GOAA DATE: 01/18/2023
ITEM NO.: 6.F
DOCUMENTARY #: 101584

GREATER ORLANDO AVIATION AUTHORITY

REQUEST FOR PROPOSALS

23-124-RFP

OPERATION AND MANAGEMENT OF PARKING FACILITIES

ORLANDO INTERNATIONAL AIRPORT
AND
ORLANDO EXECUTIVE AIRPORT

ORLANDO, FLORIDA

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GREATER ORLANDO AVIATION AUTHORITY

PURCHASING BID 01-23

ROADWAY AND EXTERIOR ELECTRICAL MAINTENANCE SERVICES

ORLANDO, FLORIDA

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7.2 Contract

This Agreement/Contract is made and entered into effective as of the 1st day of February 2023, 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 **ABM AVIATION, INC**, hereinafter called Contractor.

WITNESSETH, that the said Contractor, for and in consideration of the payments hereinafter specified and agreed to be made by the Aviation Authority, hereby covenants and agrees to furnish all labor, supervision, materials, supplies, equipment, vehicles, fuel, office furniture, uniforms, and all other items necessary or proper for, or incidental to, the operation and management of parking facility services and all other items necessary or proper for, or incidental to, performing its obligations under Purchasing Proposal 23-124-RFP,Operation and Management of Parking Facilities, at the Orlando International Airport, in accordance with the Contract Documents which consist of the Contract, Proposal 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 Proposals, 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 **Proposal 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, attested by its Secretary or Assistant Secretary, and the said Contractor has hereunto set its hand and seal.

"AVIATION AUTHORITY"

GREATER ORLANDO AVIATION AUTHORITY

Kevin Thibault
Chief Executive Officer
Mar 30 2023 2:48 PM

By:_____

DocuSign

Official Seal

Mar 30 2023 3:05 PM

DocuSign

Its:_____

Date:_____

Attest:

Anna Farmer
Assistant Secretary
Mar 30 2023 3:05 PM

DocuSign

_____
Secretary

WITNESSED BY:

"CONTRACTOR"

__ABM Aviation, Inc
(Name of Contractor)

By:_____(Seal)
(Signature of Owner or General Partner)

Its: Senior Vice President
(Title)

____Steven Aiello, SVP Landside Operations

Name of Owner or General Partner Printed or Typed

Date: 2/6/2023

Approved as to Form and Legality
this 13 day of March, 20 23
Nelson Mullins Riley & Scarborough, LLP
By_____
Greater Orlando Aviation Authority

Performance Bond No.: 107731770

Performance Bond Expiration Date: February 1, 2024

PERFORMANCE BOND FORM

GREATER ORLANDO AVIATION AUTHORITY

KNOW ALL MEN BY THESE PRESENTS that ABM Aviation, Inc., hereinafter called Principal, and Travelers Casualty and Surety Company of America, a corporation organized under the laws of the State of Connecticut 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 Million Dollars ($5,000,000.00)**, 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 Proposal 23-124-RFP, Operation and Management of Parking Facilities 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 1st day of February, 2023, 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:

ABM Aviation, Inc.
Principal (Name of Contractor)

By: Jessica E Morgan
(Signature)

Its: Jessica Morgan, VP Risk and Safety
(Title)

Witness - Chris Ridge

Witness Chris Hodde

(Seal)

Travelers Casualty and Surety Company of America
Name of Surety

By: Lisa A. Pless
(Signature)

Its: Lisa Pless, Attorney-in-fact
(Title)

Witness Kyle Williams

Witness Chaun M. Wilson

Address: ONE TOWER SQUARE, HARTFORD, CT 06183

Telephone No.: (860) 277-0111

Fax No.: N/A

E-Mail Address: MPETRAK@travelers.com

N/A
(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, David R. Goldman, certify that I am the Secretary of the corporation named as Principal in the foregoing Performance and/or Payment Bonds; that ~~Steven Aiello~~ Jessica Mugrabi who signed the said Bond(s) on behalf of the Principal was then SVP, Landside Operations 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.

David R. Goldman
Secretary

(Corporate Seal)

TRAVELERS

Travelers Casualty and Surety Company of America
Travelers Casualty and Surety Company
St. Paul Fire and Marine Insurance Company

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company are corporations duly organized under the laws of the State of Connecticut (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint **Lisa A Pless** of **ATLANTA**, **Georgia**, their true and lawful Attorney(s)-in-Fact to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed, and their corporate seals to be hereto affixed, this **21st** day of **April**, **2021**.

State of Connecticut

City of Hartford ss.

By: _____
Robert L. Raney, Senior Vice President

On this the **21st** day of **April**, **2021**, before me personally appeared **Robert L. Raney**, who acknowledged himself to be the Senior Vice President of each of the Companies, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of said Companies by himself as a duly authorized officer.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

My Commission expires the **30th** day of **June**, **2026**

_____
Anna P. Nowik, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of each of the Companies, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, **Kevin E. Hughes**, the undersigned, Assistant Secretary of each of the Companies, do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which remains in full force and effect.

Dated this 1st day of February, 2023.

_____
Kevin E. Hughes, Assistant Secretary

To verify the authenticity of this Power of Attorney, please call us at 1-800-421-3880.
Please refer to the above-named Attorney(s)-in-Fact and the details of the bond to which this Power of Attorney is attached.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 01/31/2023

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
Willis Towers Watson Southeast, Inc.
c/o 26 Century Blvd
P.O. Box 305191
Nashville, TN 372305191 USA

CONTACT NAME: Willis Towers Watson Certificate Center
PHONE (A/C, No, Ext): 1-877-945-7378 FAX (A/C, No): 1-888-467-2378
E-MAIL ADDRESS: certificates@willis.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: ACE American Insurance Company	22667
INSURER B: ACE Property & Casualty Insurance Company	20699
INSURER C: Indemnity Insurance Company of North Ameri	43575
INSURER D: Federal Insurance Company	20281
INSURER E: AIG Specialty Insurance Company	26883
INSURER F: American Home Assurance Company	19380

INSURED
AEM Aviation, Inc.
an AEM Industries Incorporated Company
4151 Ashford Dunwoody Road, Suite 600
Atlanta, GA 30319

COVERAGES **CERTIFICATE NUMBER:** W28001249 **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	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR X $1,000,000 SIR X XCU GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:	Y	Y	XSL G47300198	11/01/2022	11/01/2023	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 2,000,000 $ 2,000,000 $ Excluded $ 2,000,000 $ 6,000,000 $ 2,000,000
A	AUTOMOBILE LIABILITY X ANY AUTO X OWNED AUTOS ONLY X HIRED AUTOS ONLY SCHEDULED AUTOS X NON-OWNED AUTOS ONLY	Y	Y	ISA H10691825	11/01/2022	11/01/2023	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 5,000,000 $ $ $
B	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $ 0	Y	Y	XEU G27910865 008	11/01/2022	11/01/2023	EACH OCCURRENCE AGGREGATE	$ 10,000,000 $ 10,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N: No If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	Y	WLR C50677370	11/01/2022	11/01/2023	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 1,000,000 $ 1,000,000 $ 1,000,000
D	Crime/Employee Dishonesty/ Fidelity			J06105798	11/01/2022	11/01/2023	Each Occurrence	$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Re: 23-124 RFP Operation and Management of Parking Facilities
SEE ATTACHED

CERTIFICATE HOLDER

Greater Orlando Airport Authority
Greater Orlando Airport Authority
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
Jessica Graham

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SR ID: 23686916 BATCH: 2833895

AGENCY CUSTOMER ID: _____

LOC #: _____

ADDITIONAL REMARKS SCHEDULE

AGENCY Willis Towers Watson Southeast, Inc.	NAMED INSURED ABM Aviation, Inc. an ABM Industries Incorporated Company 4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319
POLICY NUMBER See Page 1	
CARRIER See Page 1 / NAIC CODE See Page 1	EFFECTIVE DATE: See Page 1

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

Worksite Location (1): 1 Jeff Fuqua Blvd, Orlando, FL 32827

Description of Job: Management and Operation of Public Parking

Contractual Liability is included under General Liability.

Additional Insureds: 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 Agents)

Any person or organization whom you have agreed to is included as Additional Insured as respects General Liability and Automobile Liability (Umbrella follows Form) as required by written contract with the Named Insured. If required by the written contract or agreement with said Additional Insured, this insurance shall be primary insurance to any other insurance available to said insured covering the same loss. Such other insurance available to said Additional Insured shall be excess to and non-contributing to this insurance. Waiver of subrogation applies in favor of Additional Insured as respects General Liability, Automobile Liability and Workers Compensation, where allowed by law, (Umbrella follows form) as required by written contract with the Named Insured. Umbrella/Excess policy applies excess of General Liability, Auto Liability and Employers Liability Policies.

INSURER AFFORDING COVERAGE: ACE American Insurance Company NAIC#: 22667

POLICY NUMBER: MPB G23645233 016 EFF DATE: 07/01/2022 EXP DATE: 07/01/2023

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Professional LIability	Each Claim/Aggregate	$5,000,000
□□□□□□□□□□□□□□□□□□□□	Aggregate	$5,000,000
□□□□□□□□□□□□□□□□□□□□	Retention	$1,000,000

INSURER AFFORDING COVERAGE: AIG Specialty Insurance Company NAIC#: 26883

POLICY NUMBER: CPO 16081985 EFF DATE: 05/01/2022 EXP DATE: 05/01/2023

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Contractor's Pollution Liability	Each Loss	$10,000,000
□□□□□□□□□□□□□□□□□□□□□□□□□□□□	Aggregate	$10,000,000
□□□□□□□□□□□□□□□□□□□□□□□□□□□□	SIR	$500,000

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AGENCY CUSTOMER ID: _____

LOC #: _____

ADDITIONAL REMARKS SCHEDULE

AGENCY Willis Towers Watson Southeast, Inc.	NAMED INSURED ABM Aviation, Inc. an ABM Industries Incorporated Company 4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319
POLICY NUMBER See Page 1	
CARRIER See Page 1 / NAIC CODE: See Page 1	EFFECTIVE DATE: See Page 1

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

INSURER AFFORDING COVERAGE: American Home Assurance Company NAIC#: 19380

POLICY NUMBER: 080768613 EFF DATE: 05/01/2022 EXP DATE: 05/01/2023

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Property Coverage	Per Policy	$5,000,000

ADDITIONAL REMARKS:
All Risk of Physical Damage at any location including customer's premises, subject to policy terms.

INSURER AFFORDING COVERAGE: ACE American Insurance Company NAIC#: 22667

POLICY NUMBER: ISA H10691825 EFF DATE: 11/01/2022 EXP DATE: 11/01/2023

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Garage Keepers Legal Liability	Limit	$2,000,000

ADDITIONAL REMARKS:
Automobile Liability includes Excess Garage Keepers Liability.

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ADDITIONAL INSURED – DESIGNATED PERSONS OR ORGANIZATIONS

Named Insured ABM Industries Incorporated			Endorsement Number 3
Policy Symbol ISA	Policy Number H10691825	Policy Period 11/01/2022 TO 11/01/2023	Effective Date of Endorsement
Issued By (Name of Insurance Company) ACE American Insurance Company			

Insert the policy number. The remainder of the information is to be completed only when this endorsement is issued subsequent to the preparation of the policy.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
AUTO DEALERS COVERAGE FORM
MOTOR CARRIER COVERAGE FORM
EXCESS BUSINESS AUTO COVERAGE FORM

Additional Insured(s): Any person or organization whom you have agreed to include as an additional insured under a written contract, provided such contract was executed prior to the date of loss.

A. For a covered "auto," Who Is Insured is amended to include as an "insured," the persons or organizations named in this endorsement. However, these persons or organizations are an "insured" only for "bodily injury" or "property damage" resulting from acts or omissions of:

1. You.
2. Any of your "employees" or agents.
3. Any person operating a covered "auto" with permission from you, any of your "employees" or agents.

B. The persons or organizations named in this endorsement are not liable for payment of your premium.

_____
Authorized Representative

NON-CONTRIBUTORY ENDORSEMENT FOR ADDITIONAL INSUREDS

Named Insured ABM Industries Incorporated			Endorsement Number 2
Policy Symbol ISA	Policy Number H10691825	Policy Period 11/01/2022 TO 11/01/2023	Effective Date of Endorsement
Issued By (Name of Insurance Company) ACE American Insurance Company			

Insert the policy number. The remainder of the information is to be completed only when this endorsement is issued subsequent to the preparation of the policy.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM
AUTO DEALERS COVERAGE FORM

Schedule

Organization

Additional Insured Endorsement

Any additional insured with whom you have agreed to provide such non-contributory insurance, pursuant to and as required under a written contract executed prior to the date of loss.

(If no information is filled in, the schedule shall read: "All persons or entities added as additional insureds through an endorsement with the term "Additional Insured" in the title)

For organizations that are listed in the Schedule above that are also an Additional Insured under an endorsement attached to this policy, the following is added to the Other Insurance Condition under General Conditions:

If other insurance is available to an insured we cover under any of the endorsements listed or described above (the "Additional Insured") for a loss we cover under this policy, this insurance will apply to such loss on a primary basis and we will not seek contribution from the other insurance available to the Additional Insured.

_____
Authorized Representative

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS

Named Insured ABM Industries Incorporated			Endorsement Number 1
Policy Symbol ISA	Policy Number H10691825	Policy Period 11/01/2022 TO 11/01/2023	Effective Date of Endorsement
Issued By (Name of Insurance Company) ACE American Insurance Company			

Insert the policy number. The remainder of the information is to be completed only when this endorsement is issued subsequent to the preparation of the policy.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This Endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
MOTOR CARRIERS COVERAGE FORM
AUTO DEALERS COVERAGE FORM

We waive any right of recovery we may have against the person or organization shown in the Schedule below because of payments we make for injury or damage arising out of the use of a covered auto. The waiver applies only to the person or organization shown in the SCHEDULE.

SCHEDULE

Any person or organization against whom you have agreed to waive your right of recovery in a written contract, provided such contract was executed prior to the date of loss.

Authorized Representative

BLANKET ADDITIONAL INSURED

Named Insured ABM Industries Incorporated			Endorsement Number 26
Policy Symbol XSL	Policy Number G47300198	Policy Period 11/01/2022 TO 11/01/2023	Effective Date of Endorsement
Issued By (Name of Insurance Company) ACE American Insurance Company			

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

THIS ENDORSEMENT MODIFIES INSURANCE PROVIDED UNDER THE FOLLOWING:

EXCESS COMMERCIAL GENERAL LIABILITY POLICY

Any person or organization whom you have agreed to include as an additional insured in a written contract is included as an additional insured under this policy, but only to the extent required by and in accordance with the terms of such written contract executed prior to loss, provided that written contract does not specify an ISO endorsement or other specific wording, and only with respect to liability for "bodily injury", "property damage", or "personal and advertising injury" arising out of your ongoing or completed operations.

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NON-CONTRIBUTORY ENDORSEMENT FOR ADDITIONAL INSUREDS

Named Insured			Endorsement Number
ABM Industries Incorporated			8
Policy Symbol	Policy Number	Policy Period	Effective Date of Endorsement
XSL	G47300198	11/01/2022 to 11/01/2023	
Issued By (Name of Insurance Company)			
ACE American Insurance Company			

Insert the policy number. The remainder of the information is to be completed only when this endorsement is issued subsequent to the preparation of the policy.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the following:

EXCESS COMMERCIAL GENERAL LIABILITY POLICY

Schedule

Organization	Additional Insured Endorsement
Any additional insured with whom you have agreed to provide such non-contributory insurance, pursuant to and as required under a written contract executed prior to the date of loss.	

(If no information is filled in, the schedule shall read: "All persons or entities added as additional insureds through an endorsement with the term "Additional Insured" in the title)

For organizations that are listed in the Schedule above that are also an Additional Insured under an endorsement attached to this policy, the following is added to Section IV.4:

If other insurance is available to an insured we cover under any of the endorsements listed or described above (the "Additional Insured") for a loss we cover under this policy, this insurance will apply to such loss and is primary (subject to satisfaction of the "retained limit"), meaning that we will not seek contribution from the other insurance available to the Additional Insured. Your "retained limit" still applies to such loss, and we will only pay the Additional Insured for the "ultimate net loss" in excess of the "retained limit" shown in the Declarations of this policy.

_____

Authorized Representative

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CHUBB®

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US

Named Insured			Endorsement Number
ABM Industries Incorporated			5
Policy Symbol	Policy Number	Policy Period	Effective Date of Endorsement
XSL	G47300198	11/01/2022 to 11/01/2023	
Issued By (Name of Insurance Company)			
ACE American Insurance Company			

Insert the policy number. The remainder of the information is to be completed only when this endorsement is issued subsequent to the preparation of the policy.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the following:

EXCESS COMMERCIAL GENERAL LIABILITY POLICY

SCHEDULE

Name of Person or Organization: Any person or organization against whom you have agreed to waive your right of recovery in a written contract, provided such contract was executed prior to the date of loss.

The following is added to Paragraph 8. Transfer Of Rights Of Recovery Against Others To Us of Section IV - Conditions:

We waive any right of recovery against the person(s) or organization(s) shown in the Schedule above because of payments we make under this policy. Such waiver by us applies only to the extent that the insured has waived its right of recovery against such person(s) or organization(s) prior to loss. This endorsement applies only to the person(s) or organization(s) shown in the Schedule above.

All Other Terms And Conditions Remain Unchanged.

_____

Authorized Representative

Workers' Compensation and Employers' Liability Policy

Named Insured ABM INDUSTRIES INCORPORATED ONE LIBERTY PLAZA, 7TH FLOOR NEW YORK NY 10006	Endorsement Number Policy Number Symbol: WLR Number: C50677370
Policy Period 11-01-2022 **TO** 11-01-2023	Effective Date of Endorsement 11-01-2022
Issued By (Name of Insurance Company) INDEMNITY INS. CO. OF NORTH AMERICA	

Insert the policy number. The remainder of the information is to be completed only when this endorsement is issued subsequent to the preparation of the policy.

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.

This agreement shall not operate directly or indirectly to benefit any one not named in the Schedule.

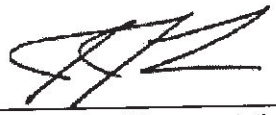
Schedule

ANY PERSON OR ORGANIZATION AGAINST WHOM YOU HAVE AGREED TO WAIVE YOUR RIGHT OF RECOVERY IN A WRITTEN CONTRACT, PROVIDED SUCH CONTRACT WAS EXECUTED PRIOR TO THE DATE OF LOSS.

For the states of CA, UT, TX, refer to state specific endorsements.
This endorsement is not applicable in KY, NH, and NJ.

The endorsement does not apply to policies in Missouri where the employer is in the construction group of code classifications. According to Section 287.150(6) of the Missouri statutes, a contractual provision purporting to waive subrogation rights against public policy and void where one party to the contract is an employer in the construction group of code classifications.

For Kansas, use of this endorsement is limited by the Kansas Fairness in Private Construction Contract Act(K.S.A.. 16-1801 through 16-1807 and any amendments thereto) and the Kansas Fairness in Public Construction Contract Act(K.S.A 16-1901 through 16-1908 and any amendments thereto). According to the Acts a provision in a contract for private or public construction purporting to waive subrogation rights for losses or claims covered or paid by liability or workers compensation insurance shall be against public policy and shall be void and unenforceable except that, subject to the Acts, a contract may require waiver of subrogation for losses or claims paid by a consolidated or wrap-up insurance program.



Authorized Representative

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WILLIS TOWERS WATSON CANCELLATION NOTICE

NAMED INSURED	POLICY NO.
ABM Aviation, Inc.	All policies listed on the enclosed certificate
	EFFECTIVE DATE SEE PAGE 1

Holder Name:
Greater Orlando Airport Authority
Greater Orlando Airport Authority
Orlando, FL 32827

Project:
See Page 1

Cancellation Terms:

IN ADDITION TO THE NOTICE PROVISIONS IN THE POLICY, WILLIS TOWERS WATSON HAS AGREED WITH THE CARRIER THAT SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, WILLIS TOWERS WATSON WILL SEND WRITTEN NOTICE TO THE CERTIFICATE HOLDER WITHIN 30 DAYS EXCEPT FOR NONPAYMENT OF PREMIUM. WILLIS TOWERS WATSON WILL MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED.

Cancellation Terms Apply to the Following Coverages:

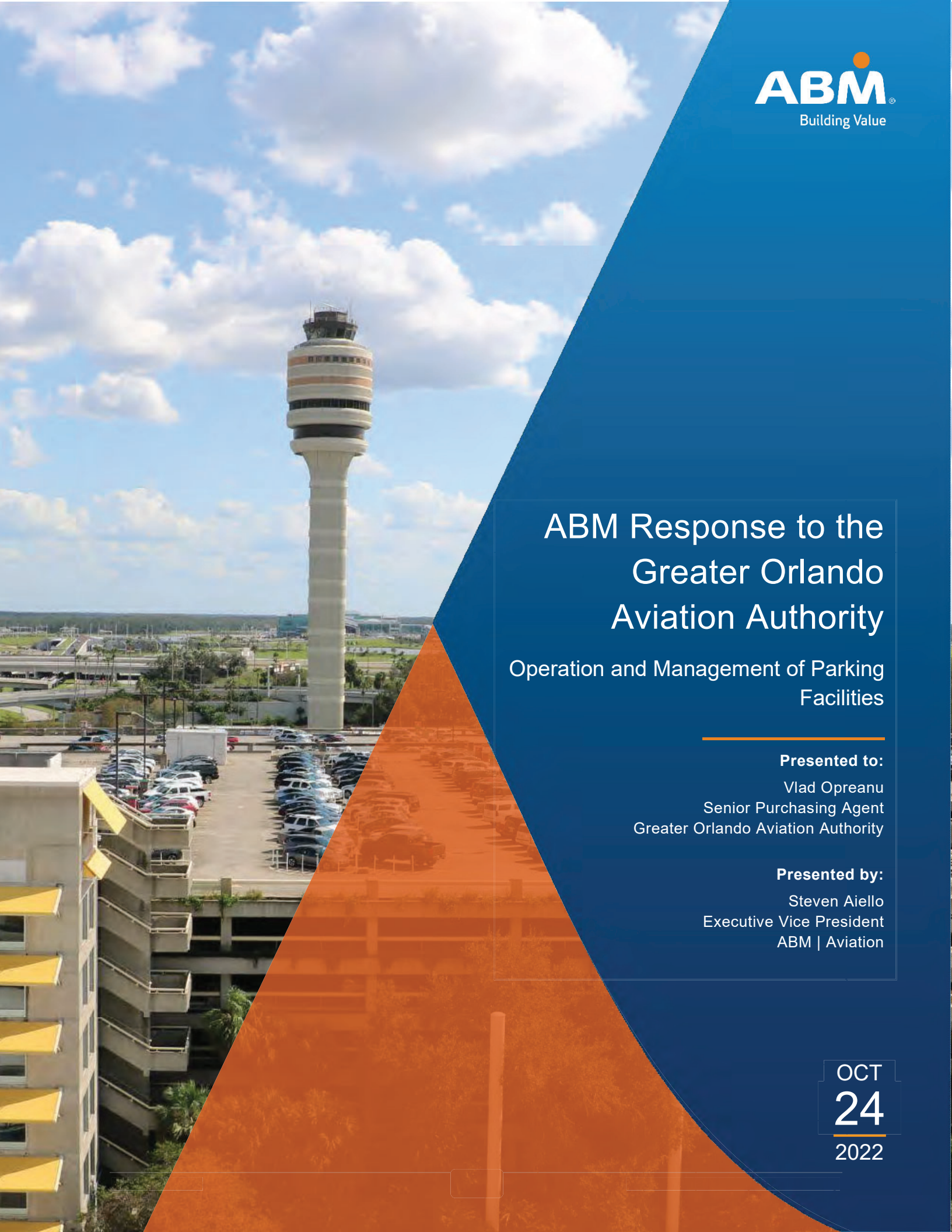
All policies listed on the enclosed certificate

MANAGEMENT FEE FOR OPERATION AND MANAGEMENT OF PARKING FACILITIES

Fee for Operation and Management of Parking Facilities Contract Years 1 – 5

Year 1	[1]Management Fee	$2,472,037.85
	[2]Reimbursable Payroll Expense Budget	**$7,935,400**
	[2]Reimbursable Operating Expense Budget	**$240,100**
	Sub-Total for Year 1	$10,647,537.85
Year 2	[1]Management Fee	$2,537,716.64
	[2]Reimbursable Payroll Expense Budget	**$8,173,600**
	[2]Reimbursable Operating Expense Budget	**$247,300**
	Sub-Total for Year 2	$10,958,616.64
Year 3	[1]Management Fee	$2,605,236.31
	[2]Reimbursable Payroll Expense Budget	**$8,418,800**
	[2]Reimbursable Operating Expense Budget	**$254,700**
	Sub-Total for Year 3	~~$11,271,336.31~~ 11,278,736.31
Year 4	[1]Management Fee	$2,674,699.78
	[2]Reimbursable Payroll Expense Budget	**$8,671,500**
	[2]Reimbursable Operating Expense Budget	**$262,400**
	Sub-Total for Year 4	~~$11,593,499.78~~ 11,608,599.78
Year 5	[1]Management Fee	$2,746,164.23
	[2]Reimbursable Payroll Expense Budget	**$8,931,700**
	[2]Reimbursable Operating Expense Budget	**$270,300**
	Sub-Total for Year 5	~~$11,925,164.23~~ 11,948,164.23

TOTAL FIVE YEAR (5) COST	$ ~~56,396,154.82~~ 56,441,654.81 **(Enter Total Here and on Page 150)**



ABM
Building Value

ABM Response to the Greater Orlando Aviation Authority

Operation and Management of Parking Facilities

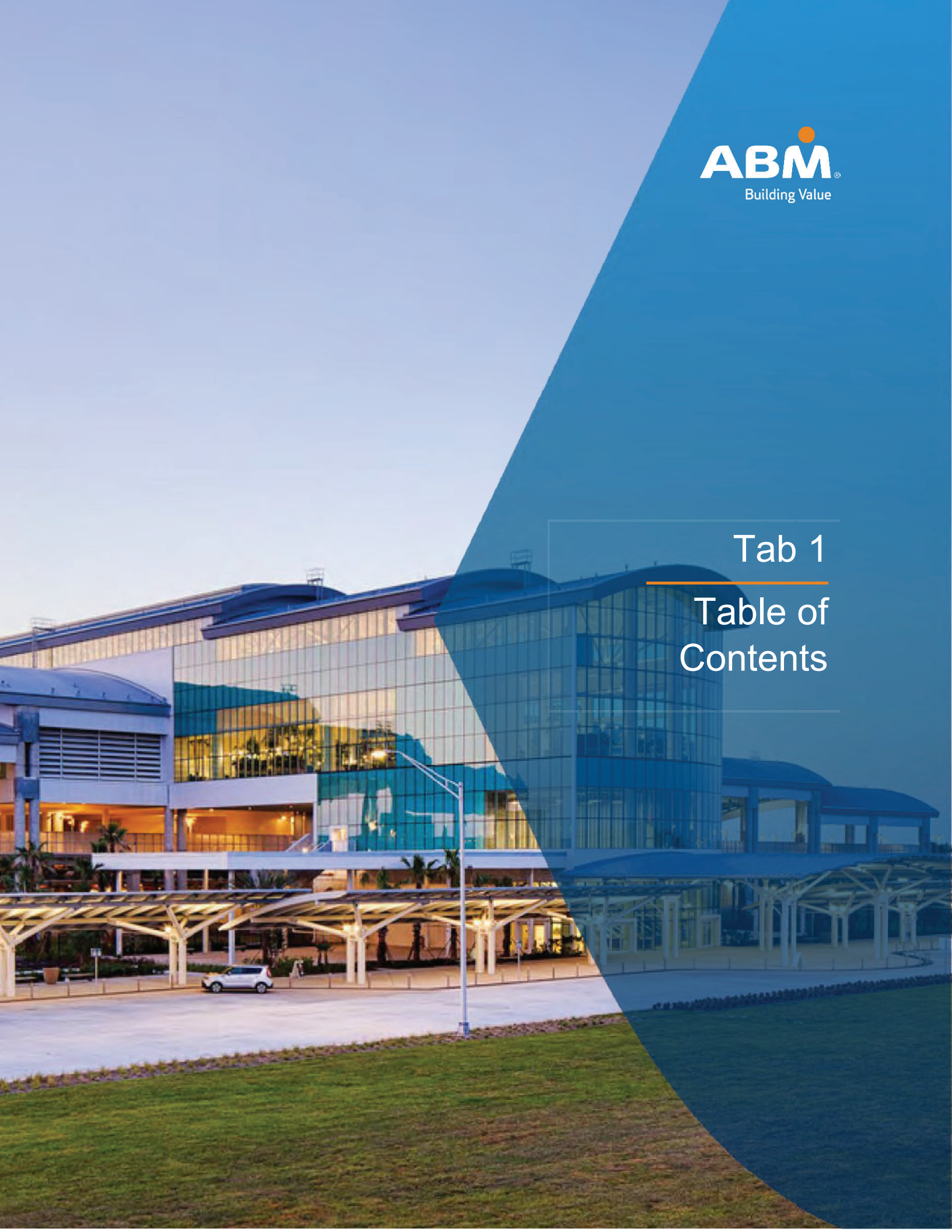
Presented to:

Vlad Opreanu
Senior Purchasing Agent
Greater Orlando Aviation Authority

Presented by:

Steven Aiello
Executive Vice President
ABM | Aviation

OCT
24
2022



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ABM
Building Value

Tab 2

Executive Summary

A. General Company Information

Lead Individual for this account is:

Steven Aiello
Senior Vice President, Parking and Transportation
4151 Ashwood Dunwoody Road, Suite 600
Atlanta, Georgia 30319
Phone: 917.340.0118
Email: steven.aiello@abm.com

ABM Aviation, Inc (FEIN: 58-2654157) is a for profit, corporation 100% wholly owned by ABM Industries Inc (FEIN: 94-1369354). ABM Industries Inc., a for profit, publicly traded corporation (NYSE: ABM), whose corporate office is in New York City. ABM Aviation's headquarters are in Atlanta, GA.

B. Cover Letter

October 24, 2022

Vlad Opreanu
Senior Purchasing Agent
Greater Orlando Aviation Authority
Purchasing Department, 86525 Casa Verde Road, Building 811
Orlando, Florida 32827-4338

Dear Vlad,

Over the past 30 years, ABM is proud to have Greater Orlando Aviation Authority (GOAA) as a premier customer for parking facilities management at the Orlando International Airport (MCO). GOAA is has been a phenomenal organization to work with and we value our relationship. We appreciate your business and unequivocally want to retain our contract with you to continue our partnership. We also appreciate the service relationship we've maintained with you and your team.

ABM has successfully implemented innovative programs in support of your goals and objectives. We plan to leverage these programs – and our best practices in parking management – to continue and improve upon our mutual success with GOAA at MCO.

Some of the recent successes we achieved together include:

- Successfully managing operations during COVID by following the Aviation Authority's COVID requirements, reducing staff per The Authority's request, working within the rules of the collective bargaining agreement to maintain compliance, opening/closing the employee lots to accommodate overflow or lack of demand,

increasing staff per The Authority's request, and staffing the security checkpoint until the security contractor could meet staffing requirements.

- Successfully transitioning the Terminal A and B curbside valet operations from Bags on February 1, 2022.
- Supporting the grand opening of Terminal C by providing staff and golf carts to hand park and transport guests and employees. ABM received a series of compliments for these efforts from Tom Draper, Eric McClung, and Kevin J. Thibault.

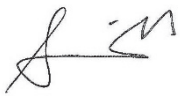
As we move forward in our partnership, the ABM team will continue to meet and exceed your expectations by:

- Implementing sustainable practices as the vision to transform MCO into an environmentally friendly intermodal transportation hub – GOAA Green, is deeply aligned with ABM's commitment to sustainability.
- Strengthening our commitment to diversity, equity, and inclusion through partnerships with our local MBE, WBE, and DBE partners.
- Leveraging the in-house expertise of ABM's resident payment card industry (PCI) expert, Margaret Kann to ensure the highest levels of compliance.
- Providing actionable insights into the guest experience and revenue uplift potential thanks to the ABM*Vantage* integrated mobility platform and suite of professional services.

Vlad, GOAA is a very important customer for ABM. We are fully committed to and motivated by the opportunity to continue servicing your parking facilities. By continuing to partner with ABM Aviation, GOAA will be best positioned to deliver the "Orlando Experience" to the passengers and guests of MCO.

Please feel free to contact me if you have questions or require more information.

Sincerely,



Steven Aiello
Senior Vice President, Parking and Transportation

State of Florida
Department of State

I certify from the records of this office that ABM AVIATION, INC. is a Georgia corporation authorized to transact business in the State of Florida, qualified on December 3, 2002.

The document number of this corporation is F02000005978.

I further certify that said corporation has paid all fees due this office through December 31, 2022, that its most recent annual report/uniform business report was filed on March 24, 2022, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

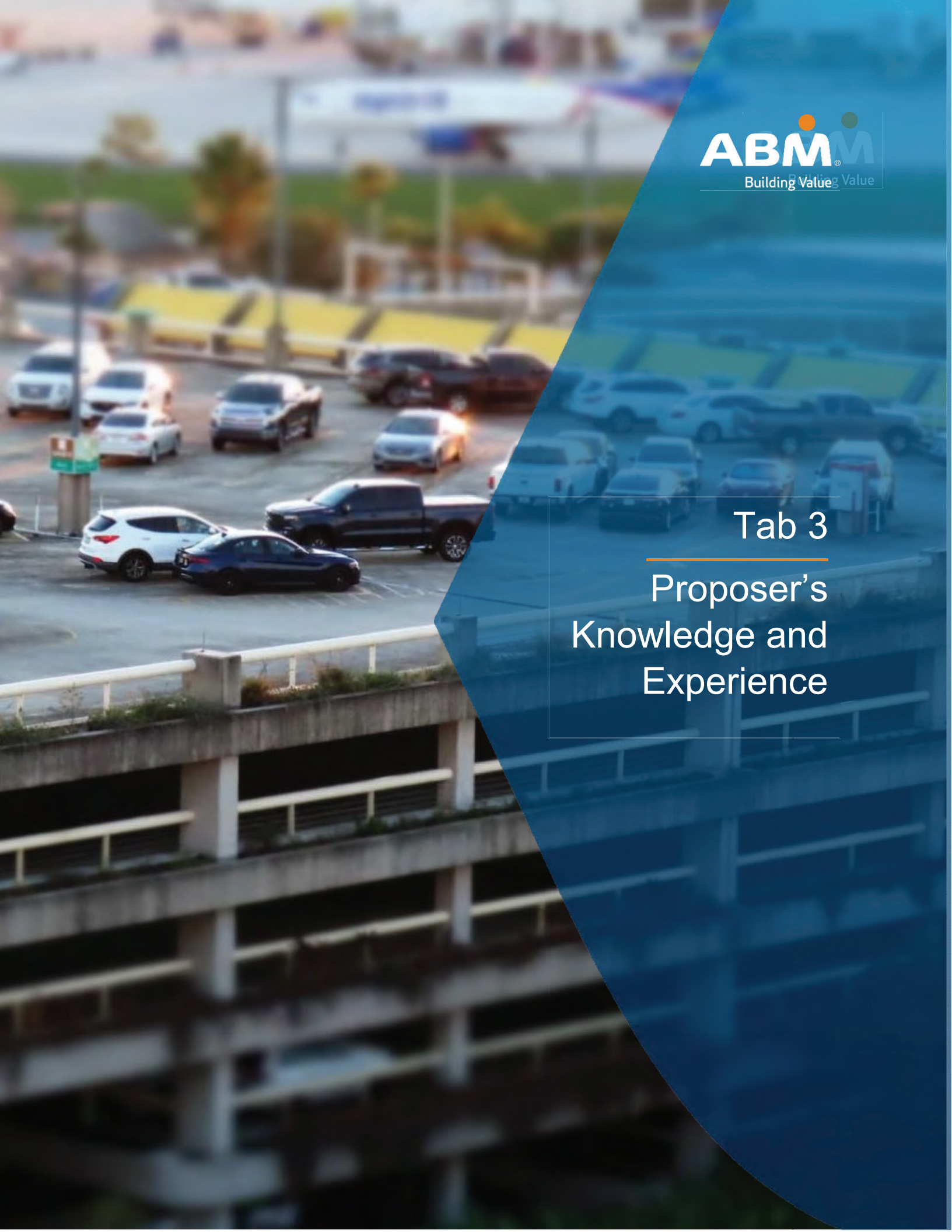
Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Twenty-ninth day of September, 2022

Secretary of State

Tracking Number: 5044415527CU

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

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



Tab 3

Proposer's Knowledge and Experience

A. Proposer's Knowledge and Experience

1. Similar Contracts

On the chart below is a listing of all ABM Aviation parking and shuttle contracts.

		Services Provided by Contract																
Location	Client	Public Parking	Employee Parking	Valet	Public Shuttles	Employee Shuttles	Airside Shuttles	Ground Transportation Operations	Facilities Maintenance	Janitorial	Commercial Management	Marketing	Number of Shuttles	Shuttle Type	# of Parking Stalls	Annual Gross Parking Revenues	Parking Access & Revenue Control System (PARCS)	Term of Service
Tampa International Airport (TPA)	Hillsborough County Aviation Authority	X	X	X				X	X	X					23,526	$60,600,000	HUB	15 Years
Minneapolis / St. Paul International Airport	Metropolitan Airport Commission	X	X	X											22,693	$67,500,000	HUB	18 Years
Orlando International Airport (MCO)	Greater Orlando Aviation Authority	X		X											18,436	$46,288,000	SkiData	30 Years
John F. Kennedy International Airport (JFK)	Port of New York / New Jersey	X	X									X			16,801	$69,000,000	Designa	12 Years
Newark Liberty International Airport (EWR)	Port of New York / New Jersey	X	X									X			15,376	$91,000,000	Designa	12 Years
Los Angeles International Airport (LAX)	Los Angeles World Airports	X	X	X					X	X					15,234	$85,199,000	HUB	6 Years
Omaha Eppley Airfield (OMA)	Omaha Airport Authority	X	X		X	X			X				16	Gas	11,618	$17,000,000	SkiData	20 Years
Palm Beach International Airport (PBI)	Palm Beach County	X			X								5	Gas	9,632	$15,000,000	HUB	6 Years
Daniel K Inouye International Airport (HNL)*	State of Hawaii, Dept. of Transportation, Airports Division	x													8,861	$3,088,402	Datapark	29 years
Memphis International Airport (MEM)	Memphis-Shelby County Airport Authority	X													8,281	$20,000,000	S&B	4 Years
Will Rogers World Airport (OKC)	Oklahoma City Airport Trust	X			X			X	X		X		15	CNG Gas	6,406	$13,872,000	SkiData	28 Years
Des Moines International Airport (DSM)	City of Des Moines	X	X		X	X			X	X			4	Gas	5,335	$10,597,000	Skidata	15 Years
LaGuardia Airport (LGA)	Port of New York / New Jersey	X	X									X			5,304	$29,000,000	Designa	12 Years
Wichita Dwight D. Eisenhower National Airport (ICT)	Wichita Airport Authority	X	X		X				X				3		3,888	$5,500,000	Amano	20 Years
Long Beach Airport (LGB)	City of Long Beach	X	X							X					3,609	$5,777,000	SkiData	38 Years
Kahului International Airport (OGG)*	State of Hawaii, Dept. of Transportation, Airports Division	X													2,330	$1,454,952	Datapark	10 years

Location	Client	Public Parking	Employee Parking	Valet	Public Shuttles	Employee Shuttles	Airside Shuttles	Ground Transportation Operations	Facilities Maintenance	Janitorial	Commercial Management	Marketing	Number of Shuttles	Shuttle Type	# of Parking Stalls	Annual Gross Parking Revenues	Parking Access & Revenue Control System (PARCS)	Term of Service
Palm Springs Airport (PSP)	City of Palm Springs	X			X			X					2	Gas	1,386	$4,350,000	SkiData	2 Years
Lihue International Airport (LIH)*	State of Hawaii, Dept. of Transportation, Airports Division	X													1,066	$1,034,191	Datapark	27 years
Harry Reid International Airport (LAS)	Clark County			X											780	$3,700,000	CVPS	10 Years
Hilo International Airport (ITO)*	State of Hawaii, Dept. of Transportation, Airports Division	X													736	$895,870	Datapark	27 years
Dallas Love Field (DAL)	City of Dallas					X							6	Gas				1 Year
Dallas/Fort Worth International Airport (DFW)	DFW Airport Board				X	X							37	CNG Gas				6 Years
Dallas/Fort Worth International Airport (DFW)	Cities of Dallas and Fort Worth DFW Airport Board				X	X							8	CNG				20 Years
Denver International Airport (DEN)	City/County of Denver				X	X	X						82	CNG				24 Years
John F. Kennedy International Airport (JFK)	Port of New York / New Jersey							X										6 Years
John F. Kennedy International Airport (JFK)	Port of New York / New Jersey				X	X							43	EV CNG				2 Years
LaGuardia Airport (LGA)	Port of New York / New Jersey							X										6 Years
LaGuardia Airport (LGA)	Port of New York / New Jersey				X	X		X				X	19	EV CNG				2 Years
Los Angeles International Airport (LAX)	Los Angeles World Airports		X										31	CNG				8 Years
Louis Armstrong New Orleans International Airport (MSY)	New Orleans Aviation Board							X										2 Years
Nashville International Airport (BNA)	Metropolitan Nashville Airport Authority				X	X							24	CNG				6 years
Newark Liberty International Airport (EWR) Taxi Dispatch	Port of New York / New Jersey							X										6 Years
Seattle Tacoma International Airport (SEA)	Port of Seattle							X										3 Years
Tampa International Airport (TPA)	Hillsborough County Aviation Authority					X	X						17	CNG Diesel				9 years
Daniel K Inouye International Airport (HNL)*	State of Hawaii, Dept. of Transportation, Airports Division							X								$1,139,405		10 years

** Please note that Revenue for all Hawaii Airports are reported with 606 revenue recognition, which means that Concessions fee are deducted from the revenue line and not the expense line. Example is estimate reported revenue for HNL Airport Parking is $3,088,402. Revenue before 606 revenue recognition is $19,718,861 for monthly and transient fees collected.*

Additional ABM Parking Accounts

Client	Description of Services	Annual Gross Parking Revenues	Parking Access & Revenue Control System (PARCS)	Term of Service
City of Minneapolis	8,000 metered spaces, 15 garages and 8 surface lots totaling roughly 20,000 spaces, Meter collection, parking garage and surface lot management. ABM worked closely with the City of Minneapolis over our 15 plus years of operations to update the PARCS equipment, drastically reduce cashier needs and fully automated all of the parking facilities. These facilities do have EV charging.	$45,000,000	SkiData, CALE, & Digital Payment Technilogies	15+ years
City of Rockford Parking System (IL)	8,000 spaces, Parking Garage & Lot Management, On-Street Enforcement Services, Special Event Services, Parking Garage Maintenance	$1,100,000 (Pre-COVID)	Amano & T2	12 years
Kalamazoo Central Business District (MI)	5,501 Parking Spaces, Parking Garage & Lot Management, On-Street Enforcement, Parking Ticket Collection Services, Meter Collection & Repair	$2,800,000 (Pre-COVID)	Federal APD & Amano	33 years
City of Covington Paking System (KY)	2,400 Parking Spaces. Parking Garage & Lot Management, Meter Collection Services, On-Street Enforcement and Meter Maintenance	$1,800,000 (Pre-Covid)	SkiData	12 years
City of Des Moines Parking System (IA)	7,361 Parking Spaces,	$1,900,000 (Pre-COVID)	Federal APD & 3M	22 years
City of Sioux City Parking System (IA)	Parking Garage, Special Event Services, 4 Decks, 2,230 Parking Spaces	$1,000,000 (Pre-COVID)	Amano	22 Years
City of Akron Parking System (OH)	Parking Garage & Lot Management, Meter Collection & Enforcement 9,000+ Parking Spaces	$3,500,000 (Pre-COVID)	Amano – OPUS for 8 Garages, Central Server, CALE and Duncan Meters, Flowbird App for pay by cell	48 years
City of Fort Wayne (IN)	Parking management with the city including 4 parking garages, surface lots for management of parking, parking facilities and building maintenance.	$2,000,000 (Pre-Covid)	TIBA & Parkonect	7 years
City of Charleston, SC	11,000 Parking Spaces Extensive modernization of the PARCS system for Parking Garages, Surface Lots, and Meter Collection Services for On Street and Special Event Operations.	$20,000,000	Tiba	9 years

Additional References

In addition to the above highlighted facilities, ABM also operates the following municipal/county/government owned parking facilities:

- Kenton County, KY
- City of Cincinnati - U Square Garages, OH
- City of Milwaukee, WI
- City of Racine, WI
- DelDOT Wilmington, DE
- City of Boston – BRA
- City of Scranton, PA
- City of Austin, TX
- County of Dallas, TX
- Kenton County, KY
- Arlington County, VA
- City of La Vista, NE
- City of Youngstown Parking System – Youngstown, OH

- City of Boise Parking System – Boise, ID
- Charleston Urban Renewal Authority Parking Facilities – Charleston, WV
- City of Alameda Parking Facilities – Alameda, CA
- City of Sacramento Parking Facilities - Sacramento, CA
- City and County of San Francisco Parking Garage – San Francisco, CA
- City of San Jose Parking Facilities – San Jose, CA
- City of Seal Beach Parking Facilities – Seal Beach, CA
- City of West Hollywood Parking Facilities – West Hollywood, CA
- Cleveland Cuyahoga County Port Authority Parking Facilities - Cleveland, OH
- Pittsburgh Parking Authority Parking Facility – Pittsburgh, PA
- Port of Galveston Parking Facilities – Galveston, TX
- Redwood City Parking Facilities – Redwood City, CA
- Summit County Parking Facilities – Akron, OH
- Union City Parking System – Union City, CA

Additional Parking Customers in Florida

ABM Healthcare Parking & Guest Services			
Location	**ST**	**Location**	**ST**
Advent Health Carrollwood	FL	Mease Dunedin Hospital	FL
Advent Health Celebration Health	FL	Morton Plant Hospital	FL
Advent Health Kissimmee	FL	Oak Hill Hospital	FL
Advent Health New Tampa Care Pavilion	FL	Ocala Regional Medical Center	FL
Advent Health Orlando	FL	Ocala Regional Medical Center-POA	FL
Advent Health Wesley Chapel	FL	Physician's Realty Trust (Healing Plaza)	FL
Advent Health Westchase Care Pavilion	FL	PMAK Tampa, LLC (Remedy Medical)	FL
Advent Health Winter Park Hospital	FL	Regional Medical Center Bayonet Point	FL
Advent Health Zephyrhills	FL	St. Anthony's Hospital	FL
Fawcett Memorial Hospital	FL	St. Anthony's Suncoast Medical Clinic	FL
Flagler Hospital- St. Augustine	FL	St. Joseph's Hospital-Main	FL
Florida Hospital Altamonte	FL	St. Joseph's Hospital-North	FL
Advent Health Ocala	FL	St. Joseph's Hospital-South	FL
Advent Health Tampa	FL	Tallahassee Memorial H. C.	FL
HTA Largo Medical Center	FL	USF Health- Morsani Center	FL
Mease Countryside Hospital	FL	Winter Have Hospital-POA	FL

2. ABM History and Experience

Founded in 1909, ABM (NYSE: ABM) currently generates $7B+ annual revenue through more than 240 locations across the United States and United Kingdom, serving over 20,000 customers with approximately 110,000 employees.

ABM is a leading provider of facility solutions. Our comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions, shuttle, valet, and parking, provided through stand-alone or integrated solutions. We provide custom facility solutions in urban, suburban, and rural areas to properties of all sizes – from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports to clients in the United States, Puerto Rico, Canada, Ireland, and the United Kingdom. For more information visit www.abm.com.

ABM Aviation, Inc. was founded as an airline/airport service organization in the late 1960s. After acquiring the Air Serv Corporation in 2012, we expanded to offer seat to seat passenger services. Since, we have partnered with 110 airports and airlines around the globe and our team of 10,000 aviation professionals has helped us generate nearly $1 billion in revenue. We work with the nation's most reputable aviation clients, including Delta, United and American Airlines, as well as the Hartsfield Jackson International Airport and the Los Angeles International Airport. Using data collected from our partners, ACI, AAAE and JD Power, and the foresight of our seasoned aviation professionals, we consistently deliver safer operations, improved quality scores and reduced operational costs.

ABM Aviation is a for profit corporation 100% wholly owned by ABM Industries Inc. ABM Industries Inc. corporate office is in New York City. ABM Aviation's headquarters are in Atlanta, GA, with 13 offices in Florida, including Tampa, Orlando, Fort Myers, and West Palm Beach. Currently, ABM has over 4,900 employees working in Florida. Please see page19 for more information about the key personnel that are associated with this operation.

Notable Achievements

Below is a list of several notable ABM achievements at MCO over the last few years.

- Successfully managing operations during COVID by following the Aviation Authority's COVID requirements, reducing staff per The Authority's request, working within the rules of the collective bargaining agreement to maintain compliance, opening/closing the employee lots to accommodate overflow or lack of demand, increasing staff per The Authority's request, and staffing the security checkpoint until the security contractor could meet staffing requirements.

- Successfully transitioning the Terminal A and B curbside valet operations from bags on February 1, 2022.
- Supporting the grand opening of Terminal C by providing staff and golf carts to hand park and transport guests and employees. ABM received a series of compliments for these efforts from Tom Draper, Eric McClung, and Kevin J. Thibault.
- Initiating curbside valet operations at Terminal C in October 2022.
- As a courtesy, ABM parks vehicles for attendees of the Down Aircraft Exercise training and receives outstanding reviews.

Our experienced team helps take your operations to new heights. From innovative parking solutions to aircraft cabin cleaning, we deliver a comprehensive range of integrated aviation support services customized to fit your unique needs.

Landside Services		
• Shuttle Bus	• Parking	• EV Installation
• Valet	• EV Charging	• Curbside Management
Airside Services		
• Wheelchair	• VBC (Vendor Behind Counter)	• Ticket Verification
• Queue Management	• BSO (Baggage Services Officer)	• Interline Transfer
• Skycap	• Concierge	• Ambassador
• Security	• Queue Management	• Electric Cart Shuttles
• Janitorial	• Jet Bridges	• HVAC and Electrical
• General Maintenance	• Lighting	• Disinfection Services
Aircraft Services		
• Cabin Cleaning	• Provisioning	• Lavatory and Water
• Baggage Handling Services	• Ramp	• Passenger Assistance and Service

B. Key Personnel

1. Site Manager

EDUCATION & QUALIFICATIONS

30+ years of airport/parking experience

Valencia Community College, Orlando, FL
1995-1998
General Studies

Certifications

- Certified Parking Professional
- Women in Parking
- AirCare from the HEART
- Advancing Leadership Program

Christine Revels

General Manager
Orlando, Florida

ROLE & RESPONSIBILITIES

30 years' airport parking operations management:

- 20 years Orlando International Airport & Jacksonville International Airport as AGM & GM
- Shuttle, ground transportation, valet, & parking ops
- Parking Professional certification

Successful career in customer service, P&L & finance, budget & logistics, operations management, and business administration.

- Oversees daily operations, focusing on continuous improvement, training management and frontline staff, managing budgets and payroll, developing strategic plans, creating policies, and communicating goals
- Ensures we achieve productivity levels, safety, quality, compliance standards per expectations, leveraging worker cross-utilization to minimize costs.
- Effectively handles conflict resolution and maintains close relations with the union.
- Promotes employee engagements through employee programs such as *110% Club, Team Member Appreciation Week* with awards, and employee milestones to include birthdays, work anniversaries and customer service recognition bonuses

EXPERIENCE

ABM Aviation, Inc. (2012 – Present)
General Manager, Orlando International Airport, Orlando, FL

- Plan, organize, direct, and control the work of 160 staff including all administrative, supervisory, cashiers, and other operations team members.
- Responsible for all work functions of all subcontracted employee
- Maintain close and proper liaison with the Authority and assure cooperation of company's staff with airport representatives as well as meet all contract requirements

Expertise

- Customer Service Trainer & Curriculum Development
- Union Negotiations
- Enhancing client experience
- Interpersonal Communication
- Adhering to best practices and enforce customer and company standards
- Balanced decisions for both short and long-term business interests
- Effectively handle conflict resolution and maintains close relations to Worker's Union
- Develop strategic plans and communicate business goals
- Promotes employee engagement, leadership, and employee development programs

- Abide by and ensure adherence to established polices, rules, procedures and regulations of the Company, Authority and all applicable State and Federal laws
- Initiate and direct the orientation and training of all employees of the Company to assure maximum efficiency at all levels of the operation. Assure timely submission of required operational and administrative reports to designated airport staff regarding parking activities, performance, and annual revenue of $70 million.
- Responsible for submission of a yearly operational budget of 6.4 million, provide a budget analysis, monthly statements, variance reports and ACDBE requirements.
- Achieve and maintain exceptional level of public relations at the facilities. Responsible for safety, risk and OSHA policy and procedures.

Ampco System Parking (2001 – 2012)

Assistant General Manager – Orlando International Airport, Orlando, FL

- Act on the General Manager's behalf in his/her absence.
- Organize and direct subordinate personnel in all aspects of required procedures and standards necessary to maintain a professional day-to-day operation. Maintain close liaison with airport staff, technicians and assure cooperation of Company personnel and meet contract requirements.
- Responsible for hiring, training, schedules, and employee progress. Direct supervision of 160+ employees to include Managers and Supervisors.
- Respond to all customer concerns and issues. Review and approve all work schedules. Manage Valet, Special Event Parking, Economy Lots, Terminal Garage facilities, Loading Dock and assure preparation for Holiday Traffic.

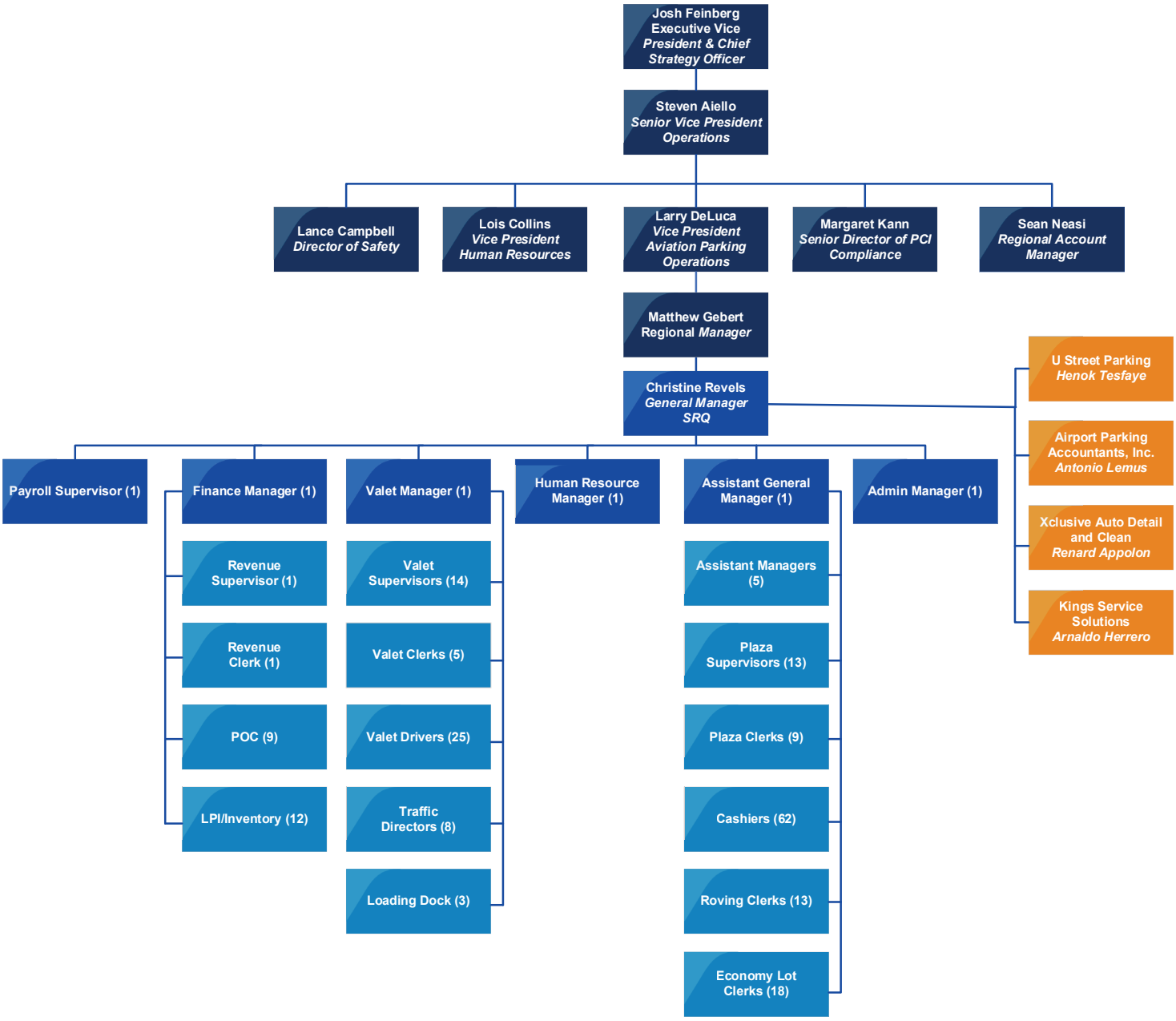
APCOA/Standard Parking (1998-2001)

Senior Operations Manager – Orlando and Jacksonville International Airport, Orlando and Jacksonville, FL

Ampco System Parking (1992-1998)

Assistant Operational Manager – Orlando International Airport, Orlando, FL

2. Organizational Chart



Off-Site Personnel

ABM recognizes the importance of providing in-depth regional support for our general managers. They are focused on daily duties and can unconsciously settle into a status quo mentality. These areas are where regional support has the greatest impact.

General managers can focus on daily operations and responsibilities. We developed a corporate structure to specifically support our on-site operations with regional hubs throughout the country. Each regional hub houses specialists and will assist operations at your airport with human resources, accounting, auditing, claims management, safety, and training. Regional leaders, who bring more experience and expertise, focus on improving all aspects of operations, constantly tracking results of recommended improvements. They use established relationships to help on-site managers address issues quickly.

Josh Feinberg, Executive Vice President and Chief Strategy and Transformation Officer

Josh is on ABM's Executive Leadership Team (ELT) and has two primary leadership roles. As the Chief Strategy & Transformation Officer, Josh is responsible for ABM's enterprise-wide strategy and innovation, transformation management, operational excellence and technology. As the Head of ABM Parking, Josh is responsible for parking operations across all of ABM's parking and transportation clients including airports, cities, commercial facilities, hospitals, schools/universities and stadiums/arenas. Prior to joining ABM, Josh spent nearly 20 years in management consulting, the last 12+ years at the Boston Consulting Group (BCG), where he led BCG's North American Services and Transformation Practice Areas and was a member of BCG's North American Leadership Team. During this time Josh worked with 30+ service companies to design, develop and operationalize trajectory-changing profitable growth strategies (both organic and inorganic) and operating plans.

Steven Aiello, Senior Vice President, Parking and Transportation

Over the past 20 years, Steven has earned a highly respected reputation as an executive and thought leader within the fast-evolving Parking/Transportation/Mobility industry. Prior to joining ABM as Senior Vice President, Steven was with SP Plus Corporation (SP+) serving as Senior Vice President for two of the largest geographical markets for the company as well as Chief Business Development Officer.

A strong believer in engagement and collaboration, he has belonged and contributed to six leading business and industry associations, including The American Association of Airport Executives (AAAE) and Airports Council International (ACI), the National Parking Association and the International Parking and Mobility Institute where he earned a Certified Administrator of Public Parking (CAPP) designation.

Larry DeLuca - Vice President, Landside Central

Larry is the Vice President of Aviation Parking Operations for the US parking and transportation operations. Larry brings over 35 years of management experience, including 30 years in the parking/transportation industry. He was an ABM general manager of numerous airport facilities before being promoted to branch manager, regional manager and now his current position of VP. Larry chairs the ABM Top 20 Council, which includes airports across the US and UK to share best practices in airport operation. His educational background includes a BBA from the University of Pittsburgh and served on the Board of The Texas Parking and Transportation Association as their Treasurer, Vice President, and President. Larry, as well as the on-site ABM team, is always available to assist the Authority via email, by telephone, or in person.

Matt Gebert - Regional Operations Manager

Matthew is responsible for managing seven airport contracts in ABM's Central Region with over 1200+ employees, ensuring on-going compliance with clients and ABM standard operating procedures. Matthew has nearly 25 years combined management experience with the past 21 years focused on parking and transportation management. Matthew is well acquainted with airport parking and transportation operations, as well as Hardstand Operations, having planned and operated hardstand operations at the Austin-Bergstrom International Airport and the Salt Lake City International Airport. Matthew is a results-oriented individual that understands how to plan and implement effective problem-solving strategies and understands current and future parking demands that benefit the client and ABM. His educational background includes a Finance Degree from Sam Houston State University.

Margaret Kann – Senior Director Credit Cards & PCI Compliance

Margaret is a Certified PCI Expert for ABM Parking. As a result of increasing governmental scrutiny and regulation, and growing security and compliance requirements, today's payments professionals need to have a broad knowledge of the industry, the challenges, and the forces shaping its future. Margaret's certification signifies she has demonstrated the knowledge and skills required to perform competently in today's complex electronic payment environments. Margaret creates all policy, procedures, and audits for ABM Parking regarding Payment Cart Industry standards.

Lois Alexis-Collins, Vice President of Human Resources

Lois is a results-driven leader with a diverse human resources background and a passion for employing human capital practices that attract, retain, and engage the teams required to achieve organizational and financial success. She joined ABM Aviation after 23 years in the hospitality industry, including restaurants and hotels, both domestic and international. As a member of the senior leadership team, Lois implemented robust team member engagement programs and instituted effective talent acquisition applicant tracking, performance management, compensation, and succession planning.

Dana Hasty, Senior Director of Finance, Landside Operations

Dana joined ABM Aviation in October of 2016. She is an experienced corporate finance professional with a successful track record of development and execution of strategic and corporate finance projects, including financial reporting packages, in-depth financial analysis, forecasting, budgeting, financial modeling and shared services. Dana joined ABM after an 18-year career with The Coca-Cola Company, in various roles including Corporate Treasury, Capital Management and Customer Support.

