

(REVISED PER ADDENDUM NO. 2)



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GREATER ORLANDO AVIATION AUTHORITY

REQUEST FOR PROPOSALS (RFP)

RFP 11-22

PASSENGER BOARDING BRIDGES (PBB) AND ASSOCIATED GROUND SUPPORT EQUIPMENT MAINTENANCE AND REPAIR SERVICES

DATE OF ISSUE: Monday, November 22, 2021

NON-MANDATORY PRE-PROPOSAL MEETING:
Monday, December 2, 2021 at 9:30 a.m. EST.

PRE-PROPOSAL LOCATION: Purchasing Department, 8652 Casa Verde Road, Building 811, Orlando, FL, 32827 or

GoToMeeting: <https://global.gotomeeting.com/join/624811141>
United States (Toll Free): 1 877 309 2073 Access Code: 624-811-141

DEADLINE FOR QUESTIONS: Monday, December 6, 2021, 2:00 p.m., EST

DIRECT ALL QUESTIONS & INQUIRES TO:

Name: Vlad Opreanu, CPPO, CPPB
Title: Senior Purchasing Agent
Email: Vlad.Opreanu@goaa.org
Phone: (407) 825-6427

RFP DUE ON OR BEFORE DATE: Tuesday, January 11, 2022, 2:00 p.m., EST



The Greater Orlando Aviation Authority (GOAA) now uses an online solicitation platform powered by Merrell USA (formerly Negometrix USA) to post and accept submissions for open solicitations.

GOAA encourages you to register on the Negometrix 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 Negometrix 4

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 Negometrix follow the link:

<https://app.negometrix.com/registration>.

If you already have a Negometrix 4 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 Negometrix 4 platform, after registering to submitting your first solicitation:

<https://youtu.be/4mpFfFaPp2M>

Need Assistance?

The Service Desk for the Negometrix 4 platform is available from Monday – Friday, 9:00 am – 8:00 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:

Negometrix Service Desk

Email: servicedesk.us@negometrix.com

Phone: (724) 888-5294

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1.0 GENERAL INFORMATION

1.1 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 Merzell USA (formerly Negometrix USA) at www.orlandoairports.net/purchasing or <https://app.negometrix.com/buyer/5681>.

- a. Negometrix 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/Proposer to register and any award resulting from this solicitation will not require any payment by the Proposer/Proposer to Merzell USA.**
- b. If you received this solicitation document from any source other than Merzell USA (Negometrix 4), please promptly register your interest in this solicitation with Negometrix 4.
- c. A Pre-Proposal Conference will be held, Thursday, December 2, 2021, 9:30 a.m. EST. Location is listed on the cover page of this solicitation.
- d. If participating in the Pre-Proposal Meeting, participants are respectfully requested to RSVP to FCalkins@goaa.org with their company name and contact information.
- e. The purpose of the 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.
- f. Questions regarding this Solicitation are to be directed to FCalkins@goaa.org. The last date for questions pertaining to this Solicitation is **December 6, 2021 no later than 2:00 p.m. EST**. 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>.
- g. 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 Negometrix 4.
- h. 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.
- i. The Proposal Summary is posted on the Aviation Authority's Purchasing Department's website: www.orlandoairports.net/purchasing and on Negometrix 4 website: <https://app.negometrix.com/buyer/5681>

- j. All prospective 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 Eight, Proposal Submittal Requirements**.
- k. 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.
- l. **Proposers shall submit *One (1) Response to the RFP only from their Firm*.**
- m. 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.

1.2 Intent and Purpose

The Greater Orlando Aviation Authority, Orlando International Airport, Orlando, Florida, (Aviation Authority) is soliciting sealed Proposals from qualified and experienced firms to supervise management oversight, training, materials, tools, equipment, submissions, reports, consumables, uniforms and all other items and services necessary, proper for, or incidental to performing twenty-four (24) hours per day seven (7) days per week, on-site operations, maintenance and repair, Corrective Maintenance (CM), Preventative Maintenance (PM) and Predictive Maintenance (PdM), Corrosion Control, Painting, of Passenger Boarding Bridges (PBB) and Associated Ground Support Equipment (GSE) in the South Terminal (Terminal C).

1.3 Proposal Submittal

- a. **The time/date stamp clock located in the Purchasing Department Office shall serve as the official authority to determine lateness of any Proposal. The Proposal time shall be scrupulously observed. Under no circumstances shall Proposals delivered after the time specified be considered. Late Proposals will be returned to the Proposer unopened.**

The due date, time and location is listed on the front page of this solicitation document.

