923.

I further certify that said corporation has paid all fees due this office through December 31, 2023, that its most recent annual report/uniform business report was filed on March 6, 2023, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Thirtieth day of August, 2023*



Secretary of State

Tracking Number: 8860756671CU

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

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

Attachment 3 – Letter of Bondability



HUB International New England, LLC

222 Milliken Boulevard
Fall River, MA 02721
Office 508/676-1971
Toll Free 800/242-3862
Fax 866/415-5835

www.hubinternational.com

October 10, 2023

The Greater Orlando Aviation Authority
Division of Procurement
5855 Cargo Road
GOAA Annex Bldg.
Orlando, FL 32827-4399

RE: ServiceTec International, Inc.

Project: 24-117-RFP Information Technology Specialist Staff

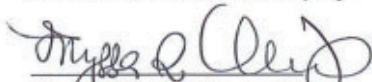
To Whom it May Concern:

As surety for ServiceTec International, Inc., Great Midwest Insurance Company hereby agrees to furnish the Performance bond, as required by the specifications for the referenced project, on behalf of the contractor, in the event that such firm be the successful bidder for this project.

Naturally, as is customary within the surety industry, all bond executions are subject to the review of contractual documents, terms and conditions, as well as other underwriting criteria.

Great Midwest Insurance Company is listed on the U.S. Treasury Department's Listing of Approved Sureties (Department Circular 570) and is rated A- (FINANCIAL SIZE CATEGORY XV) by A.M. Best Company.

Great Midwest Insurance Company



Alyssa R. Michael, Attorney-in-Fact



POWER OF ATTORNEY

Great Midwest Insurance Company

KNOW ALL MEN BY THESE PRESENTS, that **GREAT MIDWEST INSURANCE COMPANY**, a Texas Corporation, with its principal office in Houston, TX, does hereby constitute and appoint:
Barry Horgan, William L. Labbe, Anne M. Higginbottom, Alyssa R. Michael

its true and lawful Attorney(s)-In-Fact to make, execute, seal and deliver for, and on its behalf as surety, any and all bonds, undertakings or other writings obligatory in nature of a bond.

This authority is made under and by the authority of a resolution which was passed by the Board of Directors of **GREAT MIDWEST INSURANCE COMPANY**, on the 1st day of October, 2018 as follows:

Resolved, that the President, or any officer, be and hereby is, authorized to appoint and empower any representative of the Company or other person or persons as Attorney-In-Fact to execute on behalf of the Company any bonds, undertakings, policies, contracts of indemnity or other writings obligatory in nature of a bond not to exceed Twenty-Five Million dollars (\$25,000,000.00), which the Company might execute through its duly elected officers, and affix the seal of the Company thereto. Any said execution of such documents by an Attorney-In-Fact shall be as binding upon the Company as if they had been duly executed and acknowledged by the regularly elected officers of the Company. Any Attorney-In-Fact, so appointed, may be removed in the Company's sole discretion and the authority so granted may be revoked as specified in the Power of Attorney.

Resolved, that the signature of the President and the seal of the Company may be affixed by facsimile on any power of attorney granted, and the signature of the Secretary, and the seal of the Company may be affixed by facsimile to any certificate of any such power and any such power or certificate bearing such facsimile signature and seal shall be valid and binding on the Company. Any such power so executed and sealed and certificate so executed and sealed shall, with respect to any bond of undertaking to which it is attached, continue to be valid and binding on the Company.

IN WITNESS THEREOF, **GREAT MIDWEST INSURANCE COMPANY**, has caused this instrument to be signed by its President, and its Corporate Seal to be affixed this 11th day of February, 2021.



GREAT MIDWEST INSURANCE COMPANY

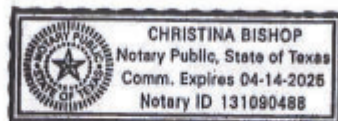
BY



Mark W. Haushill
President

ACKNOWLEDGEMENT

On this 11th day of February, 2021, before me, personally came Mark W. Haushill to me known, who being duly sworn, did depose and say that he is the President of **GREAT MIDWEST INSURANCE COMPANY**, the corporation described in and which executed the above instrument; that he executed said instrument on behalf of the corporation by authority of his office under the By-laws of said corporation.



BY



Christina Bishop
Notary Public

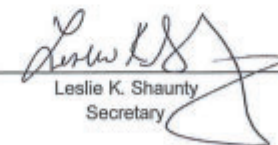
CERTIFICATE

I, the undersigned, Secretary of **GREAT MIDWEST INSURANCE COMPANY**, A Texas Insurance Company, DO HEREBY CERTIFY that the original Power of Attorney of which the foregoing is a true and correct copy, is in full force and effect and has not been revoked and the resolutions as set forth are now in force.

Signed and Sealed at Houston, TX this 10th Day of October, 2023



BY



Leslie K. Shaunty
Secretary

"WARNING: Any person who knowingly and with intent to defraud any insurance company or other person, files and application for insurance of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.