Lance Campbell – Regional EH & Safety Manager

Lance is the Regional EH & Safety Manager and is based out of ABM's International Boulevard office in Seattle. Lance oversees company compliance with OSHA, EPA, DOT, CFR, FAA and TSA standards and regulations for all branches within the Western Region. Lance manages the safety, security and quality programs policies and initiatives for ABM. Lance is responsible for identifying,

analyzing, and developing improvements in safety, security, quality, productivity, client relationships and customer service. Lance is our primary point of contact for environmental, safety, health, risk management, security, and quality concerns. Lance ensures our training programs meet regulatory requirements and quality content. He provides employee training for environmental, safety and health courses, performs accident investigations and root cause analysis, and conducts safety and OSHA audits and implements corrective actions. Lance has been with ABM since 2013.

Sean Neasi - Landside Business Development Manager

Sean has worked in the parking industry for 6 years, specializing in technology implementation at airports, municipalities, and large venues. Sean is currently the Landside Business Development Manager for ABM Aviation, where he gets to share his past experiences and best practices with major airports all over the Us.

3. Key Personnel Experience

ABM has been at MCO for over 20 years. GOAA will continue to benefit from the experience of our key personnel. Steve, Margaret, Larry, and Matthew oversee several airports of similar size to MCO and implement best practices refined at other airports.

Combined, our onsite and offsite management team has over 140 years of experience in parking in an airport environment. Please refer to the table below for specific information about each one.

Name	Title	Years of Experience
Steven Aiello	Senior Vice President	20+ years
Larry Deluca	Vice President Landside Central	35+ years
Matthew Gebert	Regional Operations Manager	25+ years
Christine Revels	General Manager MCO Parking Management	30+ years
Margaret Kann	Senior Director of PCI Compliance	30+ years

4. Staff Changes

ABM understands that the qualifications and experience of proposed key personnel will be factored into the evaluation process. ABM will not replace any key personnel without the approval of GOAA.

Tab 4

References

Reference 1

a) Airport	**Minneapolis-St. Paul International Airport (MSP)**
b) Address	4300 Glumack Drive, St. Paul, MN 55111
c) Contact Name	Mr. Chris Leach – Manager of Parking Operations
d) Telephone	612.467.0460
d) Email	Chris.leach@mspmac.org
e) Scope of Work	Six parking garages including offsite Economy (Quick Ride)
1) ABM Services	ABM acts as the parking management & operator at MSP performing the following services: • Parking and valet management • Level 1 maintenance for HUB JMS Parking Access Revenue Control System in all six garages • Operate the integrated HUB JMS Valet Management System for 300 valet spaces • Level 1 maintenance for 37 EV chargers spread throughout the campus • Operational support for ADVAM Online Booking System Transition all parking exits garages to full automation (excluding valet) proposed in 2023
2) ABM Role	General Manager
3) ABM Contact	Matthias Griesheimer
Phone	612.725.4676
Email	Matthias.gresheimer@abm.com
f) Service Since	2004 – Present

Reference 2

a) Airport	**Los Angeles International Airport (LAX)**
b) Address	651-1 World Way South, Los Angeles, CA 90045
c) Contact Name	Mr. Elias Constantinides – Parking Manager
d) Telephone	424.646.6457
d) Email	econstantinides@lawa.org
e) Scope of Work	Ten parking garages including offsite Economy and Van Nuys Remote Lot
1) ABM Services	ABM acts as general contractor designing, procuring, installing, and operating the following services and infrastructure: • HUB JMS Parking Access Revenue Control System in all ten garages • ParkSolUSA Parking Guidance System by stall for 9/10 garages • AVPMI Valet Management System for six garages • 1,250+ monetized EV chargers using Powerflex power management system • Fully redundant, independent network supporting Smart Parking environment • Aero parker Online Booking System and supporting commercial management services • $20M in capital infrastructure projects including the renovation of all entrance/exit plazas to support frictionless parking, painting, and striping of eight of the garages, and waterproofing of Garage 7 • Implementation of ABM's integration platform supporting industry-leading data collection and analysis and real time dashboards • Full automation of all parking garages • Introduction of robot technology to support customer service offerings in selected garages • Comprehensive management of marketing program including Pay Per Click campaign, offline marketing, and social medial marketing campaigns supporting a total of 12 different parking products
2) ABM Role	Director of Operations, Landside West
3) ABM Contact	Brett Winslow
Phone	805-895-5205
Email	Brett.winslow@abm.com
f) Service Since	2016 – Present

Reference 3

a) Airport	**Newark Liberty International Airport (EWR)**
b) Address	Building 1, Conrad Road, Newark, NJ 07114
c) Contact Name	Ms. Tiffany Chan, Manager Landside Operations & Customer Service
d) Telephone	973.961.6214
d) Email	tichan@panynj.gov
e) Scope of Work	Airport parking lot management and operations
1) ABM Services	Providing world class services and perform all aspects of large-scale airport parking lot management and operations services including but not limited to: • Revenue collection and auditing • Staffing and scheduling • Training • Operation management • Passenger assistance • Customer care • Motor vehicle assistance • Valet and other parking services • Financial controls and reporting • Inventory control • Procurement tickets and other supplies • Marketing sales management • VIP Parking • EV Charging • Roadside Assistance • Overflow contingency parking • Employee parking • Reservations
2) ABM Role	Vice President – Operations, Landside East
3) ABM Contact	Michael Joseph
Phone	347.380.1894
Email	Michael.joseph@abm.com
f) Service Since	2012 – Present

Reference 4

a) Airport	**Tampa International Airport (TPA)**
b) Address	P.O. Box 22287, Tampa, Florida 33622
c) Contact Name	Roop Johal, Director of Commercial Parking and Ground Transportation
d) Telephone	813.676.4626
d) Email	rjohal@TampaAirport.com
e) Scope of Work	Parking and Shuttle Operations Management
1) ABM Services	• Parking • Shuttle bus operations • Revenue auditing • Employee parking • Overflow contingency parking • Commercial management • Roadside assistance • EV charging
2) ABM Role	General Manager
3) ABM Contact	Lauria Okoroh
Phone	813.846.9471
Email	Lauria.okoroh@abm.com
f) Service Since	2007 – Present

Reference 5

a) Airport	**Dwight D. Eisenhower National Airport (ICT)**
b) Address	2173 Air Cargo Road, Wichita, Kansas 67209
c) Contact Name	Mr. Brad Christopher, A.A.E. – Assistant Director of Airports
d) Telephone	316.946.4700
d) Email	bchristopher@ichita.gov
e) Scope of Work	Contract Services for parking and facility management
1) ABM Services	• Operation services • Shuttle services • Operation and management of Commercial Ground Transportation Management System on Dwight D. Eisenhower National Airport (“Managed Premises”) • Ancillary and supporting services and systems
2) ABM Role	General Manager
3) ABM Contact	Kevin Mangayi
Phone	316.351.4211
Email	kevin.mangayi@abm.com
f) Service Since	2002 – Present

ABM
Building Value

Tab 5

Operational Plans

A. Management and Staffing Plan

Describe in detail the proposed staffing plan necessary to meet the requirements of this Contract.

Our staffing approach begins with hiring the right people and retaining incumbents where appropriate. We provide elevated skills training, customer service, and safety training and offer competitive benefits and personalized career development to retain qualified team members. We describe these processes more thoroughly in the Our People section.

Developing the most efficient staff combination for airport parking facilities is a complicated process. Airport size, location, use, traffic, tasks required, the time necessary to perform them, and the staff's skill sets affect staffing. Our experience staffing airport parking facilities across the country provides us with tremendous knowledge about the pros and cons of various staffing levels and mixes. ABM leadership reviews industry benchmarks for comparison, and we leverage our expertise and decades of experience in airport parking environments.

Our proposed plan includes:

Management									
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Hours
General Manager		Off	0800-1700	0800-1700	0800-1700	0800-1700	0800-1700	Off	40
Assistant General Manager		Off	1500-0000	1500-0000	1500-0000	1500-0000	1500-0000	Off	40
Administrative		Off	0800-1700	0800-1700	0800-1700	0800-1700	0800-1700	Off	40
HR		Off	0800-1700	0800-1700	0800-1700	0800-1700	0800-1700	Off	40
Payroll		Off	0900-1730	0900-1730	0900-1730	0900-1730	0900-1730	Off	40
Finance Manager		Off	0800-1700	0800-1700	0800-1700	0800-1700	0800-1700	Off	40
Valet Manager		Off	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	Off	40
									280

Duty Manager									
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Hours
Duty Manager		2200-0600	2200-0600	2200-0600	2200-0600	OFF	OFF	2200-0600	40
Duty Manager		1400-0000	1400-0000	OFF	OFF	OFF	0600-1600	0600-1600	40
Duty Manager		0600-1400	0600-1400	0600-1400	0600-1400	0600-1400	OFF	OFF	40

Duty Manager		OFF	OFF	1400-2200	1400-2200	1400-2200	1400-2200	1400-2200	40
Duty Manager		1600-0200	OFF	OFF	OFF	2200-0800	2200-0800	1600-0200	40
		4	**3**	**3**	**3**	**3**	**3**	**4**	**200**

Auditors									
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
Auditors		x	x	x	x	x			40
Auditors				x	x	x	x	x	40
Auditors				x	x	x	x	x	40
Auditors				x	x	x	x	x	40
Auditors		x	x	x	x	x			40
Auditors		x	x	x			x	x	40
Auditors		x	x	x	x	x			40
Auditors		x	x			x	x	x	40
		5	**5**	**7**	**6**	**7**	**5**	**5**	**320**

Revenue Supervisor									
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
Revenue Supervisor		Off	0800-1630	0800-1630	0800-1630	0800-1630	0800-1630	Off	40
		0	**1**	**1**	**1**	**1**	**1**	**0**	**40**

Revenue Clerk									
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
Revenue Clerk		0800-1630	0800-1630	0800-1630	0800-1630	0800-1630	Off	Off	40
		1	**1**	**1**	**1**	**1**	**0**	**0**	**40**

Plaza Supervisors									
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
Plaza Supervisors	2300-0730	x	x				x	x	32
Plaza Supervisors	2300-0730			x	x	x	x	x	40
Plaza Supervisors	2300-0730	x	x	x	x	x			40
Plaza Supervisors	2300-0730	x	x	x	x	x	x	x	56
		3	**3**	**3**	**3**	**3**	**3**	**3**	

Plaza Supervisors	0700-1530	x	x	x	x	x			40
Plaza Supervisors	0700-1530			x	x	x	x	x	40
Plaza Supervisors	0700-1530	x	x				x	x	32
Plaza Supervisors	0700-1530	x	x	x	x	x	x	x	56
		3	**3**	**3**	**3**	**3**	**3**	**3**	
Plaza Supervisors	1500-2330			x	x	x	x	x	40
Plaza Supervisors	1500-2330	x	x				x	x	32
Plaza Supervisors	1500-2330	x	x	x	x	x			40
Plaza Supervisors	1500-2330	x	x	x	x	x	x	x	56
		3	**3**	**3**	**3**	**3**	**3**	**3**	**504**

Cashiers A PLAZA									
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
Cashiers	2300-0730	x	x	x	x	x			40
Cashiers	2300-0730			x	x	x	x	x	40
Cashiers	2300-0730	x	x	x			x	x	40
Cashiers	2300-0730	x			x	x	x	x	40
Cashiers	2300-0730		x	x	x	x	x		40
Cashiers	2300-0730	x	x					x	24
		4	**4**	**4**	**4**	**4**	**4**	**4**	
Cashiers	700-1530	x			x	x	x	x	40
Cashiers	700-1530	x	x	x	x	x			40
Cashiers	700-1530		x	x	x	x	x		40
Cashiers	700-1530	x	x	x			x	x	40
Cashiers	0800-1630			x	x	x	x	x	40
Cashiers	0700-1530	x	x					x	24
		4	**4**	**4**	**4**	**4**	**4**	**4**	
Cashiers	1500-2330			x	x	x	x	x	40
Cashiers	1500-2330	x	x	x	x	x			40

Cashiers	1500-2330		x	x	x	x	x		40
Cashiers	1500-2330	x	x			x	x	x	40
Cashiers	1500-2330	x	x	x	x			x	40
Cashiers	1600-0030	x					x	x	24
		4	**4**	**4**	**4**	**4**	**4**	**4**	**672**

	Cashiers B PLAZA								
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
Cashiers	2300-0730	x	x	x	x	x			40
Cashiers	2300-0730			x	x	x	x	x	40
Cashiers	2300-0730	x	x	x			x	x	40
Cashiers	2300-0730	x			x	x	x	x	40
Cashiers	2300-0730		x	x	x	x	x		40
Cashiers	2300-0730	x	x					x	24
		4	**4**	**4**	**4**	**4**	**4**	**4**	
Cashiers	700-1530	x			x	x	x	x	40
Cashiers	700-1530	x	x	x	x	x			40
Cashiers	700-1530		x	x	x	x	x		40
Cashiers	700-1530	x	x	x			x	x	40
Cashiers	0800-1630			x	x	x	x	x	40
Cashiers	0700-1530	x	x					x	24
		4	**4**	**4**	**4**	**4**	**4**	**4**	
Cashiers	1500-2330			x	x	x	x	x	40
Cashiers	1500-2330	x	x	x	x	x			40
Cashiers	1500-2330		x	x	x	x	x		40
Cashiers	1500-2330	x	x			x	x	x	40
Cashiers	1500-2330	x	x	x	x			x	40
Cashiers	1600-0030	x					x	x	24
		4	**4**	**4**	**4**	**4**	**4**	**4**	**672**

Cashiers C PLAZA									
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Hours
Cashiers	2300-0730	x	x	x			x	x	40
Cashiers	2300-0730				x	x			16
		1	1	1	1	1	1	1	
Cashiers	700-1530			x	x	x	x	x	40
Cashiers	700-1530	x	x	x	x	x			40
Cashiers	700-1530	x	x				x	x	32
		2	2	2	2	2	2	2	
Cashiers	1500-2330	x	x			x	x	x	40
Cashiers	1500-2330			x	x	x	x	x	40
Cashiers	1500-2330	x	x	x	x				32
		2	2	2	2	2	2	2	280

Cashiers									
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Hours
Breakers A/B	2300-0730	1	1	1	1	1	1	1	56
Breakers A/B	0700-1530	1	1	1	1	1	1	1	56
Breakers A/B	1500-2330	1	1	1	1	1	1	1	56
		3	3	3	3	3	3	3	168

Plaza Clerks									
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Hours
Plaza Clerks	0800-1630	x	x	x	x	x			40
Plaza Clerks	0800-1630			x	x	x	x	x	40
Plaza Clerks	0800-1630	x	x				x	x	32
Plaza Clerks	0700-1530	x	x	x	x	x	x	x	56
		3	3	3	3	3	3	3	
Plaza Clerks	1600-0030			x	x	x	x	x	40
Plaza Clerks	1600-0030	x	x	x	x	x			40

Plaza Clerks	1600-0030	x	x				x	x	32
Plaza Clerks	1500-2330	x	x	x	x		x	x	48
		3	**3**	**3**	**3**	**3**	**3**	**3**	**328**

HYATT VALET – Valet Supervisors									
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
Valet Supervisors	2300-0730	x	x	x			x	x	40
Valet Supervisors	2300-0730				x	x			16
Valet Supervisors	0700-1530			x	x	x	x	x	40
Valet Supervisors	0700-1530	x	x						16
Valet Supervisors	1500-2330	x	x	x	x	x			40
Valet Supervisors	1500-2330						x	x	16
		3	**3**	**3**	**3**	**3**	**3**	**3**	**168**

Valet Clerk									
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
Valet Clerk	2300-0730	x	x						16
Valet Clerk	2300-0730			x	x	x	x	x	40
Valet Clerk	0700-1530	x	x	x	x	x			40
Valet Clerk	0700-1530						x	x	16
Valet Clerk	1500-2330	x	x						16
Valet Clerk	1500-2330			x	x	x	x	x	40
		3	**3**	**3**	**3**	**3**	**3**	**3**	**168**

Valet Drivers									
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
Valet Drivers	2300-0730	x	x						16
Valet Drivers	2300-0730			x	x	x	x	x	40
		1	**1**	**1**	**1**	**1**	**1**	**1**	
Valet Drivers	0700-1530	x	x	x	x	x			40

Valet Drivers	0700-1530			x	x	x	x	x	40
Valet Drivers	0700-1530	x	x			x	x	x	40
Valet Drivers	0700-1530						x		8
Valet Drivers	0700-1530	x	x	x	x			x	40
		3	**3**	**3**	**3**	**3**	**3**	**3**	
Valet Drivers	1500-2330	x			x	x	x	x	40
Valet Drivers	1500-2330		x	x	x	x	x		40
Valet Drivers	1500-2330	x	x			x	x	x	40
Valet Drivers	1500-2330	x	x	x	x			x	40
Valet Drivers	1500-2330			x	x				16
Valet Drivers	1500-2330	x	x	x		x	x	x	48
		4	**4**	**4**	**4**	**4**	**4**	**4**	**448**

ECONOMY LOTS NP Clerk									
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
NP Clerk	2300-0730	x	x	x	x	x			40
NP Clerk	2300-0730			x	x	x	x	x	40
NP Clerk	2300-0730	x	x				x	x	32
NP Clerk	700-1530			x	x	x	x	x	40
NP Clerk	700-1530	x	x	x	x	x			40
NP Clerk	700-1530	x	x				x	x	32
NP Clerk	1500-2330			x	x	x	x	x	40
NP Clerk	1500-2330	x	x	x	x	x			40
NP Clerk	1500-2330	x	x				x	x	32
		6	**6**	**6**	**6**	**6**	**6**	**6**	**336**

ECONOMY LOTS SP Clerk									
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
SP Clerk	2300-0730	x	x	x	x			x	40

SP Clerk	2300-0730		x	x	x	x	x		40
SP Clerk	2300-0730	x				x	x	x	32
SP Clerk	0700-1530	x	x	x	x	x			40
SP Clerk	0700-1530	x	x			x	x	x	40
SP Clerk	0700-1530			x	x		x	x	32
SP Clerk	1500-2330	x	x			x	x	x	40
SP Clerk	1500-2330			x	x	x	x	x	40
SP Clerk	1500-2330	x	x	x	x				32
		6	**6**	**6**	**6**	**6**	**6**	**6**	**336**

A B C CURBSIDE VALET Valet Supervisors									
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Hours
Valet Supervisors	0600-1400	x	x	x	x	x			40
Valet Supervisors	1400-2300			x	x	x	x	x	40
Valet Supervisors	Relief	x	x				x	x	32
Valet Supervisors	0600-1400	x	x			x	x	x	40
Valet Supervisors	1400-2300			x	x	x	x	x	40
Valet Supervisors	Relief	x	x	x	x				32
Valet Supervisors	0600-1400	x	x	x			x	x	40
Valet Supervisors	1400-2300	x	x	x	x	x			40
Valet Supervisors	Relief				x	x	x	x	32
		6	**6**	**6**	**6**	**6**	**6**	**6**	**336**

Valet Drivers									
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Hours
Valet Drivers	0600-1400	x	x	x	x	x			40
Valet Drivers	0600-1400			x	x	x	x	x	40

Valet Drivers	0600-1400	x	x				x	x	32
Valet Drivers	0600-1400			x	x	x	x	x	40
Valet Drivers	0600-1400	x	x			x	x	x	40
Valet Drivers	0600-1400	x	x	x	x				32
Valet Drivers	0600-1400	x	x	x			x	x	40
Valet Drivers	0600-1400	x	x	x	x	x			40
Valet Drivers	0600-1400				x	x	x	x	32
		6	**6**	**6**	**6**	**6**	**6**	**6**	
Valet Drivers	1400-2300	x	x			x	x	x	40
Valet Drivers	1400-2300			x	x	x	x	x	40
Valet Drivers	1400-2300	x	x	x	x				32
Valet Drivers	1400-2300	x	x	x	x			x	40
Valet Drivers	1400-2300			x	x	x	x	x	40
Valet Drivers	1400-2300	x	x			x	x		32
Valet Drivers	1400-2300	x	x	x	x			x	40
Valet Drivers	1400-2300		x	x	x	x	x		40
Valet Drivers	1400-2300	x				x	x	x	32
		6	**6**	**6**	**6**	**6**	**6**	**6**	**672**

		Computer Room Clerk							
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
Computer Room Clerk	2300-0730	x	x				x	x	32
Computer Room Clerk	2300-0730	x	x	x	x	x			40
Computer Room Clerk	2300-0730			x	x	x	x	x	40
		2	**2**	**2**	**2**	**2**	**2**	**2**	
Computer Room Clerk	0700-1530	x	x	x	x	x			40
Computer Room Clerk	0700-1530			x	x	x	x	x	40
Computer Room Clerk	0700-1530	x	x				x	x	32

		2	**2**	**2**	**2**	**2**	**2**	**2**	
Computer Room Clerk	1500-2330			x	x	x	x	x	40
Computer Room Clerk	1500-2330	x	x	x	x	x			40
Computer Room Clerk	1500-2330	x	x				x	x	32
		2	**2**	**2**	**2**	**2**	**2**	**2**	**336**

Roving Clerks									
1702/07		**Sun**	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
1702/07	2300-0730	x	x	x	x				32
1702/07	2300-0700			x	x	x	x	x	40
1702/07	2300-0730	x	x			x	x	x	40
Car Count	2300-0730						x	x	16
Car Count	2300-0730	x	x	x	x	x			40
		3	**3**	**3**	**3**	**3**	**3**	**3**	
1702/07/11	0700-1530	x	x	x	x	x			40
1702/07/11	0700-1530			x	x	x	x	x	40
1702/07/11	0700-1530	x	x	x	x		x	x	48
1702/07/11	0700-1530	x	x			x	x	x	40
		3	**3**	**3**	**3**	**3**	**3**	**3**	
1702/07/11	1500-2330	x	x	x	x	x			40
1702/07/11	1500-2330			x	x	x	x	x	40
1702/07/11	1500-2330	x	x	x	x		x	x	48
1702/07/11	1500-2330	x	x			x	x	x	40
		3	**3**	**3**	**3**	**3**	**3**	**3**	**504**

Inventory									
		Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	**Weekly Hours**
Inventory	2300-0730			x	x	x	Sup	Sup	24
Inventory	2300-0730	x	x	x	x	x			40
Inventory	2300-0730	x			x	x	x	x	40

Inventory	2300-0730	x	x	x	x			x	40
Inventory	2300-0730	x	x			x	x	x	40
Inventory	2300-0730		x	x	x	x	x		40
Inventory	2300-0730	x	x	x	x	x			40
Inventory	2300-0730	x	x	x			x	x	40
Inventory	2300-0730	x	x	x			x	x	40
Inventory	2300-0730			x	x	x	x	x	40
		7	7	8	7	7	6	6	**384**

Inventory Supervisor									
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Hours
Inventory Supervisor	2300-0730	x	x	x	x	x	x	x	56
									56

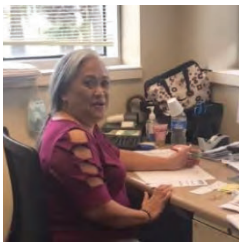
Inventory Reconciler									
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Hours
Inventory Reconciler	0800-1630			x	x	x	x	x	40
		0	0	1	1	1	1	1	**40**

Traffic Director									
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Hours
Traffic Director	0500-1230					x	x		16
Traffic Director	0500-1230					x	x	x	24
Traffic Director	0700-1400			x	x	x	x	x	35
Traffic Director	0700-1400				x	x	x	x	28
Traffic Director	0700-1400				x	x	x	x	28
Traffic Director	0700-1400				x	x	x	x	28
Traffic Director	0700-1500					x	x	x	24
Traffic Director	0700-1500				x	x	x		24
		0	0	1	5	8	8	6	**207**

Traffic Director									
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Hours
Traffic Director	1200-2030								0
Traffic Director	1200-2030								0
Traffic Director	1400-2000			x	x	x	x	x	30
Traffic Director	1400-2000				x	x	x	x	24
Traffic Director	1400-2000				x	x	x	x	24
Traffic Director	1400-2000				x	x	x	x	24
Traffic Director	1500-2100				x	x	x	x	24
Traffic Director	1500-2100								0
		0	0	1	5	5	5	5	**126**

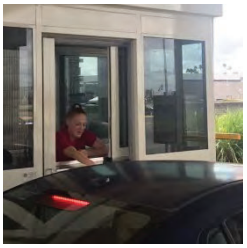
Loading Dock									
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Hours
Loading Dock	400-Noon	x	x	x	x	x			40
Loading Dock	Relief	x	x				x	x	32
Loading Dock	Noon-2000			x	x	x	x	x	40
		2	**2**	**2**	**2**	**2**	**2**	**2**	**112**

Below are brief bios about our staff at MCO.



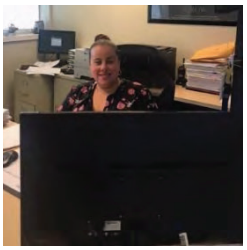
Revenue Auditor – Helen Hemphill

Helen has been working for parking operations for 27 years. Helen began her parking career as a cashier and was quickly promoted to clerk, supervisor and then auditor. She is a veteran at operating the revenue control system as well as auditing transactions and reports. She is detailed in auditing exception transactions, cashier shift reports and revenue reports to ensure accuracy and meeting deadlines.



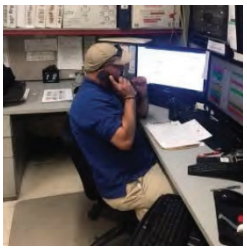
Cashier – Angela Cason

Angela is a new hire. During her first week she received three outstanding performance accolades from parking patrons. We want to highlight her expertise at providing outstanding customer service. She completed the ABM training class AirCare from the HEART at the start of employment and took her customer service skills and behaviors to the next level.



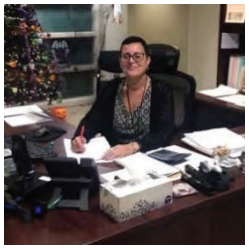
Finance Manager – Angela Herrera

Angela has been working for parking operations since 1995. Angela began her parking career as a cashier. She has excelled in every position from clerk, supervisor, assistant manager, and finance manager. The support she provides to the operations and administrative teams is first-class. Angela has received multiple recognitions for **going above and beyond**, earning ABM's **Top Performer** and the ABM's **110% Club** recognition. She is a go getter and has contributed significantly to the success of the parking operations and ABM with 27 years of parking operations and financial background.



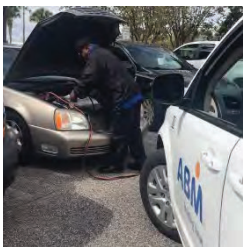
Parking Operations Center – Norman Zayas

Norman has been with ABM parking operations for 8 years. He is the jack of all trades. He handles customer service calls for directions, parking availability, helping customers find their vehicles, monitoring the PARCs, trouble calls, dispatches and everything in between. He can fill in wherever needed without even having to be asked. We called him "a positioning guru extraordinaire," or "a horse whisperer for all things parking."



Admin Office Manager – Juanita Perez

Juanita joined the MCO parking operations in 1995. For 27 years she has been the glue for operations and administration. Juanita began her parking career as a clerk in the Parking Operations Center handling customer service calls, dispatching, monitoring the PARC system, parking lot status and managing trouble log reports. In 1998 she was promoted to Office Manager where she manages a multi-phone line, accounts payable, accounts receivable, vendor relationships, and client relationships. Juanita is an expert in managing the daily demands of the parking operations. She supports and builds relationships for the organization and team members.



Roving Clerk – Eric Todman

Eric Todman is a roving clerk that provides jump starts, gas assists, air, and water to airport passengers in need. He helps passengers locate their vehicles and provides any other assistance in any way he can. He manages the garages and lots to ensure adequate parking spaces are available and closes levels, garages, and lots when full. He is responsible for ensuring signage is accurate and entry lanes ticket stock is sufficient. Eric began his parking career in 1999. Eric has received many awards and recognition during his 23-year tenure to include multiple recognitions by MCOCares, ABM's **110% Club** and **Top Performer** recognitions, and numerous customer service appreciation calls, notes, and cards to thank him for all his help while traveling through MCO.

Valet Driver - Deven Laughlin

Devin has been at the MCO Hyatt valet parking operations since 2021. Prior to joining ABM/U Street Parking he worked four years as a valet ambassador for Grand Bohemian Orlando. Since his tenure he has been awarded Employee of the Month, Mentorship Recognition Award and highly regarded by our partner Hyatt Hotel and their management. Deven has received recognition for his excellent customer service such as, "Deven is a true pleasure," "a valet super star and I always ask for him to take care of my vehicle," "thank you Deven for your help and going above and beyond when I left my suitcase behind."

Airport Badging and Security Compliance

All employees are badged, receive the GOAA required training, and will adhere to all TSA, airport, and local law enforcement protocols. We train team members on the following critical security guidelines and regulations:

1. **Continuously reminded to stay alert and pay attention to their surroundings.**
   We embrace the "see something, say something" attitude. We encourage the use of common sense, and to follow the local security rules. We keep employees informed of any security changes through daily briefings and need to know bulletins.

2. **Required to report any suspicious individuals or activities to the proper authorities.**
   Supervisors are contacted when in doubt.

3. **Advised to not leave visitors alone in work areas.**
   They must find someone who can help them right away.

Our People

Consistency in service delivery requires a consistent, stable employee base. Through our selection and training process, ABM provides quality service workers to our valued clients. We offer competitive benefits, training, and possibilities for career advancement to maximize retention and ensure a motivated and knowledgeable work force.

Our team members demonstrate their willingness and their best effort, every day. We attract, select, and retain employees who exemplify our core values – respect, integrity, collaboration, innovation, and excellence – at every job site. We hire superior employees from diverse backgrounds, thoroughly training, encouraging accountability, and rewarding them for exceptional performance.

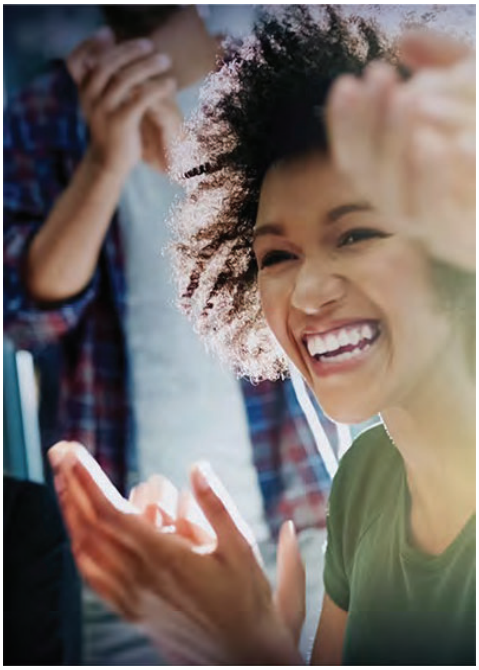
Attract and Recruit

Your parking facilities will be staffed by highly qualified professionals who were attracted to ABM because of our strong reputation for employee development and retention.

Your travelers require personnel who can adapt to your culture and present themselves in a friendly, professional manner. We make great efforts to recruit employees who don't just match the job profile but adapt to meet your parking facilities needs and ABM's culture of learning, teamwork, and providing first-class service. The Orlando recruiting office is the Hiring Center Location for all Orlando Airport ABM Operations. A state-of-the-art facility equipped with onsite laptops for applications and operations, savvy recruiters ready to explain the ABMWay to all potential new candidates for staffing our operational need.

Screen and Select

We select quality candidates who meet your needs through professional interviewing and selection



Benefits

GOAA benefits with well-managed people in the right jobs in many ways:

- Higher quality service
- Increased productivity and reliability
- Professional interaction with travelers
- Reduced turnover, resulting in more familiar faces and consistent service
- Lower costs as a result of a safer workplace

processes. We provide a range of employee screening packages and conduct tiered screening based on our aviation and transportation industry best practices and your parking facilities requirements.

Our screening packages can include the following:

- Standard background checks
- Criminal/sex offender background checks (CORI/SORI)
- Credit checks
- Drug screening (upon contract requirement)
- Professional certification checks
- Additional reference checks

E-Verify/Immigration Policy

ABM Industries and its subsidiary companies have a policy of total compliance with immigration laws pertaining to employees.

Since the passage of the Immigration Reform and Control Act in 1986, ABM has required its branch offices to inspect work authorization documents and complete an I-9 Form for every new employee at every work location. ABM supplements the initial I-9 Form process with periodic self-audits, and ABM responds promptly and aggressively to any information it receives indicating that an employee is not authorized to work in the United States. ABM has taken further steps to prevent the hiring of unauthorized workers by using the federal E-Verify system for new hires at more than 150 hiring locations across the U.S., excluding only those unionized areas where labor law restrictions apply.

ABM also uses the federal E-Verify system in every state that mandates its use. Wherever authorized by the client, ABM uses background checks at the time of hire to validate the identity and background of assigned workers. In short, ABM takes every step that it legally can prevent unauthorized workers from obtaining employment with the company.

ABM employs more than 110,000 people in the United States. Despite our best and most rigorous efforts to screen employees and despite our use of E-Verify and background checks, it will still be possible for a determined unauthorized worker to gain employment with our company or any other company. In all instances, if the federal government determines that a particular worker is not authorized to work in the U.S., it is our practice to cooperate fully with the government and take immediate steps to

handle the situation properly and in a manner that protects ABM and its clients to the greatest extent possible.

ABM has long recognized that our most asset is our employees. Our corporate philosophy is grounded in the concept that every employee is crucial to the success of our organization. Therefore, the selection of our workforce is a high priority. The following provides details regarding our recruiting/hiring processes as they relate to the incumbent workforce and staffing from external resources. We will look at both the incumbent workforce and staffing from external resources to fill open positions.

Retain

Qualified people are the key to success. We focus our efforts on finding the ***right people for the job, rewarding them for performance, and providing them support to succeed***. Finding the best talent is difficult because of hypercompetitive markets. Increases in demand and turnover have changed how we acquire and retain the best people. To confront this new market, we utilize technology to meet recruiting demands and efficiently deploy our rapid recruiting efforts.

Talent Analytics

We use talent analytics to examine employee data based on statistics, with the purpose of making more informed business decisions related to recruiting and retention practices. We use technology to gain insights into our current workforce, identify the best potential employees, and better understand what motivates and retains team members. Talent analytics is essential to creating and implementing strategies that improve performance and productivity while reducing costs.

We use Microsoft Power BI to create interactive, immersive dashboards and reports that provide useful insights. Our analytics break out employee data based on job market, job category, and industry. It layers in insights about our workers, open jobs, median hourly wages, etc. Data is then filtered by various criteria, compared to general market data, and utilized to perform predictive analytics to identify future outcomes. We create reports from this data to show how to improve retention rates, save time, and improve hiring practices.

Candidate Care Team

Our candidate care team reduces hiring fallout by keeping selected applicants engaged throughout the pre-employment and onboarding process. The care team provides short- and long-term human resources benefits including:

- Enhancing the onboarding experience by keeping incoming team members engaged throughout the pre-employment/onboarding process

- Converting more qualified applicants to start thus reducing fallout by 30% since implementation
- Reducing the average timeframe from offer acceptance to start by seven calendar days
- Identifying and mitigating onboarding stress points through data collection
- Increasing the probability of long-term team member retention to drive productivity and customer satisfaction

E2E Staffing

Our investment in technology and data enables the development and deployment of client-facing technology to improve service delivery to our clients. We provide advanced data analytics for sales targeting, team member retention, recruiting, and the upgrade of enterprise resource planning and payroll systems.

Demand Forecasting

With targeted market analysis we forecast labor needs, create recruitment processes, and identify research markets. Implementing micro and macro level recruiting strategies maintains our strong position in a competitive labor market. Market analysis includes:

- Current and forecasted open jobs in a market
- Forecasted attrition
- New business
- Critical sites in a market
- Talent acquisition resources
- Applicant flow, volume, and conversion rates
- Validated potential selections

Rapid Recruiting

Our rapid recruiting program expands the reach of our recruiting activities. This keeps our client facilities staffed and improves our ability to hire efficiently. We utilize new processes, strategic solutions, and targeted marketing efforts to attract and retain talent. This program drives a strong flow of candidates. We continue to invest in these programs across all our key markets, which include:

- Standalone hiring centers
- External hiring partners
- Custom incentive programs
- Local sourcing
- New business launch teams
- Sourcing channel and social media

While we have improved our candidate flow, we have also started to build additional solutions to retain our team members.

Fallout Gap

The recruiting process can have a large failure rate post offer acceptance which equates to monetary loss, negative business impact, and decreased productivity. Our candidate care program reduces hiring fallout by yielding a higher number of employees that start their new jobs at ABM.

Team Member Retention

To address retention, we developed standard quantitative and qualitative approaches to assess attrition causes and implemented an enterprise initiative to address those causes. Quantitative analysis looks at market dynamics including unemployment, workforce availability, competitive benchmarking, and demographic review. Qualitative assessments are performed via focus groups, leadership interviews, and client input. This data, coupled with strong HR and operational partnerships, leads to site-specific action plans that reduce turnover. With a solid strategy to retain our staff and enhance our workforce management capabilities, we are prepared to face the current tight labor market.

We provide team member retention dashboards to show detailed insights and common patterns related to current and historical attrition rates. With this data, we develop recommendations for leadership on how to improve team member retention, we:

- Use a data and analytics approach to identify and show detailed insights and common patterns related to current and historical attrition rates at the local level
- Mitigate attrition by understanding the drivers of turnover
- Use data outputs to generate project specific action plans to support team member retention processes and improve best practices

A standard approach to end-to-end recruiting drives our consistent outcomes, improves engagement, empowers leadership, and retains the best employees for your needs.

Grow

Another component of our retention program includes providing support to team members as they grow in their careers. Your parking facilities are serviced by employees who advance, which typically results in higher productivity and better service quality.

We encourage each employee to openly communicate with their manager to develop a career path building on their individual strengths. The quality of each team member's service improves because of ongoing coaching.

Consistency in service delivery requires a consistent stable employee base. ABM places high priority on the training and development of our employees, and we provide our staff with a variety of ways to build their knowledge and skills. We nurture the professional and personal growth of our team members. ABM has incentive and reward programs, goal setting, and policies relating to interventions and dismissals of employees.

Team Member Engagement

Recognition and Incentives

ABM's team member recognition programs recognize outstanding employees, improve job performance and satisfaction, and create a positive working environment. Our Team Member recognition programs base criteria on quality rating measurements, attendance, and other key service measurements. The result of our incentive program encourages and promotes quality and reduces employee turnover.

Customer Service Awards

We reward team members with their choice of various items at designated years of service. Team members receive service plaques at 10+ years and handwritten notes from various levels of management throughout the program. An annual banquet recognizes team members reaching major service milestones.

We provide safety incentive programs and monthly contests tailored to achieving GOAA's goals. Team members receiving compliments from clients, their customers, and other third parties enter a drawing to win various prizes.

We believe in recognizing talent and promoting from within. We prepare team members to step into management and leadership roles, focusing on developing hourly team members' customer services and communication skills, time management, delegation capabilities, management style, and various other professional skills.

We have managers at all levels of our organization who began as hourly service workers and went through various ABM programs to earn promotion to their current positions.

Below are examples of employee recognition and employee appreciation we have provided our Team Members at MCO.

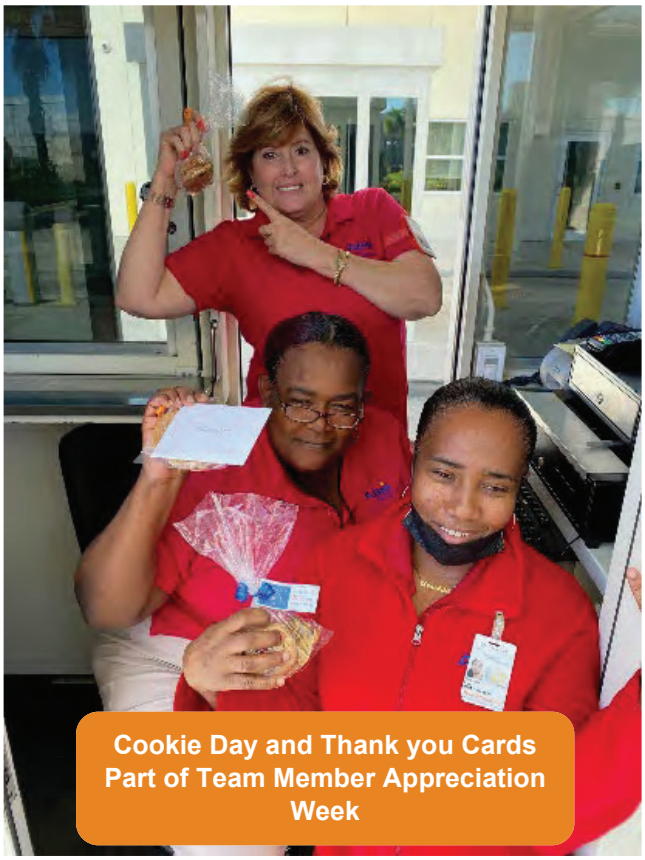
Employee of the Year
Clara Gonzales with Gary Cook & Christine Revels

Top Performer MCO Parking Supervisor
Takenya Hodges with Larry DeLuca & Christine Revels

30 Year Anniversary
Sheila Block

Employee Appreciation Week 2022

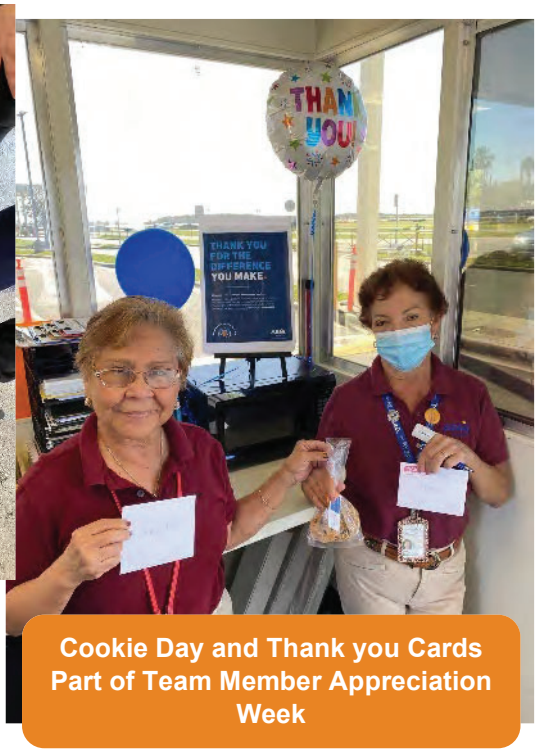
Raffle Winner
Part of Team Member Appreciation Week



Cookie Day and Thank you Cards
Part of Team Member Appreciation Week

Team Member Appreciation Week Items Given to Each Team Member

Team Member Appreciation Week Wacky Socks Day



Cookie Day and Thank you Cards
Part of Team Member Appreciation Week

B. Transition Plan

Support and Coordination

As your current provider, GOAA can benefit from our current presence by eliminating most of the transition challenges and service interruptions.

Throughout our history of transitioning, we have refined our management systems and an integral component of these systems is the transition to the new contract operation, not to a new contractor.

We have built a mutual trust on the foundation of a true partnership and through this honest partnership, we can transition to a new contract while your services continue seamlessly.

Over the course of our contract, we adjusted the original scope of work to adapt to the needs of GOAA to provide best-in-class service. We believe building a great relationship through communication and accountability has been the key to our success and we look forward to continuing this partnership.

Although we are the current provider, we fully intend on going through our standard transition timeline as a checks and balances to ensure all your expectations continue to be met and to look for areas of improvement.

The advantages of maintaining ABM's services include:

1. No disruption to normal service operations as our programs, procedures and processes are already in place and functioning smoothly.
2. The management team now overseeing ABM operations remain intact, eliminating additional disruption caused by management change. Our people are already integrated into your program and invested in your community.
3. Administrators know ABM as a proven partner and have confidence in our ability to sustain its current and successful operations. We already completed most of the groundwork, now we build upon our current partnership.
4. We are familiar with your facilities and have extensive institutional experience, eliminating a huge vertical learning curve, and service remains efficient to react quickly to any changing needs
5. We know better than any company in this RFP process what it costs to run the services to levels that GOAA commands. You don't have to anticipate any surprises and we provide appropriate staffing levels, by industry knowledge and current experience. We continue to seek cost savings for your parking facilitates.

C. Training Plan

Training and Development

An operation and management of parking facilities program can only be successful if the team members servicing your parking facilities are properly and continually trained. We provide you with team members that have the training they need to successfully perform their duties, improve efficiency, and develop new skills.

After completing training, ABM team members understand our services center on creating a clean and safe environment for GOAA's travelers. We emphasize a culture of ownership, which leads to higher productivity, quality, and retention.

New Hire Orientation and Training

During the orientation, our general managers and supervisors conduct team member training sessions in a classroom setting. These sessions include site-specific rules and regulations, ABM policies and procedures, and basic job training.

Training for service workers concentrates on specific work tasks. Our supervisors demonstrate each task step-by-step, detailing the importance of each step along the way, and train them to perform visual inspections before completing work. The supervisors also provide guidance to the service workers as they work.

Once initial training is complete, supervisors perform recurring reviews to make sure that they are maintaining GOAA's and our standards. By empowering our team members with comprehensive training, we minimize deficiencies and quickly identify opportunities for improvement.

ABM Team Members are:

- Technically proficient with chemicals, equipment, and methods
- Familiar with the rules and regulations of your parking facilities
- Thoroughly trained in job safety
- Committed to providing outstanding service

Recurrent Training

Our managers conduct recurrent training sessions for current and replacement team members at your parking facilities. These technical sessions concentrate on specific job tasks and duties, such as specialized certifications and interdisciplinary training. Team members train in groups specific to their function. Compliance is measured and tracked by attendance, job performance, tests, etc. to ensure team members receive the proper level of training.

We provide ongoing support to our team members as they grow and develop in their careers. Our culture encourages team members to openly communicate with managers to develop a career path that builds on individual strengths and talents. Performance reviews further facilitate ongoing coaching and development so that each team member continues to prosper.

Management Training

Satisfied and highly trained team members recognize the potential for career advancement and serve clients with excellence. Training is an investment in our team members' and company's future. Many of our current managers began their careers as custodians and service workers. We support our managers' continuing education efforts with training curricula and support related to a myriad of relevant topics, including:

- Business acumen
- Client service
- Communication skills
- Leadership and managerial development
- Employment law and supervisory skills
- Software training
- Professional association memberships
- Safety certification courses
- Conferences or seminars
- Key control procedures

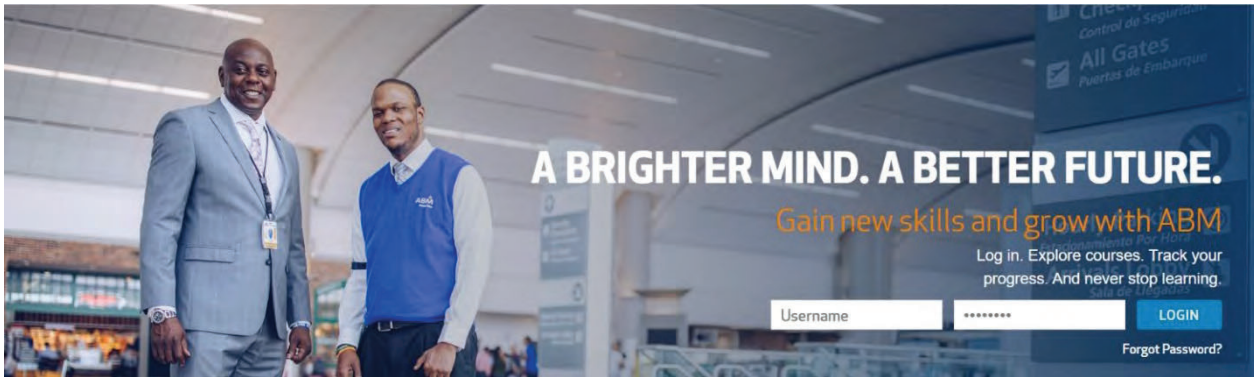
Development opportunities help team members hone leadership, management, and other skills that directly apply on the job. Team members feel encouraged to move forward personally and professionally.

Our commitment to training helps the company retain top talent and directly impacts ABM's, superior levels of quality, and client service that our clients expect and demand.

People Leader Playbook

People Leaders at ABM are managers and supervisors who have direct and frequent interaction with team members. Although job responsibilities differ between operational and non-operational leaders, successful people leaders demonstrate similar behaviors.

The Playbook presents key actions developed through conversations with managers across ABM and consists of the actions our internal research found that successful People Leaders demonstrate. The Playbook helps our People Leaders see great results that directly impact our clients through higher team productivity, improved team member motivation and accountability



ABMUniversity

We use our own online training platform for new team member onboarding and staff development called ABMUniversity (ABMU). The ABMU platform enables management and hourly staff to access a comprehensive variety of service-specific and career development training courses and curricula.

Management dashboards provide leadership with a quick look at individual progress via a Training Plan Progress Chart. We design a specific training plan for each team member, affording continuous on-demand training throughout the year.

Team member portals grant access to testing and assessments in a Netflix style course catalogue. Topics include safety, infection control, general cleaning techniques, clean-room techniques, maintenance, infection control and many more service-line subjects.

Team members provide feedback and rate the courses they take to help us provide the most effective training possible.

We update and add new videos throughout the year to stay current with the most up-to-date materials/topics specific to job functions and infection prevention/control practices.

Whether self-directed or done in small workgroups, ABMUniversity helps team members stay certified, compliant, and ready to expand their skill sets. These learning opportunities have a tremendous positive impact on team member engagement and organizational performance.

In 2022, ABM was awarded Gold for Learning Team of the Year by the Learning Institute.

Specialized Training Programs

Parking attendants have the first and last chance to make a positive impression on your visitor's parking. This is the moment for your facility to put a lasting impression on your passengers. To ensure this positive experience ABM offers customized training materials.

Educational Programs

ABM provides education programs, training, and communication through several in-house web-based applications. These websites are tools for managers and team members, and include business policies and procedures, job-specific training, and video training and program opportunities. Additionally, our operation managers and each general manager provide training to team members on service, cash control, safety, and all related operational issues.

Standard Operating Procedures

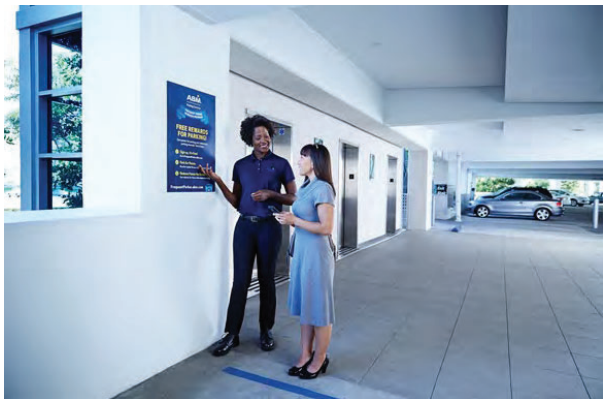
Annually, the general manager attends a standard operating procedures training session, conducted by our in-house auditing staff and managers. The training includes a structured discussion outlining any new company policies, procedures, and concerns. Thereafter, the auditing staff rechecks the facility to ensure that all new or revised procedures have been fully implemented. In instances where deficiencies are detected, the general manager is required to attend a supplemental training session.

Team Member Development Program

ABM has a **promote from within philosophy**, which is communicated throughout our organization. All ABM team members can participate in our Team Member Development Program. The training program provides staff with an opportunity to create their own career path. A significant percentage of our management team began on the front-line as cashiers and valets. These programs are customized to the responsibilities of the team member. Management team member programs are based on overall performance in their area of responsibility. The measurable data differs however, categories remain consistent. The specific categories are:

- Quality of service delivery
- Customer satisfaction

- Customer retention
- Cost management (labor, supplies, productivity, safety)
- Business development
- Personnel development
- Continuous improvement
- Reporting compliance
- Team participation



Non-management team members also have career development programs with many of the same criteria, but with specific skills that relate to their positions. Advancement for cashiers, valet attendants, drivers, inventory attendants, clerks, and supervisors are based on these categories:

- Quality of service delivery – individual and team
- Productivity – individual and team
- Safety – individual and team
- Personal development

Technology Training

The parking industry has advanced significantly into technology and automation. To ensure your parking staff is tech-savvy, ABM provides extensive training on several of the most common programs used today. Initial training consists of technology features of SCORE^4 System, Microsoft Excel, and Microsoft Word.

On-Site Field Training

Each parking facility is unique in its layout, occupant base, customer needs, and team member functions. Therefore, classroom training is followed by on-site field training. This portion of the training provides information such as GOAA's goals and mission, a tour of the parking facilities, and specific information about the facility layout, size, staffing, and schedules. Team members are trained from information that is helpful when answering customer inquiries about facility occupants, the location of the nearest ATM machine, restrooms, etc.

Team Member Financials

Team members attend training focused on managing operational financials. These sessions feature all operations procedures and reporting requirements. Training topics

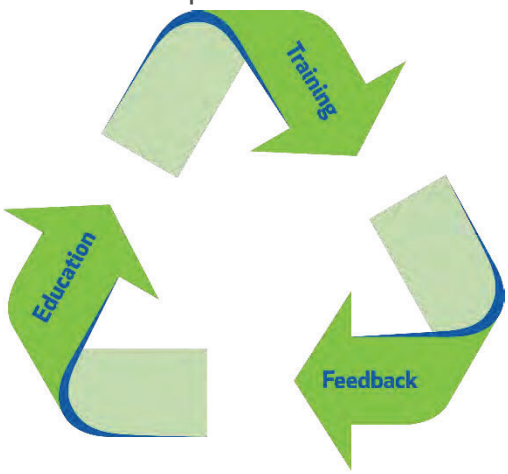
include completion of daily cash reports, cashier/shift reports, daily depositing policies, monthly parking reports, SCORE[4] accounting, and invoicing systems.

Cross-Training

Within the parking industry, it is important for team members to be cross trained to perform other functions and tasks required at their individual facility. To properly handle staffing shortages due to illness, vacation, leaves of absence, or no-shows, ABM follows the guidelines the terms of the collective bargaining agreement for MCO.

Empathy Training

Empathy training focuses on the importance of having responsiveness and politeness for all building occupants. This training will help team members improve their customer service with the following acronym:



H.E.A.R.T:

- **H**ear
- **E**mpathize
- **A**pologize
- **R**esolve/Recover
- **T**hank

Learning Objectives

By the end of the session, participants will know and understand:

- The importance of personal accountability in delivering legendary service
- You never have a second chance to make a great first impression
- The benefits of positive team members
- The relationship with your supervisor is a two-way street

Lastly, to achieve the maximum value from our efforts, it's encouraged for team members to provide feedback.

AirCare from the HEART

Our practical operational approach uses award-winning customer service techniques from both the Disney Institute and the Ritz-Carlton combined with a constant talk to the team conversation among leaders, managers, and team members. The AirCare from the HEART training course educates and celebrates the best levels of customer service. Our course emphasizes the importance of making an emotional connection with the customer. Coaching and improving our staff through open communication ultimately

decreases both guest and employee complaints and increases retention rates and positive experiences.

At the onset of each contract, we host a New Hire Orientation and training workshop for all new team members. Our intent is to expound our ABM 110-year traditions and our commitment to service. In this seminar, we utilize our signature AirCare from the HEART training, which empowers team members to maximize their ability to deliver exceptional guest service, no matter where they work.

ABM's AirCare from the HEART graduates have successfully completed a practical course that includes key elements of best-in-class customer service:

- Introduction to crucial concepts in customer care (the difference between meeting and exceeding needs, and acknowledging the importance of quality standards)
- Opportunities for role-play (using personal examples of good and bad service)
- Visual examples in the classroom (the difference of one degree, one foot, one minute, to emphasize the symbolic 1% difference in service)
- Professionally curated videos comparing both average and "difference maker" customer service
- Explanation of incentive plans for team member customer care excellence
- End-of-course required assessment

In this dynamic business, there are always off-schedule events. The HEART piece of AirCare from the HEART was designed to provide a reminder of what we at ABM believe is the core of sincere service, especially during irregular operations:
By Hearing, Empathizing, Apologizing, Responding, and Thanking, we are certain we can make a difference.

This employee philosophy provides every team member the training, the skill set, and the immediate power to enhance a guest's experience and to resolve concerns, without hierarchal time-consuming hurdles. All team members are required to memorize this process during training and receive constant refreshers once training is completed. Upon completion of training, each customer-facing ABM graduate receives a special pin and certificate from a member of ABM leadership, affirming the value ABM places on being a "Difference Maker."

Below is a chart showing a sampling of the training and the frequency of the training we require our employees to complete each year.

Types and Frequency of Training

Training Course			
ABM Orientation	Instructor	All	Orientation
General Hazardous Awareness	Instructor	All	Orientation & Quarterly
Difference Maker	ABMU	All	Orientation & Quarterly
AirCare from the HEART (customer service training)	Instructor	All	Orientation & Quarterly
Safety Orientation & Awareness	ABMU	All	Orientation & Quarterly
Safety Work Observation	Instructor	All	Orientation & Weekly
Moment for Safety	Instructor	All	Daily & Monthly
Preventing Discrimination & Harassment in the Workplace	ABMU	All	Annual
People Leaders Building a Caring Work Culture	ABMU	All	Annual
COVID-19 Exposure Control	ABMU	All	Orientation
SURE Driver-Truck/Van	Instructor	Positions that drive vehicles	Onboarding - Annual
SOP Training	Instructor	All	Day 1 - Ongoing
LTYX	Instructor	Drivers, Safety, Management	Onboarding - Annual
Management			
Leadership Basics	ABMU	Management & Front Line Leadership	Day 1 - Ongoing
People Leader Playbook 2.0	Instructor	Management	Orientation
Advancing Leadership	Instructor	Management & Front Line Leadership	Annual
Employee Engagement	ABMU	Frontline Leadership	Annual
Reasonable Suspicion	ABMU	Management & Front Line Leadership	Annual

Managing Risk through Safety Programs

ABMWay

As part of the ABMWay, our documented processes ensure success for our clients, team members, and company. We commit to fostering a safe working environment for every team member at all locations, every day.

The ABM ThinkSafe culture proactively prevents, detects, and corrects any safety or risk concerns that may arise. ThinkSafe ABM program promotes the idea that all workplace accidents are preventable – if you make focusing on safety an integral part of your day. We strive to create a world-class culture in all we do, and safety is a vital part of that objective.

Our Risk Management consists of both Safety and Claims Managers, working jointly with Operations, to ensure the safety and well-being of our team members and your travelers. Our policy:

- Maintains a safe workplace for its team members
- Uses methods and processes to protect our team members and the public
- Prevents damage to property and the environment
- Maintains and enforces a program to fulfill this responsibility

To ensure common goals and objectives, Safety and Claims Managers report to the Vice President of Risk and Safety. Our team of dedicated safety professionals that liaise our Branch Operations to ensure the ABM safety culture is forefront in our team members' minds – every day. Dedicated safety professionals who are highly trained in their respective fields support each industry group.

Current Programs

- ThinkSafe
- Telematics
- Nurseline
- Concentra National Clinic
- Stay-at-Work
- Telephonic Nurse Case Management (TCM)
- Safe Work Observation Process (SWOP)
- Moment for Safety

ThinkSafe Program

To reach approximately 100,000 employees, we developed the following programs as cornerstones of ABM's ThinkSafe Program:

Moment for Safety

Every day at ABM, our managers share a Moment for Safety with their teams. This promotes safety awareness to the specific topic of the day and sets their minds to carry out their tasks safely. Examples of Moment for Safety topics include:

- How to Avoid Accidents
- Safe Lifting Techniques
- Hand Protection
- Ladder Safety
- Fire Safety
- Slips and Falls
- First Aid
- Personal Protective Equipment
- Machine Guard Use
- Power Truck Safety
- Lock Out for Safety
- Learn from Near-Accidents
- Safe Walking
- COVID-19 Topics

Safe Work Observation Program (SWOP)

SWOP is designed to foster management engagement and ownership in Safety and Risk. Leaders conducting the tours include Branch Managers, Regional Vice Presidents, Regional Operations Managers, industry group and C-suite executives.

These tours enhance the understanding of daily tasks and promote dialogue about safety and safe working environments. They visibly demonstrate our commitment to the safety and welfare of our team members.

Empowerment of Field Locations

Every operations manager, supervisor, site lead, and team member are a crucial part of ABM's Injury and Illness Prevention Program. This program aims to:

- Provide safety orientation training for new team members
- Train employees in the procedures and practices that would keep them safe
- Conduct site safety inspections
- Perform hazard assessments to identify safety system and process deficiencies
- Take proactive actions to mitigate identified hazards
- Perform and document safety work observations

- Provide necessary documents to injured team members; arrange for their timely medical assistance; and expedite their return to work
- Conduct thorough investigations of incidents and implement preventive actions

These programs are embedded into ABM's culture and provide opportunities to minimize injuries and property damage. When incidents do occur, our risk management programs become essential to get employees back to good health and back to work. Our safety and risk management teams developed powerful tools to identify and mitigate hazards and other risk-related issues.

Risk Management Resources and Programs

As an ABM partner, you have resources to depend on, including specialists in safety, training, prevention, workers' compensation, Sarbanes-Oxley (SOX), liability, claims and insurance management. To manage the safety of your institution and stay ahead of the latest safety procedures, ABM's Safety Committee meets monthly to:

- Report on training, inspections, and incidents
- Revisit safety objectives and loss prevention goals
- Provide recommendations for the prevention of future incidents
- Review monthly Branch Safety Reports

Below, a few of the primary tools we use to teach safety awareness and manage performance include:

COVID-19 Exposure Control Plan

This plan offers enterprise-wide protection of our team members and the public to reduce COVID-19 exposures, and to be the model of excellence in workplace safety and health.

It includes the development of program standards to ensure compliance with guidelines established by the Occupational Safety and Health Administration (OSHA) and the Center for Disease Control and Prevention (CDC).

ABM Safety and Health Manual

This manual describes the essential policies related to organizational responsibilities, safety program organization, safe work practices and recordkeeping requirements. It helps us apply procedures consistently at every site.

Safety Communications

Our supervisors have online access to the ABM library, which includes over 130 training topics. Because the ABM workforce represents a diversity of cultures and languages, our programs, training content and communication materials are frequently translated into one or more of 30+ languages represented by ABM team members.

OSHA Injury and Illness Recordkeeping

ABM maintains and monitors the OSHA 300 Log recordkeeping process to comply with Federal requirements, and to track safety performance at the local level, providing real-time incident rate data.