- b. Each Proposer shall submit a complete set of the Proposal Submittal as defined below:

One (1) hard copy marked "ORIGINAL".

One (1) hard copy marked "COPY".

One (1) COMPLETE and EXACT electronic copy on a USB drive in PDF format.

In case of any discrepancy within the submittals listed above the hard copy marked "Original" will govern.

- c. All Proposals must be typewritten or filled in with pen and ink, and must be signed in ink by an officer or employee having authority to bind the company or firm. Errors, corrections, or changes on any document must be initialed by the signatory of the Proposal.
- d. It is the sole responsibility of the Proposer to ensure that their Proposal 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**

- e. Proposers should include the Proposal Number, Proposal Name, Name and Address of Proposer, and the Date of the Proposal 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 Proposal shall be rejected as non-responsive regardless of where or when it is received.**
- f. Proposers are cautioned that they are responsible for delivery to the specific location cited above. Therefore, if your Proposal is delivered by an express mail carrier or by any other means, it is your responsibility to ensure delivery to the above address. This office will not be responsible for deliveries made to any place other than the specified address.

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 response 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

- a. The Contract period will be for **thirty-six (36) months** with the **Initial Term** to commence on or about **March 1, 2022**, and with the Aviation Authority having options to renew the Contract **for two (2) additional periods of one (1) year each**.

- b. The option years compensation will be based on the annual unit prices. If the parties cannot successfully negotiate pricing for any renewal option year, the Authority may exercise its option to renew the Contract for such option year at the maximum prices described below. The compensation due to the Contractor in the first renewal option year, if exercised, may not exceed the annual unit prices for the immediately preceding year, increased by a percentage that equals the percentage, if any, by which the Consumer Price Index, United States City Averages, Urban Wage Earners and Clerical Workers (CPI-W), All Items (1982-84=100) ("CPI") published from time to time by the United States Bureau of Labor Statistics in effect as of the end of the thirtieth (30th) month of the Contract term exceeds the CPI in effect as of the end of the eighteenth (18th) month of the Contract term. The Compensation due to the Contractor in the second renewal option year, if exercised, may not exceed the annual unit prices for the immediately preceding year, increased by a percentage that equals the percentage, if any, by which the CPI in effect as of the end of the forty-second (42nd) month of the Contract term exceeds the CPI in effect as of the end of the thirtieth (30th) month of the Contract term.

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 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 Board Services.

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SPECIAL CONDITIONS

2.0 Proposer's Mandatory Requirements

Proposers must meet the following mandatory requirements to be considered for the award of the contract. Proposers will address each mandatory requirement specifically in their Proposal. Each Proposer must acknowledge on company letterhead and provide written documentation that meets the following Mandatory Minimum Qualifications:

- a. Proposer shall have a minimum of five (5) years successful, continuous, and recent experience providing the services outlined in **Section 1.2, Intent and Purpose**.
- b. Proposer must be registered to do business in the State of Florida.

2.1 Minimum Requirements

- a. Proposer must demonstrate their experience in providing passenger boarding bridges and associated ground support equipment and maintenance and repair services, addressing experience with passenger boarding bridges and associated ground support equipment.
- b. Proposer has performed maintenance and repair services in at least one (1) airport, including servicing a minimum of twenty (20) passenger boarding bridges, twenty-four (24) hour per day, three hundred sixty five (365) days per year.
- c. The Proposer shall provide with its Proposal a statement that the Proposer is willing to sign the Contract set forth in this RFP, as amended, within ten (10) days after receipt of the Notice of Intent to Award.

2.2 Evaluation of Proposal Award

The Aviation Authority, in its discretion, may award the Contract to the responsible and responsive Proposer submitting the Proposal which is deemed the most advantageous to the Authority, price and other factors being considered. The following are the evaluation criteria that will be considered in determining which Proposal is most advantageous to the Aviation Authority. Proposer(s) must meet the minimum mandatory requirements as stated.

- a. Minimum Requirements, Experience, and Qualifications.
- b. Operation, Staffing Plan, and Transition Plan.
- c. Safety Plan.
- d. Quality Control/Continuous Improvement Plan and Customer Service Plan.
- e. Management Fee.

2.3 Evaluation Criteria of Proposal

- 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 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.
- c. All parties desiring information regarding the award of the Contract may visit <http://Orlandoairports.net> or <https://app.negometrix.com/buyer/5681>.