Loss Control

ABM monitors our Experience Modification Rates (EMR) to better understand and lower our workers' compensation costs. Since an EMR compares our claims experience to other employers of similar size in our industry, it is a measure of how ABM's loss prevention and control practices compared to the competition. Our intrastate EMR consistently falls below 1.0, better than the industry average.

Motor Vehicle Record (MVR) Check and Driver's Alert Programs

We check team members' personal driving records if they are to drive a company vehicle. Periodic re-checks determine their continued eligibility. We require that ABM vehicles have a decal asking the public to report unsafe driving via a toll-free number.

Safety Hotline

To reinforce the importance of our ThinkSafe culture and empower our team members to address safety concerns as they arise, ABM has a toll-free Safety Hotline. This hotline (1-866-208-2114) is available 24/7, and it gives employees a means to report safety issues.

Team members are encouraged to first notify supervisors of safety hazards or issues. The hotline can be used as an alternate method to address safety concerns when a supervisor is not readily available.

Telematics

ABM fleet vehicles are equipped with telematics systems that monitor team members driving habits, including speed of travel, seatbelt use, idle time, and vehicle location at every stop.

Data collects automatically, and audible alerts sound whenever a driver exhibits unsafe behavior. Driving habits, patterns, and violations of the policy are reviewed periodically and used to coach drivers in safe driving behaviors.

Stay-at-Work Program

A specific focus on returning injured team members to work once the provider releases the team member with light-duty work. This program promotes quick re-integration into the workforce.

Safety Training Videos

We created a series of online safety training vignettes to provide timely training of new employees and retraining when situations warrant.

Medical Evaluation

A first call nurse triage program assesses on-the-job injuries for appropriate treatment. This ensures that possible injuries are detected and treated promptly and properly.

National Clinic Program

A specialized national network of clinics focused on assessment and treatment of work-related injuries.

Telephone Nurse Case Management (TCM)

Using qualified nurses to assist with the medical management component of team member injuries. This program ensures care for our injured team members.

D. ACDBE Participation Plan

Airport Parking Accountants, Inc.

108 Marcia Drive
Altamonte Springs, FL 32714
Antonio Lemus, CPA, PA
407.869.6366
Tony@ALemusCPA.com
*Accounting, Audit, IT, Inventory

Airport Parking Accountants, Inc.

Established in 1985, Antonio Lemus, C.P.A., P.A. is a full service certified public accounting firm with experience in the performance of Revenue and Expense Reporting Compliance Audits for Airport Parking Facility Management Contracts. The firm complies with standards established by the American Institute of Certified Public Accountants. Through our voluntary membership in its Division for CPA Firms Private Practice Section, the firm undergoes periodic outside independent peer reviews. The Peer Review process assures adherence to the highest professional standards. APA has been an ABM partner at MCO for over 20 years.

U Street Parking

50 Rhode Island Ave. Suite #1
Washington, DC 20002
Henok Tesfaye, resident & CEO
202.265.0010
henok@ustreetparking.com
*Management – Managers, Supervisors, employees of valet, traffic direction and Loading Dock

U Street Parking, Inc.

U Street Parking (USP) is a full-service parking management company that was founded in Washington, DC, over 20 years ago. We are known for delivering first-class customer service, unmatched attention to detail, and operational excellence. Through our experience and expertise, we operate across all property asset classes – airport, commercial, municipal, universities, healthcare, hotel, event venues, retail, residential, and mixed-use facilities.

USP has had the privilege to partner with ABM Aviation on several airports in North America and will continue our 10-year relationship at MCO using our extensive experience in terminal valet, Hyatt valet, loading dock, and traffic director.

Henok Tesfaye, President, and CEO

Henok Tesfaye has been the President and CEO of USP since its inception in 1998. Under Henok's guidance and leadership, USP has become a greatly competitive company with respect to Parking, Transportation, Janitorial, and Curbside Management. From only four employees in 1998, we now service locations throughout the United States of America and back home in Addis Ababa, Ethiopia. Henok has been recognized by the Washington Post as a business leader in the Washington, DC area.

Xclusive Auto Detail and Cleaning

1906 Dolphin Drive
Kissimmee, FL 34759
Renard Appolon
407.848.4249
xclusiveblk@yahoo.com
*Car cleaning and Detail

ABM has partnered with Xclusive since 2012.

Kings Service Solutions

10501 South Orange Ave, Ste. 111
Orlando, FL 32824
Arnaldo Herrero, Executive Vice President
407.704.8542
www.KingsServiceSolutions.com
**Janitorial services*

To encourage the local ACDBE participation, ABM is introducing Kings Service Solutions as our newest ACDBE partner at MCO.

Supplier Diversity

ABM is proud of our commitment to diversity for the delivery of operation and management of parking facilities for our clients. We always strive for a diverse workforce but understand that to support that diversity, a robust supplier diversity program is crucial in meeting not only both our internal goals but also our external client goals. To support this, ABM has a dedicated corporate level position of Director of Subcontractor Oversight and Compliance. In addition to overseeing our compliance team, a key responsibility of this position is to provide national oversight and coordination for the increased participation of diverse subcontractors servicing accounts such as GOAA.

ABM is one of the few organizations that takes its commitment to diversity beyond just hiring a diverse workforce and certified partners. We use real data to continually analyze our program to ensure we are meeting goals and objectives as well as continuing to grow our program and our client's commitment to diversity. To address the needs of our clients, our demographics and those of our suppliers reflect the diverse nature of their communities. We actively foster a diverse and inclusive supplier base, to develop strong minority firms through mentoring and implementing Tier 1 and Tier 2 contracts.

ABM continuously and actively recruits qualified service partners with diversity certifications. Recruitment is performed both through our on-demand network, as well as through our website. ABM offers an easy-to-use web interface for potential service partners to submit a detailed capabilities profile and pre-qualification form through our website. Each submission feeds ABM's master supplier database and is the first step for smaller service providers to become qualified/certified ABM service partners. After verification of qualifications, service partners are eligible to perform subcontracted services under ABM's direction and oversight for customers like GOAA.

ABM is committed to providing M/W/DBE enterprises an equal opportunity to participate in the performance of all contracts. Our supplier diversity spend has increased more than 164% over the past four years since the inception of our program. In 2021, 17% of ABM's overall supplier spend was with minority-owned businesses.

To date, our most substantial spend with diverse suppliers is concentrated in California (23% of total diversity spend), Georgia (16%), Illinois (12%), and Texas (11%). These states are where some of our largest markets are located, meaning the money we spend goes directly back into these communities.

In 2021, we achieved $147 million of diverse spend across more than 2,519 suppliers. The following is a snapshot from that report:

Category*	Number of Suppliers	Spend
Certified Matches	1,016	$147,100,000
Classified Matches	1,816	$118,900,000
Small Business Only	1,236	$82,500,000
Total	4,068	$348,500,000

**Certified: Certification from certifying agency, Classified: Self-reported certification, SBE: Small business only*

Raising the Standard

Commitment to Diversity, Inclusion, and Belonging

Our people are the driving force behind everything we do, and a diverse workforce is essential to our success. We are stronger when all team members are respected and valued for their contributions and individual differences. With more than 100,000 team members from all backgrounds and corners of the world, having a diverse and inclusive environment is a core principle and a vital competitive advantage.

Inviting different perspectives and promoting inclusion enables us to connect, adapt, and innovate meaningfully. Giving our team members equal opportunities to learn and grow cultivates and retains our talent, reinforces our purpose, and fosters a stronger workplace that elevates the diverse voices of our communities and drives lasting change.

Tab 6

Proof of Insurance

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
05/02/2022

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 Willis Towers Watson Southeast, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	CONTACT NAME: Willis Towers Watson Certificate Center PHONE (A/C, No, Ext): 1-877-945-7378 FAX (A/C, No): 1-888-467-2378 E-MAIL ADDRESS: certificates@willis.com
INSURED ABM Aviation, Inc. an ABM Industries Incorporated Company 4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319	INSURER(S) AFFORDING COVERAGE — NAIC # INSURER A : Indemnity Insurance Company of North Ameri — 43575 INSURER B : AIG Specialty Insurance Company — 26883 INSURER C : INSURER D : INSURER E : INSURER F :

COVERAGES **CERTIFICATE NUMBER:** W24695266 **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	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	☐ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	☐ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	$
	☐ OTHER:							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	☐ ANY AUTO						BODILY INJURY (Per person)	$
	☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	☐ UMBRELLA LIAB ☐ OCCUR						EACH OCCURRENCE	$
	☐ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$
	☐ DED ☐ RETENTION $							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: No If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WLR C68912143	11/01/2021	11/01/2022	☒ 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
B	Contractors Pollution Liab.			CPO 16081985	05/01/2022	05/01/2023	Each Loss	$5,000,000
							Aggregate	$10,000,000
							SIR	500,000

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

Re: Greater Orlando Aviation Authority,Orlando,FL.

CERTIFICATE HOLDER

Greater Orlando Aviation Authority
Orlando International Airport
8652 Casa Verde Road, Building 811
Orlando, FL 32827-4338

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

Jessica Graham

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WILLIS TOWERS WATSON CANCELLATION NOTICE

NAMED INSURED	POLICY NO.
ABM Aviation, Inc.	All policies listed on the enclosed certificate
	EFFECTIVE DATE SEE PAGE 1

Holder Name:
Greater Orlando Aviation Authority
Orlando International Airport
8652 Casa Verde Road, Building 811
Orlando, FL 32827-4338

Project:
See Page 1

Cancellation Terms:

IN ADDITION TO THE NOTICE PROVISIONS IN THE POLICY, WILLIS TOWERS WATSON HAS AGREED WITH THE CARRIER THAT SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, WILLIS TOWERS WATSON WILL SEND WRITTEN NOTICE TO THE CERTIFICATE HOLDER WITHIN 30 DAYS EXCEPT FOR NONPAYMENT OF PREMIUM. WILLIS TOWERS WATSON WILL MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED.

Cancellation Terms Apply to the Following Coverages:

All policies listed on the enclosed certificate

CERTIFICATE OF AVIATION LIABILITY INSURANCE

DATE (MM/DD/YYYY) 07/01/2022

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	CONTACT NAME: Blair Borden	
Willis Towers Watson Northeast, Inc. Five Concourse Parkway, 18th Floor Atlanta, Georgia 30328	PHONE (A/C, No, Ext): (212) 309-0921	FAX (A/C, No):
	E-MAIL: blair.borden@willistowerswatson.com	
	PRODUCER CUSTOMER ID #:	

INSURED	INSURER(S) AFFORDING COVERAGE	%	NAIC #
ABM Industries Incorporated 4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319	INSURER A : See Attached Schedule		
	INSURER B :		
	INSURER C :		
	INSURER D :		
	INSURER E :		
	INSURER F :		

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.

AIRPORT & FBO LIABILITY COVERAGES **CERTIFICATE NUMBER: 2022-052** **REVISION NUMBER:**

INSURER LETTER	POLICY NUMBER	EFFECTIVE DATE	EXPIRATION DATE	ADDITIONAL INSURED? (Y / N)	SUBROGATION WAIVED? (Y / N)
A-C	24739A22	1-July-2022	1-July-2023	Y	N

COVERAGE		OPTIONS		LIMIT	APPLIES TO	LIMIT	APPLIES TO
PREMISES LIABILITY				$ $25,000,000	BI EA PER EA OCC	$25,000,000	PD
PREMISES MEDICAL PAYMENTS				$	EA PER	$	EA OCC
PRODUCTS LIABILITY		SALE OF FUEL & OIL EXTENDED		$ $25,000,000	BI EA PER EA OCC	$25,000,000	AGGR
COMPLETED OPERATIONS LIABILITY		EXTENDED		$ $25,000,000	BI EA PER EA OCC	$25,000,000	AGGR
HANGARKEEPERS LEGAL LIABILITY		INCLUDING TAXI IN FLIGHT		$	EA AIRCRAFT	$	EA OCC
FIRE LEGAL LIABILITY				$	ANY ONE FIRE		
PERSONAL INJURY LIABILITY				$25,000,000	EA OCC	$25,000,000	AGGR
ADVERTISING LIABILITY				$	EA OCC	$	AGGR
CONTRACTUAL LIABILITY	X	INCLUDED	EXCLUDED				

COVERAGE CODE	COVERAGE DESCRIPTION	OPTIONS	LIMIT	APPLIES TO	LIMIT	APPLIES TO
	Grounding Liability		$		$	
	On Airport Automobile		Included Per Premises		$	
	War & Allied Perils		$ Included		$	
			$		$	
			$		$	
			$		$	

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

See Page Two – "Additional Remarks"

CERTIFICATE **HOLDER**

Greater Orlando Aviation Authority
c/o CertFocus
P.O. Box 140528
Kansas City, MO 64114

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

AGENCY CUSTOMER ID: _____

LOC #: _____

ADDITIONAL REMARKS SCHEDULE

AGENCY Willis Towers Watson Northeast, Inc.	NAMED INSURED ABM Industries Incorporated 4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319
POLICY NUMBER 24739A22	
CARRIER / NAIC CODE	EFFECTIVE DATE: 1-July-2022

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER:_____ **FORM TITLE:** _____

Subject always to the scope of the policies noted above and the policies' declarations, insuring agreements, definitions, terms, conditions, limitations, exclusions, deductibles warranties and endorsements remaining paramount: Solely as respects: (i) the Coverage(s) noted above; (ii) the Contract(s) (and then only to the extent of the Named Insured's obligation to provide insurance under the terms of the Contract(s)); and (iii) the operations of the Named Insured; the following provision(s) apply(ies):

The use of the terms Additional Insured / Additional Insureds, when used in the context of coverages other than Liability Coverage(s), are solely for the purpose of identifying parties and does not, by virtue of the use of these terms convey any benefits or rights not provided for under the policies.

Solely as respects Liability Coverage(s): The Certificate Holder their respective directors, officers, employees, agents and assigns are included as Additional Insureds (collectively , the Additional Insureds, individually an Additional Insured) as respective liability arising out of the Named Insured's performance or non-performance of its obligations under the Contract.

Solely as respects All Coverage(s): In the event of cancellation or adverse material change of the policies by Insurers, Insurers agree that such cancellation or change shall not be effective as to the Certificate Holder(s) until thirty (30) days, seven (7) days or such shorter period as may be customary in the case of War Risks and Allied Perils Insurance, and ten (10) days in the event of cancellation due to non-payment of premium) after issuance of notice by the Insurers to the Certificate Holder(s).

Special Notation:

As respects each Certificate Holder(s) respective interests, this Certificate of Insurance shall automatically terminate upon the earlier of: (i) Policy expiration; (ii) Cancellation of the policies prior to policy expiration, as notified to the Certificate Holder(s) as required herein; (iii) agreed termination of the Contract(s); and/or in the case of physical damage insurance relating to those Certificate Holder(s) who have an insurable interest in the Equipment as of the date of issuance of this Certificate of Insurance: agreed termination of the Named Insured's and/or the Certificate Holder(s) insurable interest in the Equipment

This Certificate of Insurance is issued as a summary of the insurances under the policies noted above and confers no rights upon the Certificate Holder(s) as regards those insurances other than those provided by the policies. The undersigned has been authorized by the above insurers to issue this certificate on their behalf and is not an insurer and has no liability of any sort under the above policies as an insurer as a result of this certification.

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AGENCY CUSTOMER ID: _____

LOC #: _____

ACORD®

ADDITIONAL REMARKS SCHEDULE

AGENCY Willis Towers Watson Northeast, Inc.	NAMED INSURED ABM Industries Incorporated 4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319
POLICY NUMBER 24739A22	
CARRIER / NAIC CODE	EFFECTIVE DATE: 1-July-2022

Security (the "Insurers")

Insurers	Policy Numbers
Underwriters at Lloyd's and Various Companies Through Willis Limited, London, England	24739A22
Endurance Assurance Corporation through William Brown & Associates	NQF6048383
Starr Indemnity and Liability Company through Starr Aviation Agency, Inc.	SASICOM60176722-03
QBE Insurance Corporation	123000180
Old Republic Insurance Company through Old Republic Aerospace, Inc.	AP 011573 04
XL Specialty Insurance Company through AXA XL Aerospace	UA00015332AV22A
Continental Indemnity Company through Applied Underwriters	BAVQFGNGA011200_130209—01

Named Insureds:

ABM INDUSTRIES INCORPORATED,
ABM AVIATION, INC.,
(DOING BUSINESS AS AIR SERV; AIR SERV FACILITY SERVICES; ABM PARKING SERVICES; ABM FACILITY SERVICES; ABM ONSITE SERVICES WEST; ABM JANITORIAL SERVICES SOUTH CENTRAL; ABM ONSITE SERVICES MIDWEST; ABM JANITORIAL SERVICES SOUTHEAST; ABM JANITORIAL SERVICES MID ATLANTIC; ABM JANITORIAL SERVICES NORTHEAST; SOUTHERN MANAGEMENT ABM);
OMNISERV; OFJ CONNECTIONS LIMITED AND OFJ AIRLINKS LIMITED; LINC FACILITY SERVICES, WLL;
AIRSERV MIDDLE EAST HOSPITALITY SERVICES, LLC; AVIATION SERVICES ALLIANCE, LLC,
GCA SERVICES GROUP AND ANY OTHER SUBSIDIARY OR AFFILIATED COMPANIES NOW EXISTING OR HEREAFTER CREATED OR ANY OTHER COMPANY OVER WHICH ABM INDUSTRIES OR ONE OF ITS SUBSIDIARIES ASSUMES ACTIVE MANAGEMENT OR FINANCIAL OPERATING CONTROL;
ABM AVIATION UK LIMITED

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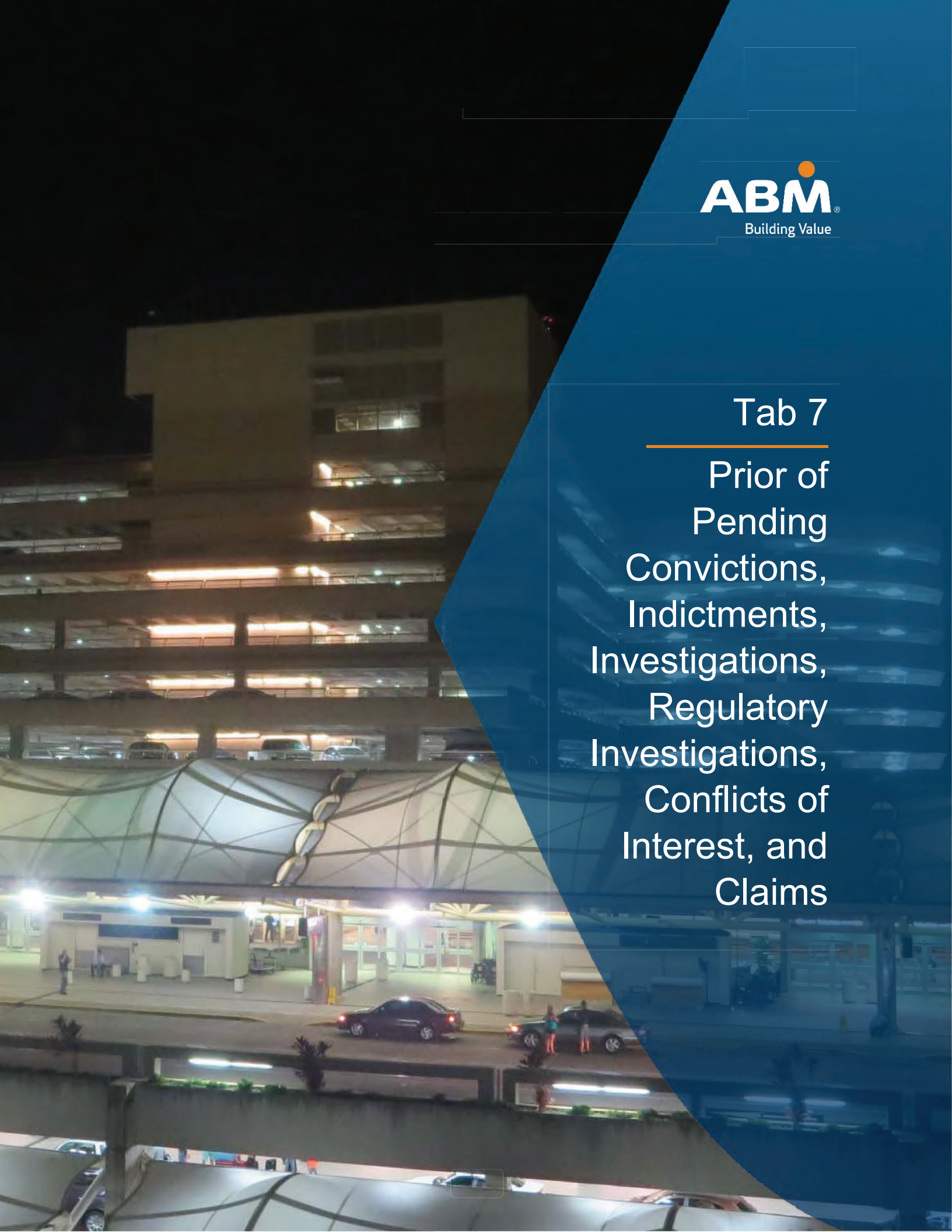


ABM
Building Value

Tab 7

Prior of Pending Convictions, Indictments, Investigations, Regulatory Investigations, Conflicts of Interest, and Claims

A. Prior or Pending Convictions

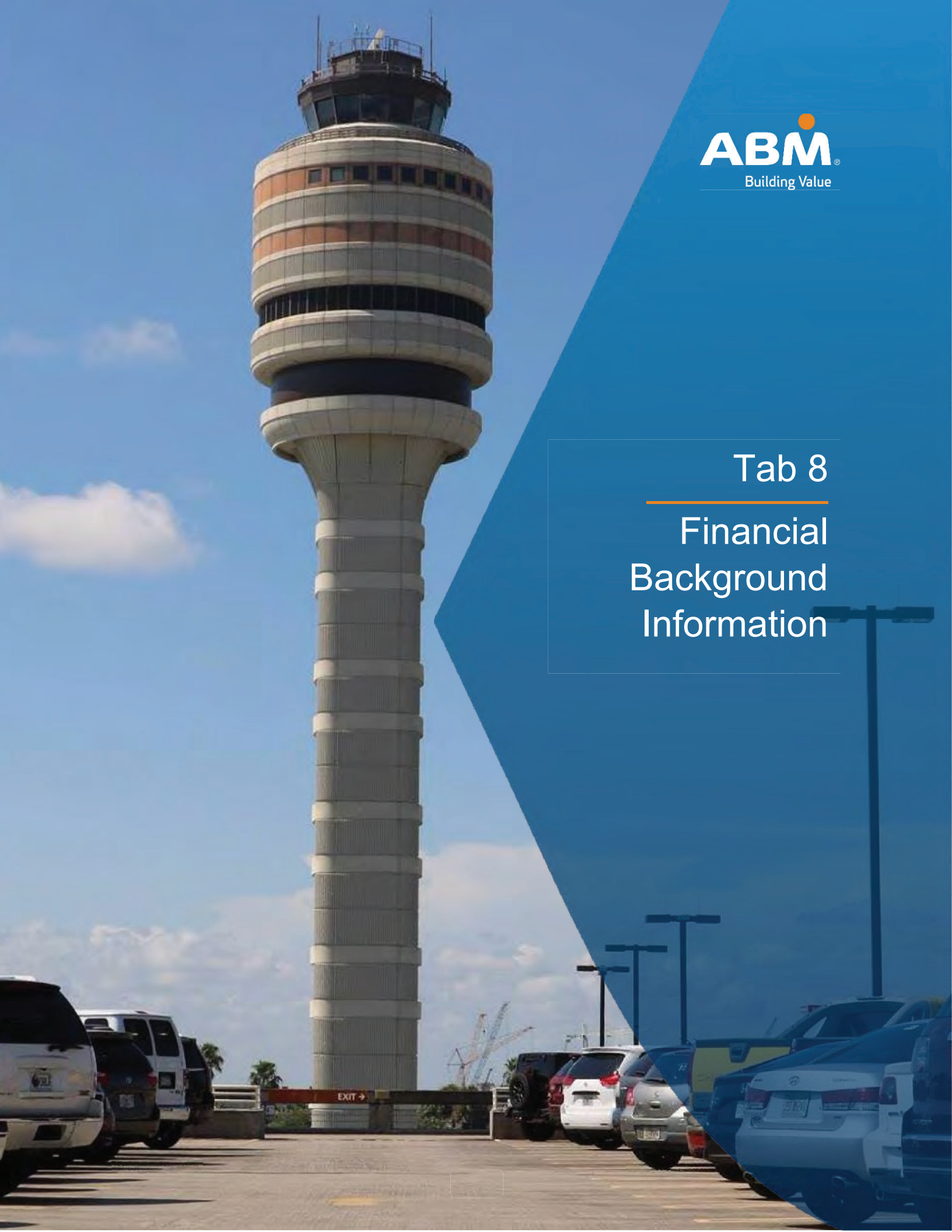
As a large national company, ABM and its divisions are frequently faced with a number of claims and disputes that it has to deal with in the ordinary course of its business. ABM is currently involved in several litigations and arbitrations throughout the country, dealing primarily with billing or employment issues and is involved in dozens, if not hundreds, of matters that are submitted to and investigated by federal, state and local regulatory agencies. These matters are handled in the normal course of business by legal and risk management professionals employed by ABM and the vast majority of these matters are resolved without incident or settled. None of these matters are significant enough to have any impact on ABM's ability to provide timely services to any of its customers. Should you require further information on particular matters, ABM will certainly provide more detailed information upon request.

B. Conflicts of Interest

To the best of our knowledge, ABM has no conflicts of interest.

C. Claims Information

As a large national company, ABM Aviation, Inc. is frequently faced with a number of claims and disputes that it has to deal with in the ordinary course of its business. These claims are handled in the normal course of business by legal and risk management professionals employed by the company. Even large litigation matters involving millions of dollars would not have any impact on ABM's ability to provide timely services to GOAA or any of ABM's other customers. Noteworthy litigation matters involving ABM Industries, Inc., and its various subsidiaries, including ABM Aviation, Inc. are set forth under Part II, Item 8 of ABM's Annual 10-K Filing. ABM's 2021 10-K filing can be found in Tab 8 and litigation matters are listed beginning on page 82. Should you require further information, ABM will certainly provide more information upon request.



ABM
Building Value

Tab 8

Financial Background Information

Information not correct? Submit an investigation

Order Reference: allison.nelson@abm.com | **Report as of:** 10-06-2022 |
using Currency as USD (Change)

ABM INDUSTRIES INCORPORATED

0 0

Tradestyle(s): ABM +1

ACTIVE HEADQUARTERS

Address: 1 Liberty Plz Fl 7, New York, NY, 10006, UNITED STATES
Phone: (212) 297-0200
D-U-N-S: 00-691-1622

0 Add Tags Tracking

Failure Score	Delinquency Score	Age of Business	Employees
26	51	113 years	124,000
(No change since last month)	(No change since last month)	1909 Year Started	

RECENT ALERTS

There are no alerts to display.

Create/refine Alert Rules

COMPANY PROFILE

D-U-N-S
00-691-1622

Mailing Address
United States

Annual Sales
US$ 6,228,600,000

Legal Form
Corporation (US)

Telephone
(212) 297-0200

Employees
124,000

History Record
Clear

Website
www.abm.com

Age (Year Started)
113 years (1909)

Help us improve D&B Credit with just 2 clicks. Rate Your Experience Close

Line of Business
Electrical contractor

Street Address:
1 Liberty Plz Fl 7
New York NY 10006
UNITED STATES

RISK ASSESSMENT

Overall Business Risk

LOW	LOW-MODERATE	MODERATE	MODERATE-HIGH	HIGH

Maximum Credit Recommendation

US$ 7,000,000

The recommended limit is based on a moderately low probability of severe delinquency.

Dun & Bradstreet Thinks...

- Overall assessment of this organization over the next 12 months: **STABLE CONDITION DUE TO LARGE BUSINESS SIZE**
- Based on the predicted risk of business discontinuation: **EXHIBITING SOME FINANCIAL STRESS**
- Based on the predicted risk of severely delinquent payments: **MODERATE POTENTIAL FOR SEVERELY DELINQUENT PAYMENTS**

D&B Viability Rating

Portfolio Comparison Score

3

Low Risk (1) High Risk (9)

Company's risk level is: LOW

Probability that a company will go out of business, become dormant/inactive, or file for bankruptcy/insolvency within the next 12 months: **0.20 %**

Failure Score Formerly Financial Stress Score

26

Low Risk (100) High Risk (1)

Company's risk level is: MODERATE-HIGH

Probability of failure over the next 12 months: **0.58 %**

Past 12 Months

Help us improve D&B Credit with just 2 clicks.
Rate Your Experience
Close

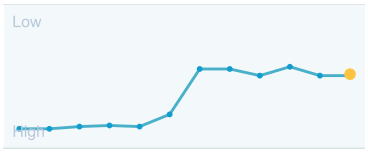
51

Low Risk (100) High Risk (1)

Company's risk level is: MODERATE

Probability of delinquency over the next 12 months: **5.88 %**

Past 12 Months



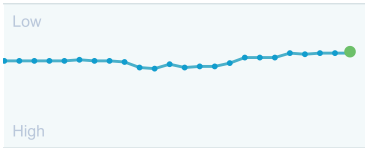
PAYDEX ®

71

Low Risk (100) High Risk (0)

Days Beyond Terms : **14**

Past 24 Months



D&B Rating

Current Rating as of 01-09-2018		Previous Rating	
Financial Strength	**Risk Indicator**	**Financial Strength**	**Risk Indicator**
5A : US$ 50,000,000 and over in Net Worth or Equity	**3** : Moderate Risk	**5A** : US$ 50,000,000 and over in Net Worth or Equity	**2** : Low Risk

LEGAL EVENTS

Events	Occurrences	Last Filed
Bankruptcies	0	-
Judgements	0	-
Liens	6	11-10-2020
Suits	12	11-13-2019
UCC	40	05-11-2022

TRADE PAYMENTS

Highest Past Due

US$ 80,000

Highest Now Owing
US$ 100,000

Total Trade Experiences
309

Largest High Credit
US$ 3,000,000

Average High Credit
US$ 26,841

OWNERSHIP

This company is a **Global Ultimate, Domestic Ultimate, Headquarters, Parent**

Help us improve D&B Credit with just 2 clicks. Rate Your Experience Close

Source: Edgar

Balance sheet 10-31-2021	**Amount** (In Single Units)	**Last 3 Years**
Net Worth:	US$ 1,609,200,000	
Total Current Assets:	US$ 1,401,200,000	
Total Assets:	US$ 4,436,200,000	
Total Current Liabilities:	US$ 1,285,800,000	
Working Capital/Net Current Assets:	US$ 115,400,000	
Total Liabilities:	US$ 2,827,000,000	
Long Term Liabilities:	US$ 1,541,200,000	

Profit & Loss 10-31-2021	**Amount** (In Single Units)	**Last 3 Years**
Sales:	US$ 6,228,600,000	
EBIT:	US$ 208,400,000	
EBITDA:	US$ 292,000,000	
Net Income:	US$ 126,300,000	

Key Business Ratios	**Ratio for the Business**
Current Ratio:	1.09
Quick Ratio:	0.97
Current Liabilities/Net Worth:	0.80
Sales to Net Working Capital:	53.97
Interest Coverage:	7.29
Debt to Equity:	1.76

WEB & SOCIAL

Powered By FirstRain

NOTE: The information in this section is gathered using sophisticated search algorithms to identify relevant stories about this business. Please note that on occasion WWW and Twitter information may be erroneously matched to articles that may also contain similar terminology. Readers should ensure article applicability prior to making risk decisions.

COUNTRY/REGIONAL INSIGHT

United States

Risk Category

LOW MODERATE HIGH

Low Risk High Risk

Near-term economic outlook has deteriorated as the Fed pursues aggressive rate hikes; damage from hurricane Ian expected to disrupt business continuity in and around Florida for weeks to come.

Available Reports

Help us improve D&B Credit with just 2 clicks. Rate Your Experience Close

06/10/2022	06/10/2022

ABM Industries Incorporated (NYSE:ABM) Given Average Rating of ?Moderate Buy? by Brokerages Dispatch Tribunal 06-Oct-2022

ABM Industries Incorporated (NYSE:ABM) Stock Position Decreased by Gemmer Asset Management LLC MR Modern Readers 02-Oct-2022

Bank of America Corp DE Has $30.81 Million Stock Position in ABM Industries Incorporated (NYSE:ABM) ETF Daily News 02-Oct-2022

Analysts Set ABM Industries Incorporated

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Click here to go back to Headquarters

Information not correct? Submit an investigation

Report as of: 10-06-2022 |
using Currency as USD (Change)

ABM AVIATION, INC.

Tradestyle(s): -

ACTIVE BRANCH

Address: 5850 T G Lee Blvd Ste 145, Moved From: 7433 Emerald Dunes Dr, Orlando, Fl, Orlando, FL, 32822, UNITED STATES

Phone: (678) 313-2106

D-U-N-S: 05-089-4022

Line of Business	Age of Business	Employees
4581 Airport/airport services	-	-

COMPANY PROFILE

D-U-N-S
05-089-4022

Ownership
Not publicly traded

Mailing Address
United States

Telephone
(678) 313-2106

Website
www.airservcorp.com

Named Principal
Shanti Daniels, BR MGR

Line of Business
Airport/airport services

Street Address:
5850 T G Lee Blvd Ste 145, Moved From...
Orlando FL 32822
UNITED STATES

LEGAL EVENTS

Events | Occurrences | Last Filed

TRADE PAYMENTS

Highest Past Due

Events	Occurrences	Last Filed
Bankruptcies	0	-
Judgements	0	-
Liens	0	-
Suits	0	-
UCC	1	04-23-2018

Highest Past Due

US$ 0

Highest Now Owing
US$ 0

Total Trade Experiences
47

Largest High Credit
US$ 70,000

Average High Credit
US$ 14,416

OWNERSHIP

This company is a **Branch**

Global Ultimate, Domestic Ultimate
ABM INDUSTRIES INCORPORATED
UNITED STATES
D-U-N-S Number 00-691-1622

Headquarters
ABM AVIATION, INC.
UNITED STATES
D-U-N-S Number 11-237-3779

Total Members in Family Tree - 752

COUNTRY/REGIONAL INSIGHT

United States

Risk Category

LOW MODERATE HIGH

Low Risk High Risk

Near-term economic outlook has deteriorated as the Fed pursues aggressive rate hikes; damage from hurricane Ian expected to disrupt business continuity in and around Florida for weeks to come.

Rating Outlook

Stable

Country Insight Snapshot (CIS):

High-level view of a single country's cross-border risk exposure, with particular focus on the current political, commercial, and macroeconomic environments.

Get Country Snapshot

Current Publication Date:
06/10/2022

Country Insight Report (CIR):

In-depth analysis of the current risks and opportunities within a single country and its regional and global context.

Get Country Report

Current Publication Date:
06/10/2022

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B. Audited Annual Financial Statement

By faithfully serving over 20,000 clients nationwide, ABM has generated annualized revenue exceeding $7 billion in over 200 metro areas. ABM is Sarbanes-Oxley compliant, so we adhere to strict third-party auditing to safeguard our shareholders and clients from malicious business practices. We have an exceptionally transparent balance sheet comprised of a strong cash position, minimal debt, and a solid performance record boasting consecutive quarterly dividends since 1965. ABM is also one of the largest facilities services contractors on the New York Stock Exchange. Our subsidiaries are leaders in their respective fields and are capable of independent growth as well as growth through acquisition. Our size, operational infrastructure, and financial strength enable us to offer customers a level of sophistication that translates into savings and peace of mind.

Our Annual Reports are posted online: https://abm.gcs-web.com/financial-information/annual-reports

Quarterly press releases are available at: http://investor.abm.com/releases.cfm

C. Submitted Financial Documentation

Please see submitted envelope "**Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure"** for ABM's 2021 Annual SEC Form 10-K Annual Report.

Tab 9

Additional Information

Standard Operating Procedures

Through our ABMWay model, ABM developed and implemented a series of record keeping and reporting procedures which are compiled into a manual of standard operating procedures. These form the core of our accounting requirements and incorporate all essential considerations of internal controls, segregation of duties, and revenue control. These procedures establish the first line of defense against all opportunities for fraud either by team members or customers.

Where needed, these procedures will be modified to the specific characteristics of MCO to accommodate the revenue control equipment that may be present or proposed. MCO may possess unique revenue control weak points due to the physical layout of the parking facility, operating hours, or traffic flow planning, all of which impact the various revenue control systems.

ABMWay

The ABMWay is our approach to document standardized processes and procedures that ensure our customers, our team members, and your success. The ABMWay focuses our attention on the following key operational areas:

- Account management – to retain, grow, and improve
- Labor management – to retain, develop, and enhance the productivity of our service workers
- Manager development – to identify the frontline leader attributes and behaviors that enable success
- Safety & risk management – to create a best-in-class safe environment for our employees, clients, and client's clients

One of the fundamental components of the ABMWay is a comprehensive set of standard operating procedures (SOPs) around service delivery, operational execution, and customer interaction. We document every aspect of our experience, benchmarks, and best practices to produce the most successful outcomes for effective, positive client engagement and service delivery.

Our SOPs have step-by-step instructions for how each client relationship and service delivery program should be delivered and managed to create consistency, efficiency, and success GOAA will receive personalized services and procedures that emphasize ***client satisfaction***. Through our organizational structure, leadership and consistent management, ABM has developed an operations and management methodology that allows us to effectively manage your parking service needs while exceeding your customer service expectations.

Performance Measurements

ABM's quality assurance system is intended to understand GOAA's requirements, and to implement, monitor and measure the necessary actions required to achieve customer satisfaction. ABM's quality program addresses the following areas:

- Deficiency identification
- Selecting qualified suppliers
- Monitoring and inspecting on-site facility services
- Materials control
- Complaint investigation and resolution

We will implement an inspection program where we will have an inspector conduct quality checks to ensure the facility is performing to client and customer standards. The inspection covers details in the following areas:

- Personnel/courtesy
- Office/booth appearance
- Structure/surface lot conditions
- Equipment
- Signage/graphics

Auditing Procedures

ABM provides a comprehensive economic performance profile that considers all the unique specifications of each facility we operate. Our performance is analyzed by our local and national senior operations and accounting staffs, augmented by ABM's corporate auditing department. Their focus is on details such as ticket control, daily and cashier shift reports, monthly parking reconciliation, deposit control, cash composition, and safety compliance.

Once each audit is complete, the results are forwarded to our on-site management team for performance analysis. Then our operations manager will discuss the results with GOAA, complete with suggestions to remedy any deficiencies specified in the audit. We routinely perform multiple audits, and subject to your approval, we will provide you with an audit schedule to ensure that your facility receives comprehensive and timely reviews to ensure the level of visitors, monthly and validation revenues collected and reported from the site are accurately measured.

Types of Audits Conducted

Standard Operating Procedure Audit

This audit reviews each segment of the GOAA's standard operating procedures and ensures compliance in all areas. All reports created and maintained by the facility manager are reviewed at this time.

General Audit Survey

The general audit survey (GAS) involves an evaluation of the daily cash reports and corresponding documentation. Specifically, the GAS Audit evaluates the completion of the daily cash reports and corresponding documentation. Auditors are focused on the timeliness of deposits, presence, and composition of deposit slips, validation sales, monthly sales, ticket sequences, availability of reports, the safety maintenance schedule, deposit monitoring system, and the standard operating procedure training class.

Review of Monthly Records/Billings

The monthly records at GOAA will be inspected to ensure all accounts are complete and current. These monthly records include the invoices, hang-tag logs, keycard index, and the active key card printouts, when available. If maintained properly, all records and appropriate ledgers are audited to ensure they reconcile to one another and reflect the current trends in the facility. Included in the accounting records must be the name of the parker, the amount paid each month, balances due, tax exemptions, and keycard numbers, if applicable.

Additionally, active keycards are compared to the monthly sales report as disclosed in the invoices, monthly records, and daily cash reports. to determine the status of each card, an active keycard printout is requested from the facility. The auditor is present at the facility to inspect the printout as it is created. All active key cards are compared to the previous monthly reports and current trends. This reconciliation also includes an identification of all keycard holders for each account. Historical sales journals are also reviewed to cite monthly parking trends, as necessary.

Payroll Audit

Audits consist of schedules and timecards being inspected and proper identification is required for each team member. This audit is to ensure payroll checks are only issued to current team members and to ensure fraudulent timecards are not manipulated.

Quality Control Inspections

Once an inspection schedule is created, a quality control inspector will visit and inspects each facility, taking note of safety practices, the personnel/courtesy program, the office and cashier booths, structure and lot surface, equipment, signage, graphics, and general bookkeeping. A report is then sent to the garage manager and next steps are taken.

Billing and Revenue Control

Cash and Revenue Control for the Parking Facility

ABM stands at the forefront of the technology curve with one of the finest information technology dervices platform in the industry, supported by IBM. ABM has instituted many programs to simplify the parking business, as well as maintain strict regulatory requirements, including compliance with Sarbanes-Oxley. We believe it is important to use technology to increase team member productivity and enhance client communication. Whether it is a new PARC system to improve revenue control, enhance efficiency or fine-tune auditing, ABM has the experience and technology to make it happen. Our financial resources allow us to fund many of these enhancements for our clients, from small improvements to entire new parking control systems.

Information Technology Security

As a publicly traded company, ABM is required to have procedures in place to be compliant with Sarbanes Oxley and other government regulatory requirements. We monitor our internal systems for breaches of security and vulnerabilities and assesses the health of our systems and controls. We monitor our external networks for breach attempts and assess for weakness regularly. Additionally, we follow change management policies that prevent undocumented and untested changes from occurring in our environment. ABM has passed an audit and maintained compliance.

Payment Card Industry Compliance

As part of our internal auditing functions, we are PCI Compliant. That means ABM has followed a strict set of standards that allows us to accept credit cards. PCI compliance requirements are dependent upon merchant levels. Merchants are divided into four different categories and have different requirements based on the number of transactions processed annually. Any company that accepts, processes, or stores credit card information must comply with standards established by PCI.

ABM is a Level 1 Merchant

Level 1 – Merchants that process over 6,000,000 transactions annually.

PCI Security Standards Council, LLC
acknowledges that
Margaret Kann
ABM Parking Services
has successfully fulfilled the requirements for
Internal Security Assessor (ISA)
as defined in the Payment Card Industry (PCI) Qualification Requirements for Internal Security Assessors (ISA).
Certificate Number: 801-269
Expiration Date: 28 May 2023
PCI Security Standards Council
Lance J. Johnson, Executive Director, PCI SSC

Level 1 requires us to adhere to the strictest set of regulations and undergo a PCI DSS Report on Compliance by an independent QSA firm annually. We provide a full suite of security services where ABM is the Merchant of Record across our B&I, Aviation and Healthcare Parking locations nationwide. Our firewall solution offers various security services to provide perimeter security controls including IPS, Gateway Anti-virus, Whitelist/Blacklist support, Web Content filtering, Network Access controls and Real-Time Event Monitoring. End-Point Protection is utilized for Card Data Scanning, File Integrity Monitoring and Security and event Monitoring.

Anti-Malware sensors provide a multi-layer defense against ransomware and malware and exposes and intercepts malicious operations. Internal and external vulnerability scans are conducted by a PCI Approved Scanning Vendor on a monthly basis. Scan

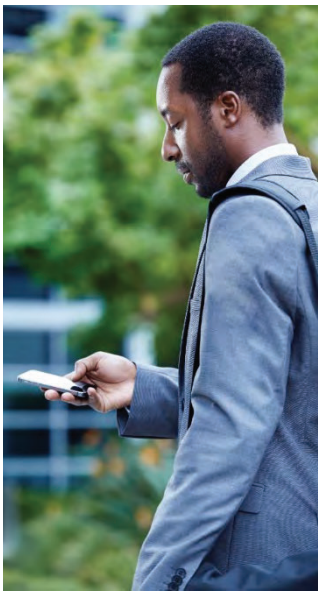
reports include detailed results and remediation plans. Penetration testing is conducted on an annual basis. ABM is committed to ensuring that all federal laws and payment card industry security standards are adhered to. These regulations must be followed by every ABM company and employee as a critical component of our success.

PCI Security Standards Council, LLC
acknowledges that
Margaret Kann
has successfully fulfilled the requirements for
Payment Card Industry Professional (PCIP)™
as defined in the Payment Card Industry (PCI) Qualification Requirements for Payment Card Industry Professionals (PCIP)™.
Certificate Number: 1000-356
Expiration Date: 23 July 2023
PCI Security Standards Council
Lance J. Johnson, Executive Director, PCI SSC

Requirements include an annual on-site security audit and quarterly network vulnerability scans by an approved PCI scanning vendor. Vulnerability scans are performed by a PCI approved scanning vendor (ASV). The scan is performed over all externally facing IP addresses that touch the credit card acceptance, transmission, and storage process. Scans are documented and turned into the merchant bank on a quarterly basis. ABM has engaged TrustWave, a certified assessment company, to complete required vulnerability scans and network penetration test.

Management Technology

Client Website Management Portal: 4-Wheel Drive (4WD)



ABM provides customer documents electronically through an ABM customer portal. The portal acts as an electronic filing cabinet and houses all of your documents and reports. ABM has incorporated multiple levels of security into the portal to allow user access to particular locations, all locations, or limit access to financial documents to certain individuals. Clients are able to access a portal and pull facility information such as rate surveys.

JD Edwards Enterprise Resource Planning (ERP)

JDE is a company-wide software platform ABM uses for financial recording and client billing.

Reporting

Our goal is to provide our clients with timely, relevant information about their facilities and how we are performing our services within them. We can customize reports to meet GOAA's requirements and formatting needs. Reports can be viewed online, or they can be viewed in hard copy. We can provide reports weekly, monthly, quarterly, and annually with a roll-up of the information to illustrate year-to-date performance. We can

provide report recommendations; however, the format of the report and the frequency are up to you. Examples of standard reports we can provide include:

- Ground Survey Status
- Equipment Status
- ACDBE Report
- Payroll
- Training and Safety
- Labor Budget vs. Actuals

ABMVantage

Parking Unparalleled

Today's parking environment requires so much more than traditional operations management. At ABM, we believe the need to operationalize data and technology is more important than ever. Specifically with respect to the guest experience.

Your guests expect more from your parking facility:

- **effortless** journey from beginning to end
- **personalization** to meet their needs and changing demands
- **digital** access
- **differentiated** products to match their changing personas.

These guests could be business travelers who travel several times per month for work. Who also then return to the airport with their family or loved ones for a vacation or excursion. You need a partner that will help you meet and exceed these guests' new demands and expectations.

You should also expect more from your business:

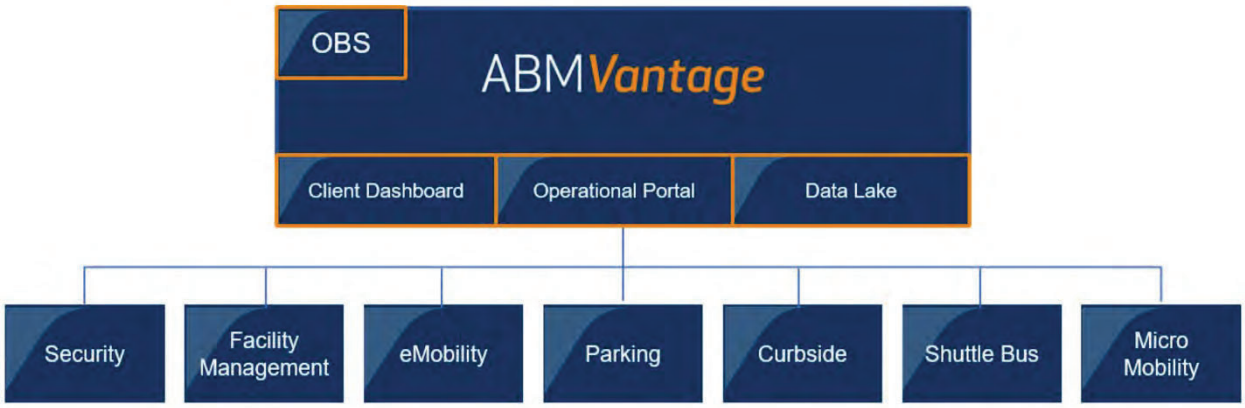
- **more revenue,** driven by your business model
- **more efficiency,** the ability to be agile in servicing your guests
- **repeat business,** your business should be able to grow its database of customers and track repeat business – and increase that business
- **more insight,** you need to have access to information and data in a way that allows you to constantly improve the entire business model and track your efforts at the same time.

ABM*Vantage* improves guest experiences, revenue, operational costs, and sustainability goals while operationalizing data and technology.

What is ABMVantage?

ABMVantage is the integrated mobility platform and suite of professional services designed to solve the mobility challenges unique to your business.

- Integrated services to unify data into a single platform across all parking component systems
- Parking facility connected to your area's mobility infrastructure solution
- Services in parking, EV, and mobility



The platform consolidates all parking and transportation data by connecting to all your mobility technologies including online booking systems (OBS), parking access and revenue control systems (PARCS), parking guidance systems (PGS), license plate recognition cameras (LPR), valet systems, shuttle/transit technologies, and EV charging networks. Since ABMVantage is platform-neutral, we work with what you have or any preferred vendor of your choice.

With the ability to leverage MCO's current technology and the flexibility to add new mobility solutions in the future, ABM*Vantage* will drive the outcomes that are important to your business:

- Maximized Revenue
- Reduced Carbon Footprint
- Enhanced Guest Experience
- Improved Operational Efficiency

Maximize Revenue – ABM*Vantage* Commercial Management

ABM*Vantage* commercial management is a professional service built upon ABM's years of mobility management experience and emboldened by the insights available via the integrated mobility platform.

The ABM*Vantage* commercial strategy includes a weekly engagement to discuss all areas of commercial management. The strategy focuses on the following key areas:

- **Yield management:** We migrate from static pricing to occupancy-based pricing to dynamic pricing to congestion-based pricing over time. We cannot achieve that without a plan that works for you, and it must be driven through modeling and data to achieve results.
- **Implementation of prebook parking:** Your online booking system is the digital face of you brand. It must be consistent but must also evolve as the demands of your guests evolve.
- **Creation of a marketing Plan:** We review how your products and services are trending via Google. In-depth discussions include ad content copy review as well as offline/online strategies and spending. Marketing your parking products to the public and maximizing adoption of pre-booking is crucial to both revenue generation and guest experience.
- **Development of new products:** ABM*Vantage* empowers your team to think about your parking assets differently. Like the shelves of a grocery store, where certain products are showcased or placed, every one of your parking areas, garages, floors, and even individual stalls might have more value than the next. The technology available via ABM*Vantage* allows us to virtually partition your parking assets, track usage, and ultimately, track the demand for those assets. This same framework

leads to the creation of new product offerings like a dedicated EV charging area, premium parking spots, VIP parking rows, or even valet areas.

ABM*Vantage* – Spotlight on valet technology

The ABM*Vantage* preferred valet approach remains platform-neutral to leverage your system of choice. Some of the valet solutions providers ABM has partnered with in the past include:

The latest valet technology has become paperless. Gone are the days of a three-part ticket ensuring the ticket parts make it to the corresponding place in the process. Today, common solutions are performed via text message, making the process quite simple and efficient for smartphone users. All parts of the valet process are managed through text message, eliminating the need for valet three-part tickets. Not only does this reduce costs, but the process has become eco-friendly.

Create an effortless guest journey with ABM*Vantage*

Step 1: As guests search and book flights, we target them to offer parking/mobility options through search engines via search engine optimization (SEO). Inflow from stakeholder websites or links to your site are provided so guests can book parking simultaneously.

Step 2: Parking is usually booked within a 7-day window (+/- 3-5 days). The parking team communicates and influences the guest through internet searches and the OBS.

Focus is placed on getting the guest the best parking and mobility product based on their need.

Step 3: On the day of arrival, communication transitions from email/texts to mega apps like Google/Apple maps. The guest receives real time updates on traffic and upgrade options, as well as credentials to enter/exit the facility via LPR, Bluetooth, or QR code.

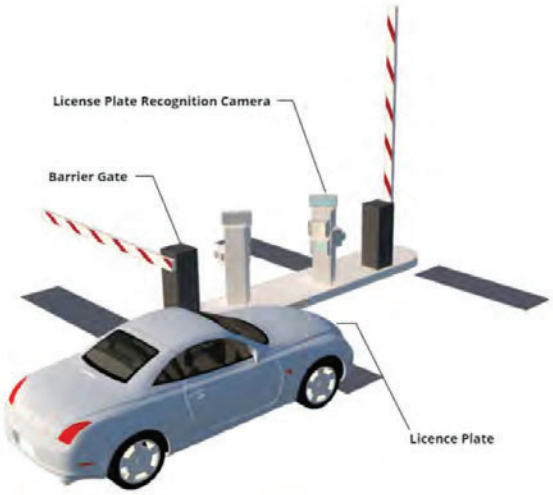
Step 4: Guests are assigned an actual parking stall while enroute like a hotel room or airline seat. The guest then transitions from their vehicle. They get pedestrian wayfinding directions or integrate with other terminal services like wheelchair access or shuttle operations to their intended point of destination, whether it be a particular terminal, gate, food/beverage concession, or entertainment option on your campus.

Step 5: The guest receives pedestrian wayfinding back to their vehicle or intended transportation option.

Step 6: Communication with the guest continues after the journey. ABM*Vantage* sends surveys to track the experience from the guest's point of view with a focus on tracking KPI's within your entire mobility eco-system. Influencing the guest's next trip, be it business or leisure is now possible.

ABM*Vantage* – Promote sustainability by reducing emissions

The technology that powers ABM*Vantage* includes systems and components that reduce your carbon footprint thanks to a heightened focus on pre-booking, use of LPR in entry and exit lanes, and implementation of parking guidance.



By pre-booking parking, customers can "frictionlessly" enter the garage or lot using their license plate as a credential without the need to pause in the lane – minimizing idle time and reducing that carbon footprint.

Parking guidance helps customers navigate to their desired parking product much faster, reducing their dwell time. A measurable decrease in the amount of time to enter and find a spot means less emissions.

ABM*Vantage* – Sustainability through eMobility

The demand for electric vehicle (EV) charging capabilities is growing rapidly across the U.S. As more electric vehicles populate the road, parking facilities lacking modern EV

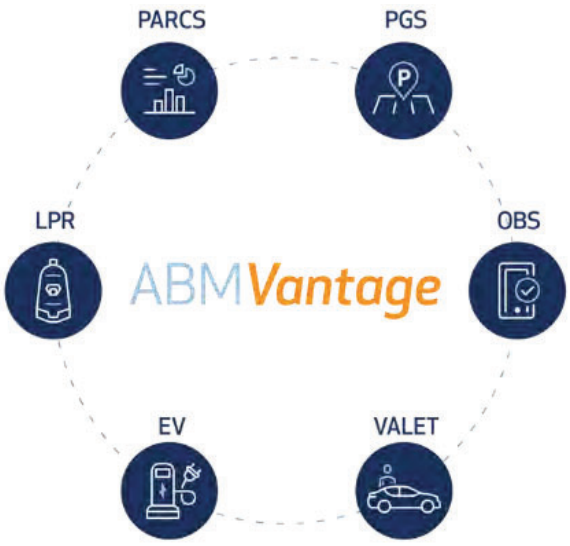
charging infrastructure will be increasingly passed over. Offering dedicated EV chargers in your parking facilities allows your operation to meet developing consumer demands, improve sustainability goals, and create an additional revenue stream.

As the largest installer of EV charging systems in the United States the ABM*Vantage* team, through our suite of professional services, supports EV projects from conceptual design through installation, and includes maintenance and expansion activities.

As we are equipment-neutral, we collaborate with our clients to ensure that we integrate existing investments into the new system and avoid any type of requirement for 'rip and replace.' The depth of our eMobility and electrical engineering teams ensure that our clients are offered a turnkey solution that is supported at every step of the project.

An example of the scope of one our most successful projects is the integration of EV charges to the Los Angeles International Airport's SmartParking program. The turnkey project is comprised of a system of 1,250 Level II and DC Fast Chargers across nine parking garages and included:

- Upgrading electrical infrastructure
- Designing and procuring the charging system
- Installing and maintaining entire system
- Monetizing public used units
- Implementing the EV power management system
- Integrating the EV system with the PARCS and ABMVantage Integration Platform
- Future-proofing system for expansion of public access or extension of system to include client fleet needs



ABM*Vantage* applies our industry-leading experience in eMobility to our clients' parking operations through the application of the ABM*Vantage* integration platform.

The EV system is treated as an integral part of the parking ecosystem, not just as an amenity. The same demands are placed on the EV system as on the PARCS, PGS, or OBS. The system is monetized, assigned revenue targets, and evaluated as a parking product; the same as one would evaluate the success of a valet or premium parking program.

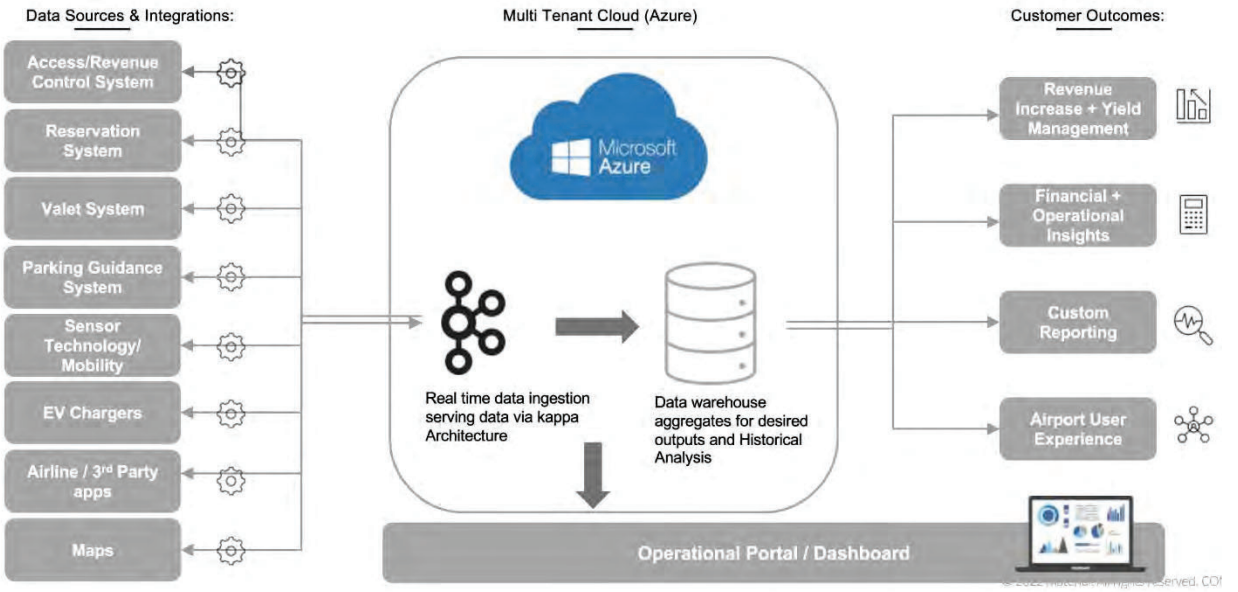
Our integration platform ingests data from the EV system such as occupancy by stall, power usage (including time of day, and amount of KW used), and correlates this data with the other parking products to fully integrate EV into the client's commercial strategy. The integration of the EV activity allows your ABM*Vantage* team to make data-driven recommendations such as where to price EV services in your suite of parking products, where to physically position the units, and when to expand the EV system.

Your ABM*Vantage* team supports your EV growth with surveys of electrical infrastructure, design of the EV solution best suited for your environment, procurement of the system as part of the parking ecosystem, and installation and maintenance of the EV solution.

The application of ABM*Vantage*'s integration platform to the turnkey solution provided by ABM's eMobility team introduces an unheard-of level of control in our clients' electrification of their parking operations. Our clients start the process with the knowledge that the system will be well-designed, efficient, and an integrated part of the parking ecosystem.

ABM*Vantage* - Improve operational efficiencies

ABM*Vantage* incorporates true integration to improve functionality across the entire ecosystem rather than one system at a time. Removal of same step (credentials) at every movement between component systems. For example, an LPR credential for access to a parking product can be created within the OBS and accepted by every subsystem including the PARCS, PGS, EV network, and valet system.



ABM*Vantage* promotes optimization of value to the enterprise. The neutral nature of the platform means we leverage what you have, maximize life cycle, and add new technologies and components through a logical planned approach.

Additional efficiencies are achieved through ABM*Vantage* merchant of record services. ABM is a level 1 merchant for PCI compliance, the highest possible tier. We process over 6 million credit card transactions annually, have undergone an external audit for compliance, and received a Report on Compliance (RoC). Merchant of record services offered through ABM*Vantage* free you from the risk and headache of having to manage credit card transactions.

Parking operations are migrating from traditional staffing to a professional services approach. A higher expectation is placed upon those selected to manage these complex ecosystems and success is measured based on outcomes. ABM*Vantage* is positioned to provide these critical services as they will be needed to introduce continuous improvement as the technology landscape evolves.

What Makes ABM*Vantage* Different

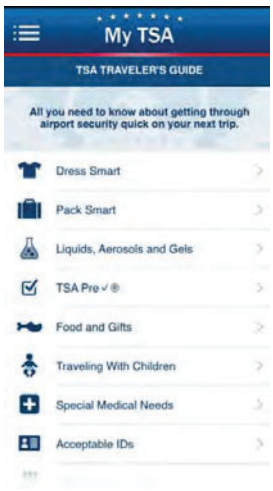
Discover New Insights

ABM*Vantage* employs data scientists to find correlations in data across multiple modes of mobility. Through extensive data analysis, a relevant set of KPIs is determined, against which the success of your business is measured.

As part of our suite of professional services, ABM plans Kaizen events on an annual basis to adjust and improve to achieve success.

Integration with Vital Airport Applications

Information from TSA, flight information display systems (FIDS), and airport terminal guides give operations managers insight into security wait times and arriving/departing flight volumes to better direct the ABM guest experience ambassadors to assist passengers as they navigate the airport.



Empower your workforce

Technology is placed directly in the hands of front-line guest experience ambassadors thanks to **ABM*Vantage*** Guest Experience Module (GEM) tablets. These powerful devices allow our ambassadors to assist passengers in multiple ways:

- Facilitate payment for parking
- Direct passenger to their terminal or gate
- Communicate to other ABM team members via tablet-based communication app
- Provide alternative mobility options based on real-time occupancy/availability/price

ABM*Vantage* in action – Los Angeles World Airports

The technology, services, and outcomes afforded through ABM*Vantage* are not theoretical. The platform and professional services associated with the mobility solution have been implemented with Los Angeles World Airports at LAX as part of the SmartParking project.

ABM Building Value

Upgrading the Parking Experience for LAX

As one of the busiest airports in the world, LAX sees millions of passengers each year. The airport is undergoing a multi-billion dollar capital improvement project, and ABM is helping to upgrade the airport's parking operations.

CHALLENGE

The garages in the Central Terminal Area (CTA) at LAX were built between the 1960s and 1980s. Other than a limited number of automated payment systems and electric vehicle charging stations in some structures, not much has changed since they were originally built. In four of the eight garages, customers had to pull a paper ticket to enter the structure, and often circle through several levels or go to another garage to find a space, before waiting in line to pay at a cashier booth.

SOLUTION

Smart Parking Infrastructure Streamlines the Passenger Experience and Increases Net Revenue

ABM implemented smart parking infrastructure and services to modernize and transform the airport parking experience. These changes were built on an industry-unique integration platform that supported increased functionality across all of the component systems. The technology upgrades and operational improvements make the experience more convenient, efficient, and customizable for passengers and guests.

- **Wayfinding/Guidance Signage:** To make it easy for guests to find the right parking option, signage has been installed on all roadways approaching the airport.

QUICK STATS

88 million
annual passengers
(as of 2019)

10
garages

15,000
parking spaces

866.624.1520
ABM.com/Aviation

- **Automated Parking Infrastructure:** Automated gates, contactless payment functionality, automated license plate readers, and credit card and bar code readers create a frictionless experience.
- **Online Reservations and Self-Service:** Guests can conveniently pre-book online and choose which parking garage, product, designated level, and specific space they will use.
- **Premium Services:** Guests can reserve EV spaces or valet parking upon drive-up and pay their fees through a one-step payment process.

BENEFITS

As a result of ABM's implementation of the integration platform, LAX has improved the passenger experience, streamlined operations, and maximized revenue on a per spot basis.

- Gross revenue is **7.5% above forecast**
- **8.2% reduction in OPEX** over the first 15 months
- **57% annualized return** on investment
- **15% improvement in net revenue** against budget
- **4.75/5 JD Power/LAX guest experience survey score**
- Increased throughput and reduced exit lanes by **~30%**
- **Largest integrated installation of EV chargers** among U.S. airports, with 1,250 spaces equipped for EV charging.

About ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit ABM.com.

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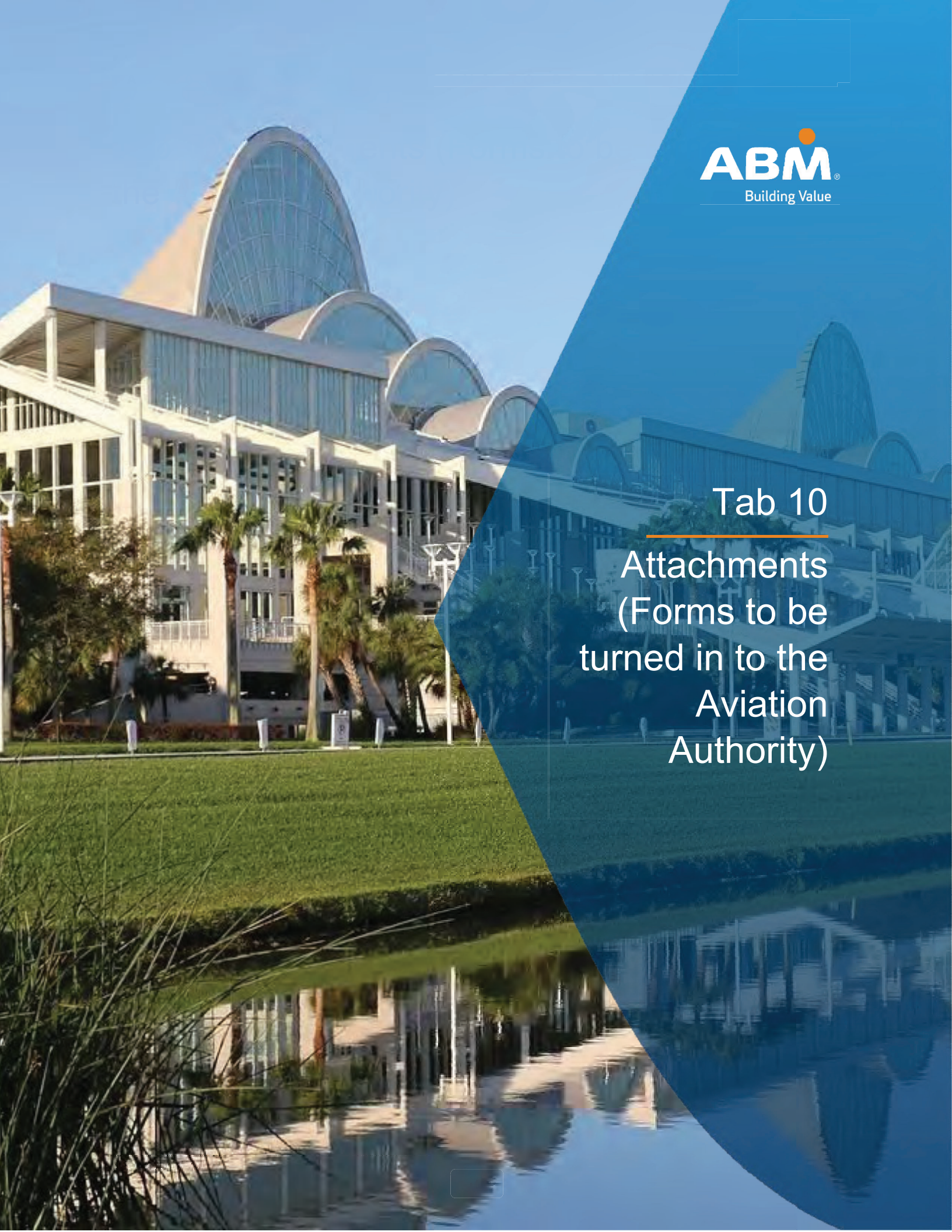


Tab 10

Attachments (Forms to be turned in to the Aviation Authority)

Attachment A - Proposer'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 Proposer as its act and deed and that the Proposer 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 Proposer has a financial interest in this Solicitation. I further certify that the undersigned executed this Proposer'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:***
ABM Aviation, Inc.	☑ ***physical presence*** or ☐ ***online notarization***
Proposer's Signature	***this day of*** October 20th ***20*** 22
Print Name and Title	***by*** Steven Aiello ***who is***
Steven Aiello - Senior Vice President, Parking & Transportation	☐ **Personally Known; or** ☒ **Produced Identification. Type of identification produced:**
Address:	***[Check applicable box to satisfy identification requirement of FLA. Stat. §117.05)***
4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319	**STATE OF FLORIDA)** **Seal** JACOB TAVERNESE Notary Public-State of Florida Commission # HH 215196 My Commission Expires January 10, 2026
Date 10/20/2022	**COUNTY OF** Hillsborough)
Duns Number 05-089-4022	
4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319 **Federal Tax Id Number** 58-2654157	**Notary Public My Commission Expires:**
Email: steven.aiello@abm.com	**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

Attachment B - Proposal Price Form(s)

PROPOSAL PRICE FORM GREATER ORLANDO AVIATION AUTHORITYY

PURCHASING PROPOSAL 23-124-RFP

Proposer's Proposal prices shall remain firm for the duration of the initial term of the Contract. Any anticipated increases in Proposer's costs during the initial term of the Contract must be reflected in its prices set forth in its Proposal. 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 Proposer's mistake or miscalculation of prices, underestimation of costs, or for any other reason.

The Proposer's Unit Prices 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 other fringe benefit provided to employees, uniform costs, costs of performance bond and U.S. Customs and Border Protection bond, hologram badge and insurance coverage, travel costs, training costs, other overhead costs, profit margin and any other costs or fees the Proposer would expect to receive or recover from the Aviation Authority in performing the services.

The Proposer agrees to provide all all labor, supervision, materials, supplies, equipment, vehicles, fuel, office furniture, uniforms, and all other items necessary or proper for, or incidental to, the operation and management of parking facility services as described in the Contract Documents.

TOTAL FIVE (5) YEAR PROPOSAL PRICE:

Fifty-six million, three hundred ninety-six thousand, one-hundred fifty-four dollars and eighty-two cents **$** 56,396,154.82
(Print Dollar Amount)

Authorized Signature: _____

Name and Title (Typed or Printed): Steven Aiello - Senior Vice President,
Parking & Transportation

Date: October 21, 2022

MANAGEMENT FEE FOR OPERATION AND MANAGEMENT OF PARKING FACILITIES

Fee for Operation and Management of Parking Facilities Contract Years 1 – 5

Year 1	[1]Management Fee	$2,472,037.85
	[2]Reimbursable Payroll Expense Budget	**$7,935,400**
	[2]Reimbursable Operating Expense Budget	**$240,100**
	Sub-Total for Year 1	$10,647,537.85
Year 2	[1]Management Fee	$2,537,716.64
	[2]Reimbursable Payroll Expense Budget	**$8,173,600**
	[2]Reimbursable Operating Expense Budget	**$247,300**
	Sub-Total for Year 2	$10,958,616.64
Year 3	[1]Management Fee	$2,605,236.31
	[2]Reimbursable Payroll Expense Budget	**$8,418,800**
	[2]Reimbursable Operating Expense Budget	**$254,700**
	Sub-Total for Year 3	~~$11,271,336.31~~ 11,278,736.31
Year 4	[1]Management Fee	$2,674,699.78
	[2]Reimbursable Payroll Expense Budget	**$8,671,500**
	[2]Reimbursable Operating Expense Budget	**$262,400**
	Sub-Total for Year 4	~~$11,593,499.78~~ 11,608,599.78
Year 5	[1]Management Fee	$2,746,164.23
	[2]Reimbursable Payroll Expense Budget	**$8,931,700**
	[2]Reimbursable Operating Expense Budget	**$270,300**
	Sub-Total for Year 5	~~$11,925,164.23~~ 11,948,164.23

TOTAL FIVE YEAR (5) COST	$ ~~56,396,154.82~~ 56,441,654.81 **(Enter Total Here and on Page 150)**

*Management Fee shall include all costs as listed Section 4.3.

[2]Reimbursable Payroll and Operating Expense Budget shall include all costs as outlined in Section 4.4. Contractor's aggregate annual invoices shall not exceed the total as stated above for Years 1 through 5. It is estimated that 195 FTE reimbursable positions will be needed for the performance of this Contract. The Aviation Authority believes that this estimate fairly describes the scope of work under ordinary circumstances; however, the number of FTE employees may range between 175 and 215 as actual conditions may cause the number of employees to be adjusted accordingly. The Aviation Authority shall only reimburse for the positions requested and approved by the Aviation Authority and satisfactorily provided by the Contractor.

Authorized Signature: _____

Name and Title (Typed or Printed): Steven Aiello - Senior Vice President,
Parking & Transportation

Attachment C - Addendum Receipt Verification

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

Addendum No. 1	Dated 10/7/2022
Addendum No. 2	Dated 10/14/2022
Addendum No.	Dated
Addendum No.	Dated
Addendum No.	Dated
Addendum No.	Dated
Addendum No.	Dated
Addendum No.	Dated

ABM Aviation, Inc.
Company

Signature

Steven Aiello
Print Name

Senior Vice President, Parking & Transportation
Title

Attachment D - Proposer's Questionnaire

The following questionnaire is to be completed by the Proposer and provided with its Proposal submittal. If a question is not applicable, so indicate by writing "N/A".

1. CONTACT INFORMATION

Name of Company	ABM Aviation, Inc.
Contact Individual	Steven Aiello
Contact Address	4151 Ashford Dunwoody Road, Suite 600
City, State, Zip	Atlanta, Georgia 30319
Telephone Number	917.340.0118
Email Address	steven.aiello@abm.com

2. AUTHORIZED SIGNATORIES

The Proposer represents that the following persons are authorized to sign Proposals, and/or sign Contracts and related documents to which the Proposer will be duly bound. The Aviation Authority will verify all named signatories on Sunbiz.org. If the authorized person is not registered on www.Sunbiz.org, the Proposer should provide with their Proposal submittal proof of authorization.

Name	Title	Indicate Principal or Authorized Authority
Steven Aiello	Senior Vice President - Parking & Transportation	Principal

3. Questions Related to

4. List a minimum of three (3) and no more than five (5) customers for the services specified in the solicitation in the spaces provided. References shall be for work **substantially similar in scope and magnitude** satisfactorily completed and shall be able to validate the Proposer's capabilities and experience. **Note:** A contact person shall be someone who has personal knowledge of the Proposer's performance for the specific requirement listed. Contact person must have been informed that they are being used as a reference and that the Aviation Authority may be contacting them. Do not list persons who will be unable to answer specific questions regarding the requirements.

REFERENCE FORM

Ref #1. Customer/Client: Minneapolis-St. Paul International Airport (MSP)
Date of Services: 2004 - Present
Description of Services: ABM acts as the parking management & operation at MSP. Overseeing 6 parking garages with 22,693 parking stalls, including off site Economy (Quick Ride). ABM performs the following services: parking and valet management. Pleae see Tab 4 Reference 1 for more information.
Dollar or Budget Value of Contract: $54 Million Current Contract
Street Address: 4300 Glumack Drive
City, State, ZIP Code: St. Paul, MN 55111
Telephone # 612.467.0460
Contact Person: Mr. Chris Leach - Manager of Parking Operations
Email: chris.leach@mspmac.org
Ref # 2. Customer/Client: Los Angeles International Airport (LAX)
Date of Services: 2016 - Present
Description of Services: Manage 10 parking garages with 15,376 parkign stalls, including offsite Economy and Van Nuys Remote Lot. Installed 1,250+ EV chargers and manage the Aero parket Online Booking System. Provide valet management for 6 garages. Please see Tab 4 Reference 2 for more information.
Dollar or Budget Value of Contract: $303 Million Current Contract
Street Address: 651-1 World Way South
City, State, ZIP Code: Los Angeles, CA 90045
Telephone # 424.646.6457
Contact Person: Mr. Elias Constantinides - Parking Manager
Email: econstantinides@lawa.org
Ref #3. Customer/Client: Newark Liberty International Airport (EWR)
Date of Services: 2012 - Present
Description of Services: Provide airport parking lot management and operations for 15,376 parking stalls. Provide valet services, motor vehicle assistance, EV charging, employee parking, and overflow contingency parking. Please see Tab 4 Reference 3 for more information.
Dollar or Budget Value of Contract: $192 Million (also includes parking management at JFK & LGA)
Street Address: Building 1, Conrad Road
City, State, ZIP Code: Newark, NJ 07114
Telephone # 973.961.6214
Contact Person: Ms. Tiffany Chan - Manager Landside Operations & Customer Service
Email: tichan@panynj.gov

Ref #4. Customer/Client: Tampa International Airport (TPA)
Date of Services: 2007 - Present
Description of Services: Provide parking and shuttle operations management for 23,526 parking stalls.
Services include employee parking, overflow contingency parking, EV charging, roadside assistance.
Please see Tab 4 Reference 4 for more information.
Dollar or Budget Value of Contract: $37 Million Current Contract
Street Address: P.O. Box 22287
City, State, ZIP Code: Tampa, FL 33622
Telephone # 813.676.4626
Contact Person: Roop Johal - Director of Commercial Parking and Ground Transportation
Email: rjohal@tampaairport.com

Ref # 5. Customer/Client: Dwight D. Eisenhoswer National Airport (ICT)
Date of Services: 2002 - Present
Description of Services: Provide parking, shuttle, and facility management services. Oversee 3,888
parking stalls. Please see Tab 4 Reference 5 for more information.
Dollar or Budget Value of Contract: $14 Million Current Contract
Street Address: 2173 Air Cargo Road
City, State, ZIP Code: Wichita, KS 67209
Telephone # 316.946.4700
Contact Person: Mr. Brad Christopher, A.A.E. - Assistant Director of Airports
Email: bchristopher@ichita.gov

ABM Aviation, Inc.
Company

Signature

Steven Aiello
Print Name

Senior Vice President, Parking & Transportation
Title

Attachment E - Conflict of Interest Disclosure Form

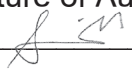
The award of this Contract is subject to the provisions of Chapter 112, Florida Statutes. All Proposers must disclose within their Proposal the name of any officer, director, employee or agent (or their spouse or child) who is also an employee or officer of the Aviation Authority.

By submission of this Proposal, the undersigned certifies, under penalty of perjury, that to the best of their knowledge and belief, have met the Florida Statute.

Comments:
To the best of ABM's knowledge, there are no known conflicts of interest.

Acknowledged by:
Steven Aiello

Firm Name:
ABM Aviation, Inc.

Signature of Authorized Representative:


Name and Title (Print or Type):
Steven Aiello - Senior Vice President, Parking & Transportation

Date:
October 21, 2022

Attachment F - 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 Proposer 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 Proposer: ABM Aviation, Inc.

By: _____
(Authorized Signature)

Title: Steven Aiello - Senior Vice President, Parking & Transportation

Date: October 21, 2022

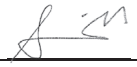
Attachment G – ACDBE FORMS

TOTAL FIVE (5) YEAR PROPOSAL PRICE: $ 56,396,154.82
(Amount from Attachment B - Proposal Price Form)

NAME AND ADDRESS OF ACDBE FIRM	CONTACT NAME, PHONE NUMBER, EMAIL	TYPE OF WORK AND CONTRACT ITEMS TO BE PROVIDED OR PERFORMED	ACDBE CERTIFIED NAICS CODE(S)	TOTAL ACDBE PARTICIPATION AMOUNT & % FOR INITIAL TERM	
Airport Parking Accounts, Inc. 108 Marcia Drive Altamonte Springs, FL 32714	Antonio Lemus, CPA, PA 407.869.6366 Tony@ALemusCPA.com	Accounting, Audit, IT, Inventory	541211 561990	$8,178,961.59	14.50 %
U Street Parking 50 Rhode Island Ave, Ste #1 Washington, DC 20002	Henok Tesfaye 202.265.0010 henok@ustreetparking.com	Managers, Supervisors, employees of valet, traffic direction and loading dock	812930	$12,434,917.90	22.05 %
Xclusive Auto Detail & Cleaning 1906 Dolphin Drive Kissimmee, FL34759	Renard Appolon 407.848.4249 xclusiveblk@yahoo.com	car cleaning and detail	811192 561790	$50,460.75	0.09 %
Kings Service Solutions 10501 South Orange Ave., Ste.111 Orlando, FL 32824	Arnaldo Herrero 407.704.8542 info@kings.cleaning.com www.KingsService Solutions.com	Janitorial Services	523930	$94,613.91	0.17 %
				$	%
				$	%

Total ACDBE Participation Proposed: **$** 20,758,954.16 36.81 **%**

The undersigned will enter into a formal agreement with the above ACDBE Contractors for work listed in the Proposal conditioned upon execution of a Contract with the Authority. Participation must meet or exceed ACDBE goals established in this document or Proposers will be required to provide Good Faith Effort documentation together with its proposal documents prior to designated time for opening.

AUTHORIZED SIGNATURE: 

PRINTED NAME: Steven Aiello TITLE: Senior Vice President, Parking & Transportation

Attachment H - Current W9

Request for Taxpayer Identification Number and Certification ▶

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

Attachment I - Letter of Bondability or Letter of Credit

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

Each Proposer 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 Proposer can obtain one or the other and understands only the Performance Bond or Letter of Credit form will be accepted.

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.

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.
ABM Aviation, 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.
4151 Ashford Dunwoody Rd. Ste 600

Requester's name and address (optional)

6 City, state, and ZIP code
Atlanta, GA 30319

7 List account number(s) here (optional)
PO Box 419860 Boston, MA02241-9860, PO Box 74008829 Chicago, IL60674-8829, PO Box 52609 LosAngeles, CA90074-2609

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
5	8	–	2	6	5	4	1	5	7

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 ▶ Cheri Thompson Date ▶ 01/01/2022

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.*

David A. Allsop

Commercial Surety – Managing Director
Travelers Bond & Specialty Insurance
Commercial Surety, Northern California

(925) 945-4122
DALLSOP@travelers.com

401 Lennon Lane
Walnut Creek, CA 94598

October 10, 2022

ABM Aviation, Inc.
Surety Bondability Letter

Re: 23-124-RFP Operation and Management of Parking Facilities

To Whom it May Concern:

It has been the privilege of Travelers Casualty and Surety Company of America ("Travelers")[1] to provide surety bonds for ***ABM Aviation, Inc. ("ABM")*** for over ***fourteen (14)*** years. During that time they have completed and we have bonded projects from the ***$1 Million to $40+ Million*** range for a wide variety of owners. In our opinion, ***ABM*** remains properly financed, well equipped, and capably managed.

It is our opinion that ***ABM*** is qualified to perform the above captioned project, which we understand has an estimated value of approximately **$5,000,000.00.** At their request we will give favorable consideration to providing the required performance and payment bonds.

Please note that the decision to issue performance and payment bonds is a matter between ***ABM*** and Travelers, and will be subject to our standard underwriting at the time of the final bond request, which will include but not be limited to the acceptability of the contract documents, bond forms and financing. We assume no liability to third parties or to you if for any reason we do not execute said bonds.

If you have any questions or need any additional information, please do not hesitate to contact me.

Sincerely,

Travelers Casualty and Surety Company of America

Joshua Sanford, Attorney-in-Fact

[1] Travelers Casualty and Surety Company of America is rated A++ (Superior) by A.M. Best Financial Size Category XIV ($1.5 Billion to $2.0 Billion).

A.M. Best's rating of A+ applies to certain insurance subsidiaries of Travelers that are members of the Travelers Insurance Companies pool; other subsidiaries are included in another rating pool or are separately rated. For a listing of companies rated by A.M. Best and other rating services visit www.travelers.com. Ratings listed herein are as of May 23, 2014, are used with permission, and are subject to changes by the rating services. For the latest rating, access www.ambest.com.

TRAVELERS

Travelers Casualty and Surety Company of America
Travelers Casualty and Surety Company
St. Paul Fire and Marine Insurance Company

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company are corporations duly organized under the laws of the State of Connecticut (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint **Joshua Sanford** of **HARTFORD**, **Connecticut**, their true and lawful Attorney(s)-in-Fact to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed, and their corporate seals to be hereto affixed, this **21st** day of **April**, **2021**.

State of Connecticut

City of Hartford ss.

By: _____
Robert L. Raney, Senior Vice President

On this the **21st** day of **April**, **2021**, before me personally appeared **Robert L. Raney**, who acknowledged himself to be the Senior Vice President of each of the Companies, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of said Companies by himself as a duly authorized officer.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

My Commission expires the **30th** day of **June**, **2026**

_____
Anna P. Nowik, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of each of the Companies, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, **Kevin E. Hughes**, the undersigned, Assistant Secretary of each of the Companies, do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which remains in full force and effect.

Dated this 10th day of October , 2022 .

_____
Kevin E. Hughes, Assistant Secretary

To verify the authenticity of this Power of Attorney, please call us at 1-800-421-3880.
Please refer to the above-named Attorney(s)-in-Fact and the details of the bond to which this Power of Attorney is attached.

Attachment J – E-Verfication 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 Proposer, Vendor 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: ABM Aviation, Inc.

Authorized Name: Steven Aiello Title: Senior Vice President, Parking & Transportation

Signature: _____ Date 10/20/2022

****

State of Florida

County of Hillsborough

JACOB TAVERNESE
Notary Public-State of Florida
Commission # HH 215196
My Commission Expires
January 10, 2026

This instrument was acknowledged before me on 10/20/22 (Date)

Notary Public Signature _____

Thank You

On behalf of the ABM team, thank you for the 30 years of partnership and the opportunity to continue this valued relationship with Greater Orlando Aviation Authority. We look forward to continued dialog on how to best meet the needs of GOAA's operation and management of your parking facilities program.

Sincerely,

Steven Aiello

Senior Vice President, Parking & Transportation
ABM Aviation
steven.aiello@abm.com
917.340.0118

ADDENDUM NO: 1
TO
PURCHASING 23-124-RFP

OPERATION AND MANAGEMENT OF PARKING FACILITIES
ORLANDO INTERNATIONAL AIRPORT
ORLANDO, FLORIDA

OCTOBER 7, 2022

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

ITEM 1. Attached is the PowerPoint Presentation and Pre-Bid Sign-in/GoToMeeting Roster.

ITEM 2. Question: How is the 33% ACDBE participation measured?
Answer: *The Aviation Authority measures participation on the full value of the Contract to include the Management Fee, Reimbursable Payroll Expense and Reimbursable Operating Expense.*

ITEM 3. Question: Who is the merchant of record for credit card?
Answer: *Please see section 5.25.a.5 on page 76.*

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

Vlad Opreanu, CPPB
Senior Purchasing Agent
Vlad.Opreanu@goaa.org

Date: 10/7/2022

ORLANDO INTERNATIONAL AIRPORT
The Orlando Experience

Thank you for joining the Pre-Proposal Meeting via the GoToMeeting. Please email your contact details to: Vlad.Opreanu@goaa.org

- As a reminder all questions are to be submitted in writing. Any questions answered during the meeting shall be confirmed in writing via addendum.

ORLANDO INTERNATIONAL AIRPORT
The Orlando Experience

Pre-Bid Conference
for
23-124-RFP Operation and Management of Parking Facilities

Orlando International Airport

Lobbying Statement

ORLANDO INTERNATIONAL AIRPORT
The Orlando Experience

All Proposers are hereby placed on notice the Aviation Authority Board and staff shall not be contacted about this RFP.

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 Agent).

Agenda

- **Introduction GOAA Staff**
- **Important Dates**
- **Submission Requirements**
- **Minimum Criteria**
- **Evaluation and Award Criteria**
- **Bid Forms**
- **Scope of Services/Specifications**
- **Questions**

Introduction of GOAA Participants

Owner	**Greater Orlando Aviation Authority**
Eric McClung	**Authority Authorized Representative (AAR)**
Vlad Opreanu	**Senior Purchasing Agent**

- 23-124-RFP Solicitation documents, responses to inquiries, and Pre-Submittal Conference Presentation will be made available online at the Mercell website at:

  https://app.negometrix.com/buyer/5681

- This presentation is an excerpt from the published Invitation For Bid ("IFB"). Please refer to the website above for the complete versions of all documents applicable to this IFB.

Tentative Schedule

Deadline for questions	October 12, 2022
Release of Addendum	October 14, 2022
Proposals Due by 3:00 pm EST	October 24, 2022
CPC Committee Meeting*	November 14, 2022
Interviews, if necessary*	Week of November 14, 2022
Aviation Authority Board Meeting*	December 14, 2022

**Sunshine Meeting schedules are posted weekly on the Aviation Authority website.*

Intent

(Refer to Section 1.2)

- During the term of this Contract, the Contractor shall be obligated to perform twenty-four (24) hours per day, seven (7) days per week, management and oversight of the Aviation Authority's Designated Parking Facilities which currently consist of approximately 22,341 parking spaces. The Contractor shall supply all management and staff for all parking related functions.

Project Scope and Overview

The Contractor shall provide all labor, supervision, materials, supplies, equipment, vehicles, fuel, office furniture, uniforms, and all other items necessary or proper for, or incidental to, the operation and management of parking facility services at the Orlando International Airport ("OIA") in accordance with the Contract Document. The Contractor will be obligated to perform twenty-four hours per day, seven (7) days per week, 365 days per year (366 days per leap year), management and oversight of the Authority's Designated Parking Facilities located at OIA.

Initial Term

(Refer to Section 1.5)

The Contract period will be for sixty (60) months with the Term to commence on or about February 1, 2023. The original contract prices shall be firm for the entirety of the contract period.

Exceptions to Terms and Conditions

(Refer to Section 1.8)

- If a Proposer desires any changes or modifications to the terms and conditions set forth in the Proposal Documents, the Proposer should submit these changes or modifications to the Aviation Authority in writing prior to the deadline for questions and comments about the RFP.
- If any such requested changes or modifications are acceptable, the Aviation Authority will modify the terms and conditions by Addenda.
- **Exceptions noted to the terms and condition within the Proposer's response submittal may cause the response to be deemed non-responsive.**

Proposer's Requirements

(Refer to Section 3.1)

- Proposer must be registered to do business in the State of Florida. Provide a copy of such registration to the Aviation Authority with the RFP submission.
- Contractor must have at least five (5) consecutive years of verifiable experience and have been actively engaged in such business immediately proceeding the date of proposer's response to this request for proposal with a minimum of 10,000 parking spaces at:
  a) a large hub U.S. commercial-service airport or
  b) a transit facility owned / operated by a federal, state, or local government agency.

Proposer's Requirements

(Refer to Section 3.1)

- Proposer has first-hand experience since January 1, 2012, in providing the services listed in Section 5.0 Scope of Work/Specifications to include:
- Proposer shall provide an affirmative statement that it is independent of the Aviation Authority.
- Proposer must demonstrate financial responsibility and must be financially capable of performing the terms of the Agreement in the sole determination of the Aviation Authority.
- If the Proposer is a partnership, joint venture, or newly formed entity (e.g. limited liability company or corporation), the minimum requirements set forth in this Section 3.0 (and throughout the RFP) must be satisfied by the entity or individual(s) that owns and controls a majority equity interest (at least 51 %) of the partnership, joint venture or newly formed entity.

Evaluation Criteria

(Refer to Section 3.2,)

- The Aviation Authority, in its sole discretion, may award the Contract to the responsible and responsive Proposer submitting the Proposal which is deemed to be the most advantageous to the Aviation Authority, price and other factors being considered.
- The evaluation criteria does not have any specific predetermined relative weight. The consideration of individual criterion is merely a tool to assist the Aviation Authority in determining which Proposal is most advantageous, as a whole, to the Aviation Authority, price and other factors being considered.

Evaluation Criteria Cont.

(Refer to Section 3.2)

- Meet Minimum Requirements..
- Experience and Background.
- Operational Plans - Staffing Plan, Transition Plan, and Training Plan.
- Claims Information.
- Proof of Insurance.
- Financial Strength.
- Management Fee/Pricing.

Evaluation Criteria Cont.

- Among the factors that will be considered in selecting the Proposers who may be shortlisted or for ranking purposes include: meeting the requirements, approach to providing the Services, ability to provide the required Services, prior experience on similar projects, past performance with the Aviation Authority (if applicable), past performance with other entities and pricing.
- The relative advantages of a Proposer's responses with respect to one criterion may outweigh shortcomings of that Proposer's responses in one or more other criterion, depending on the relative disparities in the qualities of the responses in each criterion and the relative importance of certain criteria to each other, as determined in the exclusive discretion of the Aviation Authority.

Selection Process

(Refer to Section 3.4)

Responses to this RFP will be evaluated and ranked by the Concessions/Procurement Services Committee (CPC). The recommendation of the CPC will be considered by the Aviation Authority Board for award.

Following the Aviation Authority Board approval of the CPC ranking, the Aviation Authority may approve a contract.

PERFORMANCE BOND REQUIREMENTS

(Refer to Section 3.5)

- A Performance Bond **is** required for this Contract.
- Performance Bond shall be current and in compliance at all times during the Term of the Contract in a penal sum equal to **Five Million Dollars ($5,000,000).**

INSURANCE REQUIREMENTS
(Refer to Section 3.5)

The *Proposer's submittal shall demonstrate their ability to meet* all portions listed in this *Section*.

- **Commercial General Liability ($3,000,000)**
- **Automobile Liability ($3,000,000)**
- **Workers' Compensation and Employer's Liability (Statutory Limits)**
- **Garage Liability Insurance ($1,000,000)**
- **Crime/Privacy Liability ($1,000,000)**

Other Special Conditions

- **Section 3.6 Verification of Employment Status**
  - 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.
- **Section 3.7 Identification and Access Requirements**
  - All employees assigned to the Contract MUST have a badge. Contractor is required to conduct an employee background check, or require its Subcontractors to perform an employee background check.

Airport Concessions Disadvantaged Business Enterprises (ACDBE) Participation Program

Teresa Smith

Small Business Compliance Administrator

October 7, 2022

ACDBE Participation:

- The Aviation Authority has established an Airport Concessions Disadvantaged Business Enterprises ("ACDBE") participation **goal of 33%**
- All Proposers are **required** to meet the ACDBE participation goal or demonstrate its good faith efforts to meet the goal. Good faith effort documentation must be included with the proposal.
- All ACDBEs must be certified in the State of Florida and listed in the Florida Department of Transportation's UCP DBE Directory at receipt of the proposal: https://fdotwp02.dot.state.fl.us/EqualOpportunityOfficeBusinessDirectory/
- Proposers are required to submit with their Proposals "Attachment G" found in Section 8.0 of the RFP
- Proposers proposing as a joint venture to satisfy the ACDBE participation goals should be aware that the Aviation Authority must evaluate ACDBE participation in accordance with established guidelines

October 7, 2022

ACDBE Participation – Post-Award

- The successful Proposer shall enter into subcontract agreement with the ACDBE(s) identified in the Proposal. Submit copies of the signed agreement to the Aviation Authority's Small Business Development for each ACDBE prior to commencement of performance under this Contract.
- A Proposer shall not breach any of its obligations with the ACDBEs. In the event Proposer desires to terminate or replace an ACDBE, Proposer must obtain the Aviation Authority's approval prior to proceeding with the termination/replacement.

October 7, 2022

ACDBE Participation Questions

- Contact the Aviation Authority's Small Business Development Department Compliance Administrator, Teresa Smith, at (407) 825-2470.

October 7, 2022

Invoices
(refer to Section 4.1)

- The Aviation Authority shall pay the Contractor, subject to authorized deductions, and subject to the provisions of the following Sub-Sections:
  - 4.3 Management Fee and Sub-Section 4.4 Reimbursable Payroll and Operating Expenses up to the amounts per the Proposal Pricing Pages – Attachment B.
  - The Aviation Authority shall pay the undisputed amount of Contractor's invoice per The Florida Prompt Act. Items in dispute shall be paid upon the resolution of the dispute in accordance with the Florida Prompt Payment Act

Management Fee
(Pricing Structure)

- Contractor shall invoice the Aviation Authority for the Management Fee as set forth on the Proposal Pricing Page(s). The Management Fee shall include the following Management Fee positions to include all payroll and associated costs for:
  - Site Manager,
  - Assistant Manager,
  - Assistant Manager, Valet,
  - Assistant Manager, Finance,
  - Duty Managers
  - Administrative Staff
  - Revenue/Quality Control Staff
  - And any other positions deemed necessary by the Contractor and not listed in the Reimbursable Payroll and Operating Expenses.

Management Fee Cont.
(Pricing Structure)

- The Management Fee shall also include all other expenses not listed in the Reimbursable Payroll and Operating Expenses Sub-Section 4.4 below, including but not limited to:
  - Contractor and Sub-Contractor overhead and profit.
  - Workers compensation for all employees including management fee and reimbursable positions.
  - All required insurances as outlined in Section 3.4.
  - All Bond expenses.
  - Recruiting expenses.
  - Badges and keys.
  - Payroll processing expenses.
  - Costs associated with all pre-approved training. The Aviation Authority will only reimburse for the hours to attend the training for the reimbursable positions.
  - Office equipment and supplies.

Management Fee Cont.
(Pricing Structure)

- Radios, Batteries and chargers purchase, maintenance and replacements.
- All costs for vehicles as outlined in Section 5.12, fuel, upkeep, insurance, and maintenance.
- Annual certifications and audit.
- Costs for contractors cell phones and data.
- Cost for internet services and associated connectivity costs for Contractor provided computers and devices.
- Cleaning Services.
- Cost of other benefits for management and reimbursable positions, i.e. retirement plan, life insurance, etc.
- Health insurance premiums for the positions in the Management Fee.

Management Fee Cont.
(Pricing Structure)

- Health Insurance premiums in excess of Four Hundred Seventy-Five Dollars ($475) per month for contract year 1; Five Hundred Dollars ($500) per month for Year 2; Five Hundred Twenty Five Dollars ($525) per month for Year 3; Five Hundred Fifty Dollars ($550) per month for year 4; Five Hundred Seventy-Five Dollars ($575) per month for year 5; per position for the reimbursable positions participating in the Contractor provided Health Care Plan.
- Non-resident legal, administrative, bookkeeping, executive personnel expenses and off-site general office expenses.
- All other costs associated with the performance of this Contract not listed in the Reimbursable Payroll and Operating Expenses in Section 4.4 below.

In the event the performance of the Contract requires a permanent increase or decrease in the staffing of the reimbursable positions of twenty percent (20%) or more, Aviation Authority and Contractor may re-adjust the Management Fee.

Reimbursable Payroll Expenses
(Refer to Section 4.5)

- Contractor shall invoice the Aviation Authority for the actual Reimbursable Payroll Expenses paid by the tenth day of each month for the services performed by the Contractor during the prior month.
- All of the reimbursable positions shall be approved in advance by the AAR.
- Approval of the staffing schedules shall not be construed as, and is not, authorization to exceed the annual reimbursable payroll budget.

Reimbursable Payroll Expenses Cont.

(Refer to Section 4.5)

- **The Reimbursable Payroll Expenses shall be limited to the following:**
  - Supervisors positions
  - Cashiers and Lead Cashiers positions
  - Parking Operation Center positions
  - Parking Support positions
  - LPI positions
  - Valet positions
  - Loading Dock positions
  - Overtime hours as approved in advance by the AAR.
  - Associated payroll taxes: Social Security, Medicare, Federal & State Unemployment.

Reimbursable Payroll Expenses Cont.

(Refer to Section 4.5)

- Actual paid time-off taken (vacation, sick, bereavement and jury duty) and holiday pay as approved by the AAR. Contractor shall provide detailed leave and holiday plan for the AAR approval. The Authority will not reimburse Contractor for any accrued vacation or sick leave hours at the time of Contract expiration, at the end of any Contract Year, or upon employee termination for any reason. Contractor shall provide its policy on vacation and sick leave benefits prior to contract execution.
- Reimbursement for Health Insurance premiums for up to Four Hundred Seventy-Five Dollars ($475) per month for contract year 1; up to Five Hundred Dollars ($500) per month for Year 2; up to Five Hundred Twenty Five Dollars ($525) per month for Year 3; up to Five Hundred Fifty Dollars ($550) per month for year 4; up to Five Hundred Seventy-Five Dollars ($575) per month for year 5; per position for the reimbursable positions participating in the Contractor provided Health Care Plan.

Reimbursable Operating Expenses Cont.

(Refer to Section 4.5)

- Armored Car Expenses
- Credit Card processing system fees/Credit Card Equipment
- Check verification fees
- Uniforms
- Ticket Stock and Credit card receipt paper
- The Contractor's aggregate annual invoices for Reimbursable Payroll and Operating Expenses shall not exceed the total Proposed Reimbursable Expenses Budget for the applicable year, unless prior authorization has been obtained from the Chief Executive Officer or designee.
- If not specifically set forth in Section 4.4, any other Payroll and Operating Expenses incurred by the Contractor shall not be reimbursed and shall be included in the Management Fee.

MANAGEMENT FEE FOR OPERATION AND MANAGEMENT OF PARKING FACILITIES

Fee for Operation and Management of Parking Facilities Contract Years 1 – 5

Year 1	1Management Fee	
	2Reimbursable Payroll Expense Budget	$7,035,400
	2Reimbursable Operating Expense Budget	$240,100
	Sub-Total for Year 1	
Year 2	1Management Fee	
	2Reimbursable Payroll Expense Budget	$8,173,600
	2Reimbursable Operating Expense Budget	$247,300
	Sub-Total for Year 2	
Year 3	1Management Fee	
	2Reimbursable Payroll Expense Budget	$8,410,800
	2Reimbursable Operating Expense Budget	$254,700
	Sub-Total for Year 3	

Reimbursable Payroll Expenses-A

- It is estimated that 195 FTE reimbursable positions will be needed for the performance of this Contract. The Aviation Authority believes that this estimate fairly describes the scope of work under ordinary circumstances; however, the number of FTE employees may range between 175 and 215 as actual conditions may cause the number of employees to be adjusted accordingly. The Aviation Authority shall only reimburse for the positions requested and approved by the Aviation Authority and satisfactorily provided by the Contractor.

Performance Requirements

(Refer to Section 5.17)

- The Contractor and the Subcontractor shall hire or contract with a sufficient number of employees to conduct and perform the Services as authorized and required.
- The Contractor's performance is subject to examination and review by the Aviation Authority and other regulatory authorities.

Proposal Submittal (Refer to Section 8)

- The Proposer must submit a complete Proposal.
- It is the Proposer's responsibility to incorporate all pertinent information to effectively present a Proposal and to communicate the Proposer's concept and meeting requirements as listed in Section 3.1 and Section 3.2.
  - Two Hard Copies (1 original and 1 Copy) shall be submitted in a loose leaf binder format, not as bound documents or with coil spines (plastic or metal). Submitted on one-sided 8.5 X 11 inch pages in Arial font with no smaller than 12-pitch font, excluding required Attachments as listed in Tab 9, no more than 100 pages.
  - One COMPLETE electronic copy on a USB drive in PDF format. The Submittal in PDF format shall have *navigational bookmarks* inserted in lieu of any tabs required in the hard copy. The entire submittal shall not exceed a single USB Flash Drive. In cases where there are discrepancies between the electronic PDF and hard copy, the hard copy shall take precedence.

To expedite the Aviation Authority's evaluation of the proposal, Proposals shall include the information requested in a single volume, with each response tabbed, numbered and ordered in the same manner as provided in this RFP.

Proposal Opening

RFP Opening will consist of reading aloud the Proposer's Name only. Pricing will not be read aloud in accordance with State Of Florida Statute 119.071 (1):

Sealed RFP's, received by an agency pursuant to a competitive solicitation are exempt from FS. 119.07(1) and s. 24(a), Art. I of the State Constitution until such time as the agency provides notice of an intended decision or until 30 days after opening the bids, proposals, or final replies, whichever is earlier.

Notice of Intended Decision will be posted to OrlandoAirports.net within 30 days.

Submittals (Refer to Section 8)

Tab 1 – Table of Contents
Tab 2 - Executive Summary
Tab 3 - Proposer's Knowledge and Experience
Tab 4 – References
Tab 5 – Operational Plans
Tab 6 - Proof of Insurance
Tab 7 - Prior or Pending Convictions
Tab 8 – Financial Background Information
Tab 9 - Additional Information
Tab 10 - Attachments (Forms to be turned with Response)

Submittals Cont. (Refer to Section 8)

Attachment A - Proposer's Certification Form.
Attachment B - Proposer's Price Form.
Attachment C - Addendum Receipt Verification Form.
Attachment D - Proposer's Questionnaire.
Attachment E – Conflict of Interest Disclosure Form.
Attachment F - Scrutinized Company Certification Form.
Attachment G - ACDBE Forms.
Attachment H - W-9.
Attachment I - Letter of Bondability.
Attachment J – E-Verification Certificate.
Attachment K - No Bid Response Form.

******REMINDERS*******

Deadline to Submit Questions:

Wednesday, October 12, 2022, 5:00 p.m. EST.

Email All Questions to:
Vlad.Opreanu@goaa.org

Proposals are Due:

Monday, October 24, 2022 at 3:00 p.m. EST.

GREATER ORLANDO AVIATION AUTHORITY
PRE-BID CONFERENCE
PURCHASING 23-124-RFP
OPERATION AND MANAGEMENT OF PARKING FACILITIES
ORLANDO, FLORIDA

October 5, 2022
10:30 a.m.

ACDBE	NAME	COMPANY NAME	MAILING ADDRESS	PHONE NO. / FAX NUMBER / E-MAIL ADDRESS
	Chrissy Revels	ABM		Christine.revels@abm.com
	Larry Deluca	ABM		Larry.Deluca@abm.com
	Menok Tsehaye	UST Parking		MTSEHAYE@USPPAR Kiang.ca
	Steve Antunis	BAGS/SPT		santunis@markettravelcorp.com
	Bob Reiser	SPT		216-410-3769 RREISER@SPPLUS.COM
	Theresita Taro	Southeast Aerper		689 206 4241 Ttaro@SEairportServices.com
	Katherine Martinez	Southeast Airport Services		407-752-5333 Kmartinez@seairportservices.com
	Nick Walsh	LAZ Parking		401-283-9551 NWalsh@Lazparking
	Teresa Smith	GOAA		tesmith@goaa.org 407-825-2470
	Abdu El Bawabi	GOAA		407-825-2606

*Please put a ✓ if you are an MWBE/LDB certified company

ACDBE	NAME	COMPANY NAME	MAILING ADDRESS	PHONE NO / E-MAIL ADDRESS	FAX NUMBER
	Zulai Perez	GOAA	zperez@goaa.org ←	x2389	
	Eric McClung	GOAA	emcclung@GOAA.org	x7847	
	Cliff Chroust	GOAA	cliff.chroust@goaa.org		
	Luis Aviles	GOAA	luis.aviles@goaa.org		
	VLAD OPREANU	GOAA	Vlad.Opreanu@goaa.org	407 825-6427	

*Please put a ✓ if you are an MWBE/LDB certified company

23-124-RFP Prebid meeting

Oct 5, 2022 . 10:23 AM . ID: 924163117

Share Status

Access: Public
Expires: Oct 12, 2022
Shared content: Video, Transcript, Notes, Meeting info, Insession Chat

Attendees

Judie Carmichael Brown
jcbrown@hudson-associatesllc.com
Orianne T.

GOAA Purchasing Department
dschneider@goaa.org
Matt G

+12137132055

Orianne T.

Orianne T.

Orianne T.

Luis Aviles
luis.aviles@goaa.org
Rita Moon
Rita.Moon@ca.vu

Talk Time

Organizer
97%

Attendees
03%

Judie Carmichael Brown
00 mins . 2%
GOAA Purchasing Department
27 mins . 76%
Matt G
00 mins . 0%
Orianne T.
00 mins . 0%
Orianne T.
00 mins . 0%
Orianne T.
00 mins . 0%
Rita Moon
00 mins . 0%
Orianne T.
00 mins . 0%
Luis Aviles
00 mins . 0%
+12137132055
00 mins . 0%

ADDENDUM NO: 2
TO
PURCHASING 23-124-RFP

OPERATION AND MANAGEMENT OF PARKING FACILITIES
ORLANDO INTERNATIONAL AIRPORT
ORLANDO, FLORIDA

OCTOBER 14, 2022

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

ITEM 1. *Attachment 1 has been added to this addendum. Valet Information*

ITEM 2. *Attachment 2 has been added to this addendum. Operating Expenses*

ITEM 3. *Attachment 3 has been added to this addendum. Operating Schedule*

ITEM 4. *Attachment 4 has been added to this addendum. Reimbursable Employee List*

ITEM 5. *Attachment 5 has been added to this addendum. Performance Deductions*

ITEM 6. *Attachment 6 has been added to this addendum. Reimbursable Expenses*

ITEM 7. *Attachment 7 has been added to this addendum. Audit information*

ITEM 8. *Attachment 8 has been added to this addendum. Health Benefits*

ITEM 9. *Attachment 9 has been added to this addendum. Credit Card Fees*

ITEM 10. *Replace Page 143 with corrected Page 143. This corrects the solicitation closing date and time.*

ITEM 11. Question: In the Management Fee form there are already dollar amounts in the reimbursable line items for all 5 years. Are we only supposed to provide a management fee for each year in this bid and use the numbers that are already in the reimbursable line items as the projected budget for all 5 years? If not, what are the numbers for in the form?

Answer: *Proposers are required to fill in the Management fee amount for each year and supply a total including the estimated reimbursable expenses of the total for each year.*

ITEM 12. Question: Please provide valet transaction volumes and average length of stay for the last twelve months by day in order for us to build an accurate schedule and budget for valet.

Answer: *See Item 1.*

ITEM 13. Question: Is there any equipment the operator needs to provide for the computer room, LPI, PRCS, money count room, or any other office or building in the operation? If so, please define.

Answer: *See Section 5.12 on page 58.*

ITEM 14. Question: There is a considerable amount of vehicle assistance events, and the airport parking campus is quite spread out. Should we budget for fuel for the operational vehicles in our management fee or the reimbursable expense line item or is there an airport fueling facility we are allowed to use in order to fuel the vehicles for these operations and events?

Answer: *See Section 5.1 on page 38.*

ITEM 15. Question: Are employee orientation and training hours considered reimbursable expenses or do we need to build these into our management fee?

Answer: *See Section 5.15.d on page 60.*

ITEM 16. Question: How old is the Skidata PRCS equipment?

Answer: *The Skidata equipment is about five years old.*

ITEM 17. Question: How many duty managers and supervisors are there in the total operation?

Answer: *See Section 5.8.s on page 51 regarding duty managers. The Authority does not specify how many supervisors are required for the management of this contract.*

ITEM 18. Question: Is the operator responsible for signing up users and monitoring / collecting for the E- PASS / SunPass program?

Answer: *The Aviation Authority monitors the E-Pass/SunPass program; however, please see Section 5.17 regarding Contractor responsibilities.*

ITEM 19. Question: Is the uncollected promissory note revenue charged to the operator?

Answer: *The uncollected promissory note revenue is not charged to the operator if the Contractor follows the responsibilities identified in Section 5.17.a.5 on page 62.*

ITEM 20. Question: Is operator responsible for billing and collection of employee parking?

Answer: *The operator is not responsible for billing or collecting for employee parking.*

ITEM 21. Question: Is operator responsible to provide all cleaning supplies and equipment to clean the parking facilities, in their management fee or is this considered an operational expense?

Answer: *See Section 4.3.b.15 on page 33.*

ITEM 22. Question: Do we budget for pressure washing and sweeping of the facilities? If so please provide specifications and timelines for this.

Answer: *The Contractor is not responsible for pressure washing or sweeping of facilities. Contractor cleaning responsibilities are on Section 5.26 on page 78.*

ITEM 23. Question: How many cashiered exit lanes or the ability to put a cashier in a lane in total are in the operation?

Answer: *There is a total of 16 manned lanes at the Airport.*

ITEM 24. Question: Is the operator responsible to provide replacement cones, signage, bulbs, gate arms, etc.? If so where should these items be budgeted for?

Answer: *The operator is not responsible to provide replacement cones, signage, bulbs, gate arms.*

ITEM 25. Question: Much of the equipment on the inventory list provided by the airport is from the 80s and 90s. If that equipment breaks down and needs to be replaced does the airport pay for it or does the operator have to purchase it?

Answer: *The Aviation Authority would replace all of the equipment on the inventory list, with the exception of the conference room table.*

ITEM 26. Question: According to the inventory list provided by the airport it appears most furniture and office equipment such as computer and printers needs to be budgeted for in the management fee and provided by the operator. Is that correct?

Answer: *That is correct.*

ITEM 27. Question: Can you please provide a copy of the current agreement between the incumbent and the airport and any amendments to the agreement?

Answer: *Proposers may request the current contract as a public records request at http://www.orlandoairports.net/publicrecords.*

ITEM 28. Question: Please provide the past 2 years, year-end expense / financial reports and billings.

Answer: *See Item 2.*

ITEM 29. Question: Please provide a current staffing schedule for all hourly and salaried personnel, which includes scheduled shift times, for both the self-parking operation, including the computer room, LPI, maintenance, cashiering, ambassadors and all other positions and all the valet operations, as well as the loading dock staffing and administration, management and supervision.

Answer: *See item 3.*

ITEM 30. Question: Please provide a copy of the union bargaining agreement if employees are represented by a union.

Answer: *The union agreement is between the current Contractor and the union. You can request a copy of the agreement from the union representative at local74fl@uswulocal74.org.*

ITEM 31. Question: Do we need to provide any special or particular insurance for managing the loading dock?

Answer: *The insurance requirements for this solicitation covers the entire scope of work.*

ITEM 32. Question: Is there a minimum wage or living wage to be adhered to? If so what is it?

Answer: *The Aviation Authority sets reimbursable wages and the current rates are above current Florida requirements.*

ITEM 33. Question: Please provide a list of employee pay rates, seniority and positions so that we might correctly budget for the wages in order to retain the existing employees that pass our process, if awarded.

Answer: *See item 4.*

ITEM 34. Question: Please confirm the parking operator is the owner of the credit card processing MIDs & TIDs and credit card processing.

Answer: *The operator will be the merchant of record.*

ITEM 35. Question: Is there any equipment, supplies, signage or other items owned by the current operator that would need to be replaced by a new operator? If so please provide an inventory list of such items.

Answer: *See section 4.3 starting on page 32.*

ITEM 36. Question: Please provide the staffing schedule for any security services, if required.

Answer: *This solicitation does not require security services.*

ITEM 37. Question: Please provide the amount of liquidated damages assessed to the current contractor during the term of their existing contract and what the fines were for.

Answer: *See Item 5.*

ITEM 38. Question: Are the operator's employees required to go through airport background check and badging process? If so what is the cost per employee?

Answer: *Please see Section 3.7.g on page 34.*

ITEM 39. Question: What is the current method of the daily automobile inventory process?

Answer: *The current method for daily automotive inventory is conducted manually on a nightly basis.*

ITEM 40. Question: Please provide the current annual management fee charged by the operator and does that include valet services?

Answer: *The current management fee is $2,152,985.99 for 2022-2023 and yes that includes Valet service.*

ITEM 41. Question: Was the current operator provided any increases outside of the agreed upon contractual increases, due to the considerable increases that have happened over the last few years in wages and expenses?

Answer: *During the final year of the Contract an increase in value was approved due to an increase in parking activities, the expansion of the valet operation, and to maintain high levels of customer service.*

ITEM 42. Question: What method does the airport and / or contract provide for any necessary or unexpected increases in costs that roll up to the management fee or in either of the reimbursable expense line items?

Answer: *The Authority requires the Contractor to submit a firm management fee price for the five (5) year term of this contract. It is the Contractor's responsibility to include all anticipated and unanticipated costs into the Management Fee.*

ITEM 43. Question: What is to be included in the "reimbursable operating expense" line item?

Answer: *See Section 4.4 on page 34.*

ITEM 44. Question: Please confirm that the due date is Oct 24, 2022 at 12PM and not Oct 17, 2022 at 3PM as indicated on page 143 of the RFP.

Answer: RFP DUE: October 24, 2022 3:00 p.m., EST *See item 10.*

ITEM 45. Question: Would the Authority please consider unlocking (or providing the password for) the PDF file of this RFP during the course of this solicitation to allow bidders to search and verify details and to fill in the PDF forms? Or if not, would you consider providing the forms in an unlocked PDF document?

Answer: *The Authority does not provide unprotected solicitation documents.*

ITEM 46. Question: Please confirm that we do not need to submit or upload any documents or forms to the Mercell site, other than registering and finding any supplemental material or updates such as addenda or due dates, etc.

Answer: *See Section 8.0 on page 143.*

ITEM 47. Question: Regarding the 100-page limit can you please allow for more pages? In order to provide a detailed operations plan including a transition plan and training plan and ACDBE participation plan, this may require a significant amount of pages.

Answer: *The Authority will not modify this requirement.*

ITEM 48. Question: May we attach a cover page outside the page limits?

Answer: *The Cover Page is not included in the 100 Page Count.*

ITEM 49. Question: Please confirm that tabs are not included in the page count.

Answer: *Tabs are not included in the page count.*

ITEM 50. Question: Could you please allow a 2-week extension in order for us to fully provide all the details required?

Answer: *The Authority will not extend the closing date.*

ITEM 51. Question: Regarding insurance: If we have deductible amounts that are over the threshold, should we provide those in the proposal or at contract negotiations if awarded?

Answer: *Contractual language remains unchanged. A higher deductible or self-insured retention may be requested and coordinated with Risk Management by the Department. The Contractor must be able to demonstrate financial stability for the requested self-insured retention or deductible. Financial stability will be demonstrated by Letter of Credit, audited financials, or other documentation as deemed appropriate by the Aviation Authority. Approval will be at the discretion of the Chief Executive Officer.*

ITEM 52. Question: Under Tab 8 - Financial Background Information, please confirm that all information we provide as a response should only be "submitted in a sealed envelope, and included only with the original copy of the printed RFP." In that case would Tab 8 inside the document be essentially empty?

Answer: *See Tab 8 on page 149.*

ITEM 53. Question: Regarding Tab 4, Item 4 on page 147 - "*Provide a list of all clients to whom the Proposer has provided the parking facility operational and management services on or after January 1, 2012, and to which any such services terminated prior to the end of the Agreement*

term. If services were terminated, the Proposer shall explain why." We have two questions as follows:

a. We have more than 3,500 clients. May we instead provide a select list that is most representative or relevant to Orlando International Airport?

Answer: *Proposers shall submit a list of all clients who terminated their contracts prior to expiration and a reason for termination.*

b. Regarding the termination of services: we're assuming your question is about any termination of services prior to contract expiration. Is that correct?

Answer: *See answer to a. above.*

ITEM 54. Question: Please confirm that the Joint Venture form and Attachment K are optional and only need to be submitted if applicable.

Answer: *The Joint Venture and Attachment K are optional and only need to be submitted if applicable.*

ITEM 55. Question: Do all signatures need to be signed in ink or can they be digital applied and then printed for submission?

Answer: *Signatures can be digitally applied and then printed for submission.*

ITEM 56. Question: Are the Contractor personnel now required to be badged under U.S Customs and Border Protection?

Answer: *Contractor personnel are not required to have a U.S Customs and Border Patrol seal on the badges.*

ITEM 57. Question: Is the Contractor now required to have a CF 301 Bond?

Answer: *A CF 301 Bond is not required for this solicitation.*

ITEM 58. Question: Are the Contractor's personnel now required to complete SIDA Training listed on page 26 Section 3.8?

Answer: *All badged employees are required to complete SIDA training.*

ITEM 59. Question: p.19 Insurance – May we have the opportunity to negotiate minor changes to the insurance terms in the contract?

Answer: *The Authority will not modify nor negotiate insurance requirements for this contract.*

ITEM 60. Question: P.23 section 3.7 Identification and Access requirements – May we have the opportunity to negotiate minor changes to this section to align with employment regulations and if applicable, collective bargaining agreements?

Answer: *The Authority will not modify Identification and Access requirements for this contract.*

ITEM 61. Question: P.36 section 4.7 Labor Compensation – The RFP requests firm pricing, however would the Authority allow escalations for mandated wage and benefit increases that are beyond the contractors reasonable control?

Answer: *Section 4.7 addresses reimbursable positions wages that are included on the Aviation Authority provided Reimbursable Payroll Expense budget.*

ITEM 62. Question: P.120 section 6.24 & 6.25 Safety Warranty and Warranty – May we have the opportunity to negotiate minor changes to this section to limit any implied or merchantability of any warranties?

Answer: *The Aviation Authority will not modify Sections 6.24 and 6.25.*

ITEM 63. Question: On attachment D we see "Questions related to:" – what information would GOAA like us to provide here?

Answer: *The Authority does not require additional questions for this solicitation.*

ITEM 64. Question: Can proposers include exhibits that would not count towards the page limit?

Answer: *See item 37.*

ITEM 65. Question: Will it be acceptable to have electronic signatures applied to the appropriate documents versus “wet” signatures?

Answer: *See Item 45.*

ITEM 66. Question: Please provide the names and responsibilities of ACDBE-certified firms currently participating in the parking facilities operations at MCO.

Answer: *Airport Parking Accountants, Inc. - Responsibilities are Accounting, Audit, IT, Inventory (NAICS code: 541211 - Offices of Certified Public Accountants)*

U Street Parking, Inc. - Responsibilities are Management - Managers, Supervisors, and employees for valet, traffic direction, car counts, and loading (NAICS code: 812930 - Parking Lots and Garages)

Xclusive Auto Detail and Cleaning - Responsibilities are car cleaning and detail (NAICS code: 811192 - Car Washes)

ITEM 67. Question: Please provide the staffing schedules including all positions, wages and benefits that make up the $7,935,400 Reimbursable Payroll Expense Budget listed on page 152 of 166 of the RFP documents.

Answer: *See Item 6*

ITEM 68. Question: Is the cost of providing Valet Service at Terminal C included in the budget numbers provided on page 152 of 166 of the RFP documents?

Answer: *Costs associated with Valet Service are included in the budget.*

ITEM 69. Question: The list of reimbursable expenses on page 34 of the RFP indicates that only overtime hours as approved in advance by the AAR is reimbursable. If overtime is needed to fill an open/scheduled shift due

to a call-off, would the straight time plus the overtime be considered a reimbursable expense? or, just the straight time?

Answer: *Known or anticipated overtime must be preapproved by the AAR. Any overtime that is required outside of the approved schedule will be paid with appropriate notification.*

ITEM 70. Question: Please provide a copy of the Annual Certification of Revenue and Expenses submitted by the current operator for the previous two contract years.

Answer: *See Item 7.*

ITEM 71. Question: Please provide the number of employees who are currently enrolled in the health care program along with a breakdown by type of coverage (family, single, etc.).

Answer: *See item 8.*

ITEM 72. Question: Please confirm that the current PRCS is PCI compliant.

Answer: *The PRCS is currently PCI compliant.*

ITEM 73. Question: Is the cost of ongoing PCI compliance a reimbursable operating expense?

Answer: *The cost for PCI compliance shall be included in the Management fee.*

ITEM 74. Question: Please provide the actual credit card processing fees and discounts expense for the previous two contract years.

Answer: *See Item 9.*

ITEM 75. Question: Please provide a copy of the 2022 line item budget for reimbursable wages and operating expenses.

Answer: *See item 6.*

ITEM 76. Question: Please confirm if the Revenue Control Staff mentioned in section t.u. on page 53 of the RFP and the Revenue / Quality Control staff mentioned in section r.3. on page 51 of the RFP and are two completely different positions. Also, please provide the minimum number of staff for each of these positions that we should provide.

Answer: *Section 5.8.r.3 on page 51 describes functions of the Assistant Finance Manager. Section 5.8.u describes the Revenue Control Staff (audit personnel) and functions. See Item 4.*

ITEM 77. Question: What positions in the parking operation need to be badged (or rebadged with a new operator)?

Answer: *All Contractor staff shall be badged.*

ITEM 78. Question: Please define what #15- Cleaning Services are in the NON reimbursable items.

Answer: *Cleaning Services is defined as a service company used to clean the provided work spaces.*

ITEM 79. Question: Does the 195 FTE headcount include valets?

Answer: *The 195 FTE includes Valet service.*

ITEM 80. Question: Is payroll processing for reimbursable employees a reimbursable expense?

Answer: *See 4.3 page 33.*

ITEM 81. Question: Please confirm if liability insurance is a reimbursable expense or if it should be budgeted for in the management fee.

Answer: *See 4.3 page 32.*

ITEM 82. Question: Please confirm PTO for reimbursable employees is a reimbursable expense.

Answer: *See Section 4.4 on page 34.*

ITEM 83. Question: Please confirm retention bonuses, where necessary and approved by the airport, for reimbursable employees is a reimbursable expense.

Answer: *Retention bonuses are not included in this contract.*

ITEM 84. Question: Is garage and lot cleaning part of this contract? If so where should we budget for cleaning supplies and equipment?

Answer: *See section 5.26 on page 78.*

*** * * * * * * END OF ADDENDUM NO. 2 * * * * * * ***

Vlad Opreanu, CPPB
Senior Purchasing Agent
Vlad.Opreanu@goaa.org

Date: 10/14/2022

Parking Transaction Count (FY21-22)

Lot	Oct.	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD Total
Hyatt (Valet) Parking	2,985	2,915	1,222	1,994	2,732	3,050	2,238	2,897	2,703	3,091	2,579	2,632	31,038
A & B Curbside Valet Parking	0	0	0	0	1,453	1,848	1,755	1,980	1,881	2,055	2,158	1,597	14,727

ABM Year To Date Account FY 20-22			
O.I.A. Main Lot			
Reimbursable Operating Expenses			
	2020	**2021**	**2022 YTD**
Reg Pay	$ 970,510.18	$ 856,052.01	$ 768,626.53
OT Pay	$ 49,212.40	$ 117,571.65	$ 144,070.40
Sick Pay	$ 16,383.11	$ 13,382.57	$ 9,430.99
Vacation Pay	$ 35,557.53	$ 47,313.72	$ 37,425.55
Holiday Pay	$ 10,251.02	$ 8,754.51	$ 10,817.04
Payroll Tax	$ 82,766.03	$ 79,826.12	$ 74,215.46
State & Federal Unemployment Tax	$ 3,359.03	$ 3,748.71	$ 1,613.78
Health & Welfare	$ 30,400.00	$ 24,400.00	$ 16,511.12
Ustreet	$ 224,499.60	$ 459,525.87	$ 213,075.74
APA	$ 455,892.63	$ 483,264.21	$ 465,388.06
Total Payroll Expenses	**$ 1,878,831.53**	**$ 2,093,839.37**	**$ 1,741,174.67**
Management Fee	$ 1,479,900.84	$ 1,479,900.84	$ 816,340.56
Less: Telephone Expense	$ (182.86)	$ (55.32)	$ (18.27)
Performance Deduction	$ (200.00)	$ (550.00)	$ (500.00)
Total Management Fee	**$ 1,479,517.98**	**$ 1,479,295.52**	**$ 815,822.29**
Operating Expenses			
ADS-HEARTLAND	$ 16,782.28	$ 36,088.05	$ 21,993.12
BRINKS	$ 41,184.47	$ 45,316.93	$ 31,998.14
SOUTHLAND PRINTING CO.	$ 32,080.50	$ 23,160.98	$ 43,426.81
Uniforms	$ 6,150.49	$ 2,487.93	$ 5,460.08
Total Operating Expense	**$ 96,197.74**	**$ 107,053.89**	**$ 102,878.15**
Pay Due to ABM System Parking	**$ 3,454,547.25**	**$ 3,680,188.78**	**$ 2,659,875.11**

ABM Building Value

Managers Schedule 10/9/22---11/5/22

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10/9/22	**10/10/22**	**10/11/22**	**10/12/22**	**10/13/22**	**10/14/22**	**10/15/22**
Sarah	2200-0600	2200-0600	2200-0600	2200-0600	OFF	OFF	2200-1000
Maurice	1400-2200	OFF	1400-2200	OFF	2200-0600	2200-0600	1000-2200
Sheila	0600-1400	0600-1400	0600-1400	0600-1400	0600-1400	0600-1600	OFF
Bob	OFF	OFF	VAC	VAC	VAC	VAC	VAC
Maria	OFF	1400-2200	OFF	1400-2200	1400-2200	1600-2200	OFF

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10/16/22	**10/17/22**	**10/18/22**	**10/19/22**	**10/20/22**	**10/21/22**	**10/22/22**
Sarah	2200-1000	2200-0600	2200-0600	2300-0600	OFF	OFF	2200-1000
Maurice	1000-2200	OFF	OFF	OFF	2300-0600	2200-0600	1000-2200
Sheila	VAC	0600-1400	0600-1400	0600-1400	0600-1400	0600-1400	OFF
Bob	OFF	OFF	1400-2200	1400-2200	1400-2200	VAC	VAC
Maria	OFF	1400-2200	1500-0000	1500-0000	1400-2200	1400-2200	OFF

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10/23/22	**10/24/22**	**10/25/22**	**10/26/22**	**10/27/22**	**10/28/22**	**10/29/22**
Sarah	2200-0600	2200-0600	2200-0600	2300-0600	OFF	OFF	2200-0600
Maurice	1400-2200	1400-2200	OFF	OFF	2300-0600	2200-0600	1400-0600
Sheila	0600-1400	OFF	0600-1400	0600-1400	0600-1400	OFF	OFF
Bob	OFF	OFF	OFF	VAC	VAC	1400-2200	0600-1400
Maria	OFF	0600-1400	1400-2200	1400-2200	1400-2200	0600-1400	OFF

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10/30/22	**10/31/22**	**11/1/22**	**11/2/22**	**11/3/22**	**11/4/22**	**11/5/22**
Sarah	2200-0600	2200-0600	0000-0600	2200-0600	OFF	OFF	2200-0600
Maurice	1400-2200	1400-2200	OFF	OFF	2200-0600	2200-0600	0600-1400
Sheila	0600-1400	0600-1400	0600-1400	OFF	OFF	OFF	OFF
Bob	OFF	OFF	1400-2200	1400-2200	1400-2200	1400-2200	1400-2200
Maria	OFF	1500-0000	1500-2300	0600-1400	0600-1400	0600-1400	OFF

AUDIT DEPARTMENT SCHEDULE
October 16 2022 - October 22 ,2022

Audit Dept	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10/16/2022	10/17/2022	10/18/2022	10/19/2022	10/20/2022	10/21/2022	10/22/2022
Helen Hemphill	07:00 - 15:30	07:00 - 15:30	07:00 - 15:30	07:00 - 15:30	07:00 - 15:30	OFF	OFF
Yanitza Torres	OFF	OFF	Vac	Vac	Vac	07:00 - 15:30	07:00 - 15:30
Cinthia Ortiz	OFF	OFF	07:00 - 15:30	07:00 - 15:30	07:00 - 15:30	07:00 - 15:30	06:00-14:00
Leticia Muniz	OFF	OFF	07:00-16:30	07:00 - 15:30	07:00-16:30	07:00 - 15:30	07:00-16:30
Chi Doan	07:00 - 15:30	07:00 - 15:30	07:00 - 15:30	07:00 - 15:30	07:00-16:30	OFF	OFF
Margaux Ramos	07:00 - 15:30	07:00 - 15:30	07:00 - 15:30	OFF	OFF	07:00 - 15:30	07:00 - 15:30
Ashley Carson	07:00 - 15:30	07:00 - 15:30	07:00 - 15:30	07:00 - 15:30	07:00 - 15:30	OFF	OFF

Revenue Supervisor	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10/16/2022	10/17/2022	10/18/2022	10/19/2022	10/20/2022	10/21/2022	10/22/2022
Kishmer Anthony Roberts	OFF	08:00 - 16:30	08:00 - 16:30	08:00 - 16:30	08:00 - 16:30	08:00 - 16:30	08:00 - 16:30

Revenue Clerk	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10/16/2022	10/17/2022	10/18/2022	10/19/2022	10/20/2022	10/21/2022	10/22/2022
Jose Lamboy	07:30 - 16:00	07:30 - 16:00	07:30 - 16:00	07:30 - 16:00	07:30 - 16:00	OFF	OFF

Supervisors

	10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDAY	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
A-Plaza Supervisors							
1ST SHIFT	Jamal S	Jamal S	Jamal S	Roeisha T	Christina R	Christina R	Christina R
2ND SHIFT	Raitza T	Raitza T	Raitza T	Raitza T.	Roeisha T	Roeisha T	Carolyn R.
3RD SHIFT	Edward A	Edward A	Edward A	Edward A	Edward A	Carolyn R	Carolyn R
B-Plaza Supervisors							
1ST SHIFT	Yvette D	Yvette D	Yvette D	Yvette D	Yvette D	Jamal S	Jamal S
2ND SHIFT	Takenya H	Takenya H	Takenya H *Rafael F	Takenya H *Rafael F	Takenya H *Rafael F	Raitza T *Rafael F	Raitza T *Rafael F
3RD SHIFT	Jamal S.	Roeisha T	Luz E	Luz E	Luz E	Luz E	Luz E
C-Plaza Supervisors							
1ST SHIFT	Sheila L	Sheila L	Christina R	Christina R	Sheila L	Sheila L	Sheila L
2ND SHIFT	Arnolda K	Arnolda K	Carolyn R	Carolyn R	Carolyn R	Takenya 8-2	Roeisha T
3RD SHIFT	Arnolda K	Jamal S.	Carolyn R	Carolyn R	Carolyn R	Edward A.	Raitza T.

Clerks

A-PLAZA

	10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDA	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
8am-4:30pm							
4pm-00:30am	N/A	N/A	N/A	N/A	N/A	N/A	N/A

B-PLAZA

	10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDA	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
8am-4:30pm	Indialis C	Luz E.	Yabel J	Yabel J			
4pm-00:30am	N/A	N/A	N/A	N/A	N/A	N/A	N/A

C-PLAZA

	10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDA	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
8am-4:30pm	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4pm-00:30am	N/A	N/A	N/A	N/A	N/A	N/A	N/A

A PLAZA

	10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDAY	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
2300-0730 1st Shift	___James L ___Marketta R ___	___Marketta R ___	___Sandra P ___Marketta R ___Stanley H	___Sandra P ___James L ___Stanley H	___Sandra P ___ ___James L	___Sandra P ___ ___James L	___Sandra P ___James L ___Stanley H
0700-1530 2nd Shift	___Sandra M ___Elizabeth C	___Sandra M ___Elizabeth C	___Hector A ___Sandra M	___Hector A ___Amparo H	___Tiffany F ___Yabel J	___Majorie G ___Hector A	___Majorie G ___Sandra M
0800-1630 2nd Shift	___Tiffany F	___Tiffany F	___Carlos S	___Majorie G	___Majorie G	___Carlos S	___Carlos S
1500-2330 3rd Shift	___Trisha R ___Celine M	___Trisha R ___Celine M	___Elizabeth C ___Celine M ___Trisha R	___Diane B ___Celine M ___Trisha R	___Trisha R ___Donovan B	___Diane B ___Donovan B — Majorie G	___Diane B ___Donovan B — Ametra S.
1600-0030 3rd Shift	___Kenia R	___Kenia R	___Majorie G.	___Elizabeth C	___Kenia R	___Kenia R	___Kenia R

B PLAZA

	10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDAY	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
2300-0730 1st Shift	Ametra S Stanely H	Lina P Stanley H	Lina P Jamillah T	Lina P Marketta R Ametra S	Lina P Marketta R Ametra S	Lina P Ametra S James T	Ametra S James T.
0700-1530 2nd Shift	Angelica O Claitty G	Amparo H Claitty G	Amparo H Arnolda K	Arnolda K Claitty G	Amparo H Claitty G	Sandra M Amparo H Arnolda K.	Angelica O Hector A
0800-1630 2nd Shift	Norman at 10	Norman at 10	Majorie G	Carlos S	Carlos S	Tiffany F	Tiffany F
1500-2330 3rd Shift	Angela C Brandi til 8	Rufus R Angela C	Rufus R Donovan B Marilin S.	Rufus R Donovan B Marilin S.	Rufus R Angela C Norman Z.	Rufus R Angela C	Celine M Angela C
1600-0030	Jamilla T.	Takenya til 10	Ametra S.	Ametra S	Elizabeth C	Jamillah T.	Jamillah T.

C-Plaza

	10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDAY	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
2300-0730 1st Shift	___Beverly F	___Beverly F	___Beverly F	___Kirk M	___James T	___Beverly F	___Beverly F
0700-1530 2nd Shift	___Bernadine F — Beverly F.	___Bernadine F — Beverly F.	___Bernadine F — Beverly F.	___Bernadine F	___Angelica O — Bernadine F.	___Angelica O	___Arnolda K.
1500-2330 3rd Shift	___Bernadine til 9 ___Marilin S.	___Bernadine til 9 ___Arnolda K.	___Diane B ___Bernadine til 9	___Bernadine til 10 ___Takenya H.	___Diane B — Maria M.	___Rosa R — Marilin S.	___Rosa R

NPP Lot

	10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDAY	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
2300-0730	51 - Darentia R 52 - Jamillah T	51 - Jamillah T 52 - Darentia R	51 - Darentia R 52 - Kirk M	51 - Patrice T 52 - Darentia R	51 - Darentia R 52 - Kirk M	51 - Patrice T 52 - Jamillah T	51 - Patrice T 52 - Jamillah T
0700-1530	51 - Barbara W 52 - Gerladine R	51 - Gerladine R 52 - Barbara W	51 - Barbara W 52 - Patrice T	51 - Patrice T 52 - Barbara W	51 - Barbara W 52 - Patrice T	51 - Patrice T 52 - Geraldine R	51 - Gerladine R 52 - Patrice T
1500-2330	51 - Rosa R 52 - Darentia at 6:30	51 - Norman til 9 52 - Darentia at 6:30	51 - Dave A 52 - Darentia at 6:30	51 - Dave A 52 - Darentia at 6:30	51 - Dave A 52 - Jeffery S	51 - Dave A 52 - Norman Z.	51 - Dave A 52 - Darentia at 6:30

South Park Place - Spp

	10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDAY	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
1st Shift 2300 0730	59 - Kirk M 58 - James T	59 - James T 58 - Kirk M	59 - Alecia R 58 - Luis B	59 - Luis B 58 - Alecia R	59 - Alecia R 58 - Luis B	59 - Luis B 58 -Alecia R	59 - Alecia R 58 - Luis B
2nd Shift 0700-1530	59 - Yabel J 58 - Maria M	59 - Maria M 58 - Yabel J	59 - Clara G 58 - Maria M	59 - Maria M 58 - Clara G	59 - Clara G 58 - Maria M	59 - Yabel J 58 - Clara G	59 - Clara G 58 - Yabel J
3rd Shift 1500-2330	59 - Frank R 58 - Maria M.	59 - Frank R 58 - Luz E.	59 - Jeffery S 58 - Clara G.	59 - Clara G. 58 - Jeffery S	59 - Frank R 58 - Jamal S.	59 - Frank R 58 - Jeffery S	59 - Jeffery S 58 - Frank R

Roving Clerks

	10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDAY	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
1st Shift 1702	Steven C til 9am	Steven C til 9am	Steven C	Nelson R	Nelson R	Nelson R	Nelson R
1st shfit 1707	James Till 1:30	James Till 1:30	N/A	N/A	N/A	James Till 1:30	James Till 1:30
Car Counts	Daniel F	Daniel F	Daniel F	Daniel F	Daniel F	Steven C til 9am	Steven C til 9am
2nd Shift 1702	Eric T	Richard C @ 6	Richard C @ 6	Richard C @ 6	Richard C @ 6	Richard C.	
2nd Shift 1707	Coverleski W	Coverleski W	Wayne O	Wayne O	Wayne O	Wayne O	Wayne O
2nd Shift 1711	N/A	N/A	N/A	Coverleski W	Coverleski W	Coverleski W	Coverleski W
3rd Shift 1702	Bill D	Bill D	Bill D	Bill D	Bill D	Coverleski W	Emmanuel M
3rd Shift 1707	Humphrey M	Humphrey M	Emmanuel M	Emmanuel M	Emmanuel M	Emmanuel M	Humphrey M
3rd Shift 1711 1700-0130	James S	James S	Humphrey M	Humphrey M	James S	James S	James S

Inventory Takers

	10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDAY	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
Supervisor	Tyler F	Jason C	Jason C	Jason C	Jason C	Jason C	Tyler F
B Plaza	Corey S Ariel R Damon H Marshall W Jason Cedeno Jordanet J	Corey S Damon H Marshall W Jason Cedeno Jordanet J Julian S	Bryan D Marshall W Jason Cedeno Jordanet J Julian S	Tyler F Bryan D Ariel R Jason Cedeno Jordanet J Julian S	Tyler F Bryan D Corey S Ariel R Damon H Julian S	Tyler F Bryan D Corey S Ariel R Damon H Marshall W Julian S	Bryan D Corey S Ariel R Damon H Marshall W Jason Cedeno Jordanet J

Reconciliation Post

0700-1500	N/A	N/A	Raul G	Raul G	Raul G	Raul G	Raul G

Loading Dock

0400-1200	Pedro R	Pedro R	Pedro R	Pedro R	Pedro R	Jonh P	Jonh P
1200-2000	John P	John P	Brandon B	Brandon B	Brandon B	Brandon B	Brandon B

Computer Room

	10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDAY	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
1st Shift	Amanda S	Marilin S	Amanda S	Digna R	Amanda S	Digna R	Marilin S
1st Shift	Marilin S	Amanda S	Digna R	Amanda S	Digna R	Marilin S	Digna R
2nd Shift	Roeisha T	Brandie P	Roeisha T	Norman at 8	Brandie til 5	Norman at 8	Brandie til 5:30
2nd Shift	Brandie P	Roeisha T	Normam Z	Roeisha T	Norman at 8	Brandie P	Norman Z
3rd Shift	Monique P	Abigail M	Norman til 10	Abigail M	Raul til 9	Monique P	Marilin S.
3rd Shift	Abigail M	Monique P	Abigail M	Raul til 9	Monique P	Raul til 9	Monique P

Traffic Directors

		10/16/2022 SUNDAY	10/17/2022 MONDAY	10/18/2022 TUESDAY	10/19/2022 WEDNESDAY	10/20/2022 THURSDAY	10/21/2022 FRIDAY	10/22/2022 SATURDAY
							Jordan	
0500-1230							Candace R	
0500-1230				(C)		Jordan	Justin	Jordan
0700-1400	A			Isamarie-	Mandela G	Mandela G	Mandela G	Mandela G
0700-1400	B				Isamarie	Isamarie	Isamarie	Isamarie
0700-1400	Spp				Samuel A	Jacob B	Jacob B	Jacob B
0700-1400	Spp				Daniel A	Samuel A	Samuel A	Samuel A
0700-1500	Npp					Daniel A	Daniel A	Daniel A
0700-1500					Meschac	Meschac	Meschac	
1200-2030								
1200-2030								
1400-2000	A			(C) Jacob	Petar	Petar	Petar	Petar
1400-2000	B				Jaylin	Jaylin	Jaylin	Jaylin
1400-2000	Spp				Syed V	Syed V	Syed V	Syed V
1400-2000	Spp				Jacob B	Frank C	Frank C	Frank C
1500-2100					Carlos	Carlos	Carlos	Carlos
1500-2100								

VALET SCHEDULE

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	10/16/2022	10/17/2022	10/18/2022	10/19/2022	10/20/2022	10/21/2022	10/22/2022
Supervisors							
2300-0730	Karem G	Julian R	Julian R	Karem G	Karem G	Karem G	Karem G
0700-1530	Cora D	Cora D	Cora D	Cora D	Cora D	Kristal A	Kristal A
1500-2330	Dennis M	Dennis M	Carolina G	Carolina G	Carolina G	Carolina G	Carolina G
Clerks							
2300-0730				Julian R	Julian R		
0700-1530	Kristal A	Kristal A	Kristal A				
1500-2330	Lorena H	Lorena H	Lorena H	Lorena H	Lorena H	Dennis M	Dennis M
Drivers							
2300-0730	Orlando R	Orlando R	Orlando R	Cynthia C	Cynthia C	Cynthia C	Cynthia C
0700-1530	Star S	Off	Off	Star S	Star S	Star S	Star S
0700-1530	Sonia A	Sonia A	Sonia A	Sonia A	Sonia A	Off	Off
0700-1700	Paola A	Paola A	Paola A	Off	Off	Paola A	Paola A
0700-1700	Off	Off				Jesus V	Jesus V
0700-1530							
1500-2330	Off	Jose C	Jose C	Jose C	Jose C	Off	Off
1500-2330	Off	Off	Chris C	Chris C	Chris C	Chris C	Chris C
1500-2330	Deven L	Deven L	Deven L	Deven L	Off	Off	Deven L
1500-2330	Diego V	Diego V	Off	Off	Off	Diego V	Diego V
1500-2330	Katherine M				Katherine M	Katherine M	

VALET CURB SCHEDULE

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	10/16/2022	10/17/2022	10/18/2022	10/19/2022	10/20/2022	10/21/2022	10/22/2022
Supervisor AM							
0530-1430	Kilary C	Kilary C	Kilary C	Kilary C	Kilary C	OFF	OFF
0530-1430	Maria W	Maria W	Maria W	Maria W	Yanielys N	OFF	OFF
Drivers AM							
0530-1430	Yanielys N	Yanielys N	Yanielys N	Yanielys N	Supervisor	OFF	OFF
0530-1430	OFF	OFF	OFF	Shera P	Shera P	Shera P	Shera P
0530-1430	Sylvia M	Sylvia M	Sylvia M	Sylvia M	Sylvia M	OFF	OFF
0530-1430	OFF	OFF	Darcy F	Darcy F	Darcy F	Darcy F	Darcy F
0530-1430	Ramsiel G	Ramsiel G	Ramsiel G	Ramsiel G	Ramsiel G	OFF	OFF
0530-1430	OFF	OFF	OFF	Lionel S	Lionel S	Lionel S	Lionel S
0530-1430	Thalia A	Thalia A	Thalia A	Thalia A	OFF	OFF	OFF
0530-1430	Brenda G	Brenda G	OFF	OFF	OFF	Brenda G	Brenda G
0530-1430							
Relief Supervisor							
Kaithlyn P	1400-2330	1400-2330	OFF	OFF	OFF	0530-1430	0530-1430
Angie A	1400-2330	1400-2330	OFF	OFF	OFF	0530-1430	0530-1430
Supervisor PM							
1400-2300	OFF	OFF	Paola R	Paola R	Paola R	Paola R	Paola R
14002300	OFF	OFF	Malijar R	Malijar R	Malijar R	Malijar R	Malijar R
Drivers PM	Abdullah T	OFF	OFF	Abdullah T	Abdullah T	Abdullah T	Abdullah T
1400-2300	Victoria R	Victoria R	Victoria R	Victoria R	OFF	OFF	OFF
1400-2300	Jonathan V	OFF	OFF	Jonathan V	Jonathan V	Jonathan V	Jonathan V
1400-2300	OFF	Jarline N	Jarline N	Jarline N	Jarline N	Jarline N	OFF
1400-2300	OFF	Maria T	Maria T	Maria T	Maria T	Maria T	OFF

23-124-RFP - ADDENDUM 2 - ATTACHMENT 4

Reimbursable Employee List

Position/Title	Date of Hire	Pay Rate
Cashier	3/28/2022	$15.00
Cashier	10/29/2003	$15.59
Cashier	9/14/2022	$15.00
Cashier	7/26/2013	$15.13
Cashier	7/26/2013	$15.13
Cashier	6/1/2012	$15.13
Cashier	4/30/2000	$15.59
Cashier	10/20/2021	$15.00
Cashier	8/20/2022	$15.00
Cashier	7/23/2008	$15.59
Cashier	8/27/2021	$15.00
Cashier	9/12/2022	$15.00
Cashier	7/5/2013	$15.13
Cashier	12/21/2021	$15.00
Cashier	3/14/2022	$15.00
Cashier	9/19/2022	$15.00
Cashier	10/6/2022	$15.00
Cashier	8/16/2022	$15.00
Cashier	11/30/2012	$15.13
Cashier	6/5/2018	$15.00
Cashier	7/18/2022	$15.00
Cashier	8/17/2012	$15.13
Cashier	2/28/2022	$15.00
Cashier	3/11/2019	$15.00
Cashier	6/7/2022	$15.00
Cashier	12/16/2019	$15.00
Cashier	8/10/2022	$15.00
Computer Room Clerk	5/27/2022	$15.50
Computer Room Clerk	12/8/2021	$15.50
Computer Room Clerk	12/6/2021	$15.50
Computer Room Clerk	5/21/2007	$16.22
Computer Room Clerk	4/15/2022	$15.50
Computer Room Clerk	2/1/2022	$15.50
Computer Room Clerk	1/17/2014	$15.75
Computer Room Clerk	1/15/2020	$15.50
Computer Room Reconcilor	4/11/2006	$16.22
C Commercial Lane Cashier	9/9/2022	$15.00
C Commercial Lane Cashier	10/11/2022	$15.00
C Commercial Lane Cashier	9/26/2022	$15.00
C Commercial Lane Cashier	10/11/2022	$15.00
C Commercial Lane Cashier	9/12/2022	$15.00
Economy Lot Clerk	11/3/2021	$15.50
Economy Lot Clerk	3/10/1994	$17.87
Economy Lot Clerk	9/19/2022	$15.50
Economy Lot Clerk	3/9/1989	$17.96
Economy Lot Clerk	12/30/2021	$15.50
Economy Lot Clerk	11/3/2021	$15.50
Economy Lot Clerk	5/1/2012	$16.02
Economy Lot Clerk	10/15/1996	$16.53
Economy Lot Clerk	10/30/2021	$15.50
Economy Lot Clerk	6/26/2022	$15.50
Economy Lot Clerk	4/13/2021	$15.50
Economy Lot Clerk	10/5/2021	$15.50
Economy Lot Clerk	10/6/2022	$15.50
Economy Lot Clerk	6/21/1999	$15.59
Economy Lot Clerk	8/27/2002	$16.71
Economy Lot Clerk	11/1/2021	$15.50
Economy Lot Clerk	10/27/2021	$15.50
Inventory Supervisor	6/9/2017	$17.36
Inventory Taker	6/2/2022	$15.75
Inventory Taker	11/8/2019	$16.18
Inventory Taker	6/14/2022	$15.75
Inventory Taker	7/6/2022	$15.75
Inventory Taker	7/6/2022	$15.75
Inventory Taker	5/18/2022	$15.75
Inventory Taker	7/29/2022	$15.75

Inventory Taker	7/12/2022	$15.75
Inventory Taker	3/24/2021	$16.18
Loading Dock	9/13/2013	$15.13
Loading Dock	3/10/2021	$15.00
Loading Dock	7/24/2011	$15.13
Plaza Supervisor	12/22/2021	$16.50
Plaza Supervisor	11/9/2012	$16.75
Plaza Supervisor	4/1/1998	$16.75
Plaza Supervisor	4/4/2022	$16.50
Plaza Supervisor	4/2/2018	$16.75
Plaza Supervisor	9/19/2022	$16.50
Plaza Supervisor	5/20/2019	$16.50
Plaza Supervisor	2/25/2008	$16.75
Plaza Supervisor	3/9/2017	$16.75
Plaza Supervisor	9/12/2018	$16.75

Plaza Supervisor	9/12/2014	$16.75
Plaza Clerk	2/18/2022	$15.50
Roving Clerk	4/5/2018	$15.50
Roving Clerk	12/29/2021	$15.50
Roving Clerk	3/6/2021	$15.50
Roving Clerk	12/14/1999	$16.33
Roving Clerk	3/22/2021	$15.50
Roving Clerk	10/28/2021	$15.50
Roving Clerk	1/14/2000	$16.33
Roving Clerk	8/1/2013	$15.63
Roving Clerk	5/1/2013	$15.50
Roving Clerk	8/24/2012	$15.90
Roving Clerk	9/16/1995	$18.51
Valet Clerk	11/13/1990	$19.50
Valet Clerk	3/23/2022	$15.50
Valet Clerk	9/20/2021	$15.50
Valet Clerk	8/8/2021	$15.50
Valet Clerk	1/11/2022	$15.50
Valet Driver	7/5/2021	$13.00
Valet Driver	5/13/2011	$14.04
Valet Driver	10/1/2021	$13.00
Valet Driver	6/7/2022	$13.00
Valet Driver	9/16/2022	$13.00
Valet Driver	4/27/2022	$13.00
Valet Driver	1/27/2002	$14.38
Valet Driver	10/1/2021	$13.00
Valet Driver	5/13/2022	$13.00
Valet Driver	8/9/2022	$13.00
Valet Driver	2/3/2022	$13.00
Valet Supervisor	5/6/2009	$17.14
Valet Supervisor	10/29/2018	$16.50
Valet Supervisor	7/3/2008	$17.49
Curbside Valet Supervisor	6/13/2022	$16.50
Curbside Valet Supervisor	7/25/2022	$16.50
Curbside Valet Supervisor	6/24/2022	$16.50
Curbside Valet Supervisor	6/20/2022	$16.50
Curbside Valet Supervisor	2/4/2022	$16.50
Curbside Valet Supervisor	11/1/2021	$16.50
Curbside Valet Supervisor	2/8/2022	$16.50
Curbside Valet Supervisor	9/1/2022	$16.50
Curbside Valet Supervisor	6/17/2022	$16.50
Curbside Valet Supervisor	3/28/2022	$16.50
Curbside Valet Driver	9/1/2022	$13.00
Curbside Valet Driver	7/28/2022	$13.00
Curbside Valet Driver	7/21/2022	$13.00
Curbside Valet Driver	8/1/2022	$13.00
Curbside Valet Driver	9/2/2022	$13.00
Curbside Valet Driver	2/10/2022	$13.00
Curbside Valet Driver	9/12/2022	$13.00
Curbside Valet Driver	5/11/2022	$13.00
Curbside Valet Driver	2/1/2022	$13.00
Curbside Valet Driver	2/28/2022	$13.00
Curbside Valet Driver	6/1/2022	$13.00
Curbside Valet Driver	5/2/2005	$13.00
Curbside Valet Driver	4/28/2022	$13.00
Traffic Director	7/21/2022	$15.00
Traffic Director	11/11/2021	$15.00
Traffic Director	10/15/2021	$15.00
Traffic Director	6/16/2022	$15.00
Traffic Director	5/20/2022	$15.00
Traffic Director	6/15/2022	$15.00
Traffic Director	10/29/2021	$15.00
Traffic Director	12/20/2021	$15.00

ABM Performance Factors Deductions	
Contract Year	YTD Totals
Year 1	$ (18,050.00)
Year 2	$ (3,000.00)
Year 3	$ (200.00)
1St Renewal Option	$ (550.00)
2nd Renewal Option	$ (500.00)

OPEARTION AND MANAGEMENT OF PARKING FACILITY:

	FTE	Year 1	Year 2	Year 3	Year 4	Year 5
Reimbursable Payroll Expenses:						
- Supervisors: Toll Plazas, Valet, Computer Room, LPI…	27	$ 1,000,280	$ 1,030,290	$ 1,061,200	$ 1,093,040	$ 1,125,840
- Revenue Control Supervisor & Lead	2	$ 81,150	$ 83,590	$ 86,100	$ 88,690	$ 91,360
- Lead Cashiers - Plaza	13	$ 435,860	$ 448,940	$ 462,410	$ 476,290	$ 490,580
- Cashiers - Plaza	38	$ 1,280,570	$ 1,318,990	$ 1,358,560	$ 1,399,320	$ 1,441,300
- Lead Cashiers - Economy	17	$ 620,140	$ 638,750	$ 657,920	$ 677,660	$ 697,990
- Lead Cashiers -Valet	4	$ 152,790	$ 157,380	$ 162,110	$ 166,980	$ 171,990
- Valet Attendent	35	$ 1,036,520	$ 1,067,620	$ 1,099,650	$ 1,132,640	$ 1,166,620
- Computer Room Coordinators	8	$ 294,510	$ 303,350	$ 312,460	$ 321,840	$ 331,500
- LPI Agents Agents	9	$ 333,250	$ 343,250	$ 353,550	$ 364,160	$ 375,090
- Parking Operation Agents	11	$ 401,180	$ 413,220	$ 425,620	$ 438,390	$ 451,550
- Traffic Directors & EPL	18	$ 602,200	$ 620,270	$ 638,880	$ 658,050	$ 677,800
- Loading Dock Agents	6	$ 188,590	$ 194,250	$ 200,080	$ 206,090	$ 212,280
- PTO Coverage	7	$ 236,500	$ 243,600	$ 250,910	$ 258,440	$ 266,200
- Overtime		$ 192,820	$ 198,610	$ 204,570	$ 210,710	$ 217,040
- Payroll Taxes: Social Security, Medicare, State&Federal Unemployment		$ 634,220	$ 653,250	$ 672,850	$ 693,040	$ 713,840
- Health Care		$ 444,820	$ 458,170	$ 471,920	$ 486,080	$ 500,670
	195	**$ 7,935,400**	**$ 8,173,600**	**$ 8,418,800**	**$ 8,671,500**	**$ 8,931,700**
Reimbursable Operating Expenses:						
- Armored Car Expenses		$ 50,000	$ 51,500	$ 53,050	$ 54,650	$ 56,290
- ADS / Credit Card processing system & Equipment fees		$ 86,500	$ 89,100	$ 91,780	$ 94,540	$ 97,380
- Uniforms		$ 58,530	$ 60,290	$ 62,100	$ 63,970	$ 65,890
- Ticket stock & Credit Cards receipts		$ 45,000	$ 46,350	$ 47,750	$ 49,190	$ 50,670
		$ 240,100	**$ 247,300**	**$ 254,700**	**$ 262,400**	**$ 270,300**
		$ 8,175,500	**$ 8,420,900**	**$ 8,673,500**	**$ 8,933,900**	**$ 9,202,000**

JM CPA GROUP

Independent Auditor's Report

To the Board of Directors of ABM Aviation, Inc.

We have audited the accompanying schedules of Gross Receipts & Reimbursable Expenses of ABM Aviation, Inc. at the Orlando International Airport for the twelve months ended January 31, 2021, and the related notes.

Management's Responsibility for the Financial Information

Management is responsible for the presentation and fair presentation of the schedules in accordance with accounting principal generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of the schedule that is free from material misstatement whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the schedules based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the schedule is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the schedule. The procedures selected depend on auditor's judgment, including the assessment of the risks of material misstatement of the schedule, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the schedule in order to design audit procedures that are appropriate in the circumstance, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluation the overall presentation of the schedule.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion

Opinion

In our opinion, the schedules of Gross Receipts & Reimbursable Expenses referred to above presents fairly, in all material respects the gross revenues & reimbursable expenses of ABM Aviation, Inc. at the Orlando International Airport for the twelve months ended January 31, 2021 in accordance with accounting principles generally accepted in the United States of America.

Jesse L. Mendizabal, CPA
July 10, 2021

ABM AVIATION, INC.
ORLANDO INTERNATIONAL AIRPORT
STATEMENT OF GROSS RECEIPTS
FOR THE TWELVE MONTHS ENDED JANUARY 31, 2021

Month	Receipts
February 2020	$ 5,406,761
March 2020	3,493,707
April 2020	345,790
May 2020	705,226
June 2020	1,439,468
July 2020	1,945,218
August 2020	2,054,455
September 2020	2,201,240
October 2020	2,578,071
November 2020	2,900,084
December 2020	2,633,743
January 2021	2,621,516
Total Gross Receipts	**$ 28,325,279**

The accompanying notes are an integral part of this statement.

ABM AVIATION, INC.
ORLANDO INTERNATIONAL AIRPORT
STATEMENT OF REIMBURSABLE EXPENSES
FOR THE TWELVE MONTHS ENDED JANUARY 31, 2021

Expense	ABM	Contractors	Total
Payroll	$ 1,323,751	$ 844,437	$ 2,168,188
Payroll Taxes	105,238	69,723	174,961
Benefits	48,400	58,800	107,200
Total Payroll and Related Expenses	**1,477,389**	**972,960**	**2,450,349**
ADS/Credit Card Processing System Fees/Credit Card Equipment	30,680	-	30,680
Ticket Stock	32,081	-	32,081
Armored Car Expenses	41,184	-	41,184
Uniforms	6,150	-	6,150
Total Operating Expenses	**110,095**	**-**	**110,095**
Management Fee			1,999,866
Performance Deductions			(200)
Telephone Expense Credit			(183)
Total Management Fee			**1,999,483**
Non-reimbursed expenses			(302)
Total Reimbursable Expenses			**$ 4,559,625**

The accompanying notes are an integral part of this statement.

ABM AVIATION, INC.
ORLANDO INTERNATIONAL AIRPORT
NOTES TO STATEMENT OF GROSS RECEIPTS AND REIMBURSABLE EXPENSES
FOR THE TWELVE MONTHS ENDED JANUARY 31, 2021

1. General

ABM Aviation, Inc. (ABM) operates and manages the Orlando International Airport automobile parking facilities under the terms of a contractual agreement (the Contract), dated February 1, 2018, between the Greater Orlando Aviation Authority (GOAA) and ABM. The terms of the Contract is for thirty-six (36) months, with GOAA having options to renew the Contract for two (2) additional periods of one (1) year each.

2. Basis of Presentation

The accompanying statements of gross receipts and reimbursable expenses are prepared in accordance with the terms of the Contract.

3. Gross Receipts

The gross receipts reported include all fees and charges derived from the parking operations collected by ABM, as a result of the operation of the parking facilities. In addition, the gross receipts reported include amounts earned from E-PASS/SunPass transactions.

4. Reimbursable Expenses

Reimbursable expenses include all reimbursable payroll and operating expenses as defined under the terms of the Contract. Reimbursable expenses reflect the expenses of the parking operations as paid and not necessarily when incurred.

5. Management Fee

The management fee is payable on a monthly basis in arrears in accordance with the terms of the Contract. For the twelve months ended January 31, 2021 the monthly management fee was $1,999,866 during the period and is included in the accompanying statement of reimbursable expenses.

ABM AVIATION, INC.
ORLANDO INTERNATIONAL AIRPORT
STATEMENT OF GROSS RECEIPTS
FOR THE TWELVE MONTHS ENDED JANUARY 31, 2021

Month	Parking Garage Fees	Satellite Parking Fees	Hotel Parking Fees	Promissory Notes	Towing Receipts	Total Receipts
February 2020	$ 4,495,376	$ 844,465	$ 65,062	$ 1,008	$ 850	**$ 5,406,761**
March 2020	2,782,192	669,575	39,386	1,804	750	**3,493,707**
April 2020	260,889	72,243	11,217	841	600	**345,790**
May 2020	556,646	134,190	13,136	954	300	**705,226**
June 2020	1,150,044	259,833	27,975	966	650	**1,439,468**
July 2020	1,530,593	379,350	32,308	2,317	650	**1,945,218**
August 2020	1,637,782	366,025	48,449	1,499	700	**2,054,455**
September 2020	1,838,106	317,355	43,462	1,717	600	**2,201,240**
October 2020	2,152,039	365,795	57,710	1,527	1,000	**2,578,071**
November 2020	2,313,638	537,019	44,789	3,838	800	**2,900,084**
December 2020	2,108,420	481,204	41,440	1,879	800	**2,633,743**
January 2021	2,090,478	490,953	35,541	1,394	3,150	**2,621,516**
Total Gross Receipts	**$ 22,916,203**	**$ 4,918,007**	**$ 460,475**	**$ 19,744**	**$ 10,850**	**$ 28,325,279**

The accompanying notes are an integral part of this statement.

ABM AVIATION, INC.
ORLANDO INTERNATIONAL AIRPORT
STATEMENT OF REIMBURSABLE EXPENSES
FOR THE TWELVE MONTHS ENDED JANUARY 31, 2021

Expense	Main			Valet		
	ABM	Contractors	Total - Main	ABM	Contractors	Total - Valet
Payroll	$ 1,081,914	$ 587,770	$ 1,669,684	$ -	$ 256,667	$ 256,667
Payroll Taxes	86,125	47,023	133,148	-	22,700	22,700
Benefits	30,400	45,600	76,000	-	13,200	13,200
Total ABM Payroll Expenses	**1,198,439**	**680,393**	**1,878,832**	**-**	**292,567**	**292,567**
ADS/Credit Card Processing System Fees/Credit Card Equipment	16,783	-	16,783	167	-	167
Ticket Stock	32,081	-	32,081	-	-	-
Armored Car Expenses	41,184	-	41,184	-	-	-
Uniforms	6,150	-	6,150	-	-	-
Total Operating Expenses	**96,198**	**-**	**96,198**	**167**	**-**	**167**
Management Fee	1,479,900	-	1,479,900	59,996	-	59,996
Performance Deductions	(200)	-	(200)	-	-	-
Telephone Expense Credit	(183)	-	(183)	-	-	-
Total Management Fee	**1,479,517**	**-**	**1,479,517**	**59,996**	**-**	**59,996**
Non-reimbursed expenses	(302)	-	(302)	-	-	-
Total Reimbursable Expenses	**$ 2,773,852**	**$ 680,393**	**$ 3,454,245**	**$ 60,163**	**$ 292,567**	**$ 352,730**

The accompanying notes are an integral part of this statement.

ABM AVIATION, INC. - CONTINUED FROM PREVIOUS PAGE
ORLANDO INTERNATIONAL AIRPORT
STATEMENT OF REIMBURSABLE EXPENSES
FOR THE TWELVE MONTHS ENDED JANUARY 31, 2021

Satellite			Garage C			Total
ABM	Contractors	Total - Satellite	ABM	Contractors	Total - Garage C	Combined
$ 213,672	$ -	$ 213,672	$ 28,165	$ -	$ 28,165	$ 2,168,188
16,868	-	16,868	2,245	-	2,245	174,961
17,200	-	17,200	800	-	800	107,200
247,740	**-**	**247,740**	**31,210**	**-**	**31,210**	**2,450,349**
13,573	-	13,573	157	-	157	30,680
-	-	-	-	-	-	32,081
-	-	-	-	-	-	41,184
-	-	-	-	-	-	6,150
13,573	**-**	**13,573**	**157**	**-**	**157**	**110,095**
319,979	-	319,979	139,991	-	139,991	1,999,866
-	-	-	-	-	-	(200)
-	-	-			-	(183)
319,979	**-**	**319,979**	**139,991**	**-**	**139,991**	**1,999,483**
-	-	-	-	-	-	(302)
$ 581,292	**$ -**	**$ 581,292**	**$ 171,358**	**$ -**	**$ 171,358**	**$ 4,559,625**

The accompanying notes are an integral part of this statement.

ABM AVIATION, INC.
ORLANDO INTERNATIONAL AIRPORT
STATEMENT OF GROSS RECEIPTS
FOR THE TWELVE MONTHS ENDED JANUARY 31, 2022

Month	Receipts
February 2021	$ 2,362,726
March 2021	3,630,007
April 2021	3,669,054
May 2021	3,844,593
June 2021	5,777,867
July 2021	6,428,452
August 2021	5,845,207
September 2021	5,689,929
October 2021	6,382,102
November 2021	6,326,426
December 2021	5,816,905
January 2022	5,117,727
Total Gross Receipts	**$ 60,890,995**

The accompanying notes are an integral part of this statement.

ABM AVIATION, INC.
ORLANDO INTERNATIONAL AIRPORT
STATEMENT OF REIMBURSABLE EXPENSES
FOR THE TWELVE MONTHS ENDED JANUARY 31, 2022

Expense	ABM	Contractors	Total
Payroll	$ 1,349,373	$ 1,186,444	$ 2,535,817
Payroll Taxes	108,148	101,833	209,981
Benefits	38,400	42,400	80,800
Total Payroll and Related Expenses	**1,495,921**	**1,330,677**	**2,826,598**
ADS/Credit Card Processing System Fees/Credit Card Equipment	43,262	-	43,262
Ticket Stock	23,161	-	23,161
Armored Car Expenses	45,317	-	45,317
Uniforms	2,488	-	2,488
Total Operating Expenses	**114,228**	**-**	**114,228**
Management Fee			1,999,866
Performance Deductions			(550)
Telephone Expense Credit			(55)
Total Management Fee			**1,999,261**
Non-reimbursed expenses			(679)
Total Reimbursable Expenses			**$ 4,939,408**

The accompanying notes are an integral part of this statement.

ABM AVIATION, INC.
ORLANDO INTERNATIONAL AIRPORT
NOTES TO STATEMENT OF GROSS RECEIPTS AND REIMBURSABLE EXPENSES
FOR THE TWELVE MONTHS ENDED JANUARY 31, 2022

1. General

ABM Aviation, Inc. (ABM) operates and manages the Orlando International Airport automobile parking facilities under the terms of a contractual agreement (the Contract), dated February 1, 2018, between the Greater Orlando Aviation Authority (GOAA) and ABM. The terms of the Contract is for thirty-six (36) months, with GOAA having options to renew the Contract for two (2) additional periods of one (1) year each.

2. Basis of Presentation

The accompanying statements of gross receipts and reimbursable expenses are prepared in accordance with the terms of the Contract.

3. Gross Receipts

The gross receipts reported include all fees and charges derived from the parking operations collected by ABM, as a result of the operation of the parking facilities. In addition, the gross receipts reported include amounts earned from E-PASS/SunPass transactions.

4. Reimbursable Expenses

Reimbursable expenses include all reimbursable payroll and operating expenses as defined under the terms of the Contract. Reimbursable expenses reflect the expenses of the parking operations as paid and not necessarily when incurred.

5. Management Fee

The management fee is payable on a monthly basis in arrears in accordance with the terms of the Contract. For the twelve months ended January 31, 2022 the monthly management fee was $1,999,866 during the period and is included in the accompanying statement of reimbursable expenses.

ABM AVIATION, INC.
ORLANDO INTERNATIONAL AIRPORT
STATEMENT OF GROSS RECEIPTS
FOR THE TWELVE MONTHS ENDED JANUARY 31, 2022

Month	Parking Garage Fees	Satellite Parking Fees	Hotel Parking Fees	Promissory Notes	Towing Receipts	Total Receipts
February 2021	$ 1,934,956	$ 374,340	$ 49,783	$ 1,647	$ 2,000	**$ 2,362,726**
March 2021	2,983,845	583,395	59,309	1,208	2,250	**3,630,007**
April 2021	3,034,049	573,990	57,371	2,244	1,400	**3,669,054**
May 2021	2,942,365	833,063	65,311	2,219	1,635	**3,844,593**
June 2021	4,599,538	1,100,477	73,948	2,954	950	**5,777,867**
July 2021	5,059,304	1,275,755	89,767	2,276	1,350	**6,428,452**
August 2021	4,701,476	1,089,631	49,556	3,244	1,300	**5,845,207**
September 2021	4,453,553	1,162,254	71,020	2,102	1,000	**5,689,929**
October 2021	4,913,195	1,384,611	81,390	1,496	1,410	**6,382,102**
November 2021	4,703,129	1,536,491	83,595	1,811	1,400	**6,326,426**
December 2021	4,487,256	1,254,169	71,712	1,968	1,800	**5,816,905**
January 2022	3,924,800	1,132,468	56,225	2,434	1,800	**5,117,727**
Total Gross Receipts	**$ 47,737,466**	**$ 12,300,644**	**$ 808,987**	**$ 25,603**	**$ 18,295**	**$ 60,890,995**

The accompanying notes are an integral part of this statement.

ABM AVIATION, INC.
ORLANDO INTERNATIONAL AIRPORT
STATEMENT OF REIMBURSABLE EXPENSES
FOR THE TWELVE MONTHS ENDED JANUARY 31, 2022

Expense	Main			Valet		
	ABM	Contractors	Total - Main	ABM	Contractors	Total - Valet
Payroll	$ 1,043,075	$ 839,890	$ 1,882,965	$ -	$ 346,554	$ 346,554
Payroll Taxes	83,575	70,900	154,475	-	30,933	30,933
Benefits	24,400	32,000	56,400	-	10,400	10,400
Total ABM Payroll Expenses	**1,151,050**	**942,790**	**2,093,840**	**-**	**387,887**	**387,887**
ADS/Credit Card Processing System Fees/Credit Card Equipment	36,088	-	36,088	421	-	421
Ticket Stock	23,161	-	23,161	-	-	-
Armored Car Expenses	45,317	-	45,317	-	-	-
Uniforms	2,488	-	2,488	-	-	-
Total Operating Expenses	**107,054**	**-**	**107,054**	**421**	**-**	**421**
Management Fee	1,479,900	-	1,479,900	59,996	-	59,996
Performance Deductions	(550)	-	(550)	-	-	-
Telephone Expense Credit	(55)	-	(55)	-	-	-
Total Management Fee	**1,479,295**	**-**	**1,479,295**	**59,996**	**-**	**59,996**
Non-reimbursed expenses	(679)	-	(679)	-	-	-
Total Reimbursable Expenses	**$ 2,736,720**	**$ 942,790**	**$ 3,679,510**	**$ 60,417**	**$ 387,887**	**$ 448,304**

The accompanying notes are an integral part of this statement.

ABM AVIATION, INC. - CONTINUED FROM PREVIOUS PAGE
ORLANDO INTERNATIONAL AIRPORT
STATEMENT OF REIMBURSABLE EXPENSES
FOR THE TWELVE MONTHS ENDED JANUARY 31, 2022

Satellite			Garage C			Total
ABM	Contractors	Total - Satellite	ABM	Contractors	Total - Garage C	Combined
$ 306,298	$ -	$ 306,298	$ -	$ -	$ -	$ 2,535,817
24,573	-	24,573	-	-	-	209,981
14,000	-	14,000	-	-	-	80,800
344,871	**-**	**344,871**	**-**	**-**	**-**	**2,826,598**
6,439	-	6,439	314	-	314	43,262
-	-	-	-	-	-	23,161
-	-	-	-	-	-	45,317
-	-	-	-	-	-	2,488
6,439	**-**	**6,439**	**314**	**-**	**314**	**114,228**
319,979	-	319,979	139,991	-	139,991	1,999,866
-	-	-	-	-	-	(550)
-	-	-			-	(55)
319,979	**-**	**319,979**	**139,991**	**-**	**139,991**	**1,999,261**
-	-	-	-	-	-	(679)
$ 671,289	**$ -**	**$ 671,289**	**$ 140,305**	**$ -**	**$ 140,305**	**$ 4,939,408**

The accompanying notes are an integral part of this statement.

Reimbursable employees with Health Benefits

Total employees With Health Coverage:	23
Total Reimbursable employees:	144
Healthcare Coverage Ratio (%):	15.97%

APRIL 2020

CREDIT CARD FEES

POINT OF SALE

MC / VISA / DISCOVER	RATE
Rate 1	1.9150%
Rate 1 Durbin Regulated	2.7900%
Rate 2	2.2950%
Rate 2R	2.4750%
Rate 3	3.1950%
Rate 3R	3.3750%
Rate 4	3.6150%
Rate 4R	3.7950%

Authorization	AMEX	DISCOVER	MC	VISA
Heartland	$0.0380	$0.0380	$0.0380	$0.0380
Heartland Dial Up	$0.0430	$0.0430	$0.0430	$0.0430
Windcave	$0.0350	$0.0350	$0.0350	$0.0350
TSYS	$0.0155	$0.0155	$0.0155	$0.0155
3C	$0.0250	$0.0250	$0.0250	$0.0250
AUTHORIZE.NET	$0.1000	$0.1000	$0.1000	$0.1000
GLOBAL	$0.0500	$0.0500	$0.0500	$0.0500

MOTO MC/VISA/DISCOVER	RATE
Rate 1	2.2650%
Rate 1 Durbin Regulated	2.2650%
Rate 2	2.5450%
Rate 2R	2.7250%
Rate 3	3.2450%
Rate 3R	3.4250%
ACH	$0.0375

AUTHORIZATION	AMEX	DISCOVER	MC	VISA
Recurring	$0.0155	$0.0155	$0.0155	$0.0155
Reservations	$0.0155	$0.0155	$0.0155	$0.0155
Quick Pay	$0.0155	$0.0155	$0.0155	$0.0155
Mobile	$0.0155	$0.0155	$0.0155	$0.0155
iParq	$0.0155	$0.0155	$0.0155	$0.0155
Multi-Pass	$0.0155	$0.0155	$0.0155	$0.0155
Moto	$0.0155	$0.0155	$0.0155	$0.0155

PAYMENTS ONLINE MC/V/DIS	RATE
Rate 1	2.2650%
Rate 1 Durbin Regulated	2.2650%
Rate 2	2.5450%
Rate 2R	2.7250%
Rate 3	3.2450%
Rate 3R	3.4250%
ACH	$0.0375

AUTHORIZATION	AMEX	DISCOVER	MC	VISA
Payments Online	$0.0155	$0.0155	$0.0155	$0.0155

AMERICAN EXPRESS	RATE
Pre-Paid	1.65%
Regular	2.90%

AUTHORIZATION	Heartland	TSYS	Windcave	POL	DIAL UP
	$0.0380	$0.0155	$0.0350	$0.0155	$0.0430
	$0.0380	$0.0155	$0.0350	$0.0155	$0.0430

VISA APF	$0.0195
MC NABU	$0.0195

(REVISED PER ADDENDUM 2)

8.0 PROPOSAL SUBMITTAL REQUIREMENTS

7.1 Opening

a. Sealed proposals are exempt in accordance with Florida Statute 119.071(1) (b) 2. The names of the firms submitting a competitive solicitation will be read aloud at the time of the opening. No details of the competitive solicitation will be released until such time as the Aviation Authority provides notice of an intended decision or until 30 days after opening the bids, proposals, or final replies, whichever is earlier.

b. Submittals must be submitted no later than **3:00 p.m. Eastern Time on Monday, October 24, 2022** in sealed envelopes bearing the words "**Purchasing Proposal 23-124-RFP Operation and Management of Parking Facilities, for the Orlando International Airport".**

c. Each Proposer shall submit three (3) complete sets of the Submittal:

One hardcopy marked "ORIGINAL".

One hardcopy marked "COPY".

One COMPLETE electronic copy on a USB drive in PDF format. The Submittal in PDF format shall have *navigational bookmarks* inserted in lieu of any tabs required in the hard copy. The entire submittal shall not exceed a single USB Flash Drive. In cases where there are discrepancies between the electronic PDF and hard copy, the hard copy shall take precedence.

7.2 Delivery of Proposal

a. It is the sole responsibility of the Proposer to ensure that their submittal reaches the Purchasing Department. All proposals, unless otherwise specified, must be delivered to the following address no later than the time and date specified in the solicitation:

Greater Orlando Aviation Authority
Purchasing Department
8652 Casa Verde Road, Building 811
Orlando, Florida 32827-4338

b. Proposer should include the Proposal Number and Name, Name and Address of Proposer, and the Date of the opening on the outside of the box or envelope. Proposals submitted by e-mail, telephone or fax shall not be accepted. An e-mailed or a faxed submittal shall be rejected as non-responsive regardless of where or when it is received.

c. Proposers are cautioned that they are solely and strictly responsible for delivery to the specific location cited prior to the specified opening date and time. Therefore,

GREATER ORLANDO AVIATION AUTHORITY

REQUEST FOR PROPOSALS (RFP)

23-124-RFP OPERATION AND MANAGEMENT OF PARKING FACILITIES

DATE OF ISSUE: Monday, September 26, 2022

NON-MANDATORY PRE-PROPOSAL MEETING:

Wednesday, October 5, 2022 10:30 a.m. EST

PRE-PROPOSAL LOCATION: Purchasing Department, 8652 Casa Verde Road, Building 811, Orlando, FL, 32827 or

GoToMeeting: https://meet.goto.com/924163117
United States (Toll Free): ***1-866-899-4679*** Access Code: 924-163-117

DEADLINE FOR QUESTIONS: Wednesday, October 12, 2022 5:00 p.m., EST

DIRECT ALL QUESTIONS & INQUIRES TO:

Name: Vlad Opreanu
Title: Senior Purchasing Agent
Email: vlad.opreanu@goaa.org
Phone: (407) 825-6427

RFP DUE: Monday, October 24, 2022 3:00 p.m., EST

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The Greater Orlando Aviation Authority (GOAA) uses an online solicitation platform powered by Mercell Source to Contract (Mercell) (formerly knowns as Negometrix USA) to:

- Post and accept submissions for Request For Quotes (RFQ) and Request for Information (RFI).
- Post only for Request for Proposals (RFP), Invitation For Bids (IFB) and Statement of Qualifications (SOQ).

GOAA encourages you to register on the Mercell platform and to add commodity codes to your account so that you will automatically be notified of solicitation opportunities with GOAA that may be of interest to your firm.

Register on Mercell

Registration is a simple and free process that takes only a few minutes. Please click the link below and fill out the registration form. GOAA believes that this online transition will be of benefit to all vendors, greatly reducing the time and cost attributed with printing and shipping multiple copies of solicitation responses. To register with Mercell follow the link:

https://app.negometrix.com/registration.

If you already have a Mercell profile, you will not need to register again to participate in GOAA bids.

You can find all current GOAA solicitations at: https://app.negometrix.com/buyer/5681

Additional Information

Suppliers can check out the support video in the link below for a full walkthrough of the Mercell USA platform, after registering to submitting your first solicitation:
https://youtu.be/4mpFfFaPp2M

Need Assistance?

The Service Desk for the Mercell platform is available from Monday – Friday, 7:00 am – 12:00 pm EST for any assistance you may need. You can check out frequently asked questions on their Support Page, https://help.negometrix.com/en/support/home, or find the contact information below:

Mercell Service Desk

Email: servicedesk.us@negometrix.com
Phone: (724) 888-5294

AMERICANS WITH DISBAILITIES ACT

GOAA 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 Amy Pendley, 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 Tentative Schedule

Release Date:	September 26, 2022
Pre-Proposal GoToMeeting:	October 5, 2022
Deadline for submission of questions:	October 12, 2022
Release of Addendum:	October 14, 2022
Deadline for return of Proposal:	October 24, 2022
Concessions/Procurement Committee:*	November 14, 2022
If required, Interviews by Concessions/Procurement Committee*:	November 14, 2022
Recommendation to the Aviation Authority Board*:	December 14, 2022

**Sunshine Meeting schedules are posted weekly on the Aviation Authority website.*

1.2 Intent and Purpose

During the term of this Contract, the Contractor shall be obligated to perform twenty-four (24) hours per day, seven (7) days per week, management and oversight of the Aviation Authority's Designated Parking Facilities which currently consist of approximately 22,341 parking spaces. The Contractor shall supply all management and staff for all parking related functions. Functions may include but are not limited to:

1. Operate and manage first-class parking facilities with consistently high level of customer service.
2. Hiring, supervising, and training all parking operations personnel in accordance to Federal, State, and City Requirements and Specifications; as well as Contractor's own training curriculum related to parking operations, customer service and safety.
3. Develop and manage customer service enhancement programs.
4. Provide the Aviation Authority with timely and accurate financial reporting.
5. Minimize the need for the Aviation Authority to intervene in operational activities.
6. Contribute and assist in developing initiatives to enhance parking Gross Receipts.
7. Prevent loss of revenue and keep operating costs at appropriate levels.
8. Provide revenue controls, quality control and audit functions.
9. Analyze data and report trends.
10. Prepare and provide the Aviation Authority detailed financial transaction, variance analysis and operational reports to be submitted on a schedule as approved by the Aviation Authority.
11. Monitor Parking Revenue Control System status and report any deficiencies.
12. Collect and deposit all parking fees into the Aviation Authority designated account(s).
13. Provide passenger and motor vehicle assistance.
14. Provide operation and supervision of the Computer Room, without exception, twenty-four (24) hours per day, seven (7) days per week, including holidays. The Computer room shall exercise control and

monitoring of the PRCS, License Plate Inventory (LPI) records, and Automated Vehicle Identification (AVI) systems.

15. Maintain a contract with a credit card clearinghouse approved by the Aviation Authority. Any change(s) in the clearinghouse agreement between the service provider and the Contractor must be approved by the Aviation Authority.
16. Monitor credit card connectivity to the clearinghouse.
17. Operate in compliance with Payment Card Industry (PCI) Data Security Standard (DSS) and perform required duties to maintain such compliance.
18. Facilitate facility closures for routine maintenance, scheduled cleaning and repairs.

1.3 Solicitation Information

Solicitation documents may be examined and are available for download from the Aviation Authority's Purchasing Department's website or by visiting GOAA's online solicitation platform powered by Mercell Source-to-Contract (Mercell) at www.orlandoairports.net/purchasing or https://app.negometrix.com/buyer/5681.

a. Mercell provides supplier registration services, document fulfillment and other purchasing related services to the Aviation Authority and to suppliers doing business with the Aviation Authority. **There is no charge to the Proposer to register and any award resulting from this solicitation will not require any payment by the Proposer to Mercell.**

b. If you received this solicitation document from any source other than Mercell, please promptly register your interest in this solicitation with Mercell.

c. If a Pre-Proposal Conference is held, please see the Cover Page of this solicitation for the location, date, and time. The purpose of any Pre-Proposal Conference is to review and discuss the solicitation (and any addenda) as published. Attendance is not mandatory but is highly encouraged. Proposers are expected to be familiar with the Proposal Documents.

d. Questions regarding this Solicitation are to be directed to the Senior Purchasing Agent listed on the Cover Page of this Solicitation. The last date for questions pertaining to this Solicitation is listed on the cover front page of this solicitation. Questions after this date and time will not be answered. Questions will be answered via addendum and posted to https://app.negometrix.com/buyer/5681.

e. If the Purchasing Department determines that it is necessary to change these dates or times prior to the Proposal due date, the change will be announced via an addendum and posted on Mercell's website.

f. Late Proposals, as determined by the official time clock located in the Purchasing Department's Office will not be considered and may be returned to the Proposer as non-responsive.

g. Proposal openings shall be public, opened on the date and at the time specified on the Proposal form. The Proposer's name and verification of bond submittal, if applicable, will be publicly announced aloud at the Proposal opening.

h. The Proposal Summary is posted on the Aviation Authority's Purchasing Department's website: www.orlandoairports.net/purchasing and on Mercell's website: https://app.negometrix.com/buyer/5681

i. All prospective Proposers/Proposers shall thoroughly examine and become familiar with the Proposal package and carefully note the items which must be submitted with the Proposal as detailed in **Section Seven**, Proposal Submittal Requirements.

j. Submission of a Proposal shall constitute an acknowledgment that the Proposer has read and understands the Proposal Documents. The failure or neglect of a Proposer to receive or examine any Proposal Document shall in no way relieve it from any obligations under its Proposal 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.

k. **Proposers shall submit *One (1) Response to the RFP only from their Firm*.**

l. Proposer's Proposal prices shall remain firm for the duration of the initial term of the Contract. Any anticipated increases in Proposer's costs during the initial term of the Contract must be reflected in its prices set forth in its Proposal. 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 Proposer's mistake or miscalculation of prices, underestimation of costs, or for any other reason. All of the Proposer's overhead costs, including, but not limited to, costs of the required bonds and insurance coverages, shall be included in such Proposer's prices listed in its Proposal.

1.4 Exceptions to Terms and Conditions within the RFP

If the Proposer desires to take exception(s) to any portion of the terms and conditions of this RFP, the exception(s) must be taken during the question and answer period, and responses will be included in an addendum. Exceptions noted within the response submittal will cause the response to be deemed non-responsive.

1.5 Contract Period - Initial Term

The Contract period will be for **sixty (60) months** with the **Term** to commence on or about February 1, 2023. The original contract prices shall be firm for the entirety of the contract period.

1.6 Communications; Questions Regarding Specifications or Proposal Process

a. All communication and contact regarding this solicitation shall be directed to the Senior Purchasing Agent referenced on the cover page of this solicitation.

b. Any official communication from a Proposer during the Proposal process should be submitted in writing to the Greater Orlando Aviation Authority, Purchasing Department, 8652 Casa Verde Road, Building 811, Orlando, Florida 32827-4338 or to the email address as directed during the Proposal process. A copy of the Administration Policies (Sections 180.01 and 180.03) are available upon request from the Manager of Board Services.

c. 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.

1.7 Notice of Intent to Award Contract

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

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 Proposal will constitute public records 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 Proposer 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 Proposer to Proposal 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 Manger of Board Services.

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2.0 BACKGROUND INFORMATION

2.1 Airport Demographics

a. As of May 2022, the Orlando International Airport is served by 29 commercial airlines and 3 cargo carriers. In January 2020, the Airport was served by 37 commercial airlines and 6 cargo carriers.

b. It is expected that more than 48.5 million domestic and international passengers will travel through OIA during the 2022 fiscal year.

c. MCO, 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 MCO.

2.2 Background

a. Orlando International Airport (OIA) is operated and managed by the Greater Orlando Aviation Authority (the "Aviation Authority").

b. The parking operations currently consist of a total capacity of approximately 22,341 parking spaces. The Aviation Authority currently has three (3) parking garages (including terminal top), three (3) economy parking lots with a total of 26 entry lanes and 28 exit lanes, two (2) commercial lanes, two (2) employee parking facilities and a valet parking operation at four (4) locations.

c. Contractor shall fully cooperate with the Aviation Authority and the Aviation Authority's designated shuttle bus Contractor throughout the term of this Contract.

d. The Aviation Authority uses SKIDATA's Parking Revenue Control System (PRCS) technology which includes ticket dispensers, cashier stations, staffed and automated exit lanes, toll transponders allowing payment using E-PASS/SunPass transponders and license plate inventory (LPI).

e. Below are historical data that reflects activity during Fiscal years 2017 through 2021. This information does not guarantee future performance.

Historical overview of OIA Passenger Traffic & Parking Activity

FISCAL YEAR (Oct – Sep)	FISCAL YEAR PASSENGER TRAFFIC	PARKING TRANSACTIONS	PARKING REVENUE
2017	43,591,361	2,545,674	$59,685,772
2018	46,857,956	2,518,559	$62,649,602
2019	49,808,921	2,906,725	$70,258,495
2020	29,067,987	1,829,613	$42,096,235
2021	34,122,274	1,995,113	$46,287,977

3.0 SPECIAL CONDITIONS

3.1 Proposer's Minimum Requirements

a. To be considered, Proposers must meet the following minimum requirements to be deemed responsive to this RFP. The Aviation Authority, at its sole discretion, will review each submission to ensure the Proposer meets or exceeds the requirements. It is the Proposer's sole responsibility to include sufficient information as outlined in Section 8.0, Proposal Submittal Requirements, to clearly demonstrate it meets or exceeds the mandatory requirements:

1) Proposer must be registered to do business in the State of Florida. Provide a copy of such registration to the Aviation Authority with the RFP submission.

2) Contractor must have at least **five (5) consecutive years of verifiable experience and have been actively engaged in such business immediately proceeding the date of proposer's response to this request for proposal** with a minimum of 10,000 parking spaces at:

a) a large hub U.S. commercial-service airport or

b) a transit facility owned / operated by a federal, state, or local government agency.

b. Proposer shall submit a complete and responsive proposal. Refer to the Section 8.0. Proposal Submittal Requirements.

c. Provide documentation that demonstrates Proposer has had first-hand experience since January 1, 2012, in providing the **Services listed in Section 5.0 Scope of Work/Specifications herein.**

d. Proposer shall provide an affirmative statement that it is independent of the Aviation Authority.

e. Proposer must demonstrate financial responsibility and must be financially capable of performing the terms of the Agreement in the sole determination of the Aviation Authority.

a. If the Proposer is a partnership, joint venture, or newly formed entity (e.g. limited liability company or corporation), the minimum requirements set forth in this Section 3.0 (and throughout the RFP) must be satisfied by the entity or individual(s) that owns and controls a majority equity interest (at least 51 %) of the partnership, joint venture or newly formed entity.

3.2 Evaluation of Proposal Award

a. The evaluation criteria does not have any specific predetermined relative weight. The consideration of individual criterion is merely a tool to assist the Aviation Authority in determining which Proposal is most advantageous, as a whole, to the Aviation Authority, price and other factors being considered.

b. The following are the evaluation criteria that will be considered in determining which Proposal(s) are most advantageous to the Aviation Authority. Proposer(s) must meet the minimum requirements as stated. Conditional acceptance or any status short of full approval will not be accepted.

1. Meet Minimum Requirements..

2. Experience and Background.

3. Operational Plans - Staffing Plan, Transition Plan, and Training Plan.

4. Claims Information.

5. Proof of Insurance.

6. Financial Strength.

7. Management Fee/Pricing.

c. Among the factors that will be considered in selecting the Proposers who may be shortlisted or for ranking purposes include: meeting the requirements, approach to providing the Services, ability to provide the required Services, prior experience on similar projects, past performance with the Aviation Authority (if applicable), past performance with other entities and pricing.

d. The relative advantages of a Proposer's responses with respect to one criterion may outweigh shortcomings of that Proposer's responses in one or more other criterion, depending on the relative disparities in the qualities of the responses in each criterion and the relative importance of certain criteria to each other, as determined in the exclusive discretion of the Aviation Authority.

e. All parties desiring information regarding the award of the Contract may visit http://Orlandoairports.net or https://app.negometrix.com/buyer/5681.

3.3 Selection Process

a. Responses to this RFP will be evaluated and ranked by the Concessions/Procurement Services Committee (CPC). The recommendation of the CPC will be considered by the Aviation Authority Board for award.

b. The CPC shall review the responses to evaluate whether the Proposers meet the requirements set forth in this RFP and have provided all required information as required per **Section 8.0 Proposal Submittal Requirements.**

c. The CPC will then thoroughly evaluate the responses and may, at its discretion, invite one or more of the Proposers that appear to be the most advantegeous to the Aviation Authority to perform the requested services to present/interview with the CPC. The purpose of such an interview would be to allow Proposers to elaborate upon their Proposal before a recommendation for ranking of the Proposals is made. Interview responses, along with the written Proposal will become part of the Proposer's response to be evaluated by the CPC.

d. Among the factors that will be considered in selecting the Proposers who may be shortlisted or for ranking purposes include: meeting the requirements, approach to providing the Services, ability to provide the required Services, prior experience on similar projects, past performance with the Aviation Authority (if applicable), past performance with other entities and pricing.

e. The Aviation Authority reserves the right to solicit from available sources relevant information concerning a Proposer's past performance and may consider such information in its selection of Proposers.

f. If the CPC decides to shortlist Proposers, the presentations/interviews will be held the week of November 14, 2022. Following presentations/interviews, or in the event CPC determines that presentations/interviews are not necessary, the CPC shall make a final ranking and select in order of preference, in order to make a recommendation to the Aviation Authority's Board, the responsible, responsive, and in its sole discretion, the Proposal that is the most advantageous to the Aviation Authority to perform the requested services.

g. **Following the Aviation Authority Board approval of the CPC ranking, the Aviation Authority may approve a Contract or** enter into negotiations with the top-ranked Proposer, in order to consummate a contract on terms that are fair, competitive and reasonable. Should the Aviation Authority be unable to negotiate a satisfactory contract with the top-ranked Proposer, negotiations with that Proposer shall be terminated. The Aviation Authority may undertake negotiations with the second-ranked Proposer, and if necessary, additional Proposers in accordance with the order of ranking.

h. Upon successful completion of contract negotiations with a Proposer, 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 Proposer 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.

i. The Aviation Authority reserves the right to waive any informality in the RFPs, to reject any and all RFPs, and to re-advertise or elect not to proceed with the services for any reason.

j. All recommendations and decisions regarding award of the services shall be made at open public meetings in accordance with the requirements of Florida Statute 286.011, and all interested parties are invited to attend such meetings. The meetings of the CPC Committee and Aviation Authority Board are public 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 Million Dollars ($5,000,000.00).**

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 Million Dollars ($5,000,000.00)**, 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 Proposal 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 Director 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 *Proposer'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 Acord 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 **Three Million Dollars ($3,000,000)** per occurrence; 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 **Three Million Dollars ($3,000,000)** combined single limit per accident**;**

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.

Insurance covering the legal liability for claims of bodily injury (BI) and property damage (PD) arising out of Contractor's business operations with limits not less than $1,000,000 per occurrence.

e. Garagekeepers Insurance. **Not applicable.**

f. Warehouse Operators Legal Liability. Not applicable.

g. Motor Truck Cargo Policy. Not applicable.

h. Crime Coverage.
Insurance covering employee dishonesty; forgery or alteration; computer fraud; funds transfer fraud; extortion; money and securities; money orders and counterfeit money, etc. with limits not less than $1,000,000 per loss.

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 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 state Contract 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 Proposal in 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.

3.7 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

Security Background Check	$11.00
New Issue	$25.00
Renewal/Defaced	$25.00
Name Change	$25.00 (paid at time of issuance)
Addition	$25.00 (i.e. adding company name, driver, etc.)
Deletion	$25.00
Lost	$50.00
Stolen	No Charge with proper documentation
Fingerprinting	$27.00 (every two years)
AOA Vehicle Decal	$25.00 per vehicle
New Hard Key	$10.00
Lost Hard Key	$50.00

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.

3.8 Airport Operations Area

a. The Contractor's personnel and vehicles shall not be allowed within the Airport Operations Area (AOA), which includes the ramp area and aprons, unless authorized by the Director. Contractor's personnel are required to successfully complete SIDA Training and demonstrate proficiency in all Airport Operations Instructions (OI'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 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 MCO.

3.9 Airport Security

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

3.10 Airport Concessions Disadvantaged Business Enterprises ("ACDBE") Participation Program

a. To encourage development and growth of ACDBEs, the Authority has adopted an Airport Concessions Disadvantaged Business Enterprises ("ACDBE") Participation Program, which is available from the Authority upon request.

b. It is the policy of the Authority that ACDBEs shall have the maximum opportunity to participate in concession contracts including the Operation and Management of Parking Facilities at the Airport, and the Authority has established the ACDBE Program to implement this policy. This participation can take the form of permits, subcontracts, joint ventures or similar arrangements. **The Proposal will be considered non-responsive to the Request for Proposal and rejected if the Proposer fails to demonstrate, to the reasonable satisfaction of the Aviation Authority, as required by the ACDBE policy, that the Proposer has met or has made a good faith effort to meet the established ACDBE goal.**

c. For this Contract, the Authority has established an ACDBE Participation Goal of 33%, which means that the Authority expects that a minimum of 33% of the total Contract should be performed by certified ACDBEs.

d. Proposers are required to submit, with their Proposals, ACDBE utilization information by completing all ACDBE forms found on Attachment G and, if applicable the good faith effort of Bidders to reach the ACDBE goal.

e. The successful Proposer shall enter into contract(s) with the ACDBE(s) identified in the Proposer's Proposal documents which the Aviation Authority relied upon in awarding this Contract, subject only to the Aviation Authority's right to approve all subcontractors.

f. The contractual arrangements with the ACDBE(s) shall incorporate such reasonable terms as are required to complete the work described therein while furthering the Authority's ACDBE program.

g. A Proposer shall not breach any of its obligations with the ACDBE(s). In the event Proposer desires to terminate or replace a ACDBE, Proposer shall promptly notify the 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, Proposer shall replace the terminated ACDBE with another ACDBE. If the Proposer is unable to utilize another ACDBE for performance of that portion of this Contract, the Proposer 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 ACDBE with another ACDBE. The ACDBE percentage for

participation must not decrease below the percentage proposed during the term of the Contract.

h. The successful Proposer shall submit to the Aviation Authority a Disbursement Form (Exhibit 9 with each invoice submitted for payment, indicating the amount of money spent with each ACDBE(s) since the previous invoice.

i. Failure to carry out the requirements set forth herein or the commitments made by the Proposer shall constitute a breach by the Proposer 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.

j. A list of currently certified ACDBEs may be obtained via the internet at www.orlandoairports.net/small_business, or from the Aviation Authority's Office of Small Business Development by calling (407) 825-7133. The Aviation Authority will provide this information as a convenience only, and Bidders shall be solely responsible for ensuring all ACDBEs are capable of performing. Certification of eligibility as an ACDBE should be completed prior to submission of a Bid. During the RFP process, Proposers may contact the Office of Small Business Development for any questions or information concerning the ACDBE Participation Program.

k. Compliance with the ACDBE program of the Aviation Authority does not relieve Proposers of the equal employment opportunity obligations under state and Federal laws and regulations.

3.11 Good Faith Effort for ACDBE Participation Program

a. If the Proposer fails to meet the ACDBE Participation Goals, the Aviation Authority requires each Proposer to submit evidence of good faith efforts together with its bid documents, prior to the designated time for bid opening. Examples of good faith efforts are found in Appendix A to 49 CFR Part 26 and include but are not limited to:

1. Soliciting through all reasonable and available means (e.g. attendance at pre-bid meetings, advertising and/or written notices) the interest of all certified ACDBEs who have the capability to perform the work of the contract. The Proposer must solicit this interest within sufficient time to allow the ACDBEs to respond the solicitation. The Proposer must determine with certainty if the ACDBEs are interested by taking appropriate steps to follow-up initial solicitations.

2. Selecting portions of the work to be performed by ACDBEs in order to increase the likelihood that the ACDBE goals will be achieved. This includes, where appropriate, breaking out contract work items into economically feasible units to facilitate ACDBE participation, even when the prime contractor might otherwise prefer to perform these work items with its own forces.

3. Providing interested ACDBEs with adequate information about the plans, specifications, and requirements of the contract in a timely manner to assist them in responding to a solicitation.

4. Negotiating in good faith with interested ACDBEs. It is the Proposer's responsibility to make a portion of the work available to ACDBE subcontractors and suppliers and to select those portions of the work or material needs consistent with the available ACDBE subcontractors and suppliers, so as to facilitate ACDBE participation. Evidence of such negotiation includes the names, addresses, and telephone numbers of ACDBEs that were considered; a description of the information provided regarding the plans and specifications for the work selected for subcontracting; and evidence as to why additional agreements could not be reached for ACDBEs to perform the work.

5. A Proposer using good business judgment would consider a number of factors in negotiating with subcontractors, including ACDBE subcontractors, and would take a firm's price and capabilities as well as contract goals into consideration. However, the fact that there may be some additional costs involved in finding and using ACDBEs is not in itself sufficient reason for a Proposer's failure to meet the contract ACDBE goal, as long as such costs are reasonable. Also, the ability or desire of a prime contractor to perform the work of a contract with its own organization does not relieve the Proposer of the responsibility to make good faith efforts. Prime contractors are not, however, required to accept higher quotes from ACDBEs if the price difference is excessive or unreasonable.

6. Not rejecting ACDBEs as being unqualified without sound reasons based on a thorough investigation of their capabilities. The contractor's standing within its industry, membership in specific groups, organizations, or associations and political or social affiliations (for example union vs. non-union employee status) are not legitimate causes for the rejection or non-solicitation of bids in the contractor's efforts to meet the project goal.

7. Making efforts to assist interested ACDBEs in obtaining bonding, lines of credit, or insurance as required by the recipient or contractor.

8. Making efforts to assist interested ACDBEs in obtaining necessary equipment, supplies, materials, or related assistance or services.

9. Effectively using the services of available minority/women community organizations; minority/women contractors' groups; local, state and Federal minority/women business assistance offices; and other organizations as allowed on a case-by-case basis to provide assistance in the recruitment and placement of ACDBEs.

b. Additional information on meeting good faith efforts can be found by going to www.orlandoairports.net/small business, or from the Aviation Authority's Office of Small Business Development by calling 407-825-7133 or 407-825-2470.

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4.0 COMPENSATION – INVOICE AND PAYMENT FOR SERVICES

4.1 Invoices

a. The Aviation Authority shall pay the Contractor, subject to authorized deductions, and subject to the provisions of the following Sub-Sections: 4.3 Management Fee and Sub-Section 4.4 Reimbursable Payroll and Operating Expenses up to the amounts set forth on the Proposal Pricing Pages – Attachment B for Contractor Staff that is authorized by the Aviation Authority as required by the Specification.

b. The Contractor shall invoice the Aviation Authority for the following: the Management Fee; and the Reimbursable Payroll and Operating Expenses; by the tenth (10^{th}) day of each month following the month in which the services were performed by the Contractor in conformity with Contract requirements.

c. The Contractor's invoice shall describe the services rendered, dates rendered, and shall contain invoices for Reimbursable Payroll and Operating Expenses and other information as needed and be accompanied by such supporting documents and materials as the Aviation Authority shall request.

d. The Contractor's monthly invoices for Management Fees for each of the five (5) years of the Contract shall not exceed one-twelfth ($1/12^{th}$) of the Contractor's Management Fees for the applicable year.

e. The cumulative total of the Contractor's monthly invoices submitted for the Reimbursable Payroll and Operating Expenses for each of the five (5) years of the Contract shall not exceed the total Aviation Authority provided amount for the applicable year, as set forth on Proposal Pricing Pages, unless prior written authorization is obtained from the Chief Executive Officer or designee.

f. If the term of this Contract shall end on a day other than the last day of a calendar month, the payment of the Management Fee and the Reimbursable Payroll and Operating Expenses for such month (and up to the extent provided in the Sub-Sections below), shall be pro-rated based upon the actual number of days in the month.

g. Notwithstanding any other provision hereof, the Aviation Authority shall have the right to deduct any amounts due the Aviation Authority from the Contractor from the Management Fee and Reimbursable Payroll and Operating Expenses payable by the Aviation Authority to the Contractor.

h. The Aviation Authority shall pay the undisputed amount of Contractor's invoice per The Florida Prompt Act. Items in dispute shall be paid upon the resolution of the dispute in accordance with the Florida Prompt Payment Act.

i. The Aviation Authority shall have the right, but not the obligation, to pay directly to third parties (including 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.

j. 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.**

4.2 Performance

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.

4.3 Management Fee

a. Contractor shall invoice the Aviation Authority for the Management Fee as set forth on the Proposal Pricing Page(s). The Management Fee shall include the following Management Fee positions to include all payroll and associated costs for:

1. Site Manager,
2. Assistant Manager,
3. Assistant Manager, Valet,
4. Assistant Manager, Finance,
5. Duty Managers
6. Administrative Staff
7. Revenue/Quality Control Staff
8. And any other positions deemed necessary by the Contractor and not listed in the Reimbursable Payroll and Operating Expenses.

b. The Management Fee shall also include all other expenses not listed in the Reimbursable Payroll and Operating Expenses Sub-Section 4.4 below, including but not limited to:

1. Contractor and Sub-Contractor overhead and profit.
2. Workers compensation for all employees including management fee and reimbursable positions.
3. All required insurances as outlined in Section 3.4.

4. All Bond expenses.
5. Recruiting expenses.
6. Badges and keys.
7. Payroll processing expenses.
8. Costs associated with all pre-approved training. The Aviation Authority will only reimburse for the hours to attend the training for the reimbursable positions.
9. Office equipment and supplies.
10. Radios, Batteries and chargers purchase, maintenance and replacements.
11. All costs for vehicles as outlined in Section 5.12, fuel, upkeep, insurance, and maintenance.
12. Annual certifications and audit.
13. Costs for contractors cell phones and data.
14. Cost for internet services and associated connectivity costs for Contractor provided computers and devices.
15. Cleaning Services.
16. Cost of other benefits for management and reimbursable positions, i.e. retirement plan, life insurance, etc.
17. Health insurance premiums for the positions in the Management Fee.
18. Health Insurance premiums in excess of Four Hundred Seventy-Five Dollars ($475) per month for contract year 1; Five Hundred Dollars ($500) per month for Year 2; Five Hundred Twenty Five Dollars ($525) per month for Year 3; Five Hundred Fifty Dollars ($550) per month for year 4; Five Hundred Seventy-Five Dollars ($575) per month for year 5; per position for the reimbursable positions participating in the Contractor provided Health Care Plan.
19. Non-resident legal, administrative, bookkeeping, executive personnel expenses and off-site general office expenses.
20. All other costs associated with the performance of this Contract not listed in the Reimbursable Payroll and Operating Expenses in Section 4.4 below.

c. The Aviation Authority may decrease any monthly Management Fee payable to the Contractor for deficiencies as specified in the Contract. The standard, by which Contractor's performance is to be measured to determine a deficiency, is set forth in Section 5 of the Specification.

d. In the event the performance of the Contract requires a permanent increase or decrease in the staffing of the reimbursable positions of twenty percent (20%) or more, Aviation Authority and Contractor may re-adjust the Management Fee.

4.4 Reimbursable Payroll Expenses and Reimbursable Operating Expenses:

a. Contractor shall invoice the Aviation Authority for the actual Reimbursable Payroll and Operating Expenses paid by the tenth day of each month for the services performed by the Contractor during the prior month. All of the reimbursable positions shall be approved in advance by the AAR. Approval of the staffing schedules shall not be construed as, and is not, authorization to exceed the annual reimbursable payroll budget.

b. Reimbursable Payroll Expenses shall be limited to the following:

1. Supervisors positions
2. Cashiers and Lead Cashiers positions
3. Parking Operation Center positions

4. Parking Support positions
5. LPI positions
6. Valet positions
7. Loading Dock positions
8. Overtime hours as approved in advance by the AAR.
9. Associated payroll taxes: Social Security, Medicare, Federal & State Unemployment.
10. Actual paid time-off taken (vacation, sick, bereavement and jury duty) and holiday pay as approved by the AAR. Contractor shall provide detailed leave and holiday plan for the AAR approval. The Authority will not reimburse Contractor for any accrued vacation or sick leave hours at the time of Contract expiration, at the end of any Contract Year, or upon employee termination for any reason. Contractor shall provide its policy on vacation and sick leave benefits prior to contract execution.
11. Reimbursement for Health Insurance premiums for up to Four Hundred Seventy-Five Dollars ($475) per month for contract year 1; up to Five Hundred Dollars ($500) per month for Year 2; up to Five Hundred Twenty Five Dollars ($525) per month for Year 3; up to Five Hundred Fifty Dollars ($550) per month for year 4; up to Five Hundred Seventy-Five Dollars ($575) per month for year 5; per position for the reimbursable positions participating in the Contractor provided Health Care Plan.

c. Reimbursable Operating Expenses <u>shall be limited</u> to the following:

1. Armored Car Expenses
2. Credit Card processing system fees/Credit Card Equipment
3. Check verification fees
4. Uniforms
5. Ticket Stock and Credit card receipt paper

d. The Contractor's aggregate annual invoices for Reimbursable Payroll and Operating Expenses shall not exceed the total Proposed Reimbursable Expenses Budget for the applicable year, unless prior authorization has been obtained from the Chief Executive Officer or designee.

e. If not specifically set forth in Section 4.4, any other Payroll and Operating Expenses incurred by the Contractor shall not be reimbursed and shall be included in the Management Fee.

4.5 <u>Non-Reimbursable Expenses</u>

a. The following expenses shall not be reimbursed by the Aviation Authority:

1. Any accrued leave hours at the time of Contract expiration, at the end of any Contract year, or upon employee termination for any reason.

2. Costs or expenses of legal representation or of union negotiations and administration.

3. Cost of any interstate/intrastate local flat rate calls, extended calling services, long distance or directory assistance toll telephone service.

4. Cost of any and all interest, late charges, penalties, and fines paid by the Contractor and/or its employees.

5. Only Federal and State Unemployment taxes actually paid will be reimbursed. Taxes accrued above Federal or State wage limitation will not be paid.

6. Any other costs or expenses not specified under Sections 4.3 and 4.4 above.

b. The Contractors aggregate annual invoices for Reimbursable Payroll and Operating Expenses shall not exceed the total Bid Reimbursable Payroll and Operating Expenses Budget for the applicable year, and for those items set forth in Sections 4.3 and 4.4 above, unless prior authorization has been obtained from the CEO or designee. If not specifically set forth in Sections 4.3 and 4.4, any other Reimbursable Payroll and Operating Expenses incurred by Contractor shall not be reimbursed and shall be paid for by the Contractor.

c. Only the Reimbursable Payroll and Operating Expenses set forth in Sections 4.3 and 4.4 above, as limited by Section 4.5 above, shall be reimbursable by the Authority. If not specifically set forth in Sections 4.3 and 4.4, any other expenses incurred by Contractor shall not be reimbursed and shall be paid for by the Contractor.

d. Contractor shall pay all costs and expenses connected with its operations when due and submit to the Authority, on or before the tenth (10th) day of each month, itemized statements of all approved Reimbursable Payroll Expenses and Reimbursable Operating Expenses incurred and paid for during previous calendar month. Each such statement shall be accompanied by such proof of charges and disbursements and other supporting documents as the Authority may from time to time request, including, but not limited to, paid invoices, payroll register and other payroll records, paid checks and required ACDBE expenditure allocation reports.

e. Reimbursement of reasonable, allowable expenses shall be made by the Aviation Authority within approximately thirty (30) days of its receipt from Contractor of monthly itemized statements submitted provided that (i) the statements are in the format required by the Aviation Authority, (ii) all appropriate supporting documents are attached to each statement, (iii) the statement contains a statement that the Aviation Authority has not previously reimbursed Contractor for any of the itemized expenses, and (iv) the statement is complete and accurately reflects the actual costs incurred. Once a complete and accurate invoice is received, and provided no items are in dispute, the Aviation Authority shall review and pay such invoice in full within thirty (30) days. Within said thirty (30) day period the Aviation Authority shall notify Contractor of its objection to any item or items of expense which it deems to be non-reimbursable. Any such notice shall set forth the nature of the Aviation Authority's objection and shall be accompanied by the Aviation Authority's payment of the undisputed portion of such

statement, except that the Authority shall not be required to make any reimbursement for any month until ACDBE Expenditure Reports are submitted for such month as required.

f. 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 ten (10) calendar days after 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.

g. The Aviation Authority shall pay the undisputed amount of Contractor's invoice, as it may be reduced to reflect unsubstantiated or unsatisfactory services. Items in dispute shall be paid upon the resolution of the dispute. No verification or payment of any amounts invoiced shall preclude the Aviation Authority from recovering any money paid in excess of that due under the terms of this Contract.

h. 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.

i. The Contractor shall submit all invoices to: Greater Orlando Aviation Authority, Finance Manager, P.O. Box 620125, Orlando, Florida 32862-0125.

4.6 Health Insurance

a. Contractor shall provide health benefits in accordance with applicable Federal Laws (including Federal Affordable Care Act) to its employees working at the Airport, effective not more than sixty (60) days after the date of hire of each employee.

b. The Aviation Authority is only obligated to reimburse up to Four Hundred Seventy-Five Dollars ($475) per month for contract year 1; up to Five Hundred Dollars ($500) per month for Year 2; up to Five Hundred Twenty Five Dollars ($525) per month for Year 3; up to Five Hundred Fifty Dollars ($550) per month for year 4; up to Five Hundred Seventy-Five Dollars ($575) per month for year 5; per position for the reimbursable positions participating in the Contractor provided Health Care Plan as described in Section 4.3. All other Health benefits costs shall be included in the Management Fee. Nothing hereunder is intended to reduce or limit any obligation Contractor has to provide employee health insurance coverage under any union contract or applicable law.

c. The Contractor shall, at any time the Aviation Authority so requests, certify to the Aviation Authority that Contractor is in compliance with this Section. The Contractor's obligation to maintain records, and the Aviation Authority's right to examine such

records, shall include records relating to the employee health insurance required to be provided pursuant to this Section.

4.7 Labor Compensation

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

4.8 Compensation Adjustment

Throughout the term of this Contract, at the end of each month thereof, the AAR may make a payment adjustment to the Contractor's invoice as specified in Section 4.3. In addition, deductions may be taken for Contractor's failure to provide a Manager, Assistant Manager(s), and/or Administrative Staff for a period exceeding twenty-one (21) calendar days as specified in Section 5.8.

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5.0 SCOPE OF WORK/SPECIFICATIONS

5.1 Overview

a. The Contractor shall provide all labor, supervision, materials, supplies, equipment, vehicles, fuel, office furniture, uniforms, and all other items necessary or proper for, or incidental to, the operation and management of parking facility services at the Orlando International Airport ("OIA") in accordance with the Contract Document. The Contractor will be obligated to perform twenty-four hours per day, seven (7) days per week, 365 days per year (366 days per leap year), management and oversight of the Authority's Designated Parking Facilities located at OIA.

b. The Contractor is required to achieve the performance standards as outlined in this Specification in such a manner that will ensure prompt, courteous and efficient service is provided to all public and other Airport users of the Designated Parking Facilities.

5.2 Authority Authorized Representative(AAR)

a. The Authority shall have its AAR, who shall be designated by the Authority prior to the commencement date of this Contract and, thereafter, from time to time, to coordinate all activities between Contractor and the Authority.

b. The AAR or designee will be available for the day to day interface with the Contractor's Manager or designee.

c. The AAR shall have initial responsibility for answering questions which may arise as to the quality of work performed, the manner of performance, the rate of progress of the work, and the acceptability of supplies, tools, and equipment purchased by Contractor.

5.3 Designated Parking Facilities

Designated Parking Facilities herein shall be operated by the Contractor during the term of this Contract only for the parking of Airport users' vehicles, and for no other purpose whatsoever, except as authorized by the Aviation Authority. For the purpose of this Contract, Designated Parking Facilities at the Airport shall consist of:

a. Terminal Parking Garages:

1. Terminal A Garage: Consists of 3,600 parking spaces; 7 entry lanes and 8 exit lanes.

2. Terminal B Garage: Consists of 3,511 parking spaces; 8 entry lanes and 7 exit lanes.

3. Terminal Top Garage: Consists of 1,652 parking spaces; using either Terminal A or B entry and exit lanes.

4. Terminal C Garage: Will Consist of approximately 2,416 parking spaces; 4 entry lanes and 4 exit lanes.

b. Terminal Express Pick-up:

1. Located underneath Terminal A and B building; using E-PASS/SunPass entry and exit lanes only.

2. Contractor shall only be responsible for responding to intercom calls and lane assistance at Express Pick-up.

c. Terminal Commercial Lanes:

1. Located on Terminal A and B ground Level (1st floor); using AVI entry and exit lanes only.
2. Contractor shall only be responsible for responding to intercom calls and lane assistance at the Commercial Lanes.

d. Valet Parking:

1. Consists of approximately 115 Hyatt Hotel parking spaces. Service is operated from the Hyatt Hotel motor court for patrons of the hotel or any other parking patrons.

2. Consist of approximately 70 parking spaces in each Garage A, B and C locations. Service is operated from the departure curbs.

e. Terminal Loading Dock:

1. Consists of 16 loading dock spaces and 2 auxiliary spaces located in the interior section of the Terminal ground Level (1st floor).

2. Hours for operation are 16 hours a day.

f. Economy Parking: North Park Place

1. Consists of 3,365 parking spaces; 2 entry lanes and 3 exit lanes

2. Located on Airport property on Cargo Road

3. Open all year long.

g. Economy Parking: South Park Place

1. Consists of 1,913 paved parking spaces and approximately 2,740 unpaved parking spaces respectively; 2 entry lanes and 3 exit lanes.

2. Located on Airport property on South Access Road.

3. Open all year long.

h. Economy Parking: West Park Place

1. Consists of 2,119 paved parking spaces and approximately 1,025 unpaved parking spaces.

2. Located on Airport property at the intersection of Tradeport Drive and Bear Road.

3. Open as needed.

i. Employee Parking Lot

1. North lot consists of 4,634 parking spaces and South Lot consists of approximately 1,500 parking spaces.

2. North Lot located on the Casa Verde Road and South Lot located on South Access Road.

Overview of OIA Designated Parking Facilities

LOCATIONS	# OF SPACES	# OF ENTRY LANES	# OF EXIT LANES	Staffed Lanes…	USAGE
Terminal Garage A	3,600	7	8	4	IN USE
Terminal Garage B	3,511	8	7	4	IN USE
Terminal Top Garage	1,652	USE A/B GARAGE ENTRY	USE A/B GARAGE EXIT	N/A	IN USE
Terminal Garage C	2,416	4	4	3	IN USE
Hyatt Hotel Valet	115	-	-	1	IN USE
Terminals Valet (A, B & C)	210	-	-	3	IN USE
Terminal Loading Dock	16	-	-	N/A	IN USE
Terminal Express Pick-up	-	2	2	N/A	IN USE
Terminal Commercial Lanes	-	6	6	N/A	IN USE
Employee Parking Lots	6134	2	2	N/A	IN USE

North Park Place	3,365	2	3	2	IN USE
South Park Place	1,913 - 2,740*	2	3	2	IN USE
West Park Place	2,119 - 1,025	1	2	1	AS NEEDED

5.4 Opening and Closing of Designated Parking Facilities

a. The Aviation Authority, during the term of the Contract, may request the Contractor to open and operate a parking facility that is not regularly opened with notice to the Contractor.

b. The Aviation Authority, during the term of the Contract, may request the Contractor to close any parking facility with notice to the Contractor.

5.5 Definitions

a. AIRPORT - The term Airport means the airport in Orange County, State of Florida, known as Orlando International Airport (OIA).

b. AIRPORT PROPERTY: Airport property is as represented in Exhibit 1.

c. AUTOMATIC VEHICLE IDENTIFICATION (AVI) – Automatic Vehicle Identification means an automated vehicle identification technology whereby a vehicle transponder is read by an antenna for access and billing purposes.

d. AUTHORITY AUTHORIZED REPRESENTTIVE (AAR) – Refers to the Greater Orlando Aviation Authority's employee designated to coordinate all activities between Contractor and the Authority.

e. AIRPORT CONCESSION DISADVANTAGED BUSINESS ENTERPRISE" (ACDBE) means a concessionaire that is a for-profit small business concern that is (a) at least 51% owned by one or more individuals who are socially and economically disadvantaged or, in the case of a corporation, in which 51% of the stock is owned by one or more such individuals; and (b) whose management and daily business operations are controlled by one or more of the socially and economically disadvantaged individuals who own it. In any event, the socially and economically disadvantaged individual(s) cannot exceed the personal net worth limitation.

f. CONTRACTOR - Refers to the successful Proposer selected to manage and operate the airport's parking facilities.

g. COMMERCIAL LANES -The term Commercial Lanes means, collectively, the exterior traffic lanes on the ground level (1st floor) of the Landside Terminal Buildings utilized for commercial passenger vehicle traffic.

h. PUBLIC PARKING FACILITIES – The term Public Parking Facilities refers to the Parking facilities located and utilized at OIA for Public Parking that are included in the Scope of Work herein.

i. E-PASS/SunPass – The term E-PASS/SunPass refers to an AVI system of electronic toll collection installed in some of the Designated Parking Facilities that provides customers a means for non-cash payments for parking fees.

j. EXCEPTION TRANSACTION – The term Exception Transaction refers to any transaction other than a normal parking transaction at the Airport, including but not limited to a disputed fee, swapped ticket, stolen ticket, lost ticket, blank ticket, foreign ticket, used ticket, mutilated ticket, unreadable ticket, validations and alternate payment for AVI transponder transaction.

k. CHIEF EXECUTIVE OFFICER – The term Chief Executive Officer means the Greater Orlando Aviation Authority's (GOAA) Chief Executive Officer or designee.

l. GREATER ORLANDO AVIATION AUTHORITY (Authority) **-** Refers to the organization which manages and operates the Orlando International Airport.

m. GROSS RECEIPTS - The term Gross Receipts shall mean and include all monies collected or collectable by the Contractor for parking of automobiles and other authorized motor vehicles within the Designated Parking Facilities at the Airport and receipts or revenue from customers or third parties for services provided by Contractor or any other receipts or revenue from customers or third parties derived on account of the Contactor's operation of the Designated Parking Facilities. Without limiting the foregoing, Gross Receipts shall expressly include (a) all monies actually collected from customers and patrons, including receipts from customer and patron credit card and promissory note transactions; (b) all monies which, in accordance with the parking charges established and authorized by the Aviation Authority for the use of the Designated Parking Facilities, Contractor should have collected from any customers or patrons; and (c) all other receipts received or accrued or collected or collectable by Contractor for any service provided at the Parking Rates.

n. LANDSIDE/TERMINAL BUILDINGS - The term Landside Terminal Buildings means the terminal buildings at Orlando International Airport where airline

ticketing, check-in and baggage claim functions occur as part of the passengers' intermodal transfer.

o. LOADING DOCK - Refers to the designated area utilized for deliveries to concessionaires and other Airport tenants located in the center of the ground floor underneath the Landside Terminal Building.

p. MONTHLY STAFFING SCHEDULE - The term Monthly Staffing Schedule means a monthly schedule submitted by the Contractor and approved by the Aviation Authority identifying the positions to be filled by Contractor staff in performance of this Contract.

q. PARKING OPERATIONAL PROCEDURES AND STANDARDS MANUAL - The term Parking Operational Procedures and Standards Manual refers to the procedures and standards for the overall operation and management of the designated parking facilities proposed by the Contractor and approved by the Aviation Authority.

r. PARKING RATES - The term Parking Rates shall mean the rate structure for all parking and other fees to be charged to customers, which shall be established by the Aviation Authority and shall be subject to change by the Aviation Authority, at its sole discretion, upon five (5) days written notice to Contractor.

s. PARKING REVENUE CONTROL EQUIPMENT - The term Parking Revenue Control Equipment refers to all entry and exit columns including ticket issuing and prox-card readers, computer work-stations utilizing PRCS application software, gate controllers and cash auditing terminals owned by the Aviation Authority and used by the Contractor in operation of the Designated Parking Facilities

t. PARKING REVENUE CONTROL SYSTEM (PRCS) - PRCS refers to SKIDATA's parking software and peripherals.

u. PARKING THEFT - Theft in relation to the Parking Facility shall include, but not be limited to, any or all of the following actions:

1. Processing any parking transaction outside of the PRCS.
2. The fraudulent removal of parking tickets from a ticket dispenser.
3. Intentionally retaining tickets at the end of a shift.
4. Filing a false lost ticket claim.
5. Theft of cash receipts.
6. Theft of credit card receipts or the misapplication of credit card information filing any false credit card vouchers.

7. Tampering or altering PRCS controls or equipment or Authority owned vehicles or equipment.
8. Intentionally mischarging a customer or issuing incorrect change.
9. Theft of a customer's vehicle or any part of a vehicle or any article from a customer's vehicle.
10. Any other type of fraud or theft as defined by the State of Florida or the Orlando Police Department.
11. Unauthorized use of a customer's vehicle.
12. Taking action that would not permit the customer from viewing the exterior transaction screen on the booth.
13. Blocking an entrance or exit lane without authorization from the Manager or Duty Manager on shift.

v. PROMISSORY NOTE - Refers to a written document in which a Parking Customer at OIA agrees to pay back a certain sum of money due to the Authority at a future time for parking service rendered at the OIA according to specified terms. Promissory Note(s) shall only be issued during extenuating circumstances as specified in the Parking Operational Procedures and Standards Manual.

w. SHOPPING SERVICE – The term Shopping Service shall mean a service procured by the Aviation Authority to test the levels of customer service and Contractor performance in the Designated Parking Facilities.

x. SUBCONTRACTOR - Refers to any person, entity, or organization to which the Contractor proposes contracting any of its duties under the Contract. Subcontractor may fulfill the Contractor's ACDBE requirements.

y. TEMPORARY PARKING FACILITIES - The term Temporary Parking Facilities means any facility located on or off Airport property utilized by the Authority for public parking on a non-permanent basis that the Authority directs Contractor to operate and manage.

z. HOTEL VALET PARKING - The term Hotel Valet Parking means, collectively: (i) the operation of a valet parking service operated from the hotel motor court for patrons of the hotel or any other parking patrons; and (ii) the oversight of certain parking privileges for guests and other parking patrons at the hotel that do not utilize the valet parking services including, but not limited to, reconciliation of parking fees paid through room charges, application of and accounting for various discounts and permitting "in and out" privileges.

5.6 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. Contractor shall comply with Federal and State right-to-know laws if hazardous materials are used. The SDS (Safety Data Sheets) shall be made available to all workers and Aviation Authority's representatives. Contractor shall report immediately to the AAR any spillage or dumping of hazardous materials on Aviation Authority property. The Contractor shall also be responsible for the cleanup and any costs incurred for all such incidents.

e. 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.

5.7 Hours to Perform Services:

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a. All Operation and Management of Parking Facility services, except for the Loading Dock services, shall be provided 24 hours per day, 7 days per week, including holidays, without exception.

b. The Loading Dock services shall be performed 16 hours per day, 7 days per week between the hours of 4:00 a.m. through 8:00 p.m., including holidays, without exception.

5.8 Contractor's Personnel

a. 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.

b. Contractor shall require all prospective employees to show proof of citizenship, or proof from the United States Immigration and Naturalization Service of valid entry permits and/or work permits, and that they are legal aliens eligible to be employed in the United States.

c. The Contractor shall engage employees who are literate in English. All Contractors and any subcontractor employees who perform services pursuant to this Contractor shall be able to read, write, speak and understand the English language.

d. 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.

e. Contractor shall transfer promptly from the airport 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.

f. 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, except for the personnel engaged in performing the Valet Parking services. The Valet Parking personnel may accept unsolicited gratuities (i.e. the employee may accept but not ask for a gratuity). Actions that constitute soliciting a gratuity include, but are not limited to, verbal requests for gratuities, gestures indicating a request for gratuity, utilization of a sign indicating acceptance of gratuities or utilization of a tip jar.

g. 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 (magnetic signs are not allowed).

h. The Contractor shall be responsible for ensuring that all 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.

i. The Contractor may interview current Operation and Management of Parking Facilities employee who desire to be employed by the Contractor. The Contractor shall make reasonable efforts to hire the existing Operation and Management of Parking Facilities employees in the same position, or an equivalent position, as currently held by the employee.

j. The Contractor's employees engaged to perform work under this Contract should be regular, full-time personnel. The use of "short term temporary" or casual "day labor" personnel to perform the work will not be permitted, except as authorized by the Aviation Authority on a case-by-case basis in situations such as employee illness or disability, or unusually high traffic flow. This prohibition shall extend to the use of any temporary help or placement agencies. The Aviation Authority, on a case-by-case basis with the AAR's written approval, may authorize part-time personnel.

k. Contractor shall select and hire only persons who are well-qualified to perform the job duties for which they are being hired. The individuals shall be courteous and capable of acting in the utmost professional manner when interacting with Customers, the general public and all other Airport employees.

l. Contractor shall be responsible for the conduct, demeanor and appearance of its employees while on or about the Parking Facilities and while acting in the course and scope of employment. The Contractor's employees shall abide by the Aviation Authority's dress code.

m. Contractor employees are to be attentive, alert and responsive to all Customer's issues, needs, comments or complaints. At no time shall a Contractor's employee make a Customer feel threatened, insecure, or ignored in or around the Parking Facilities.

n. Staffing - Contractor will provide staff per the following requirements for each position. The Aviation Authority shall have the right, in its sole discretion, to approve or reject Contractor staff if the Aviation Authority advises in writing that such staff is objectionable to the Aviation Authority. Additionally, during the term of the Contract, the Aviation Authority may require that the Contractor promptly transfer from the Airport and replace any staff, if the Aviation Authority advises in writing that such staff is objectionable to the Aviation Authority. Contractor shall employ all persons necessary to operate the Designated Parking Facilities in accordance with the approved Monthly Staffing Schedule provided to the Aviation Authority by the 20th of the previous month. Contractor shall not

deviate from the Monthly Staffing Schedule unless written approval has been previously granted by the Aviation Authority. Contractor shall decrease its staffing at such times, in such amounts and manner, and for such durations as directed by the AAR. All Contractor Staff shall be exclusively dedicated to this contract and shall perform their duties on site.

1. Contractor shall train all personnel operating the PRCS so that they will be fully trained in the proper operation and use of the equipment prior to their assumption of duties, and all such training shall conform to the standards and requirements set forth in the Parking Operational Procedures and Standards Manual. Contractor shall provide additional training to its personnel where new equipment is installed by the Aviation Authority in accordance with training materials provided by the Aviation Authority.

2. All management positions shall be approved in advance by the AAR.

o. Site Manager – The Contractor shall provide a Site Manager who shall carry out the day-to-day obligations of the Contractor under this Contract. The Aviation Authority requires the Site Manager be a full-time employee, locally based, and dedicated to the Aviation Authority's parking operation, devote his/her time exclusively to managing the Contractor's operations at the Airport, and have overall responsibility for the work to be performed by the Contractor under this Contract. The Site Manager shall work five (5) days per week (Monday through Friday), eight (8) hours per day (8:00 a.m. to 5:00 p.m.). The Site Manager shall be able to respond on-site at the Airport within sixty (60) minutes after receiving a request from the Aviation Authority. When the Site Manager is away from the Airport during the business hours required, the Aviation Authority shall be notified of the designated acting Site Manager who shall always be available to the Aviation Authority to act in the capacity of the Site Manager.

1. Manager must have a minimum of five (5) years' experience in managing an airport parking facility comparable in size and scope to the work to be performed under this Contract. Such person must have knowledge and experience with parking operations and a proven track record of coordinating multiple tasks. Manager shall be entrusted with the responsibility and authority by Contractor with respect to the method, manner, and conduct of the operation. Manager shall be knowledgeable with similar types of PRCSs used by the Airport, and shall have expertise in the operation, management and maintenance of airport parking facilities. Such person must also be capable of interpreting the requirements and standards set forth in this Contract, and possess the

monitoring, communication, and understanding skills needed to effectively manage the work to be performed under this Contract.

2. The Contractor shall employ at the Airport an experienced Site Manager, authorized to represent and act on the behalf of the Contractor in matters pertaining to Contractor's operations and activities and otherwise carry out the provisions of this Contract on a daily basis. All instructions and notices given by the Aviation Authority to the Site Manager shall be as binding as if given to the Contractor, and all statements made by the Site Manager or acting Site Manager shall be as binding as if made by the Contractor.

3. All Site Manager vacation and time off requests shall be approved in advance by the AAR.

4. The Site Manager shall be present on Site during holidays as directed by the AAR.

5. If the Contractor fails to provide a permanent Site Manager for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right, at the discretion of the AAR, to deduct $400.00 per day from the Management Fee. The deductions shall start on the twenty-second (22nd) day.

p. Assistant Manager – The Contractor shall provide an Assistant Manager who shall assist the Manager in the Contractor's operations at the Airport, under the direction of the Manager. The Aviation Authority requires the Assistant Manager be full-time, locally based, and dedicated to the Aviation Authority's Parking operation, devoting his/her time exclusively to assisting the Manager. The Assistant Manager shall work five (5) days per week (Monday through Friday), eight (8) hours per day (3:00 p.m. to 12:00 a.m.).

1. Assistant Manager must have a minimum of three (3) years' experience in managing an airport parking facility comparable in size and scope to the work to be performed under this Contract. Such person must have knowledge and experience with parking operations and a proven track record of coordinating multiple tasks. The Assistant Manager shall be entrusted with the responsibility and authority by Contractor with respect to the method, manner, and conduct of the operation. Assistant Manager shall be knowledgeable with similar types of PRCSs used by the Airport, and shall have expertise in the operation, management and maintenance of airport parking facilities. Such person must also be capable of interpreting the requirements and standards set forth in this

Contract, and possess the monitoring, communication, and understanding skills needed to effectively manage the work to be performed under this Contract.

2. All Assistant Manager vacation and time off requests shall be approved in advance by the AAR.

3. The Assistant Manager shall be present on Site during holidays as directed by the AAR.

4. If the Contractor fails to provide a permanent Assistant Manager for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right, at the discretion of the AAR, to deduct $350.00 per day from the Management Fee. The deductions shall start on the twenty-second (22nd) day.

q. Assistant Manager, Valet - The Valet Assistant Manager shall be a full-time employee of Contractor and shall devote his/her time exclusively to managing Valet operations at the Airport. The Valet Assistant Manager shall have at least Five (5) years of experience in valet operations, including scheduling. The Valet Assistant Manager shall have responsibility for the work to be performed at the valet parking operation under this Contract, including staff scheduling and customer service issue resolution.

1. The Valet Assistant Manager shall predominantly work five (5) days per week (Monday through Friday), eight (8) hours per day (9:00 a.m. to 6:00 p.m.) but shall be able to adjust their schedule to be onsite during heavy valet traffic periods.

2. If the Contractor fails to provide a permanent Valet Assistant Manager for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right, at the discretion of the AAR, to deduct $275.00 per day from the Management Fee. The deductions shall start on the twenty-second (22nd) day.

r. Assistant Manager, Finance - The Finance Assistant Manager shall provide oversight for all financial, accounting and revenue/quality control responsibilities to be performed by Contractor under this contract. Contractor shall ensure that the Finance Assistant Manager has been provided with appropriate direction and authority to be accountable for the method, manner, and conduct of the financial and quality control functions.

1. The Finance Assistant Manager shall have obtained a combination of education, experience and professional designations required to perform the functions discussed herein. Qualifications shall include (3) three years of experience in managing financial, accounting, reporting and revenue control functions in a parking facility that has requirements that are similar to those described herein.

2. The Finance Assistant Manager shall be a full-time employee of Contractor based at the terminal complex and shall devote his/her time exclusively to managing Contractor's financial accounting and revenue/quality control responsibilities at the Airport. The Finance Assistant Manager shall work five (5) days per week (Monday through Friday), eight (8) hours per day (8:00 a.m. to 5:00 p.m.).

3. The Revenue/Quality Control function shall include review of all parking management functions to ensure accuracy and compliance with the revenue/quality control procedures and shall include management of License Plate Inventory (LPI) staff and systems. Duties shall include but not be not limited to, review of all data included in daily paper work submitted by cashiers, license plate identification personnel, supervisors, and all other parking staff; detailed verification of all exception tickets for accurate processing, supporting information and documentation; research of all parking revenue discrepancies; clear notation of corrections made to ensure accurate reconciliation with information from the PRCS and the License Plate Inventory systems; review of cashier and other staff activities that may affect revenue control.

4. The Finance Assistant Manager shall be responsible for providing all financial reports required by the Aviation Authority. The Finance Assistant Manager shall develop an initial and annual recurring training program for all onsite Contractor employees involved in financial accounting and revenue/quality control responsibilities.

5. If the Contractor fails to provide a permanent Finance Assistant Manager for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right, at the discretion of the AAR, to deduct $300.00 per day from the Management Fee. The deductions shall start on the twenty-second (22nd) day.

s. Duty Managers - The Contractor shall provide a minimum of five (5) Duty Managers who shall plan, organize and direct the work required of the Contractor’s supervisory, cashier, customer service, operations staff and any

other contractor employees engaged in operating the public parking facilities. There shall be a Manager on Duty twenty four hours (24) per day seven (7) days per week. In the absence of the Manager / Assistant Manager, the Duty Manager shall be the primary person in charge. The Duty Managers shall also be responsible for Safety, Employee Training and Quality Assurance Program which includes the following:

1. Inspect, evaluate and monitor operations, equipment and processes in working areas to ensure compliance with, government safety regulations, Aviation Authority safety procedures and industry standards.

2. Recommend policy/procedure changes to protect and educate employees on how to prevent accidents through the use of safety training programs and assist with safety regulation enforcement.

3. Investigate accidents to identify their root cause(s) and determine/recommend potential changes to prevent similar occurrences in the future.

4. Be responsible for ensuring all performed services meet the established standard of quality service and performance.

5. Identify training needs and organize training to meet quality standards.

6. Implement Quality Assurance and Quality Control Programs.

7. If the Contractor fails to provide a permanent Duty Manager for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right, at the discretion of the AAR, to deduct $225.00 per day from the Management Fee. The deductions shall start on the twenty-second (22nd) day.

t. Administrative Staff – The Contractor shall provide a minimum of three (3) full time Administrators, who shall be locally based, exclusive to this Contract, and work five (5) days per week, eight (8) hours per day to support the administrative requirements for the Parking Facilities.

1. The Administrative Staff shall devote their time exclusively to providing administrative support to the Manager and the Assistant Managers for the work performed for this Contract. Administrative duties include, but not limited to, HR/payroll, customer service, records management and any other administrative duties deemed necessary for the performance of this Contract.

2. If the Contractor fails to provide three (3) Administrative Staff employees for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right to deduct $225 per day per person from the Management Fee. The deductions shall start on the twenty-second (22nd) day.

u. Revenue Control Staff – The Revenue Control Staff is charged with the responsibility of auditing all daily paperwork and exception transactions, ensuring accuracy and compliance with the revenue control procedures in the approved Standard Operating Procedures. The Revenue Control Staff responsibilities include, but not limited to, the following:

1. Verification of all figures and completeness of information on daily paperwork submitted by Cashiers, Supervisors, and all other relative Parking Staff to ensure accurate reconciliation with information from the PRCS.

2. Detail verification of all exception tickets for accurate processing and supporting information, authorization, and documentation.

3. Detail verification of all credit card system paperwork, and ensuring that all established credit card information is captured for pay processing.

4. Detail research of all parking revenue discrepancies and clear notation of any corrections made or disposition.

5. Ensure that all parking revenue issues encountered are discussed with management and timely resolved.

6. Maintain all required reports for disbursement to the appropriate departments.

7. Report all findings to the management for collection of data for permanent records.

8. Identification of Process Errors and Documentation Errors as defined in Section 5.17.m.10.

v. Operation's Supervisors - The Operation's Supervisor(s) shall provide supervision of all parking operations staff and assist management in all aspects of daily operations and customer service activities. Operation's Supervisor(s) shall have the experience and ability to resolve issues that could, if not resolved, result in interruptions to parking services and/or customer service functions.

1. Operation's Supervisor(s) shall supervise operations staff performing a variety of tasks such as processing parking fees and charges, directing traffic during peak periods, operating in specified parking facilities, and providing customer assistance in the parking facilities.

w. Operation's Staff – Operations Staff shall include all positions deemed necessary for the operation of the parking facilities as approved by the Aviation Authority.

1. Cashiers and Lead Cashiers – Shall be fully knowledgeable of the Orlando International Airport parking rate structure and ensure that patrons are properly charged in accordance with the published rates. Shall ensure the safeguarding of funds and be accountable for overages and shortages. Cashiers and Lead cashiers shall be fully knowledgeable on the Aviation Authority's PRCS workstations installed at the toll plaza's exit lanes. The Cashier shall provide superior customer service to airport customers.

2. Parking Operation Center (POC) – The POC staff shall be responsible for monitoring all lanes and dispatching appropriate personnel to area needing assistance. The POC shall maintain a detailed log of all activities and events on given shift. Responsible for dispatching personnel to customer assist calls. The POC shall be responsible for verification of license plates on inventory and communicates the information to the appropriate personnel. The POC shall perform other related duties as directed by the Operation's Supervisor.

3. Parking Support – facilitate the flow of traffic within public parking lots at the Airport, directing traffic to available parking spaces, lanes, and parking facilities; change traffic directional signs; placing and removing cones, Wind Master signs, A-frames or barricades; opening and closing of lanes, parking levels, required space counts and provide customer assistance in the parking facilities.

4. License Plate Inventory (“LPI”) – LPI staff shall perform daily inventory of all vehicles parked in the parking facilities. The collected data shall be uploaded into the LPI software.

x. Valet Attendants – shall be fully knowledgeable in vehicle operation and shall be able to operate all types of passenger vehicles, including manual transmissions. Responsible for driving vehicles from and to the designated valet parking areas.

y. Loading Dock Master – responsible for monitoring and directing activities on the loading dock by managing the allocation of vehicle loading and unloading spaces and ensure the orderly operation of the dock. Responsible for ensuring that no vehicles at the loading dock are left idling or unattended.

5.9 Staffing Plan

a. Staffing Plan - Contractor shall develop and submit a staffing plan outlining the base number of employees the Contractor will use during various hours of the day to operate the Parking Facilities. The proposed staffing plan may be amended and approved from time to time by the AAR, and shall be based upon generally anticipated normal operations at the Parking Facilities, as well as staffing needs for peak travel seasons.

1. Contractor’s staffing plan shall consist of all levels of employment to include management, administrative, and operational positions.

2. The Contractor shall submit a resume for each of its proposed management and administrative positions for review and approval by the AAR.

3. Contractor shall be capable of adding additional staff as needed. Contractor shall also be capable of implementing a new schedule within 10 days of written notice from the Aviation Authority.

4. Contractor shall ensure that at least one (1) employee having decision-making authority with regard to the operation and management of the Designated Parking Facilities be available onsite at all times.

5. Contractor must include the classifications of employee positions and the duties of each position in their proposals, based upon the descriptions of the Parking Facilities.

5.10 Uniforms

a. The Contractor shall furnish all reimbursable positions that have public contact with appropriate uniforms on which Contractor's name shall be prominently identified. All of the Contractor's employees who are issued uniforms shall wear their uniforms and legible nametags and Airport ID badges at all times while on duty. The uniforms shall be neat, clean, fit properly and be in good repair. All uniforms shall be approved by the Aviation Authority.

b. The subcontractor's uniforms must match the Contractors uniforms. However, the subcontractor may, with the approval of the Contractor, use its own name and logo on the uniforms.

c. Contractor shall furnish each of its supervisory personnel a uniform which includes the company identification on the outside to distinguish them from the non-supervisory personnel.

d. The AAR shall review and approve uniforms and name tags proposed by the Contractor.

5.11 Provided by the Aviation Authority

a. The Aviation Authority will provide the Contractor, at the Aviation Authority's sole cost, an office, storage and support space as it determines to be reasonably necessary for the Contractor’s operations conducted in direct support of the Operation and Management of Parking Facilities. The Aviation Authority reserves the right to relocate the office, storage and support space at its sole discretion.

b. The Aviation Authority will provide the Contractor, at the Aviation Authority's sole cost, with utility service where available and required by the Contractor to perform its obligations and functions under this Contract.

c. The Aviation Authority will provide the Contractor telephone service for use in its offices at the Airport. Contractor shall reimburse the Aviation Authority for any cost of all interstate/intrastate local flat rate calls, extended calling services, long distance and directory assistance telephone calls incurred in the use of such telephones. Contractor shall be responsible to provide cellular phones for its use, at no cost to the Aviation Authority.

d. The Aviation Authority will provide employee parking at the designated Employee Parking Lot at no cost to the Contractor or its employees.

e. The Aviation Authority shall provide to the Contractor an initial inventory of business equipment and supplies necessary to support its operation as specified in Exhibit 5. Other than the initial inventory, the Contractor shall provide at its sole cost all future business equipment and supplies necessary to support its offices including replacement of any items of the initial inventory during the term of the Contract.

f. Aviation Authority provided equipment is subject to inventory control as outlined in the Aviation Authority's policy for management of assets. An inventory check will be conducted on the effective date of the Contract or when such assets are turned over to the control of Contractor. Contractor agrees to exercise due diligence in the care and maintenance of Aviation Authority's equipment assigned for its use, including, but not limited to, computers, equipment and cashier booth equipment.

g. Office and Storage Space

1. The Contractor shall store all supplies, materials and equipment in storage areas. The Contractor shall bear all risk of loss, damage or theft of any supplies and equipment stored in such space. The Contractor agrees to keep these areas neat and clean at all times and to comply with all applicable regulations regarding to storage, fire codes and airport regulations.

2. The Aviation Authority shall provide for the maintenance and repair of the Contractor's office, cashier booth, and storage space which is limited to the maintenance, repair and/or replacement of electrical devices (outlets, fixtures, bulbs), plumbing and related fixtures, HVAC equipment, fire/smoke alarm system, and communication infrastructure (provided such repairs are not the result of Contractor's action or inaction). Contractor is responsible for the house keeping/cleaning of the supplied space. Any modifications or improvement to the space must be approved in advance by the AAR and the cost of any such improvement is the sole responsibility of the Contractor.

3. The cost of any damage to the office, cashier booth, and storage space including the interior and exterior infrastructures that was caused by the Contractor or its subcontractors shall be the responsibility of the Contractor to repair, at its sole cost.

h. Keys - Contractor shall be responsible for security of keys at all times and shall promptly report any lost or missing keys to the Aviation Authority. Contractor

shall return all terminal complex keys in its possession to the Aviation Authority at the end of the Contract.

5.12 Tools, Equipment and Services Provided by Contractor

a. The Contractor shall provide equipment necessary to perform work under this Contract. The Contractor shall be obligated to maintain equipment in safe operating condition at all times, and shall ensure that such equipment is operated in compliance with proper safety procedures and practices.

1. Motor Vehicles – Contractor shall provide at Contractor's expense, not less than six (6) operational vehicles for use in performance of Contractor's obligations under this Contract, of which not less than two (2) shall be a van or SUV and four (4) shall be pickup trucks. Pickup trucks shall be equipped with an operational battery jump start unit, equipment to provide air for disabled vehicles, and fuel container(s) to provide fuel to customers. All vehicles shall be uniform in color and such color shall be approved in advance by the AAR. At the effective date of this Contract, vehicles provided by Contractor must be new or less than one (1) year old. The Aviation Authority, at its discretion, can request that vehicles be replaced at any time during the length of this Contract. Each vehicle shall, at all times, be clean, in good working order, and free of interior or exterior body damage. Each vehicle shall be equipped with a yellow emergency light and an electronic device for warning when the vehicle is being driven in reverse.

2. Office Equipment and Supplies – Other than the initial inventory as stated by the Contract the Contractor shall provide at its sole cost, all business equipment and supplies necessary to support its office(s) at the Airport, including but not limited to, desks, facsimile machines, copiers, computers, printers, toner cartridges, paper and any other supplies necessary to support the operation of Contractor's office at the Airport. This obligation does not include an obligation to provide computers and related equipment necessary to support the PRCS, or any AVI system.

b. The Contractor agrees that the Aviation Authority shall have the right at all times, but not the obligation, to examine all equipment, vehicles, tools, and supplies used by the Contractor, or by its officers, employees, subcontractors or agents in the performance of the Contractor's obligations under this Contract. If any of the above is found to be unsafe or not in good working condition, the Aviation Authority has the right to direct the Contractor to, and the Contractor shall, remove it from service and repair or replace it promptly.

c. Each piece of Contractor's equipment must be individually numbered and include the Contractor's logo. All equipment shall be kept clean and in good operating condition at all times.

d. On-Site Communications

1. The Contractor shall provide a minimum of twenty-five (25) radios and chargers for communication on the Aviation Authority's frequency.

2. Contractor shall be responsible to provide cellular phones for its use, at no cost to the Aviation Authority.

5.13 Organizational Changes

Contractor agrees to provide and review with the Aviation Authority an updated Organization Chart at least two (2) weeks before any change occurs in management reporting relationships.

5.14 Accident/Incident/Damage Reports

a. The Contractor shall promptly notify the Aviation Authority of any incidents, accidents and damages arising out of or relating to the performance of this Contract, involving any potential for damages or injuries.

b. Contractor shall promptly complete any report forms required by the Aviation Authority describing the incident or accident. Contractor shall be responsible for claims arising out of any such incident or accident as provided in the General Conditions.

c. Contractor shall immediately notify the Aviation Authority of any security malfunction or an actual or suspected breach, intrusion or unauthorized access to cardholder or other customer data, and shall comply with all then applicable PCI requirements.

d. Contractor, in addition to notifying the Aviation Authority and satisfying the PCI requirements, will immediately take the remedial actions available under the circumstances and provide the Aviation Authority with an explanation of the cause of the breach or intrusion and the proposed remediation plan.

e. Contractor, its successors and assigns, will continue to comply with all provisions of this Agreement relating to accidents, incidents, damages and PCI requirements after the termination of this Agreement.

5.15 Safety and Training

a. The Contractor shall provide each employee engaged in the performance of work under this Contract with the training needed to safely and competently perform the work hereunder. Contractor shall also provide adequate personnel training in accordance to all applicable Federal, State and City Requirements and Specifications; as well as the Contractor's own curriculum and standards pertinent to parking operations.

b. Contractor shall develop programs for both initial and recurring training for all its employees and all level of employments. Such programs shall be reviewed and approved by the Aviation Authority.

c. Contractor shall provide each employee engaged in operating the PRCS with all the training needed to properly operate and use the equipment prior to their assumption of duties. If new equipment is installed by the Aviation Authority, Contractor shall provide additional training to its personnel in accordance with training materials provided by the Aviation Authority.

d. Contractor shall provide and ensure that personnel having public contact receive a minimum of four (4) hours of Customer Service Training and (2) hours of Safety Training prior to commencement of duties. All costs associated with all pre-approved training shall be included the management fee. The Aviation Authority will only reimburse for the hours to attend the training for the reimbursable positions.

e. 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.

f. Contractor will use reasonable precautions, including but not limited to, physical, software, and network security measures, employee screening, training and supervision and appropriate agreements with employees, to prevent anyone other than authorized Aviation Authority or subcontractor employees or agents from monitoring, using, gaining access to or learning the import of customer data; protect appropriate copies of customer data from loss, corruption or unauthorized alteration; and prevent the disclosure of passwords and other access control information to anyone other than authorized Aviation Authority or subcontractor employees or agents. Contractor will comply and train employees, subcontractors and agents on all relevant Aviation Information Technology policies, as may be amended from time to time.

5.16 General Operations Requirements

a. The Contractor shall ensure that a high level of service is made available to the public and other Airport users and that the Aviation Authority's goals are met. Contractor shall manage staff and maintain and operate the Designated Parking Facilities as set forth in this Contract. Contractor represents to the Aviation Authority that its staffing levels (as the term is defined herein) are consistent with attaining the standards required in this Contract. Contractor shall operate the Designated Parking Facilities in a first-class manner, in accordance with the terms of this Contract, Performance Requirements, (Section 5.17), and the Standard Operating Procedures manual. Contractor shall take all reasonable steps to ensure that prompt, courteous and efficient service is provided to all users of the Designated Parking Facilities. Contractor shall provide and maintain, from its own operating funds, at all times, a sum satisfactory to the Aviation Authority for its cashier change fund.

b. Contractor shall perform all of its obligations and functions under the Contract in accordance with Contract specification and industry standards. 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.

c. Contractor's personnel shall perform Work in a neat and professional manner, and in compliance with all Federal, State, and City of Orlando regulations and American National Standards Institute (ANSI) specifications. Occupational Safety and Health Administration (OSHA) rules and regulations shall be followed at all times.

5.17 Performance Requirements

The Contractor shall perform Operation and Management of Parking Facilities at the areas found in Exhibit 1 hereto which are defined as specific areas. The following details the performance requirements associated with each area:

a. Entry and Exit Functions - Contractor shall monitor and operate all entries and exits to the Designated Parking facilities and shall perform cashier functions at all Designated Parking facilities in accordance with the Parking Operational Procedures and Standards Manual and all directions from the AAR.

1. All entry lanes shall be stocked with tickets at all times.

2. The Contractor shall respond to lane malfunctions within fifteen (15) minutes of notification.

3. The Contractor shall gather retracted entry tickets and entry and exit gate counts from the lanes between midnight and 1:00 a.m. and add this data to the Ticket Accountability Report which shall be submitted to the AAR by 9:00 a.m. daily.

4. The Contractor shall collect the fees and charges from all exiting vehicles, except Valet Parking revenue charged to the respective Hyatt OIA Room or Hyatt OIA Event Master Account to which the Aviation Authority is entitled. It is the responsibility of the cashier to record detailed information from all vehicles that attempt to exit without payment and contact the appropriate party for handling (i.e. Landside Operations or Airport's Orlando Police Department).

5. Contractor is responsible for the issuance of Promissory Notes, provided that the customer waiting time shall not exceed Fifteen (15) minutes**.** Contractor is responsible for collecting necessary information and following procedures as outlined in the Parking Operational Procedures and Standards Manual. Contractor is responsible to collect amounts due, including interest with respect to Promissory Notes, for parking at the Airport. Each month, Contractor shall provide a schedule of Promissory Notes outstanding over 90 days, including amounts collected and amounts not paid, including interest by the 10th of the following month. The Contractor shall demonstrate the steps taken to collect the amounts due and all necessary collections supporting documents. The Aviation Authority may request the Contractor to perform additional collection efforts. If the Contractor or any of its employees, officers or agents fails to follow the Promissory Note procedures, then the Contractor shall, without demand by the Aviation Authority, pay the entire amount of the uncollected fee to the Aviation Authority.

6. No cashier shall accumulate more than $600 in currency in the register at any given time.

7. Money shall not be collected from emergency or police vehicles with flashing lights or equipped with barcodes.

8. All exception transactions shall be responded to within two (2) minutes of notification.

9. There shall be no more than six (6) vehicles in an exit lane at any given time unless all exit lanes are staffed.

10. Each Cashier shall complete a Cashier Shift Report (CSR) upon completion of his or her shift. Revenue/Quality Control shall audit and it shall be delivered to the AAR no later than 4:30 p.m. two (2) calendar days after the transaction date.

b. Parking Operation - Contractor shall monitor and manage all parking activities in the Designated Parking facilities.

1. Contractor shall monitor and manage traffic which includes but is not limited to: directing traffic to available parking spaces, lanes, and parking facilities; placing and removing cones, Wind Master Signs, A-frames or barricades; opening and closing of lanes, and parking levels, and programming of variable message signs. Contractor shall also advise the Aviation Authority of the need to open and/or close any of the Designated Parking Facilities.

2. The Contractor shall change all directional signage as appropriate, and program and relocate the Variable Message Signs (VMS) as necessary.

3. The Contractor shall complete vacancy counts by level and location once during the a.m. peak and once during the p.m. peak, as designated by the Aviation Authority. Diligently monitor occupancy counts in all Parking Facilities, including the Employee Parking Lots once daily and promptly notify the Aviation Authority when capacity reaches threshold specified by the AAR.

4. The Contractor shall complete, once a month, a facility inspection to locate any lights that are not working and other facility or maintenance problems and provide reports to the Aviation Authority listing all such deficiencies by the 15th of each month.

5. Promptly report any suspicious or illegal activity or the presence of unauthorized persons to both the Airport's Orlando Police Department (OPD) and the Airport Operations Center (AOC).

6. Immediately notify the AAR within two (2) hours and by written report within 24 hours of every reported or known incident involving accidental injury or criminal activity, and shall keep a record of such incidents.

7. Protect Customers and employees from any observed hazardous conditions by placing sufficient number of orange cones and/or barriers to clearly mark the area and report such conditions immediately to the Aviation Authority for repairs. The items noted shall also be included in the Daily Operational Report for record keeping.

8. Monitor the PRCS equipment status and be the first line call to notify the Aviation Authority of equipment failures.

9. Diligently monitor the intercom system that is integrated in the PRCS located in the Parking Facilities and shall expeditiously respond to calls for assistance received from Customers.

c. Vehicle Inventory - Contractor shall be responsible for taking inventory of all vehicles in the Designated Parking Facilities.

1. The Contractor shall perform an inventory of all vehicle license plates utilizing an Aviation Authority furnished handheld device and it shall be conducted between midnight and 4:00 a.m. daily.

2. The Contractor shall distribute the final license plate inventory report to the plazas and the AAR by 6:00 a.m. daily and report any discrepancies to the Aviation Authority's Parking Operations department.

3. Also, a vehicle count of all vehicles shall be performed daily between midnight and 4:00 a.m., which shall be submitted to the Aviation Authority by 7:00 a.m.

d. Parking PRCS - The Aviation Authority is currently using SKIDATA PRCS to control entry and exit to its Public Parking Facilities. The Contractor shall be responsible for operating the PRCS utilized by the Aviation Authority. The Contractor shall operate any other system that the Aviation Authority may procure during the term of this Contract to replace the existing system.

1. The PRCS herein shall include, but not be limited ticket dispensers, cashier stations, toll transponders allowing payment using E-PASS/SunPass transponders, valet system cashier terminals, barcode permit readers proximity card reader, license plate inventory (LPI), space count system, non-resettable lane counters for gates and toll transponder readers.

2. PRCS shall also include written and printed materials and documentation pertaining to the configuration, installation, maintenance,

repair and operation of the PRCS, and computer hardware and software that may be located or housed in, and used in conjunction with, any part of the PRCS.

3. Contractor shall be familiar with all components of the PRCS utilized by the Airport; understand and be capable of demonstrating efficient operational knowledge of the PRCS.

4. Contractor management and staff shall have full operational and working knowledge of the PRCS at the Airport.

5. The PRCS and all its associated equipment in use at the Aviation Authority shall remain the property of the Aviation Authority for the duration and extent of the Contract.

6. Except as provided herein, the Aviation Authority shall be responsible for all maintenance, repair and servicing of the PRCS. Contractor shall provide the following maintenance items with respect to the Revenue Control Equipment: replacement of Avitation Authority provided gate arms as requested, loading tickets in dispensers, and clearing ticket jams. Notwithstanding the foregoing, any maintenance or repairs required to be performed on the PRCS as a result of damage caused by the Contractor's misuse, abuse or negligent operation of the PRCS shall be performed at the Contractor's sole cost and expense. In no event shall Contractor perform or cause to be performed any work on the PRCS other than that specifically requested by the Aviation Authority. Contractor is responsible for monitoring the performance of the PRCS, reporting problems and faults in a timely manner and maintaining such logs and records of such monitoring activities as the Aviation Authority may direct.

7. All of the cashiers daily reports and forms to be turned in and verification of the bank deposit shall be delivered to the AAR no later than 4:30 p.m. two calendar days after the transaction date.

8. The Contractor shall compile the data from each of the day's CSRs to complete the Credit Card Reconciliation Log and it shall be delivered to the AAR no later than 4:30 p.m. two (2) calendar days after the transaction date.

9. The Contractor shall complete the Loss of Revenue Log and it shall be delivered to the AAR no later 4:30 p.m. two (2) calendar days after the transaction date.

10. The Contractor shall complete the daily and monthly reports (see sample reports in Exhibit 7) and distribute it to the AAR by the sixth of the month for the previous month.

11. The Contractor shall be fully accountable for each parking ticket issued. The Contractor shall provide monthly summary indicating specific information with regard to each missing ticket which is not satisfactorily explained or justified to the Aviation Authority and submit it with the monthly report on the sixth of the month for the previous month.

12. The Contractor shall keep an inventory of all tickets that are unused, created or unusable for verification of ticket swapping. Contractor will account for all system issued tickets and those who have not been presented for payment. The Contractor shall be fully accountable for all parking tickets issued, including both used and unused tickets.

13. The Contractor will maintain an up-to-date usage and stock records of all tickets. The Contractor shall provide a summary inventory report, accounting for the tickets in storage. Unaccounted tickets shall be categorized as tickets that were processed in the entrance lanes and not been presented at the exit lanes. The Contractor shall explain in writing significant historical variances in tickets lost by patrons or otherwise unaccounted for.

e. Monitoring the PRCS - Contractor shall be responsible for monitoring the PRCS are described herein and as directed by the AAR.

1. Contractor shall perform, at such frequency as the AAR may direct, the following PRCS monitoring functions: transactions and other data searches, and communication with various Aviation Authority departments; system status monitoring reporting and correction.

2. Contractor shall be able to understand and be capable of efficiently operating the PRCS, to the System’s full capability, including License Plate Inventory. When reaching near capacity the Contractor shall be responsible to perform a vacancy count to determine closure of level(s).

3. Contractor shall fully cooperate, if the Aviation Authority changes or modifies the PRCS. The Contractor shall train its employees in the proper use of the existing PRCS or any other PRCS which the Aviation Authority may provide.

f. Vehicle License Plate Inventory - The Aviation Authority provides a PRCS that facilitates management of vehicle license plate plates and nightly License Plate Inventory (LPI). It is the expectation of the Aviation Authority that the Contractor:

1. Shall demonstrate an understanding of vehicle license plate technology provided by the Aviation Authority for both operational and auditing purposes.

2. Shall have staff qualified to operate and manage any or all vehicle license plate technology provided by the Aviation Authority.

3. Shall utilize vehicle license plate technology provided by the Aviation Authority to maintain an accurate database and an accurate inventory of vehicles parked in all the Designated Parking Facilities.

4. Shall ensure completion of daily inventory update and immediately download all update data into the PRCS database.

5. Shall perform random and unannounced spot audits each night while the inventory is taken to ensure accurate inventories.

g. Parking Operation Center (POC) – The POC shall monitor the overall parking operation:

1. The Contractor shall monitor all entry and exit lanes and immediately dispatch appropriate staff to areas needing assistance.

2. The Contractor shall maintain a log of daily occurrences including but not limited to maintenance, equipment malfunctions, explanation of gate manually open, garage and level closures, traffic management issues, and customer complaints. This log shall be in an electronic format and be available for the Aviation Authority to review the next calendar day by 7:00 a.m.

3. The Contractor shall provide a timely response to all telephone calls for parking information, directions, etc. and direct all other calls to the proper extension.

4. The Contractor shall research records for license plates on inventory, exception transactions, and E-PASS/SunPass customers immediately upon request.

h. Vehicle Assistance – This Contractor shall provide assistance to drivers in any area located on OIA Property.

1. The Contractor shall provide, at its cost, equipment and supplies necessary to jump start motor vehicles, provide air to vehicle tires and provide up to one (1) gallon of gas per vehicle in any area within the Airport property.

2. The Contractor is not obligated to provide any other mechanical service, but should make all reasonable efforts to facilitate the resolution of customer's motor vehicle problems.

3. The Contractor shall provide assistance to Customers in locating lost vehicles.

i. Public Safety – Contractor shall regularly monitor and be vigilant while performing parking operations in all Designated Parking Facilities during all hours of operation to help prevent, deter or minimize vandalism, damage to, or loss or theft of, vehicles and the contents thereof, in the Designated Parking Facilities.

j. Valet Operations – Valet parking is provided at the hotel motor court and at departure curbs at Terminals A, B and C:

1. The Contractor shall have close coordination with the hotel management to ensure the hotel Valet operation meets both the hotel's and the Aviation Authority's high customer service standards.

2. The Contractor shall collect and reconcile all valet parking fees not charged to the hotel room.

3. The Contractor shall maintain a log of all exit passes provided to the cashier by an existing hotel customer. These will be compared to the report of revenues charged to hotel rooms and reconciled.

4. The Contractor shall coordinate with the Hotel in providing valet staffing for busy hotel events.

5. The Contractor shall drive vehicles from the hotel motor court lobby to designated valet parking area located under the Landside Terminal Building.

6. The Contractor shall drive vehicles from the departure curbs to the designated valet parking areas located in the garages.

7. The Contractor shall issue and control the pre-numbered valet tags. On a monthly basis a report reconciling the tags will be submitted with the monthly statement.

8. The Contractor shall maintain sufficient staff to provide customer service in order to retrieve customer vehicles in a timely manner.

9. The Contractor shall interact professionally and courteously with valet guests providing a high level of customer service at all times.

k. Commercial Lanes – The Contractor shall be responsible for responding to intercom calls, gate opening, troubleshooting and customers assistance at the entry and exit lanes 24 hours per day, 7 days per week to assist entry and exit traffic at the Commercial Lanes. The Contractor shall maintain a log of daily occurrences, including but not limited to all pertinent vehicle information (e.g. license plate, company name, commercial permit identification, access control sequence information, etc.) and submit daily to the AAR.

l. Loading Dock - The Contractor shall provide one (1) person 16 hours per day, 7 days per week to manage the high security profile area for vendor traffic.

1. The Contractor shall monitor and direct activities on the loading dock by managing the allocation of vehicle loading and unloading spaces and ensure the orderly operation of the dock.

2. The Contractor shall ensure no vehicles at the loading dock are left idling or unattended. Vehicles left unattended shall be towed.

m. Revenue/Quality Control Procedures – Contractor shall be responsible for auditing daily Gross Receipts and cashier activities for all Designated Parking Facilities at the Airport and includes, but is not limited to:

1. Audit and reconcile all daily Gross Receipts from CSR to PRCS to cash and credit card deposits for all designated parking facilities.

2. Reconcile gate counts to PRCS transactions daily.

3. Perform shift audits including but not limited to verifying accuracy of all transaction processing, all figures and information on cashier shift reports researching all exception transactions and discrepancies and

noting any corrections that are made**,** to include all audit findings (e.g. cash and credit overages and shortages, etc.) and exception transaction processing in accordance with the procedures established in Sections 5.33, 5.34 and the Parking Operational Procedures and Standards Manual. Results of shift audits are to be submitted in a form acceptable to the AAR no later than 4:30 p.m. two (2) calendar days after the transaction date.

4. Select cashier shifts and dates throughout the month to perform and document Contractor's quality assurance activities to determine the accuracy of the shift reports and daily records, transaction and exception processing, and shift audits, noting any discrepancies and providing report of such discrepancies to the AAR weekly.

5. Trend cashier performance including, but not limited to, accuracy of cash balancing and exception transaction processing, errors identified in shift audits and quality assurance activities.

6. Provide to the Aviation Authority a monthly summary of Promissory Notes issued and recurred check list, by the tenth of the month for the previous month. Verify amounts collected and provide 90 day aging of Promissory Notes.

7. Remit to the Aviation Authority a weekly summary of all tow fees collected. All tow fees collected must be separately deposited by Monday of the following week.

8. Process required daily and monthly reports to the Aviation Authority timely.

9. Daily Deposits - The Contactor shall ensure that all Gross Receipts are deposited in the bank account designated by the Aviation Authority no later than 5:00 p.m. of the next day following its collection. A receipt of pick up by 2:00 p.m. from the armored car service will satisfy this deposit requirement.

10. Audit Errors - Are classified into one of three (3) categories as listed below:

    10.1 <u>Documentation Error</u>

    a. Documentation Error is a clerical error by the Cashier, Lead Cashier, Supervisor or Auditor which lists incorrect

information on any results, reports or source material of an audit. Clerical Error is an omission or inaccuracy of shift or audit detail, but is not an incorrect audit finding or accurate explanation of transaction. Clerical Error on an audit report may include; but is not limited to, incorrect date, shift number, lane number, or employee name (Manager, Supervisor, or Cashier).

b. Generally, Documentation Error(s) do not incur any financial penalty. However, there may be some documentation errors related to financial information that at the sole discretion of the AAR, shall be considered as Revenue/Quality Control Error that would, as a result of its definition, be subject to financial penalty under Specification 4.3.

c. At the sole discretion of the AAR, Documentation Errors may be considered (1) Revenue/Quality Control Error if the quantity of Documentation Errors is unacceptable.

10.2 Process Error

a. Process Error is a procedural or transaction error that does not conform to the standards specified in the Parking Operational Procedures and Standards Manual but is correctly identified and documented in the Primary Audit. Transaction error may include, but is not limited to, incorrect processing of an exception transaction by a cashier or a transaction resulting in either an undercharge or overcharge.

b. Generally, Process Error(s) do not incur any financial penalty. However, there may be some process errors related to financial information that at the sole discretion of the AAR, shall be considered as Revenue/Quality Control Error that would, as a result of its definition, be subject to financial penalty under Specification 4.3.

c. At the sole discretion of the AAR, Process Errors may be considered (1) Revenue/Quality Control Error if the quantity of Process Errors is unacceptable.

10.3 Revenue/Quality Control Error (resulting in Financial Penalty)

a. Revenue/Quality Control Error is a procedural or transaction error that does not conform to the Parking Operational Procedures and Standards Manual and is not detected, or accurately explained, in the Primary Audit.

b. Revenue/Quality Control Error shall be classified by the AAR, at his or her sole discretion, and shall be subject to financial penalty for the purpose of Deductions, Specification 4.3.

5.18 Additional Staff

In the event of an emergency, or as the Aviation Authority may from time to time request, Contractor shall be required to provide additional reimbursable staffing positions.

5.19 Alteration in Designated Parking Facilities

The Aviation Authority reserves the right, from time to time and in its sole discretion, to alter or add to the Designated Parking Facilities, to increase or decrease the total number of parking spaces included within the Designated Parking Facilities, to add to or delete from the number of areas or facilities which are included in the Designated Parking Facilities, and to relocate one or more of the Designated Parking Facilities or portion thereof (including, without limitation, temporary or permanent relocations, closures or reconfigurations required as a result of government restrictions, controls or regulations, fire or other casualty, or other emergencies). Except with respect to liability for damage to tangible personal property of Contractor caused solely by the Aviation Authority's negligence, the Aviation Authority may make any such additions, deletions or relocations free from any and all liability to Contractor for damages sustained by Contractor for whatever reason as a result of the making of any such additions, deletions or relocations.

5.20 Proprietary Rights in PRCS

The PRCS includes items and records specifically developed by or on behalf of the Aviation Authority for use in Contractor's operations and all such software and printed records produced by or for the PRCS and related equipment shall be the sole property of the Aviation Authority. Contractor shall have no access to the printed records to make repairs, alterations or adjustments, except in the presence of the representative of the Aviation Authority or as directed by the AAR. Such software, records and other items shall not be used, duplicated or sold without the express written consent of the Aviation Authority.

5.21 Limitation on Use of Facilities

The parking areas and facilities included as part of the Designated Parking Facilities shall be operated by Contractor during the terms of this Contract only for the parking of passenger vehicles, and for no other purpose whatsoever, except as authorized by the Aviation Authority.

5.22 Removal of Vehicles

Contractor shall not relocate or remove any vehicles in the Parking Facilities under any circumstances. All vehicle relocation and removal must be approved by the AAR

and coordinated with the Aviation Authority through its approved towing service Contractor.

5.23 Parking Rates

a. Aviation Authority Established Rates - The rate structure for all parking and other fees to be charged to customers in connection with this Contract shall be established by the Aviation Authority and shall be subject to change by the Aviation Authority, at its sole discretion, upon five (5) days written notice to Contractor.

b. Charges to Customers - Contractor shall charge users of the Designated Parking Facilities only those rates established by the Aviation Authority and shall only permit complimentary use of parking spaces as the Aviation Authority may direct or approve from time to time.

c. Overcharges and Undercharges - If Contractor charges any Airport customer a price in excess of the established schedule of rates, the amount by which the actual charge exceeds the established rate shall constitute an overcharge which shall, if possible, be promptly refunded to the patron or otherwise handled in accordance with the instructions of the AAR.

d. Except in cases that the AAR determines a computer or other equipment malfunction was the cause or was involved or the actual cause cannot be determined, if Contractor charges any customer a price which is less than the established schedule of rates or fails to collect any parking fee which Contractor is required to collect, or if any fees which Contractor is required to collect on behalf of the Aviation Authority are lost or unaccounted for while the same are in the custody or control of Contractor, for any reason whatsoever, the amount by which the actual charge is less than the established rate schedule, the amount of the fee which Contractor failed to collect or the amount which is lost or unaccounted for shall, without demand by the Aviation Authority, be paid by Contractor into the Aviation Authority's designated bank account promptly after Contractor learns (or, in the exercise of reasonable diligence, should have known) of such undercharge, failure to collect, or such loss or failure to account, and the cost of replacing such funds shall not be a reimbursable expense. Contractor shall promptly investigate any such undercharge, failure to collect, loss or failure to account for any funds hereunder, and promptly provide to Aviation Authority a written report of the results of such investigation.

5.24 Collection of Fees and Charges

a. Handling of Funds: All funds and receipts, including cashier overages, derived from the operation of the Designated Parking Facilities shall belong to the

Aviation Authority and, while such funds are in Contractor's custody and control, shall be held by Contractor in trust for the Aviation Authority. All funds from the previous day's transactions shall be deposited by 5:00 p.m. the next business day, into the bank account designated by the Aviation Authority via armored car service.

b. Contractor shall at all times observe prudent cash-handling procedures, which shall be documented in the Parking Operational Procedures and Standards Manual, and it shall immediately implement any new procedures, or revise existing procedures as the Aviation Authority may in its sole discretion require from time to time.

c. Rates and Charges: The Aviation Authority is responsible for setting the parking rates and programs at the Airport. Contractor shall be responsible for charging and collecting from each Customer the appropriate parking fees based on the rates and programs established by the Aviation Authority. The AAR will notify the Contractor when new rates or programs have been established.

d. Contractor Responsibility: Contractor shall be solely responsible and liable for collections and management of all parking fees and charges. All fees and charges collected by the Contractor as part of any parking program shall become the sole property of the Aviation Authority when collected.

1. Contractor shall assume all risks and responsibility for loss of funds, including, but not limited to, loss by damage, destruction, disappearance, theft, fraud, counterfeit bills/coins, or dishonesty, until all fees and charges collected by the Contractor on behalf of the Aviation Authority are deposited in the Aviation Authority's designated account.

2. Contractor shall be responsible for losses of revenue to the Aviation Authority as a result of its employees charging Customers less than the amount due as determined by the difference between the amount of revenue recorded by PRCS and the actual amount collected and turned in by the employee at the end of each employee's shift. Contractor shall prepare and submit to the Aviation Authority on a monthly basis a list of such undercharge transactions showing the date, time, exit booth and transaction involved.

3. Contractor shall be responsible and liable to the Aviation Authority for all losses resulting from Contractor's failure to correctly process and/or collect the parking fees as a result of its employee undercharges, and/or errors in collection of funds, including, without limitation, all losses resulting from employee dishonesty, forgery, alteration, theft,

disappearance, destruction, robbery and/or burglary. The entire amount of such uncollected parking fees shall be deducted from the monthly management fee due to Contractor. Any losses, undercharges and overcharges shall be reconciled and determined according to the difference between the amount of revenue recorded by PRCS and the amount of collections remitted by Contractor's employee(s) at the end of each employee work shift. All overcharges accrue to the benefit of the Authority and shall not be offset against any undercharges.

4. In the event that a Customer exits by unauthorized means without paying, Contractor shall make reasonable efforts to gather vehicle information and immediately notify OPD and the AAR. Contractor shall immediately prepare a report of such incident and forward it to the AAR.

5. Contractor shall accept cash, credit cards, personal checks and E-PASS/SunPass toll transponders as forms of payment, or any other payment methods that the Aviation Authority may use in the future.

6. Checks - If any Airport customer pays for parking fees with a check and the check is returned for non-payment for any reason whatsoever, then Contractor shall, without demand by the Aviation Authority, pay the entire amount of the uncollected fee into the Aviation Authority's designated bank account within 5 days. Contractor shall consider a check verification service. The service provider is subject to the Aviation Authority's approval.

7. Contractor shall be fully and strictly liable to the Aviation Authority for any loss of revenue to the Aviation Authority as a result of Contractor's acceptance of credit card(s) or check(s) in any manner which is inconsistent with any provision of applicable law, the Contract or according to procedures as may be specified to Contractor from time to time in writing by the AAR. The Aviation Authority may deduct the full amount of any such loss of revenue upon notice to Contractor from the monthly management fee due to Contractor pursuant to the Agreement.

8. Contractor shall settle and reimburse any fees, Gross Receipts or revenue lost to the Aviation Authority within thirty (30) days of occurrence.

e. Gross Receipts shall be charged and collected by the Contractor and shall be reported and deposited by the Contractor on a daily basis.

1. All funds from the previous day's transactions shall be deposited by 5:00 p.m. the next business day, into the bank account designated by the Aviation Authority via armored car service.

2. In the event that PRCS fails to function properly, Contractor shall manually process the collection and accounting of all parking tickets in accordance with Parking Operational Procedures and Standards Manual and generally accepted accounting principles.

5.25 Acceptable Forms of Payment

a. Payment by Credit Card:

1. Contractor shall accept the use of credit cards for the limited and sole purpose of payment of parking fees in lieu of cash. Currently, the Aviation Authority accepts the use of Visa, MasterCard, American Express, and Discover for the payment of parking fees at the Airport. The Aviation Authority may, from time to time, add or delete credit cards acceptable for payment.

2. The Contractor shall be reimbursed by the Aviation Authority the processing charges. Contractor shall provide written evidence acceptable to the AAR, prior to the commencement date of the Agreement, which adequately verified the amount of such charges.

3. Contractor shall only accept credit cards for the amount which is due from the Customers for payment of parking fees at the Airport. Under no circumstances is Contractor permitted to return cash to any person in any transaction involving the tendering of a credit card.

4. Contractor shall ensure strict compliance with Payment Card Industry Data Security Standard (PCI DSS) for each credit card transaction and acknowledges responsibility for the security of cardholder data. Contractor will create and maintain reasonable detailed, complete and accurate documentation describing the systems, processes, network segments, security controls and dataflow used to process, transmit store and secure Customer's cardholder data. Such documentation shall comply with the most current version of PCI DSS.

5. Contractor must maintain PCI compliance as the bankcard merchant for the Airport parking facilities. Contractor is responsible, at Contractor's own expense, to contract and pay for all quarterly, annual or other required assessments, remediation activities related to processes within Contractor's control, analysis or certification processes necessary to

maintain PCI compliance as the bankcard merchant. The Aviation Authority, with notice, reserves the right to become the bankcard merchant for credit card transactions at the Designated Parking Facilities.

6. Contractor shall obtain the most advantageous credit card transaction processing rates and bank charges based upon a comparison of competitive market rates and verifiable evidence of such rates. Contractor's selection shall then be presented to the Aviation Authority for approval. The Aviation Authority also reserves the right to select its own credit card clearinghouse at any time with 30-day notice.

b. Payment by Personal Checks - Contractor shall accept personal checks in accordance with all the applicable State and Federal laws. For the acceptance of checks for parking fees at the Airport;

1. Personal checks shall be made payable to the "GOAA Parking" only for the amount of the appropriate parking fee. Under no circumstances is Contractor permitted to return cash to any person in any transaction involving the tendering of a personal check.

2. Contractor shall consider a nationally recognized check verification service. The service provider is subject to the Aviation Authority's approval.

c. Insufficient Fund Transactions - In the event that a Customer is unable to pay the parking fees, Contractor shall use every reasonable and responsible means available to collect all or portion of such fees. These measures include:

1. Contractor shall issue Promissory Notes within a reasonable and acceptable time period should it be evident that the Customer has no means to make payment of the Parking fees.

2. Contractor shall be responsible for collecting all relevant information of Customers with insufficient funds, including driver's license information, address, phone number, vehicle make and model, and license plate information. Customer information collected shall be promptly forwarded to Parking Operations Department following each Insufficient Funds Transaction.

3. The Contractor shall demonstrate the steps taken to collect the amounts due and all necessary collections supporting documents. The Aviation

Authority may request the Contractor to perform additional collection efforts.

4. The Contractor shall exercise high customer service standards as stated in the approved Policy and Procedures Standards when resolving insufficient fund cases.

5.26 General Maintenance

Contractor shall be responsible for all custodial activity required to keep all entry and exit lanes at the Designated Parking Facilities, the interior space of the toll plazas, the interior space of the cashier booths, all office areas, all office equipment and all administrative support and storage areas in a safe, clean (including trash pickup and removal in the Contractor's offices and administrative support and storage areas), neat, orderly and attractive condition. Except as provided in Section 5.26 with respect to the PRCS, Contractor shall keep all equipment used in Contractor's operations at the Airport, including all motor vehicles used by Contractor at OIA, in good working order. All trash shall be deposited by Contractor into the designated containers provided by the Aviation Authority. The Aviation Authority shall be the sole judge of the quality of custodial services under this paragraph, and if the Aviation Authority determines that such services are not satisfactory, the Aviation Authority shall so notify Contractor in writing, and corrective measures shall be performed by Contractor within twenty four (24) hours after Contractor's receipt of the Aviation Authority's notice. In the event Contractor fails to perform the corrective measures within the time required, the Aviation Authority or its agents shall have the right to perform corrective measures and Contractor shall promptly reimburse the Aviation Authority for the cost thereof. In the case of the North Park Place Lot building, the Contractor shall have janitorial maintenance responsibilities for all areas under its sole control. Janitorial functions for all shared facilities (restrooms, break-room, kitchen, etc.) shall be the responsibility of the shuttle bus contractor and the Contractor agrees to cooperate with said contractor in keeping these areas as clean as possible.

5.27 Customer Service

The Aviation Authority has expectations of a customer service program that is proactive, responsive, respectful, and helpful to customers at the Airport. This expectation not only extends to all Authority employees and contractors, but also includes the companies (airport partners) whose staffs contact customers while providing services at the Airport. At a minimum the Contractor shall provide customer service to include the following objectives:

a. Customer Service Objectives:

1. Contractor shall provide exceptional customer service at all times and shall collaborate closely with the AAR to improve customer service.

2. Contractor shall notify the AAR of all customer complaints as they arise, and shall thoroughly investigate all verbal and written customer

complaints. Such Customer complaints shall be submitted in writing to the AAR the day following the occurrence.

3. Contractor shall thoroughly investigate, process, and submit all parking fee refund within 48 hours following the review and approval of the AAR.

b. Customer Claims and Disputes – Unless otherwise specified by the Aviation Authority, Contractor shall handle customer claims and disputes as follows:

1. Contractor shall report to the Aviation Authority, in a manner satisfactory to the Aviation Authority, all parking related comments and complaints. Contractor shall promptly report to the AAR any and all claims made for loss or damage to vehicles or other property in connection with the operation of the designated parking facilities. Upon receipt, Contractor shall deliver documentation summarizing any complaint received orally or written to the AAR, and shall promptly prepare a written response for the AAR to review. In such response, the Contractor shall make a good-faith effort to explain, resolve or rectify the cause of the complaint. Upon the Aviation Authority's review and approval of the draft written response, Contractor shall prepare and send, to the complaining person and the Aviation Authority, Contractor's final written response.

2. All claims and incidences for personal injury or property damage by or against the Contractor shall be immediately communicated to the Aviation Authority. Such communication shall continue through all the proceedings until final settlement of the claims or incident between the Contractor and Customer.

3. All claims for or against Contractor for personal injury or property damage shall be submitted to its insurance carrier within twenty-four (24) hours of the incident.

4. All claims made by Contractor for personal injury or property damages caused by a Customer or Customer's vehicle shall be submitted to its insurance carrier within twenty-four (24) hours of the incident.

5. Airport's Police Department and Airport Operations shall be notified immediately of any personal injury or property damage in any of the Parking Facilities.

6. Disputes relating to parking fees shall be promptly referred to the Aviation Authority for resolution.

c. The Aviation Authority may, during the term of the Contract request the Contractor to perform additional customer service enhancements to upgrade the overall customer experience at the Airport. In the event the Aviation Authority desires to provide additional customer service items, it shall send a written notice to the Contractor. Contractor may also be requested to incorporate Aviation Authority wide Customer Service improvements or programs.

5.28 Performance Standards/Deductions

Contractor shall be required to meet or exceed certain performance standards in its Operations and Management of Parking Facilities at the Airport. To ensure that performance standards are met, the Aviation Authority shall assess deductions by reducing the monthly Management Fees if such performance is not met. The determination as to whether performance has been adequately met shall be at the reasonable discretion of the AAR. The AAR shall issue a written notice to the Contractor when any of the performance standards are not met.

a. Revenue Reconciliation and Verification – There shall be no more than five (5) discrepancies a month between the amount collected by Contractor as shown on the Cashier Shift Reports, bank deposit slip, credit card transmittal report and the actual amount deposited by cash, check or credit cards. The Cashier Shift Reports and Daily Parking Revenue Deposit Report, together with verification of the bank deposit, with respect to revenue collected shall be reconciled to the total daily bank deposit and delivered to the AAR or designee no later than 5:00 p.m. the first business day after the transaction date.

Deduction: A receipt and deposit/reconciliation and verification establishing five (5) discrepancies during the month may result in a $500.00 deduction in Management Fee and each discrepancy thereafter may result in an additional $100.00 deduction per occurrence, at the discretion of the AAR.

b. Revenue Collection and Deposit – All Gross Receipts shall be deposited in the bank account(s) designated from time to time by the Aviation Authority no later than 5:00 p.m. of the next business day following collection from all Designated Parking Facilities.

Deduction: All Parking Gross Receipts shall be deposited by no later than 5:00 p.m. of the next business day following collection from all Designated Parking Facilities. Failure to meet this requirement may result in a $500.00 deduction in Management Fee per occurrence, at the discretion of the AAR. A receipt of pick up by 2:00 p.m. from the armored car service will satisfy this deposit requirement.

c. Accuracy of Primary Revenue/Quality Control – An audit of each shift of each cashier (a "Primary Audit") shall be completed by Contractor within seventy-two hours of the end of the shift to compare actual performance to standards specified in the Parking Operational Procedures and Standards Manual. The results, reports and source material for each audit shall be delivered to the AAR or designee by 4:30 p.m. two (2) calendar days following the completion of each Primary Audit. Contractor shall not exceed eight (8) Revenue/Quality Control Errors in any month. The AAR may evaluate and designate errors as defined under Section 5.17.m.10.

Deduction: Any eight (8) Revenue/Quality Control Errors that go undetected per month may result in a $500.00 deduction in the Management Fee and each error thereafter during the same month may result in an additional $100.00 deduction, at the discretion of the AAR.

d. Customer Complaints – The number of valid customer complaints related to Contractors employees and/or Contractor's operation of the Designated Parking Facilities received by the Aviation Authority shall not exceed four (4) complaints in each month. Complaints will be considered received in the month if they are received by the AAR and the AAR, in his or her sole discretion, will determine the validity of such complaints.

Deduction: Starting on the fifth (5) valid customer complaint during the month may result in a $500.00 deduction in Management Fee. Each additional complaint during the same month may result in an additional $100.00 deduction. The AAR will determine the validity of the Customer complaint.

e. Delays at Parking Exits – The number of vehicles queued at any staffed exit lane, at any given exit plaza, at any time shall not exceed six (6) vehicles. The Contractor shall staff exit lanes as required to maintain queue lines at or below six (6) vehicles. If the Contractor has staffed all operational exit lanes at a given plaza and the standard is not met, Contractor will be considered in compliance with this requirement.

Deduction: The existence of a queue line of six (6) or more vehicles and the failure of the Contractor to staff additional booths within 5 minutes after such lines are formed may result in a $1,000.00 deduction and each additional 5 minutes thereafter without additional booths being staffed and with the continued queue line of six (6) or more vehicles may result in an additional $100.00 deduction. There will be no deduction if all available booths at the exit plaza are staffed.

f. License Plate Inventory – Contractor shall complete the License Plate Inventory (LPI) daily between the hours of 12:00 a.m. (midnight) and 4:00 a.m. The Contractor shall distribute the final LPI report and any discrepancies to the AAR

by 6:00 a.m. daily. The Contractor's LPI report shall not be late more than five (5) times a month and shall be at least ninety-five percent (95%) accurate.

Deduction: In the case of a late or incomplete LPI for the fifth (5^{th}) time during the month, at discretion of the AAR, a $1,000.00 deduction may be imposed on the Contractor. Each late or incomplete report thereafter may incur an additional $250.00 deduction. Additionally, in the case of Inaccurate LPI of ninety-five percent (95%) or less for the fifth (5^{th}) time during the month, a $1,000.00 deduction may be imposed on the Contractor. Each late or incomplete report thereafter will incur an additional $250.00 deduction.

g. Facility Management – Contractor shall monitor and manage traffic which includes but is not limited to: directing traffic to available parking spaces, lanes, and parking facilities; placing and removing cones, wind master signs, A-frames or barricades; exchanging damaged or unsightly cones, wind master signs, A-frames or barricades.

Deduction: In the case of a failure to direct traffic to available parking spaces, lanes, and parking facilities as required, a $250.00 deduction may be imposed on the Contractor for each occurrence. In the case of a failure to place or remove cones, wind master signs, A-frames or barricades promptly, or exchanging damaged or unsightly cones, wind master signs, A-frames or barricades as needed, a $50.00 deduction may be imposed on the Contractor for each occurrence. The AAR will determine the validity of the incident.

h. Employee Uniforms – The Contractor shall furnish all Operation staff that have public contact with appropriate uniforms on which Contractor's name shall be prominently identified. All of the Contractor's employees shall wear their uniforms and legible nametags and Airport ID badges at all times while on duty. The uniforms shall be neat, clean, fit properly and be in good repair.

Deduction: Failure to insure employees are wearing their complete uniforms and legible nametags and Airport ID badges at all times while on duty, or the uniforms are not neat, clean, fit properly and in good repair may result in a deduction of $50.00 per incident. The AAR will determine the validity of the incident.

i. Staffing - Contractor shall employ all persons necessary to operate the Designated Parking Facilities in accordance with the approved Monthly Staffing Schedule provided to the Aviation Authority by the 20^{th} of the previous month. Contractor shall not deviate from the Monthly Staffing Schedule unless written approval has been previously granted by the Aviation Authority.

Deduction: Failure to provide staffing in accordance with the approved Monthly Staffing Schedule may result, at the discretion of the AAR, in a deduction of $150.00 per day, per occurrence.

5.29 Start Up and Transition

The Aviation Authority shall evaluate the Contractor's performance throughout the Contract period; however during the first sixty (60) days of Contract performance, deductions for Performance Standards shall not be assessed. This 60-day grace period is intended to help facilitate an orderly transition upon Contract commencement. Any delay by the Aviation Authority at any time to insist upon a strict performance of any of the standards set forth herein or to exercise any rights or remedies arising from a breach or failure to meet such standards shall not be deemed a waiver thereof or of any subsequent breach, failure or default. The agreement not to deduct for failure to comply with the Performance Standards shall not be a waiver of any other rights the Aviation Authority has hereunder, including rights of termination.

5.30 Parking Operational Procedures and Standards Manual

Contractor shall operate the Designated Parking Facilities and all equipment associated therewith in accordance with the Parking Operational Procedures and Standards Manual. Contractor shall provide and review the Parking Operational Procedures and Standards Manual with the Aviation Authority and incorporate any recommended changes within sixty (60) days of the commencement of this Contract for the Aviation Authority's approval. All procedures and standards shall, in the reasonable discretion of the AAR, be subject to reasonable change at any time. Distribution of the Parking Operational Procedures and Standards Manual will be limited and controlled as directed by the AAR. Contractor shall prepare and distribute to its employee's extracts and summaries of the Parking Operational Procedures and Standards Manual relevant to the particular job functions for operation of the Designated Parking Facilities. The Parking Operational Procedures and Standards Manual shall be a proprietary item to the Aviation Authority and may not be copied or distributed to any entity, or used by Contractor at other locations or in making proposals to operate other facilities, without the written permission of the AAR. Upon termination of this Contract, Contractor shall return to Aviation Authority any and all copies of the Parking Operational Procedures and Standards Manual or portions thereof in Contractor's possession. Recommendations by Contractor for improving service and procedures are desirable and will be considered, but will not be binding on the Aviation Authority.

5.31 Ownership of Materials

Contractor shall agree that the Aviation Authority is the owner of all used and unused parking tickets, tapes and other records used in the operations of the parking and revenue-control devices. Such tickets, tapes, and records shall be stored by Contractor at the Airport and made available by Contractor for the Aviation Authority's examination. Contractor shall maintain a written account of all tickets, tapes and other

records described herein taken into Contractor's possession and shall present said written account to the AAR upon demand.

5.32 Reports

Contractor shall generate the daily and monthly reports in a format acceptable to the Aviation Authority and shall submit them on a daily or monthly basis, as appropriate, to the AAR. Additionally, Contractor shall generate and submit such other detail reports at such times as the AAR may direct the Contractor to submit. The Aviation Authority reserves the right to modify the reporting procedures or format and content of any report as it deems necessary.

5.33 Aviation Authority's Right to Audit Books and Records

Contractor shall, at all times during the term hereof, maintain at the Airport complete and accurate books and records of its operations on the Airport, including such books and records in sufficient detail as would normally be examined by an independent certified public accountant in performing an audit or examination of Contractor's receipts and expenses in accordance with generally accepted auditing standards and the provisions of this Contract.

a. Record Format Requirements - All such original books, records, supporting documents and accounts shall be kept in a form consistent with generally accepted accounting principles consistently applied and shall contain itemized records of all Gross Receipts and Operating Expenses in connection with Contractor's operation of the Designated Parking Facilities, of all other receipts, if any, derived by Contractor from its operations on the Airport, of all expenses incurred in performing its operations hereunder, in such detail and by such categories as the Aviation Authority may require from time to time.

b. Aviation Authority's Inspection Rights - All such books and records shall be available for inspection by the Aviation Authority or its duly authorized representatives, at any time during normal business hours, for a period of no less than four years (or, with respect to any year in which this Contract is terminated prior to the expiration thereof, the portion of such contract year) after the end of the contract year to which they pertain.

c. Aviation Authority's Right to Examine, Inspect, and Audit Operations - In addition, the Aviation Authority or its duly authorized representative shall have the right, without notice to Contractor, to: (i) observe the Contractor's conduct of its operations at the exit lanes to the Parking Garages; and/or (ii) direct Contractor to close any Parking Garage exit lane and audit the cash drawer, provided that the Aviation Authority's actions do not unreasonably interfere with Contractor's conduct of its operations.

d. Operational or Performance Audits - The Aviation Authority at is discretion, may cause to have performed by the Aviation Authority or its designated representative, operational and or performance audits of the Contractor's operations and performance of the Designated Parking Facilities pursuant to this Contract in accordance with the standards defined in the Parking Operational Procedures and Standards Manual. Contractor shall comply with all requests for information and shall cooperate in providing auditors access to its operations. Except as otherwise provided herein, the cost of such audit(s) shall be borne by the Aviation Authority.

e. Aviation Authority's Right to Examine, Inspect, and Audit Company's Records - The Aviation Authority shall further have the right, upon reasonable written notice to Contractor, to cause an inspection, examination or audit in accordance with generally accepted auditing standards to be made of the books and records and computerized accounting systems of Contractor which relate to its operations at the Airport for any or all of the contract years (or, with respect to any year in which this Contract is terminated prior to the expiration thereof, the portion of such contract year) which ended no more than four (4) years prior to the date of the commencement of such inspection, examination or audit. Such inspection, examination or audit may include, but is not limited to, a review of the general input, processing and output controls of information systems, using read only access, for all computerized applications used to record financial transactions and information.

1. If the inspection, examination, or audit is performed outside the City of Orlando or the Orlando metropolitan area, the Contractor shall pay the Aviation Authority for travel expenses incurred for each day of travel for on-site fieldwork in connection with such inspection, examination, or audit, in accordance with the Aviation Authority's adopted travel policy as amended from time to time, from the auditor's duty station to the location at which the books and records are maintained. After the audit fieldwork is completed, the Aviation Authority shall bill the Contractor for such travel expenses and Contractor shall promptly pay such bill. If such bill is not paid within thirty (30) days, the Aviation Authority reserves the right to deduct the final amount of any such expenses upon notice to the Contractor from Airport's monthly payment of management fee otherwise due to Contractor pursuant to the Contract.

2. The Contractor shall, if requested, freely lend its own assistance in a timely manner in making such inspection, examination or audit and, if such records are maintained in electronic and other machine readable format, shall provide the Aviation Authority and/or its representative

such assistance as may be required to allow complete access to such records.

f. Timeliness - The Contractor shall supply to the Aviation Authority, within thirty (30) days of the Aviation Authority's request, the books and records required to be maintained hereby and other financial or statistical reports or records that the Aviation Authority may reasonably request for the purpose of determining the accuracy of the Gross Receipts reported or the Operating Expenses incurred or reimbursed under this Contract.

g. Segregation of Records - In addition, the Contractor shall account for all receipts, revenues and expenses of any nature related to transactions in connection with this Contract in a manner which segregates in detail those transactions from other transactions of the Contractor and which supports the amounts reported to the Aviation Authority in the Contractor's reports and invoices. At a minimum, the Contractor's accounting for such revenues and expenses shall include such records in the form of:

1. Electronic media compatible with or convertible to a format compatible with computers utilized by the Authority at its offices; or

2. A computer run hard copy;

3. Upon request, a computer text file recorded on electronic media in a format that is compatible with and that can be imported into Microsoft Excel.

h. Electronic Records - Records maintained by the Contractor in the form of electronic media shall be provided to the Aviation Authority in electronic form compatible with computers utilized by the Aviation Authority if requested in such form by the Aviation Authority. All such records shall be maintained for a period of no less than four (4) years (or, with respect to any year in which his Contract is terminated prior to the expiration thereof, the portion of such contract year) after the end of the contract year to which they pertain.

i. Additional Records - The Aviation Authority may require the Contractor to provide other records (including, but not limited to, original source documents) the CEO, in his or her sole discretion, deems necessary to enable the Aviation Authority to perform an accurate inspection, examination, or audit of the Contractor's Gross Receipts and Operating Expenses and all amounts paid in its performance of this contract. Such records shall be provided within thirty (30) days of request thereof and, in the event that Gross Receipts are found by such inspection, examination or audit to have been underpaid to Aviation

Authority, or that expenses incurred or reimbursed are found by such inspection, examination, or audit to have been overpaid by the Aviation Authority, Contractor agrees that such amounts shall be payable to Aviation Authority.

j. Upon request by the Aviation Authority, in order to facilitate the inspection, examination, or audit performed by the Aviation Authority, Contractor agrees to make suitable arrangements with the independent certified public accountant who is responsible for preparing the audit report on behalf of Contractor, pursuant to Section 5.33 to make available to the Aviation Authority's designated representative(s) for review, any and all working papers relevant to the audit performed by the independent certified public accountant. The cost of such arrangements shall not be considered an Operating Expense.

k. Audit or Litigation - If prior to the expiration of the stated record retention period if any inspection, examination, or audit is commenced by the Aviation Authority, or any claim is made or litigation commenced relating to this Contract by Aviation Authority, Contractor or a third party, the records shall be maintained, and the Aviation Authority shall continue to have the right to inspect such records in the manner stated above, until the audit, claim or litigation is finally resolved (including the determination of any and all appeals or the expiration time for an appeal).

l. If as a result of such inspection, examination or audit, it is established that Contractor is liable to the Aviation Authority for the payment of any sum, Contractor shall forthwith, upon written demand from the Aviation Authority, pay such sum to the Aviation Authority, together with the interest thereon at the rate of eighteen percent (18%) per annum from the date such sum should have been paid. Further, if such inspection, examination or audit or examination establishes that Contractor has overstated its Operating Expenses or understated Gross Receipts, which it collected or was required to collect in connection with the Contractor's operation of the Designated Parking Facilities for any Contract Year by one half of one percent (0.5%) or more, then the entire expense of such inspection, examination, or audit shall be borne by Contractor and shall not be considered an Operating Expense.

1. Furthermore, if any inspection, examination or audit conducted by the Aviation Authority or its representative reveals that the records of the Contractor are in such a state that the Gross Receipts or Operating Expenses cannot be audited; the entire expense of the Aviation Authority's efforts to conduct the inspection, examination or audit shall be borne by the Contractor. Payment shall be made within 30 days from the date of the invoice. If such invoice is not paid within thirty (30) days,

the Aviation Authority reserves the right to deduct the final amount of any such expenses upon notice to the Contractor from Airport's monthly payment of management fee otherwise due to Contractor pursuant to the Contract.

m. PCI DSS - Contractor shall make available and provide within 24 hours upon request by the Aviation Authority, such documentation, policies, procedures, reports, logs, configuration standards and settings and all other documentation necessary for the Aviation Authority to validate Contractor's compliance with PCI DSS as well as make available to the individuals responsible for implementing, maintaining and monitoring those system components and processes. Requested files and documentation must be made available to the Aviation Authority in electronic format compatible with computers used by the Aviation Authority.

n. Conflict between Contract and Accounting Practices - In the event of any conflict between any provision of this Contract and generally accepted accounting principles or generally accepted auditing standards, the provisions of this Contract shall control even where this Contract references such principles or standards. In particular, without limitation, the Contractor shall maintain all records required under this Contract to the full extent required hereunder, even if some or all such records would not be required under such general principles or standards.

o. Survival of Provisions - The provisions of Section 5.33 shall survive the expiration or earlier termination of this Contract.

5.34 <u>Annual Certifications and Audits</u>

a. Annual Certification of Revenue and Expenses – Within ninety (90) days after the close of each contract year, the Contractor shall provide to the Aviation Authority a written report of an independent Certified Public Accountant (CPA) licensed to practice in the state of Florida who is not an employee or subcontracto**r** of the Company or 2) an independent CPA who holds a valid temporary permit to practice in the state of Florida at the time the certification is issued and who is not an employee or subcontractor of the Company, or 3) an out of state licensed independent CPA which is in compliance with the CPA licensure requirements of the Uniform Accountancy Act (AICPA/NASBA) at the time the certification is issued and who is not an employee or subcontractor of the Company; certifying that an audit was conducted and the report prepared in accordance with generally accepted auditing standards and the terms and

provision of this Contract, expressing an unqualified opinion on (i) the actual amount of Gross Receipts required to be collected by Contractor hereunder and the amount of all Gross Receipts actually collected; (ii) the actual amount of any other receipts or revenue which Contractor is required to collect and the amount of all such receipts or revenue actually collected; and (iii) the actual amount of reimbursable expenses to which Contractor was entitled for reimbursement for such year.

b. Secondary Procedural Audits - Contractor shall cause secondary procedural audits of its accounting and operational procedures under this Contract in accordance with the standards defined in the Parking Operational Procedures and Standards Manual provided by the Contractor and subject to approval by the Aviation Authority. Such audits shall be performed in accordance with generally accepted auditing standards issued by the American Institute of Certified Public Accountants or performed in accordance with the International Professional Practices Framework issued by The Institute of Internal Auditors. The auditor performing these secondary procedural audits shall be independent organizationally and functionally from the performance and oversight of the Finance Assistant Manager and the Revenue and Quality Control function. These audits shall be performed at least four (4) times per year, once each quarter, during each year of this Contract. Upon completion of each audit, the auditor shall file with the Aviation Authority, within 45 days of the completion of the field work, a written report in a format approved by the Aviation Authority stating when the audit was performed, the time period covered by the audit, the sample tested and including, but not limited to the accuracy of Contractor's accounting of the Gross Receipts and deposits, the accuracy of exception transaction processing and verification, the accuracy of ticket accountability, the accuracy of labor hours, payroll cost and reimbursed expenses, the accuracy of its reports, including reports with respect to Promissory Notes, levels of staffing, and adherence by Contractor to the terms and conditions of this Contract. Detailed results of procedures performed, exceptions, discrepancies, errors, or other findings and the related recommendations, corrective actions and/or dispositions shall be itemized in the report along with a status on prior Secondary Procedural Audit results.

c. Additional Sums Due the Aviation Authority - If the Aviation Authority has paid any sum or sums or has incurred any obligation or expense for which Contractor has agreed to pay or reimburse the Aviation Authority, or if the Aviation Authority is required or elects to pay any sum or sums or incurs any obligation or expense because of the failure, neglect or refusal of Contractor to perform or fulfill any of the terms or conditions of this Contract, then Contractor shall, immediately upon demand by the Aviation Authority, reimburse the

Aviation Authority for the cost thereof. Any sum due from Contractor to the Aviation Authority under the provisions of this Paragraph shall bear interest at the rate of eighteen percent (18%) per annum from the due date thereof until paid.

d. Interest - Any sums payable to the Aviation Authority by Contractor under any provisions of this Contract which are not paid when due shall bear interest at the rate of eighteen percent (18%) per annum from the due date thereof until paid.

e. Evidence of PCI DSS Compliance – Contractor agrees to supply their PCI DSS compliance status and evidence of its most recent validation of compliance upon execution of the Contract. Contractor must supply to the Aviation Authority a new status report and evidence of validation of compliance at least annually. Contractor will notify the Aviation Authority promptly if it learns that it is no longer PCI DSS compliant and will immediately provide the Aviation Authority with a report on steps being taken to remediate the non-compliance status.

5.35 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, as well as tools, equipment, machinery and surplus material, and leave the site clean and ready for occupancy by the Aviation Authority.

5.36 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.

5.37 Exhibits

Exhibits are attached hereto and incorporated herewith.

a. Exhibit 1 – Parking Map

b. Exhibit 2 – Exit Transaction Summary

c. Exhibit 3 – Vehicle Assistance History

d. Exhibit 4 – Holiday Summary

e. Exhibit 5 – Asset List

f. Exhibit 6 – Daily Vehicle Count Form

g. Exhibit 7 – Monthly Report

h. Exhibit 8 – Daily Transaction Report

i. Exhibit 9 – ACDBE Disbursement Form

Exhibit 1

GREATER ORLANDO AVIATION AUTHORITY
ORLANDO INTERNATIONAL AIRPORT (MCO)
Airport Parking
N
0 0.13 0.25 0.5
West P Park Place
North P Park Place
North E Employee Lot
North CP Cellphone Lot
A
B
South E Employee Lot
South P Park Place
South CP Cellphone Lot
C

Exhibit 2

EXIT TRANSACTION SUMMARY

	A-Garage	B-Garage	C-Garage	NPP	SPP	WPP	Monthly Total
Jun-21	76,384	65,931	0	6,050	17,802	0	166,167
Jul-21	82,820	72,534	2	8,654	17,284	0	181,294
Aug-21	73,872	62,526	0	7,919	14,792	0	159,109
Sep-21	62,546	55,547	0	9,208	15,991	0	143,292
Oct-21	68,372	64,419	0	11,232	19,428	0	163,451
Nov-21	69,728	66,628	0	10,797	19,456	3,693	170,302
Dec-21	79,170	72,755	0	10,235	19,649	2,461	184,270
Jan-22	67,098	61,693	0	7,924	14,688	912	152,315
Feb-22	64,245	57,352	2,365	8,330	13,738	0	146,030
Mar-22	81,731	71,774	8,566	10,574	16,747	0	189,392
Apr-22	78,406	69,748	7,678	6,984	14,982	0	177,798
May-22	85,948	76,083	14,013	12,745	18,394	0	207,183
Jun-22	87,470	74,149	18,863	11,478	18,399	0	210,359
							0
Total	977,790	871,139	51,487	122,130	221,350	7,066	2,250,962
EPass/SunPass	335,280	285,437	14,510	55,355	40,122	0	730,704
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

Exhibit 3

VEHICLE ASSITANCE HISTORY

	Jump Start	Lost Customer	Lost Out of Fuel	Oversize	Misc. Assistance	Monthly Total
Jun-21	180	194	5	14	28	421
Jul-21	234	191	14	33	30	502
Aug-21	209	166	6	52	30	463
Sep-21	220	134	11	17	19	401
Oct-21	227	148	9	59	47	490
Nov-21	220	154	12	48	42	476
Dec-21	219	166	11	47	32	475
Jan-22	236	100	10	44	35	425
Feb-22	166	157	14	36	21	394
Mar-22	202	247	7	36	39	531
Apr-22	183	146	9	77	27	442
May-22	213	185	10	58	34	500
Jun-22	205	191	7	57	27	487
Total	2,714	2,179	125	578	411	6,007
% Total	45%	36%	2%	10%	7%	

Average 462 per month
Average 15 per day

Exhibit 4

THANKSGIVING AND CHRISTMAS EXIT TRANSACTIONS

THANKSGIVING EXIT TRANSACTIONS

	A-Garage	B-Garage	C-Garage	NPP	SPP	WPP	Monthly Total
11/27/2021	2,330	2,311	0	668	1,145	691	7,145
11/28/2021	2,651	2,717	0	669	1,337	1,383	8,757
11/29/2021	2,454	2,151	0	525	856	635	6,621
Total	7,435	7,179	0	1,862	3,338	2,709	22,523
EPASS/SP	3114	2624	0	848	853	0	7439
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

CHRISTMAS EXIT TRANSACTION

	A-Garage	B-Garage	C-Garage	NPP	SPP	WPP	Monthly Total
12/20/2021	3,011	2,721	0	407	621	0	6,760
12/21/2021	3,024	2,438	0	308	547	0	6,317
12/22/2021	2,948	2,394	0	200	532	92	6,166
12/23/2021	2,536	2,364	0	123	534	105	5,662
12/24/2021	2,355	2,205	0	267	496	189	5,512
12/25/2021	2,103	1,916	0	612	444	305	5,380
12/26/2021	2,668	2,599	0	633	749	467	7,116
12/27/2021	2,719	2,626	0	438	799	359	6,941
12/28/2021	2,842	2,610	0	372	766	342	6,932
12/29/2021	2,769	2,494	0	312	703	317	6,595
12/30/2021	2,626	2,499	0	297	669	277	6,368
12/31/2021	2,196	2,067	0	276	506	201	5,246
1/1/2022	2,395	1,977	0	283	603	274	5,532
1/2/2022	2,857	2,930	0	479	800	258	7,324
1/3/2022	3,156	2,713	0	468	675	157	7,169
Total	40,205	36,553	0	5,475	9,444	3,343	95,020
EPass/SunPass	14,136	11,738	0	1,837	1,630	0	29,341
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

Exhibit 5

8/19/2022
Page: 1

GOAA FA ASSET LISTING
Include Retired Assets: N
(Includes Cost Over $1,000.00)
Custodian: [Custodian]
Department: [Parking Operations] - Dept. #[234]

TAG NUM	DATE	BUILDING	FLOOR	ROOM	SERIAL NUMBER	CATEGORY	CUSTODIAN	DEPARTMENT	DESCRIPTION
T 50515	28-Feb-99	25-Sep-25	2	1	7835	Exp.FF&E	Perez,Z	Operations	CURRENCY COUNTER, CUMMINS JETSCAN (JUANITA P.)
T 54792	1-Jan-98	25-Sep-25	1	1		Equip.FF&E	Perez,Z	Operations	WORKSTATION, EXEC, R-RETURN, HUTCH, GREY (COMP. RM)
T 55362	30-Nov-13	10-Mar-02	1	20	11101 5988 13309	Equip.FF&E	Perez,Z	Operations	Scanner, Currency, "JetScan iFX1101", Cummins Allison Corp. (North Park Place)
T 55363	30-Nov-13	10-Mar-02	1	A	11101 5984 13309	Equip.FF&E	Perez,Z	Operations	Scanner, Currency, "JetScan iFX1101", Cummins Allison Corp. (A Toll Plaza)
T 55364	30-Nov-13	25-Sep-25	1	20	11101 5978 13309	Equip.FF&E	Perez,Z	Operations	Scanner, Currency, "JetScan iFX1101", Cummins Allison Corp. (Supervisor's Off.)
T 65392	31-Dec-17	10-Mar-02	1	20	11131168017244	Equip.FF&E	Perez,Z	Operations	Scanner, Currency, "JetScan iFX1131", Cummins Allison Corp (Terminal C Exit)
T 65487	1-Jun-97	25-Sep-25	2	1		Equip.FF&E	Perez,Z	Operations	TABLE, CONFERENCE 48X168 W/CYL RACETRACK (RM 211 [CONF. RM])
T 65710	1-Sep-81	10-Mar-02	1	A	11416	Exp.FF&E	Perez,Z	Operations	SAFE, W/HOPPER, GUARDIAN (A TOLL PLAZA)

Exhibit 6

VEHICLE COUNTS

Orlando International Airport Parking

DATE_____ 1712_____ MOD_____

A-GARAGE

ROWS LEVEL	A-G Vehicles	+	H-P Vehicles	+	Q-Vehicles	=	TOTAL VEHICLES
C-1	_____	+	_____	+	_____	=	C-1_____
D-2	_____	+	_____	+	_____	=	D-1_____
E-3	_____	+	_____	+	_____	=	E-1_____
F-4	_____	+	_____	+	_____	=	F-1_____

A-Surface = APL_____

TOTAL VEHICLES A-GARAGE = _____

B-GARAGE

ROWS LEVEL	A-G Vehicles	+	H-P Vehicles	+	Q-Vehicles	=	TOTAL VEHICLES
G-1	_____	+	_____	+	_____	=	G-1_____
H-2	_____	+	_____	+	_____	=	H-1_____
I-3	_____	+	_____	+	_____	=	I-1_____
J-4	_____	+	_____	+	_____	=	J-1_____

B-Surface = BPL_____

TOTAL VEHICLES B-GARAGE = _____

C-GARAGE

ROWS LEVEL			Q-Vehicles		TOTAL VEHICLES
C-3	_____	+ _____ +	_____	=	C-3_____
C-4	_____	+ _____ +	_____	=	C-4_____
C-5	_____	+ _____ +	_____	=	C-5_____
C-6	_____	+ _____ +	_____	=	C-6_____

TOTAL VEHICLES C-GARAGE = _____

TERMINAL TOP

ROWS A-J LEVEL	Vehicles		Q-Vehicles		
K-4	_____	+	_____	=	K-4_____
L-5	_____	+	_____	=	L-5_____
M-6	_____	+	_____	=	M-6_____
N-7	_____	+	_____	=	N-7_____
O-8	_____	+	_____	=	O-8_____
P-9	_____	+	_____	=	P-9_____
Q-10	_____	+	_____	=	Q-10_____
T-11	_____	+	_____	=	T-11_____

TOTAL VEHICLES TERMINAL TOP = _____

SOUTH PARK PLACE

	Vehicles		Curbs		Q-Vehicles	TOTAL VEHICLES
AREA X	_____ +	_____ +	_____ +	_____ +	_____	= X_____
AREA E	_____ +	_____ +	_____ +	_____ +	_____	= E_____
AREA F	_____ +	_____ +	_____ +	_____ +	_____	= F_____
AREA G	_____ +	_____ +	_____ +	_____ +	_____	= G_____

TOTAL VEHICLES South Park Place = _____

NORTH PARK PLACE

	Vehicles	Curbs	Grass	Q-Vehicles	TOTAL VEHICLES
AREA ABC	_____ +	_____ +	_____ +	_____	= _____
AREA D E	_____ +	_____ +	_____ +	_____	= _____
AREA O/F	_____ +	_____ +	_____ +	_____	= _____

TOTAL VEHICLES North Park Place = _____

WEST PARK PLACE

	Vehicles		Curbs		Q-Vehicles	TOTAL VEHICLES
AREA R	_____ +	_____ +	_____ +	_____ +	_____	= R _____
AREA E	_____ +	_____ +	_____ +	_____ +	_____	= E _____

TOTAL VEHICLES West Park Place = _____

TOTAL ALL AREAS _____

Exhibit 7

ORLANDO INTERNATIONAL AIRPORT

June 2022

MONTHLY REPORT

SUMMARY REPORT
June 2022

Parking Revenue Gross	Current Month	Fiscal YTD	Prior Year
A Garage	$1,723,023.00	$62,958,479.00	$1,423,348.00
A Garage EPASS/SUNPASS	$924,113.00	$42,412,918.00	$844,900.00
B Garage	$1,777,141.00	$68,875,262.00	$1,562,781.00
B Garage EPASS/SUNPASS	$820,975.00	$35,567,107.00	$768,509.00
C Garage	$545,081.00	$9,418,668.00	$0.00
C Garage EPASS/SUNPASS	$271,129.00	$4,129,443.00	$0.00
Sub-total Garage	**$6,061,462.00**	**$223,361,877.00**	**$4,599,538.00**
North Park Place	$510,270.00	$18,311,513.00	$273,685.00
NPP EPASS/SUNPASS	$268,810.00	$8,681,363.00	$173,755.00
West Park Place	$0.00	$329,350.00	$0.00
South Park Place	$500,646.00	$18,319,711.00	$490,537.00
SPP EPASS/SUNPASS	$182,670.00	$5,756,384.00	$162,500.00
Sub-total Satellite	**$1,462,396.00**	**$51,398,321.00**	**$1,100,477.00**
Curbside Valet	$108,949.00	$500,981.00	$0.00
Sub-total Curbside Valet	**$108,949.00**	**$291,080.00**	**$0.00**
Hotel Folio	$19,022.00	$978,141.00	$19,492.00
Transient Valet	$97,701.00	$2,624,424.00	$54,456.00
Sub-total Hotel Parking Revenue	**$116,723.00**	**$3,602,565.00**	**$73,948.00**
Prom Notes Collected	$1,312.00	$121,410.28	$2,954.00
TOTAL PARKING REVENUE	**$7,749,530.00**	**$278,362,763.00**	**$5,773,963.00**
Disabled Parking Non-revenued*	$213,608.00	$5,004,989.66	$122,419.00
Towing Fees Collected	$4,725.00	$70,270.00	$950.00
TOTAL ALL REVENUE	**$7,755,567.00**	**$278,845,523.28**	**$5,777,867.00**
Towing Fees Collected on B plaza paid on c/c should be minused off Total for B $3144.00			
Parking Transactions			
A Garage	87,470	2,795,083	76,384
A EPASS/SUNPASS	28,178	1,165,051	28,193
B Garage	74,149	2,207,005	65,931
B EPASS/SUNPASS	23,371	845,416	23,295
C Garage	18,863	413,916	0
C Garage EPASS/SUNPASS	5,601	111,741	0
Sub-total Garage	**237,632**	**7,538,212**	**193,803**
North Park Place	11,478	324,624	6,050
NPP EPASS/SUNPASS	5,048	141,927	3,489
West Park Place	0	3,024	0
South Park Place	18,399	537,517	17,802
SPP EPASS/SUNPASS	3,625	81,733	3,376
Sub-total Satellite	**38,550**	**1,088,825**	**30,717**
Curbside Valet	1,881	7,069	0
Sub-total Curbside Valet	**1,881**	**3,334**	**0**
Hotel Folio	1,276	47,539	1,304
Transient Valet	1,427	61,743	1,253
Sub-total Hotel Transactions	**2,703**	**109,282**	**2,557**
Prom Notes	20	1,636	34
Sub-Total Parking	**280,766**	**8,739,653**	**227,077**
Disabled Non-Revenued	2,466	44,267	1,621
Towing Fees	98	1,054	21
TOTAL	**282,765**	**8,745,677**	**227,132**
Average Daily Ticket Fee			
Garage	$25.51	$29.63	$23.73
Satellite	$37.94	$47.21	$35.83
Hotel/Valet	$43.18	$32.97	$18.73
TOTAL	**$27.43**	**$31.88**	**$25.44**
* No revenue collected. Exclude from totals.			

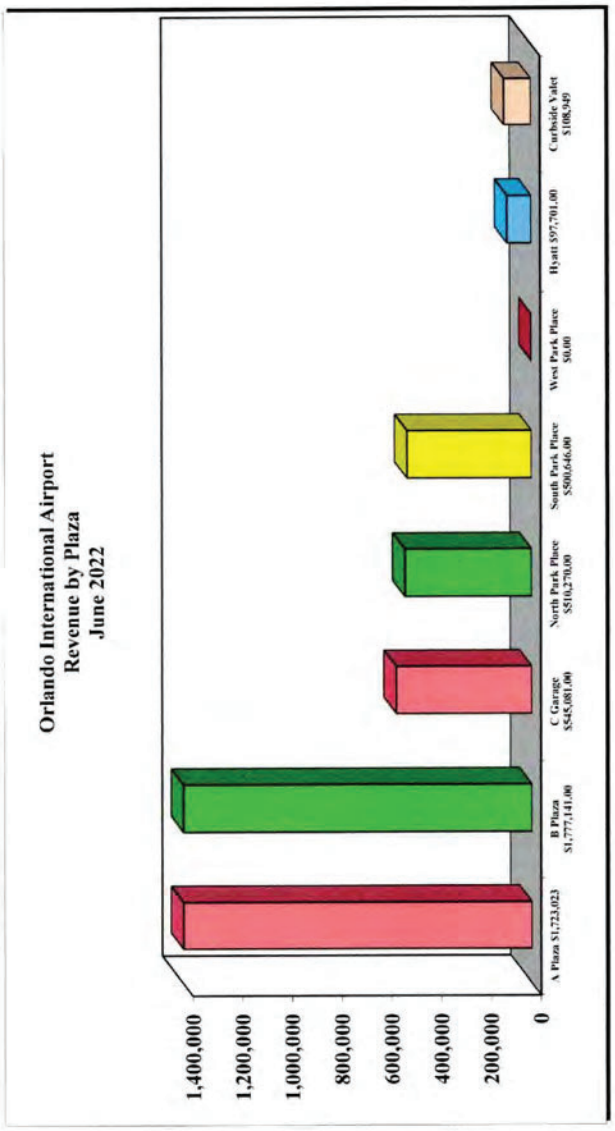
Due to not being able to report c/c totals, Total Revenue and Revenue PCT is incomplete.

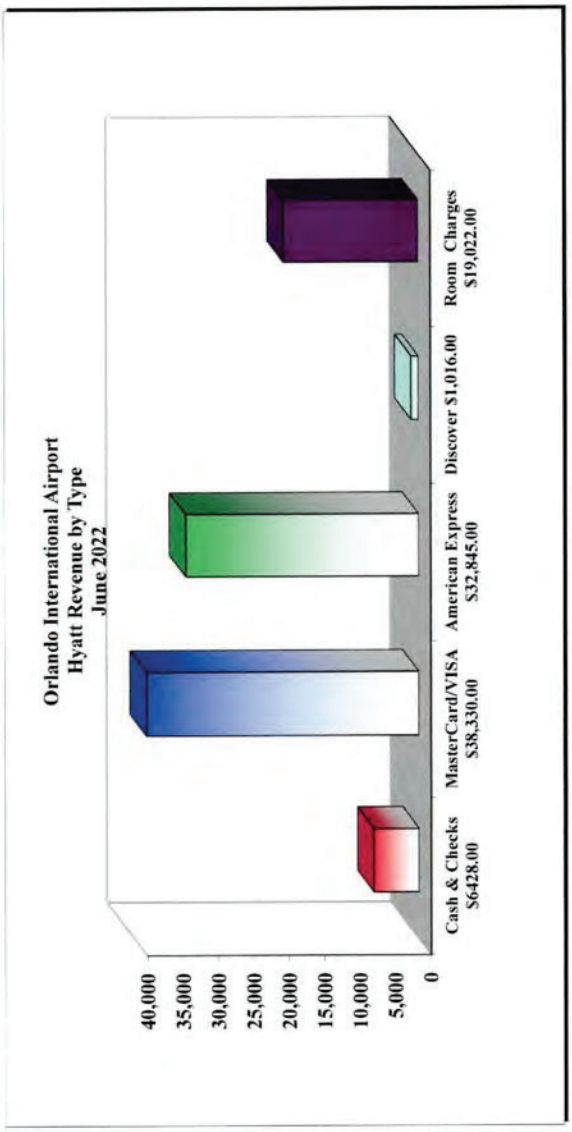
DAY	DATE	NUMBER OF TRANS.	DISABLED PARKING	TOTAL REVENUE	DISABLED REVENUE PCT
WED	1	68	$6,793.00	$12,635.00	53.76%
THUR	2	64	$6,019.00	$11,986.00	50.22%
FRI	3	66	$4,707.00	$14,770.00	31.87%
SAT	4	70	$5,754.00	$23,373.60	24.62%
Sun	5	87	$6,872.00	$21,404.00	32.11%
MON	6	77	$6,707.00	$17,266.00	38.85%
TUE	7	82	$7,897.00	$14,554.00	54.26%
WED	8	59	$4,753.00	$12,916.00	36.80%
THUR	9	74	$5,019.00	$17,040.00	29.45%
FRI	10	72	$5,656.00	$21,102.00	26.80%
SAT	11	76	$7,340.00	$23,774.00	30.87%
Sun	12	88	$7,002.00	$18,151.00	38.58%
MON	13	106	$9,188.00	$16,151.00	56.89%
TUE	14	77	$7,320.00	$16,552.00	44.22%
WED	15	76	$7,430.00	$16,777.00	44.29%
THUR	16	82	$5,913.00	$20,053.00	29.49%
FRI	17	74	$5,216.00	$25,960.00	20.09%
SAT	18	67	$4,684.00	$24,199.00	19.36%
Sun	19	97	$10,568.00	$21,753.00	48.58%
MON	20	118	$9,656.00	$16,412.00	58.83%
TUE	21	87	$7,688.00	$14,251.00	53.95%
WED	22	80	$10,093.00	$14,507.00	69.57%
THUR	23	78	$6,474.00	$15,071.00	42.96%
FRI	24	82	$7,046.00	$24,537.00	28.72%
SAT	25	83	$7,045.00	$25,268.00	27.88%
Sun	26	94	$7,914.00	$17,358.00	45.59%
MON	27	108	$9,510.00	$14,414.00	65.98%
TUE	28	112	$11,920.00	$15,203.00	78.41%
WED	29	81	$5,680.00	$12,635.00	44.95%
THUR	30	81	$5,744.00	$14,386.00	39.93%
		2466	$ 213,608.00	$534,458.60	39.97%

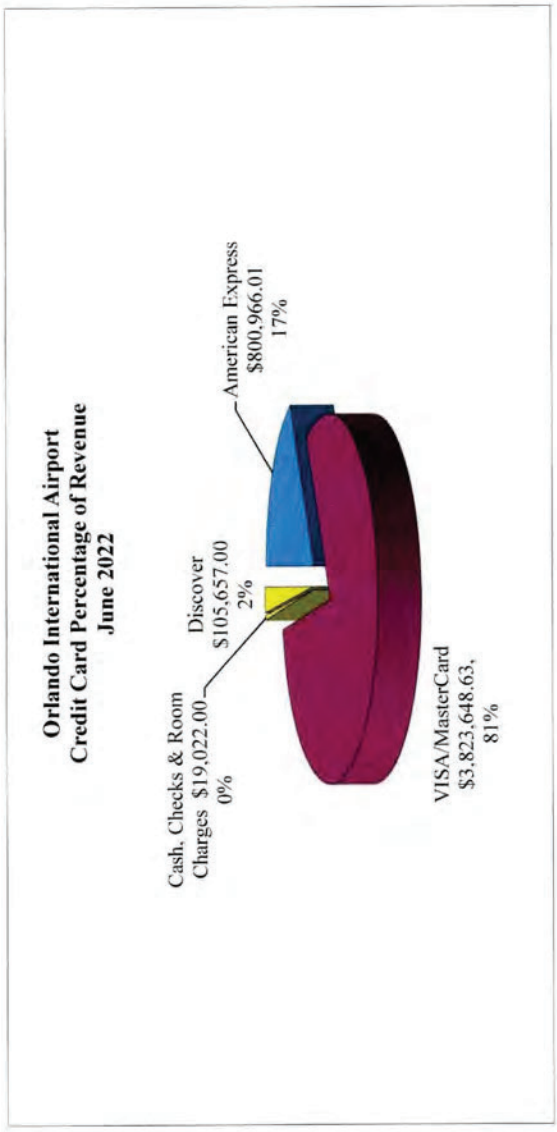
Promissory Note Report
June 2022

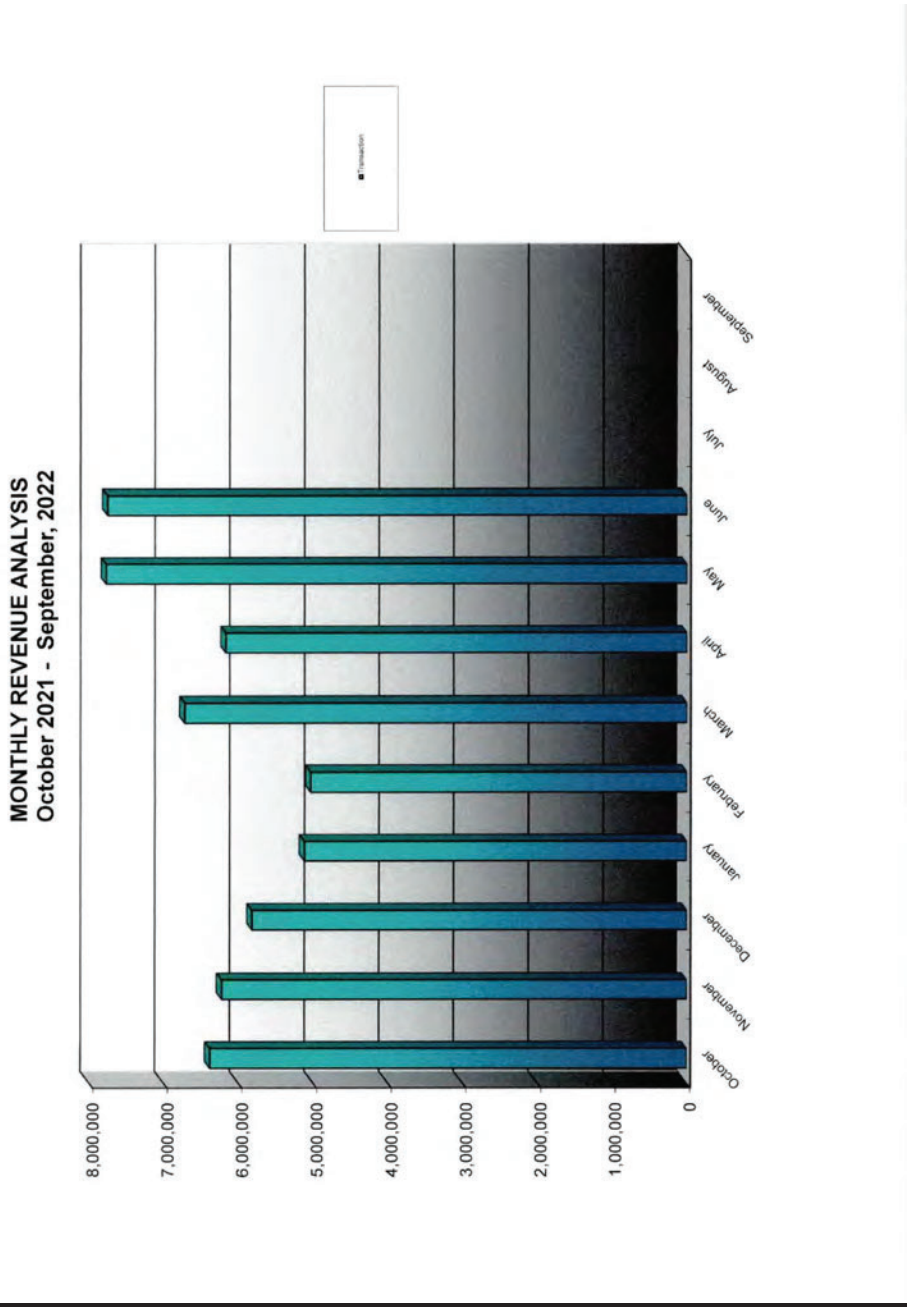
PROM #	Date	Name	Total Fee	Amount Paid	Balance	Date Paid
6196	6/1/2022	Cecelia Josephine Dotson	$30.00		$30.00	
6266	6/5/2022	Kristen Arielle Dwyer	$27.00	$27.00	$0.00	credit
6233	6/6/2022	Blake Johnson	$50.00	$50.00	$0.00	6/24/2022
6198	6/6/2022	Johnson Laquisha Crawford	$30.00		$30.00	
6267	6/6/2022	Bennie Anita Nurse	$266.00	$266.00	$0.00	6/28/2022
6262	6/8/2022	Lynette Bonnie Green	$55.00	$65.00	$0.00	credit
6263	6/9/2022	Kathryn Clark	$76.00		$76.00	
6268	6/10/2022	Anaus Daina Cassaindre	$81.00		$81.00	
6264	6/10/2022	Anne Winslow	$38.00		$38.00	
6271	6/10/2022	Kimberly Grier	$159.00		$159.00	
6199	6/12/2022	Carlicia Lynette	$40.00		$40.00	
6232	6/13/2022	Kevin Brown	$30.00		$30.00	
6201	6/14/2022	Lunzy Saint Fort	$70.00		$70.00	
6234	6/19/2022	Kelly Lowe	$40.00		$40.00	
6269	6/23/2022	Ciara AuGalica Marie Jous	$95.00		$95.00	
6162	6/26/2022	Sturgis A'keem Jeaunard	$27.00		$27.00	
6272	6/27/2022	Joselyn Rivera	$29.00		$29.00	
6273	6/28/2022	Jerome Latrez Clandy	$36.00		$36.00	
6270	6/28/2022	Rivera Taylor Williams	$76.00		$76.00	
6274	6/29/2022	Katherine Ann Farrell	$57.00		$57.00	

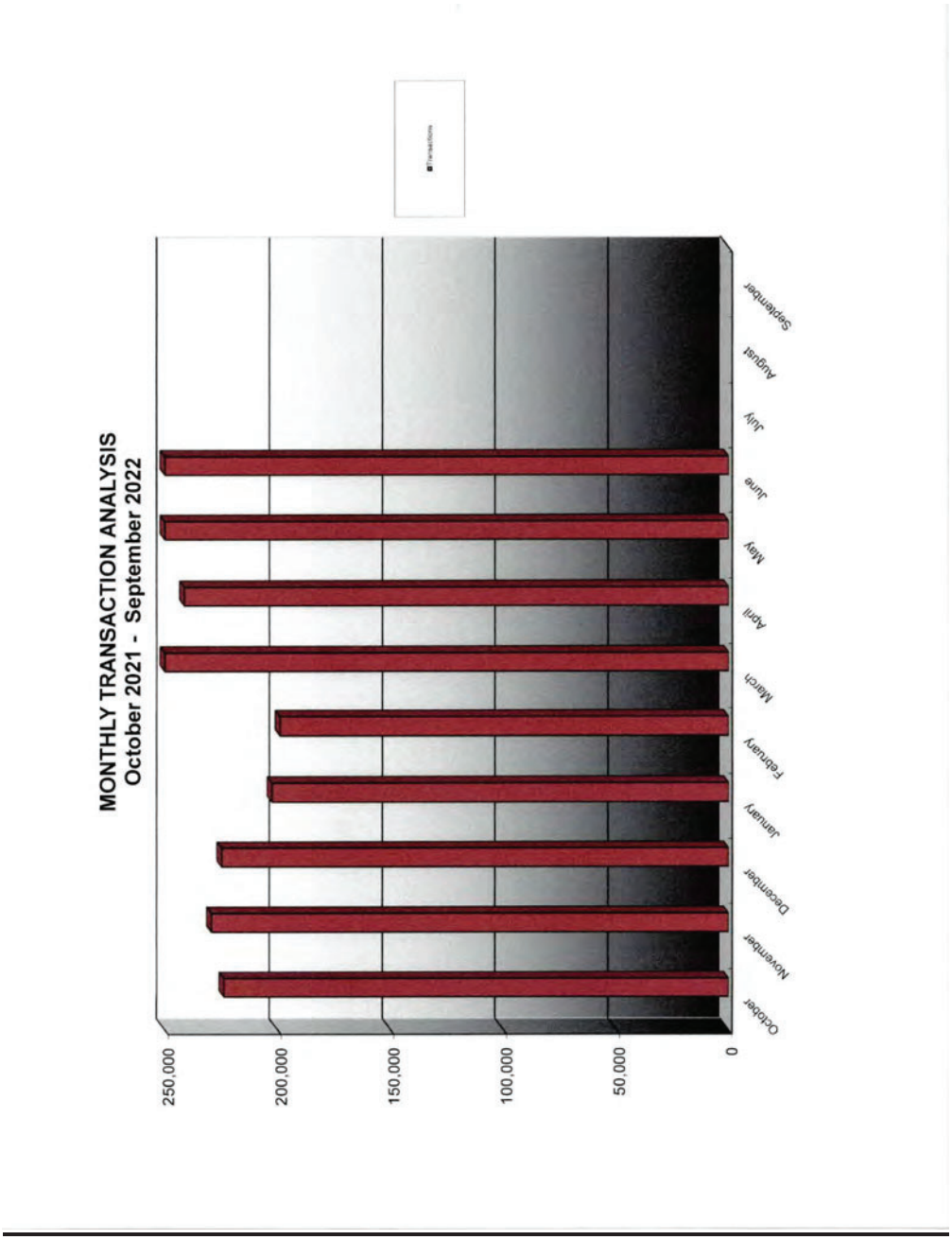
TOTAL FEE	MONTHLY COLLECTED	UNCOL
$1,312.00	$398.00	$914.00


Orlando International Airport
Revenue by Plaza
June 2022
1,400,000
1,200,000
1,000,000
800,000
600,000
400,000
200,000
0
A Plaza $1,723,023
B Plaza $1,777,141.00
C Garage $545,081.00
North Park Place $510,270.00
South Park Place $500,646.00
West Park Place $0.00
Hyatt $97,701.00
Curbside Valet $108,349


Orlando International Airport
Hyatt Revenue by Type
June 2022
40,000
35,000
30,000
25,000
20,000
15,000
10,000
5,000
0
Cash & Checks $6428.00
MasterCard/VISA $38,330.00
American Express $32,845.00
Discover $1,016.00
Room Charges $19,022.00


Orlando International Airport
Credit Card Percentage of Revenue
June 2022
American Express
$800,966.01
17%
Discover
$105,657.00
2%
Cash, Checks & Room
Charges $19,022.00
0%
VISA/MasterCard
$3,823,648.63,
81%


MONTHLY REVENUE ANALYSIS
October 2021 - September, 2022
Transaction
8,000,000
7,000,000
6,000,000
5,000,000
4,000,000
3,000,000
2,000,000
1,000,000
0
October
November
December
January
February
March
April
May
June
July
August
September


MONTHLY TRANSACTION ANALYSIS
October 2021 - September 2022
250,000
200,000
150,000
100,000
50,000
0
October
November
December
January
February
March
April
May
June
July
August
September

JUNE 2022

DAILY CUSTOMER ASSISTANCES CALLS
Jun-2022

MONTHLY ASSISTANCES | **DISTACHER'S ASSISTANCES**

DATE	DAY		LOST CUSTOMER	FUEL OUT OF	Oversized Vehicles	Misc. Assistance	DAILY TOTAL
6/1/2022	WED	3	7	1	0	0	11
6/2/2022	THU	3	7	2	0	0	12
6/3/2022	FRI	8	3	0	8	2	21
6/4/2022	SAT	7	14	0	3	1	25
6/5/2022	SUN	2	5	0	3	0	10
6/6/2022	MON	6	10	0	2	2	20
6/7/2022	TUE	14	9	0	0	4	27
6/8/2022	WED	4	8	0	1	1	14
6/9/2022	THU	8	1	0	2	0	11
6/10/2022	FRI	8	8	0	3	1	20
6/11/2022	SAT	5	10	0	5	2	22
6/12/2022	SUN	9	9	0	0	0	18
6/13/2022	MON	11	12	0	2	1	26
6/14/2022	TUE	6	6	0	0	3	15
6/15/2022	WED	11	2	0	2	0	15
6/16/2022	THU	5	2	1	6	0	14
6/17/2022	FRI	8	6	1	3	1	19
6/18/2022	SAT	3	7	0	5	0	15
6/19/2022	SUN	7	6	0	3	1	17
6/20/2022	MON	10	5	0	0	2	17
6/21/2022	TUE	9	8	0	0	1	18
6/22/2022	WED	7	3	0	0	1	11
6/23/2022	THU	7	4	1	4	0	16
6/24/2022	FRI	6	8	0	5	0	19
6/25/2022	SAT	6	7	0	0	2	15
6/26/2022	SUN	5	12	0	0	0	17
6/27/2022	MON	10	2	0	0	2	14
6/28/2022	TUE	4	1	0	0	0	5
6/29/2022	WED	5	6	1	0	0	12
6/30/2022	THU	8	3	0	0	0	11
							0
TOTAL		205	191	7	57	27	487

Page 1

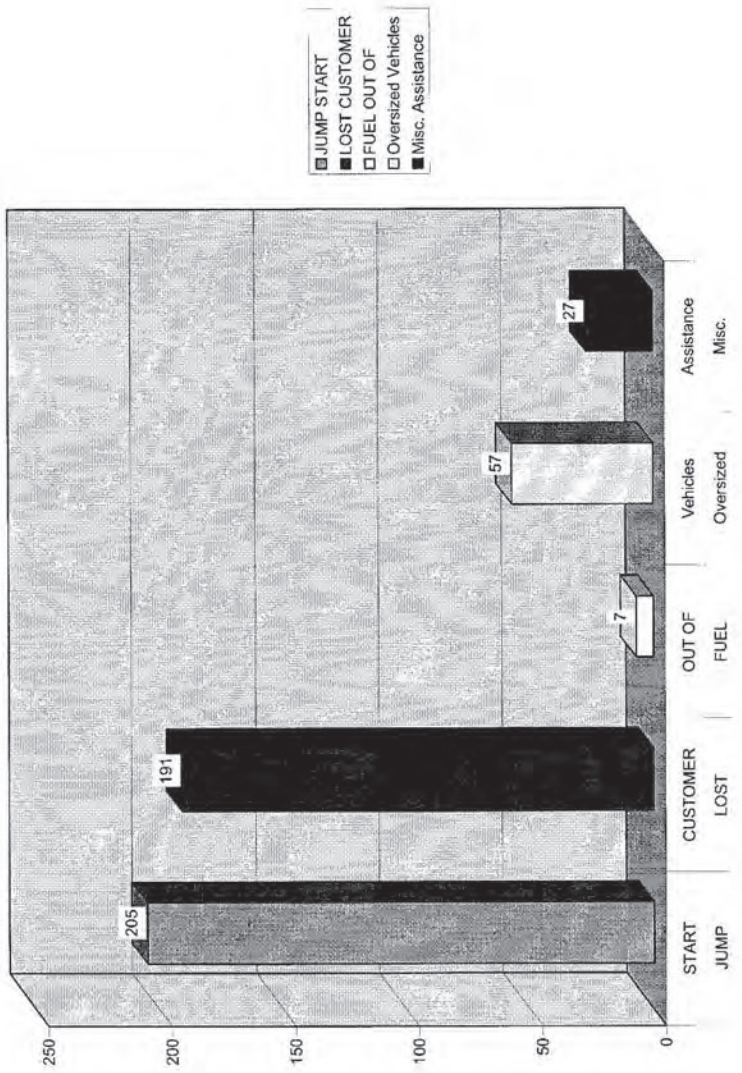

JUMP START
LOST CUSTOMER
FUEL OUT OF
Oversized Vehicles
Misc. Assistance
250
200
150
100
50
0
205
191
7
57
27
JUMP START
LOST CUSTOMER
OUT OF FUEL
Oversized Vehicles
Misc. Assistance

Exhibit 8

GREATER ORLANDO AVIATION AUTHORITY

EXHIBIT 9 - ACDBE Disbursement Form

Revised 9/2022

In accordance with contract requirements, the Greater Orlando Aviation Authority requires this report to be submitted monthly during the Term of the Management Contract. This report is used to monitor ACDBE participation dollars and compliance with the Contractor's committed ACDBE percentage.

Instructions:	
Complete one report for each Management Contract held with the Aviation Authority. Report management fees and reimbursable expenses as defined in the Management Contract and fees/expenses paid to all ACDBE participants. - **Section 1:** ACDBE Participants: List each ACDBE subcontractor/vendor along with the activities performed and fees/expenses paid. - **Section 2:** Non-ACDBE Subcontractor/Vendor: List each non-ACDBE subcontractor/vendor along with the activities performed and fees/expenses paid.	Submit report to the Small Business Development Department on or before the twenty-fifth (25th) day of each month to ACDBEReports@goaa.org

Prime Contractor Information:

Company Name: _____

Contract/Concession Title: Operation and Management of Parking Facilities

Contract # _____ Reporting Period/Month: _____

Participation Goal: 33% Prime Total Fees/Expenses: $0.00

Monthly Subcontractor/Vendor Activity:

Subcontractor / Vendor	Description of Work Being Performed	ACDBE Certified NAICS Code	$ Amount to Subcontractor/ Vendor	% of Prime
Section 1: ACDBE Participants				
		ACDBE Total:	$ -	
Section 2: Non-ACDBE Subcontractor / Vendor				
		Non-ACDBE Total:	$ -	

6.0 AVIATION AUTHORITY STANDARD TERMS AND CONDITIONS

6.1 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 Proposals or waive any minor irregularity or technicality in Proposals received. Contractors are cautioned to make no assumptions unless their Proposal has been determined as meeting the Minimum Requirements and being responsive and responsible. All awards made as a result of this Proposal shall conform to applicable policies of the Aviation Authority. The Aviation Authority reserves the right to cancel an awarded Proposal upon due cause—i.e., Contractor misrepresentation, Contractor negligence, non-performance, etc. via written notice.

6.2 Additional Terms & Conditions

The Aviation Authority reserves the right to reject Proposals containing any additional terms or conditions not specifically requested in the original special conditions and/or the terms and conditions.

6.3 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).

6.4 Lobbying Statement

All firms are hereby placed on notice the Aviation Authority Board and staff shall not be contacted about this Proposal. 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 Proposal; and written correspondence concerning Proposals may be submitted to the Purchasing Department. An appropriate official or employee of the Aviation Authority may initiate communication with a Proposer in order to obtain information or clarification needed to develop a proper and accurate evaluation of the Solicitation. Any official communication from a Proposer during the Proposal process should be submitted in writing to the Greater Orlando Aviation Authority, Purchasing Office, 8652 Casa Verde Road, Building 811, Orlando, Florida 32827-4338 or to the email address as directed during the Proposal process. A copy of the Administration Policies (Sections 180.01 and 180.03) are available upon request from the 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))

6.5 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 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.

6.6 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.

6.7 Federal Fair Labor Standards Act

All Contracts and subcontracts that result from this Contract incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers. The 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.

6.8 Occupational Safety And Health Act of 1970

All Contracts and Sub-Contracts that result from this Contract incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor (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.

6.9 Discounts

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

6.10 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.

6.11 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 Proposal are entirely the obligation of the Contractor and shall not be chargeable in any manner to the Aviation Authority.

6.12 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.

6.13 Taxes

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

6.14 Silence of Specifications

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

6.15 Assignment

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

6.16 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.

6.17 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 Proposal prices shall include all royalties or cost arising from the use of such design, device, or materials in any involved in the work.

6.18 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.

6.19 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.

6.20 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.

6.21 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.

6.22 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.

6.23 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.

6.24 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.

6.25 Warranty

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

6.26 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, director, 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.

6.27 Drug-Free Workplace

Whenever two or more Proposals, 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 Proposal 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.

6.28 Discriminatory Vendor List

An entity or affiliate placed on the Discriminatory Vendor List shall not submit a Proposal for a Contract to provide goods or services to a public entity, shall not submit a Proposal on a Contract with a public entity for the construction or repair of a public building or perform any public work, shall not submit Proposals 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.

6.29 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 Proposal on a Contract to provide any goods or services to a public entity, may not submit a Proposal on a Contract with a public entity for the construction repair of a public building or public work, may not submit Proposals 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.

https://www.dms.myflorida.com/business_operations/state_purchasing/state_agency_resources/vendor_registration_and_vendor_lists/convicted_vendor_list

6.30 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.

6.31 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.

6.32 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.

6.33 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.

6.34 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.

6.35 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.

6.36 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.

6.37 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.

6.38 Contract Termination

The Contract resulting from this Proposal 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.

6.39 Contractor Responsibilities

Contractors, by submitting a Proposal, certify that it understands all planning, coordinating, and implementation of the described services shall be done through

personal contact between the Contractor and the 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/Proposal.

6.40 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.

6.41 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.

6.42 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.

6.43 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.

6.44 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 Proposal 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.

6.45 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; AND MAILING ADDRESS, GREATER ORLANDO AVIATION AUTHORITYY, 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.

6.46 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.

6.47 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**

6.48 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.

7.0 CONTRACT

7.1 Contract Instructions

The Aviation Authority shall notify the Proposer of the Aviation Authority's intent to make an award and the Proposer 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 Proposer 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 Proposer. 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 Proposal 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 Proposal. 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.

7.2 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 furnish all labor, supervision, materials, supplies, equipment, vehicles, fuel, office furniture, uniforms, and all other items necessary or proper for, or incidental to, the operation and management of parking facility services and all other items necessary or proper for, or incidental to, performing its obligations under Purchasing Proposal 23-124-RFP,Operation and Management of Parking Facilities, at the Orlando International Airport, in accordance with the Contract Documents which consist of the Contract, Proposal 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 Proposals, 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 **Proposal 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, attested by its Secretary or Assistant Secretary, and the said Contractor has hereunto set its hand and seal.

"**AVIATION AUTHORITY**"

GREATER ORLANDO AVIATION AUTHORITY

By:_____

Official Seal

Its:_____

Date:_____

Attest:

_____
Secretary

"**CONTRACTOR**"

WITNESSED BY:

_____
(Name of Contractor)

_____ By:_____(Seal)
(Signature of Owner or General Partner)

_____ Its:_____
(Title)

_____
Name of Owner or General Partner Printed or Typed

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 Million Dollars ($5,000,000.00)**, 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 Proposal 23-124-RFP, Operation and Management of Parking Facilities 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)

_____ By: _____
Witness (Signature)

_____ Its: _____
Witness (Title)

(Seal)

_____
Name of Surety

_____ By: _____
Witness (Signature)

_____ Its: _____
Witness (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-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, _____, 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:**$5,000,000.00**

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 23-124-RFP for Operation and Management of Parking Facilities at Orlando International Airport, as such may be amended from time to time, by and between the Company and the Aviation Authority (the "Agreement"); and

B. Certification of the amount of damages or expenses which, in his belief or determination, the Aviation Authority has suffered or incurred, or is likely to suffer or incur, as a result of such failure by the Company; or

C. Certification (1) that the Company has failed to provide to the Aviation Authority an acceptable surety bond or stand-by letter of credit to replace this letter of credit, on or before the date the same was due under the terms of the Agreement in accordance with such terms, and (2) certification of the amount of the required replacement surety bond or letter of credit.

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

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

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

_____
(Bank Name)

By: _____
(Signature)

Address: _____

_____

Telephone No.:_____

Fax No.:_____

E-Mail Address: _____

EXHIBIT A

GREATER ORLANDO AVIATION AUTHORITY
STATEMENT FORM

To: _____ [Bank Name]

Date: _____

Re: _____ [Company Name]

Irrevocable Letter of Credit Number: _____

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

A. _____[Company Name] (the "Company") has failed to faithfully perform one or more of its obligations to the Aviation Authority under that certain Contract , 23-124-RFP, Operation and Management of Parking Facilities 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: _____

8.0 PROPOSAL SUBMITTAL REQUIREMENTS

7.1 Opening

a. Sealed proposals are exempt in accordance with Florida Statute 119.071(1) (b) 2. The names of the firms submitting a competitive solicitation will be read aloud at the time of the opening. No details of the competitive solicitation will be released until such time as the Aviation Authority provides notice of an intended decision or until 30 days after opening the bids, proposals, or final replies, whichever is earlier.

b. Submittals must be submitted no later than **3:00 p.m. Eastern Time on Monday, October 17, 2022** in sealed envelopes bearing the words "**Purchasing Proposal 23-124-RFP Operation and Management of Parking Facilities, for the Orlando International Airport".**

c. Each Proposer shall submit three (3) complete sets of the Submittal:

One hardcopy marked "ORIGINAL".

One hardcopy marked "COPY".

One COMPLETE electronic copy on a USB drive in PDF format. The Submittal in PDF format shall have *navigational bookmarks* inserted in lieu of any tabs required in the hard copy. The entire submittal shall not exceed a single USB Flash Drive. In cases where there are discrepancies between the electronic PDF and hard copy, the hard copy shall take precedence.

7.2 Delivery of Proposal

a. It is the sole responsibility of the Proposer to ensure that their submittal reaches the Purchasing Department. All proposals, unless otherwise specified, must be delivered to the following address no later than the time and date specified in the solicitation:

Greater Orlando Aviation Authority
Purchasing Department
8652 Casa Verde Road, Building 811
Orlando, Florida 32827-4338

b. Proposer should include the Proposal Number and Name, Name and Address of Proposer, and the Date of the opening on the outside of the box or envelope. Proposals submitted by e-mail, telephone or fax shall not be accepted. An e-mailed or a faxed submittal shall be rejected as non-responsive regardless of where or when it is received.

c. Proposers are cautioned that they are solely and strictly responsible for delivery to the specific location cited prior to the specified opening date and time. Therefore,

if your submittal is delivered by an express mail carrier or by any other means, it is solely your responsibility to ensure delivery to the above address. The Purchasing Department will not be responsible for deliveries made to any place other than the specified address.

d. **The time/date stamp clock located in the Purchasing Department Office shall serve as the official authority to determine lateness of any Submittal. The Submittal time shall be scrupulously observed. Under no circumstances shall Submittals delivered after the time specified be considered. Late Submittals will be returned unopened.**

7.3 Proposal Submittal and Format Requirements

a. In order to have a Proposal considered by the Aviation Authority, the Proposer must submit a complete Proposal. The Proposal requirements in this section are not meant to limit creativity in the presentation of a Proposal, but rather to list the minimum criteria elements that must be included in the Proposal. It is the Proposer's responsibility to incorporate all pertinent information to effectively present a Proposal Response and to communicate the Proposer's concept and meeting the requirements as listed in Section 3.1 Proposer's Minimum Requirements and Section 3.2 Evaluation of Proposal Award.

b. The Proposer should prepare its proposal simply and economically, providing a straightforward, concise description of the Proposer's capability to satisfy the conditions and requirements of this competitive solicitation. Material shall be submitted in a loose leaf binder format, not as bound documents or with coil spines (plastic or metal).

c. To expedite the Aviation Authority's evaluation of the proposal, Proposals shall include the information requested in a single volume, with each response tabbed, numbered and ordered in the same manner as provided in this RFP. The information should be submitted on one-sided 8.5 X 11 inch pages in Arial font with no smaller than 12-pitch font, excluding required Attachments as listed in Tab 10, no more than 100 pages.

Tab 1 – Table of Contents

Please insert a set of tabs to identify each part of the Proposal to facilitate quick reference.

Tab 2 - Executive Summary

A. **General Company Information** - Provide the name of Proposer'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** - The cover letter shall be signed by an authorized representative of the Proposer. The letter should indicate the Proposer's commitment to provide the services proposed and include the following:

1. Proposer must certify in writing with its Proposal that Proposer is registered to do business in the State of Florida. Iinclude a copy of such registration to the Aviation Authority with the RFP submission.

2. An affirmative statement that it is independent of the Aviation Authority.

3. An executive summary that is a brief overview of the overall strategy for implementation, and why their company is qualified to be selected.

4. Proposer shall have a minimum of **five** (**5**) years of continuous and recent experience providing services of the type described in the Scope of Services above, prior to the deadline of this RFP. Cover letter shall include an affirmative statement and documentary proof of such experience with the Proposal submission.

5. If the Proposer is a joint venture or partnership, the Experience and Qualifications may be satisfied by the Joint Venture or Partnership entity. Please state whether the entity is currently in existence, is being formed specifically for this project, or whether it will be formed upon award. If the Joint Venture is formed specifically for this agreement/project or will be formed upon award, please provide a copy of the Joint Venture or Partnership Agreement with the RFP.

Tab 3 - Proposer's Knowledge and Experience

A. **Proposer's knowledge and experience, including:**

1. Contracts (in similar size and scope to this RFP), with brief descriptions that demonstrate Proposer's experience operating parking facilities.

2. Company track record: Provide a summary of the company's background, history, locations, number of years in business, the total number of employees, key personnel, qualifications, experience, how business is organized, and notable achievements.

B. Key Personnel

1. The Proposer shall identify the Site Manager to be assigned to the Aviation Authority's account who has at least five (5) years of successful experience, describe the Site Manager's experience, which is with similar scope to that of the Orlando International Airport.

2. Provide an organizational chart of your proposed project team. Provide professional resumes of all key personnel.

3. Describe the key personnel experience with similar scope to that of the Orlando International Airport.

4. Proposer understands that the qualifications and experience of key personnel proposed will be factored into the evaluation process; therefore, key personnel must not be replaced without the approval of the Aviation Authority. Any approved substitutions must be with personnel of equal or better qualifications. In addition, any other commitments must not conflict with the level of commitment proposed for this project.

Tab 4 – References

The Proposers' references should demonstrate that it has the experience required, and reasonably has the reputation, to perform the Scope of Services described. It is the responsibility of the Proposer to provide references and information that most closely demonstrate experience with airport or public entity accounts of similar size, complexity, and risk exposure as the Aviation Authority. References shall be for work **substantially similar in scope and magnitude** shall be able to validate the Proposer's capabilities and experience.

1. Provide as many examples as relevant, up to a maximum of five (5) examples of airport and/or governmental entities Contracts, preferably in similar size and scope to this RFP, with brief descriptions that demonstrate the Proposer's experience relative to the Scope of Services listed in Section 5.0. A contact person shall be someone who has personal knowledge of the Proposer's performance for the specific requirement listed. Contact person must have been informed that they are being used as a reference and that the Aviation Authority may be contacting them. Do not list persons who will be unable to answer the specific questions regarding the requirements.

2. Proposer shall provide the following information for each reference:

    a) Name
    b) Address

c) Contact person
d) Telephone number and email address of contact person
e) Brief Description of Major Project Components

1) Overview of Work Performed
2) Proposer's Role and Lead Individual and summary of work performed by Proposer. Indicate which team member(s) provided services.
3) Provide the name of the firm member working with your firm that was the primary contact for the reference provided.

f) Date of Services/Status (current or past client)

3. The Proposer 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 Proposer and its Engagement Team members.

4. Provide a list of all clients to whom the Proposer has provided the parking facility operational and management services on or after January 1, 2012, and to which any such services terminated prior to the end of the Agreement term. If services were terminated, the Proposer shall explain why.

Tab 5 – Operational Plans

A. **Management and Staffing Plan**: Describe in detail the proposed staffing plan necessary to meet the requirements of this Contract.

B. **Transition Plan**: Describe in detail the process that would be followed to implement the services to be provided pursuant to the Scope of Services. This plan shall also include time frames and information that would be required for such services to be fully operational and include a sample timeline (with an explanation of how this timeline would be used in the transition process.)

C. **Training Plan**: Describe in detail the training plan for Contractor Staff

D. **ACDBE Participation Plan or Good Faith Effort**

Tab 6 – Proof of Insurance

A. ***Proposer's submittal shall demonstrate ability to meet*** all portions listed in Section 3.5 Insurance Requirements by providing evidence of one of the following:

1. Certificate of Insurance on Acord form or form acceptable to Aviation Authority,
2. or signed affirmation of ability to comply from a licensed insurance agent,
3. or an insurance quote.

B. If awarded a Contract and prior to Notice to Proceed, Proposer must attain and provide a Certificate of Insurance in compliance with Section 3.7 Insurance Requirements.

Tab 7 – Prior or Pending Convictions, Indictments, Investigations, Regulatory Investigations, Conflicts Of Interest, and Claims

A. The Proposer shall provide a description of all prior or pending convictions, indictments, investigations, and regulatory investigations, either civil or criminal that relate to conducting parking facility operational and management services, in which Proposer 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 Proposer's response to this RFP. Or provide an affirmative statement that there are none.

B. Conflicts of Interest

Describe any conflicts of interest with the Aviation Authority that the Proposer's firm has or may have and how that conflict of interest would be mitigated, or provide an affirmative statement that there are none.

C. Claims Information

Disclose all lawsuits, arbitrations and claims filed or raised by or against the Proposer 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.

Tab 8 - Financial Background Information

Include the following historical financial information for the Proposer. If Proposer is a joint venture, partnership or LLC, then the following information must be submitted for each separate entity in the joint venture, partnership or LLC:

A. Provide current Dun & Bradstreet or Standard and Poor's Summary, if available. If a summary is unavailable, state the reason.

B. Proposers must provide most recent audited annual financial statements for the last two years in order to evaluate the Proposer'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.

C. This financial documentation shall be submitted in a sealed envelope, and included only with the original copy of the printed RFP. The sealed envelope should be clearly labeled as follows: **"Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure". Include the RFP NO: 23-124-RFP and Title: Operation and Management of Parking Facilities, and the Proposer's firm name on the sealed envelope.** (Reference Florida Statutes Section 119.071(1)(c) for exemption on financial records.)

Tab 9 – Additional Information

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

Tab 10 – Attachments (Forms to be turned in to the Aviation Authority)

Attachment A	Proposer's Certification Form.
Attachment B	Proposal Price Schedule.
Attachment C	Addendum Receipt Verification Form.
Attachment D	Proposer's Questionnaire.
Attachment E	Conflict of Interest Disclosure Form.
Attachment F	Scrutinized Company Certification Form.
Attachment G	ACDBE Participation Forms, if applicable.
Attachment H	Proposer's W-9.
Attachment I	Letter of Bondability.
Attachment J	E-Verfication Certification Form.
Attachment K	No Proposal Response Form, if applicable.

Attachment A - Proposer'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 Proposer as its act and deed and that the Proposer 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 Proposer has a financial interest in this Solicitation. I further certify that the undersigned executed this Proposer'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
Proposer'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

Attachment B - Proposal Price Form(s)

PROPOSAL PRICE FORM GREATER ORLANDO AVIATION AUTHORITYY

PURCHASING PROPOSAL 23-124-RFP

Proposer's Proposal prices shall remain firm for the duration of the initial term of the Contract. Any anticipated increases in Proposer's costs during the initial term of the Contract must be reflected in its prices set forth in its Proposal. 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 Proposer's mistake or miscalculation of prices, underestimation of costs, or for any other reason.

The Proposer's Unit Prices 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 other fringe benefit provided to employees, uniform costs, costs of performance bond and U.S. Customs and Border Protection bond, hologram badge and insurance coverage, travel costs, training costs, other overhead costs, profit margin and any other costs or fees the Proposer would expect to receive or recover from the Aviation Authority in performing the services.

The Proposer agrees to provide all all labor, supervision, materials, supplies, equipment, vehicles, fuel, office furniture, uniforms, and all other items necessary or proper for, or incidental to, the operation and management of parking facility services as described in the Contract Documents.

TOTAL FIVE (5) YEAR PROPOSAL PRICE:

_____**$**_____
(Print Dollar Amount)

Authorized Signature: _____

Name and Title (Typed or Printed): _____

Date: _____

MANAGEMENT FEE FOR OPERATION AND MANAGEMENT OF PARKING FACILITIES

Fee for Operation and Management of Parking Facilities Contract Years 1 – 5

Year 1	[1]Management Fee	
	[2]Reimbursable Payroll Expense Budget	**$7,935,400**
	[2]Reimbursable Operating Expense Budget	**$240,100**
	Sub-Total for Year 1	
Year 2	[1]Management Fee	
	[2]Reimbursable Payroll Expense Budget	**$8,173,600**
	[2]Reimbursable Operating Expense Budget	**$247,300**
	Sub-Total for Year 2	
Year 3	[1]Management Fee	
	[2]Reimbursable Payroll Expense Budget	**$8,418,800**
	[2]Reimbursable Operating Expense Budget	**$254,700**
	Sub-Total for Year 3	
Year 4	[1]Management Fee	
	[2]Reimbursable Payroll Expense Budget	**$8,671,500**
	[2]Reimbursable Operating Expense Budget	**$262,400**
	Sub-Total for Year 4	
Year 5	[1]Management Fee	
	[2]Reimbursable Payroll Expense Budget	**$8,931,700**
	[2]Reimbursable Operating Expense Budget	**$270,300**
	Sub-Total for Year 5	

TOTAL FIVE YEAR (5) COST	**$** _____ **(Enter Total Here and on Page 150)**

*Management Fee shall include all costs as listed Section 4.3.

[2]Reimbursable Payroll and Operating Expense Budget shall include all costs as outlined in Section 4.4. Contractor's aggregate annual invoices shall not exceed the total as stated above for Years 1 through 5. It is estimated that 195 FTE reimbursable positions will be needed for the performance of this Contract. The Aviation Authority believes that this estimate fairly describes the scope of work under ordinary circumstances; however, the number of FTE employees may range between 175 and 215 as actual conditions may cause the number of employees to be adjusted accordingly. The Aviation Authority shall only reimburse for the positions requested and approved by the Aviation Authority and satisfactorily provided by the Contractor.

Authorized Signature: _____

Name and Title (Typed or Printed): _____

Attachment C - Addendum Receipt Verification

Proposers must acknowledge each addenda on this form and include with your Proposal submittal. Failure to acknowledge and upload EACH addenda may result in a non-responsive Proposal. 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

Attachment D - Proposer's Questionnaire

The following questionnaire is to be completed by the Proposer and provided with its Proposal submittal. If a question is not applicable, so indicate by writing "N/A".

1. CONTACT INFORMATION

Name of Company	
Contact Individual	
Contact Address	
City, State, Zip	
Telephone Number	
Email Address	

2. AUTHORIZED SIGNATORIES

The Proposer represents that the following persons are authorized to sign Proposals, and/or sign Contracts and related documents to which the Proposer will be duly bound. The Aviation Authority will verify all named signatories on Sunbiz.org. If the authorized person is not registered on www.Sunbiz.org, the Proposer should provide with their Proposal submittal proof of authorization.

Name	Title	Indicate Principal or Authorized Authority

3. Questions Related to

4. List a minimum of three (3) and no more than five (5) customers for the services specified in the solicitation in the spaces provided. References shall be for work **substantially similar in scope and magnitude** satisfactorily completed and shall be able to validate the Proposer's capabilities and experience. **Note:** A contact person shall be someone who has personal knowledge of the Proposer's performance for the specific requirement listed. Contact person must have been informed that they are being used as a reference and that the Aviation Authority may be contacting them. Do not list persons who will be unable to answer specific questions regarding the requirements.

REFERENCE FORM

Ref #1. Customer/Client:
Date of Services:
Description of Services:
Dollar or Budget Value of Contract:
Street Address:
City, State, ZIP Code:
Telephone #
Contact Person:
Email:
Ref # 2. Customer/Client:
Date of Services:
Description of Services:
Dollar or Budget Value of Contract:
Street Address:
City, State, ZIP Code:
Telephone #
Contact Person:
Email:
Ref #3. Customer/Client:
Date of Services:
Description of Services:
Dollar or Budget Value of Contract:
Street Address:
City, State, ZIP Code:
Telephone #
Contact Person:
Email:

Ref #4. Customer/Client:
Date of Services:
Description of Services:
Dollar or Budget Value of Contract:
Street Address:
City, State, ZIP Code:
Telephone #
Contact Person:
Email:

Ref # 5. Customer/Client:
Date of Services:
Description of Services:
Dollar or Budget Value of Contract:
Street Address:
City, State, ZIP Code:
Telephone #
Contact Person:
Email:

_____
Company

_____
Signature

_____
Print Name

_____
Title

Attachment E - Conflict of Interest Disclosure Form

The award of this Contract is subject to the provisions of Chapter 112, Florida Statutes. All Proposers must disclose within their Proposal the name of any officer, director, employee or agent (or their spouse or child) who is also an employee or officer of the Aviation Authority.

By submission of this Proposal, 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:

_____

Attachment F - 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 Proposer 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 Proposer:_____

By:_____
(Authorized Signature)

Title:_____

Date:_____

Attachment G – ACDBE FORMS

TOTAL FIVE (5) YEAR PROPOSAL PRICE: **$** _____
(Amount from Attachment B - Proposal Price Form)

NAME AND ADDRESS OF ACDBE FIRM	CONTACT NAME, PHONE NUMBER, EMAIL	TYPE OF WORK AND CONTRACT ITEMS TO BE PROVIDED OR PERFORMED	ACDBE CERTIFIED NAICS CODE(S)	TOTAL ACDBE PARTICIPATION AMOUNT & % FOR INITIAL TERM	
				$	%
				$	%
				$	%
				$	%
				$	%
				$	%

Total ACDBE Participation Proposed: $ %

The undersigned will enter into a formal agreement with the above ACDBE Contractors for work listed in the Proposal conditioned upon execution of a Contract with the Authority. Participation must meet or exceed ACDBE goals established in this document or Proposers will be required to provide Good Faith Effort documentation together with its proposal documents prior to designated time for opening.

AUTHORIZED SIGNATURE: _____

PRINTED NAME: _____ TITLE: _____

INFORMATION FOR DETERMINING JOINT VENTURE ELIGIBILITY

* ATTACH A COPY OF JOINT VENTURE AGREEMENT

1. Name of joint venture: _____

2. Address of joint venture: _____

3. Phone number of joint venture: _____

4. Identify the firms which comprise the joint venture. (The ACDBE partner must complete Schedule A) _____
_____
_____
_____

(The remainder of this form need not be completed if all joint venture firms are minority and women business enterprises.)

a. For each joint venture partner which has not completed Schedule A, please provide the name and percentage of ownership (and voting percentage, if different) of each person or entity which owns part of such joint venture partner. If any of the owners of 5% or more of a joint venture partner is a corporation, partnership, or other entity other than an individual (an "Entity"), please provide the following information with respect to each such Entity and the owners of each such Entity at all tiers:

(i) name, percentage of ownership (and voting percentage, if different) of each individual, corporation, partnership, or more of such Entity;

(ii) if an individual, specify sex and race;

(iii) if a corporation, list names, titles and addresses of all officers and directors; and

(iv) if a partnership, list names and addresses of all partners.

For example:

If the ABC Corporation owns 49% of the joint venture, please provide the information listed above with respect to ABC Corporation. If, in turn, XYZ Corporation owns 25% of ABC Corporation, please provide the information listed above with respect to XYZ Corporation.

b. Describe the role of the ACDBE firm in the joint venture: _____
_____

c. Describe briefly the experience and business qualifications of each non-ACDBE joint venturer: _____
_____
_____
_____

5. Nature of joint venture's business: _____
_____
_____

6. Provide a copy of the joint venture agreement.

7. What is the claimed percentage of ACDBE ownership? _____

8. Ownership of joint venture: (This need not be filled in if described in the joint venture agreement provided under Item 6.)

a. Profit and loss sharing.

b. Capital contributions, including equipment.

c. Other applicable ownership interests.

9. Control of, and participation in this contract. Identify by name, race, sex, and "firm" those individuals (and their titles), who are responsible for day-to-day management and policy decision making, including, but not limited to, those with primary responsibility for:

a. Financial decisions: _____
_____

b. Management decisions, such as:

(1) Estimating: _____

(2) Marketing and Sales: _____

(3) Hiring and Firing of management personnel: _____

(4) Purchase of major items or supplies: _____

(5) Supervision of field operations: _____

NOTE:

Information for compliance to the FAA's guidelines for "Joint Venture Guidance" are available

from the Office of Small Business Programs upon request.

If, after filing this Schedule and before the completion of the joint venture's performance under the contract covered by this regulation, there is any significant change in the information submitted, you must inform the grantee, either directly or through the primary contractor, if the joint venture is a subcontractor.

Attachment H - Current W9

Request for Taxpayer Identification Number and Certification ▶

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

Attachment I - Letter of Bondability or Letter of Credit

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

Each Proposer 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 Proposer can obtain one or the other and understands only the Performance Bond or Letter of Credit form will be accepted.

Attachment J – E-Verfication 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 Proposer, Vendor 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_____

Attachment K – No Proposal Response

NO PROPOSAL RESPONSE

TO

REQUEST FOR PROPOSALS

If your firm is unable to submit a Proposal at this time, please provide the information requested in the space provided below and return to:

GREATER ORLANDO AVIATION AUTHORITY
PURCHASING DEPARTMENT
8652 CASA VERDE ROAD, BUILDING 811
ORLANDO, FLORIDA 32827-4338

We have received Request for Proposals, under **Purchasing Proposal 23-124-RFP Operation and Management of Parking Facilities for the Orlando International Airport, opening at 3:00 p.m. Monday, October 24, 2022,** at the Greater Orlando Aviation Authority, Orlando International Airport, Purchasing Department, 8652 Casa Verde Road, Building 811, Orlando, Florida 32827-4338. Our firm's reason for not submitting is:

_____

_____

_____

_____
Company Name

By:_____

Its:_____
Name & Title, Typed or Printed