2.4 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.
- 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 advantageous 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. 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, most advantageous Proposers to perform the requested services.

- g. Following the Aviation Authority Board approval of the CPC ranking, the Aviation Authority shall 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 shall then undertake negotiations with the second-ranked Proposer, and if necessary or desired by the Aviation Authority, 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 the Aviation Authority Board are public meetings.

2.5 Surety Bonds/Letters of Credit/Liability Insurance

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

- a. Prior to the Aviation Authority's execution of the Contract and within ten (10) business days of the award, the Awarded Contractor shall furnish to the Aviation Authority a Performance Bond, and a Payment Bond if required by the Proposal Documents, 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 Initial Term of the Contract in a penal sum equal to **One Million Five Hundred Thousand Dollars (\$1,500,000)**.
- b. The Awarded Contractor may elect to provide to 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 **One Million Five Hundred Thousand Dollars (\$1,500,000)** and issued on the Aviation Authority's form of irrevocable standby letter of credit ("Letter of Credit"). The Awarded Contractor shall provide the Aviation Authority with a Letter of Credit that remains in effect **for the Initial Term** 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 the Contractor to the Aviation 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 Contractor shall, **at least sixty (60) calendar days prior to the date** on which the then current Performance Bond or Letter of Credit expires, provide a renewal or replacement Performance Bond or Letter of Credit that complies with the requirements of the Contract. 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 of the 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. Failure to timely submit any required 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 that meets the requirements of this Section constitutes a default under the terms of this Contract and, in addition to all other rights available to the Aviation Authority under law, shall give the Aviation Authority the right to immediately terminate the Contract without providing the Contractor advance notice or the opportunity to cure. In connection with any such default, the Aviation Authority shall have the right to claim against the Contractor's then current Performance Bond or Letter of Credit for all of Aviation Authority's losses, costs, damages or expenses. The provision of this Paragraph shall survive the expiration or earlier termination of the Contract.
- g. Surety Bonds delivered to the Aviation Authority in satisfaction of any requirement under this Contract must meet the following criteria:
- 1) Proposal 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 the Aviation Authority, or on a form substantially the same as the Aviation Authority's form; b) obligating the surety for at least ninety (90) days following the date on which Proposals 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.
 - 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 the Aviation Authority, but only if approved by the 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 8 of the General 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.

2.6 Insurance Requirements

At its sole expense, Contractor shall maintain the following insurance during the term of this Agreement, including any extensions or renewals and such insurance will apply to Contractor, its employees, agents, and Subcontractors.

a. Commercial General Liability and Automobile Liability:

- 1) Commercial General Liability insurance covering any and all claims for property damage and bodily injury (including death) and including, but not limited to premises, products and completed operations, and Contractual liability for Contractor's covenants, with a limit of liability not less than **One Million Dollars (\$1,000,000)** per occurrence or not less than **Five Million Dollars (\$5,000,000)** per occurrence, for the Airport Operations Area (AOA) access; and
- 2) Automobile liability insurance covering each motor vehicle, including but not limited to owned, non-owned, or hired, used in conjunction with providing Services on the Aviation Authority property resulting in property damage or bodily injury, including death with a limit of not less than **One Million Dollars (\$1,000,000)** combined single limit per accident or not less than **Five Million Dollars (\$5,000,000)** combined single limit per accident, for AOA access;
- 3) Additional Insured Endorsement. Such above referenced liability insurance shall name the Aviation Authority and the City of Orlando and their members (including, without limitation, members of the Aviation Authority's Board and the City's Council and members of the citizens' advisory committees of each), officers, employees, and agents as additional insureds.

- b. **Workers' Compensation and Employer's Liability.** The following insurance shall apply to all Contractor's employees who will be engaged on the Aviation Authority property in the performances of Services in this Agreement: (i) workers' compensation insurance with statutory limits in accordance with Florida law, and (ii) employer's liability insurance policy limits not be less than \$100,000 for each accident, \$100,000 for disease each employee and \$500,000 for disease policy limit. If the Contractor is self-insured, the Contractor shall provide proof of self-insurance and authorization to self-insure as required by applicable Florida laws and regulations. The Aviation Authority will not accept State of Florida exemptions.

- c. **Professional/Errors & Omissions Liability Insurance. Not applicable.**
- d. **Garage Liability Insurance. Not applicable.**
- e. **Garagekeepers Insurance. Not applicable.**
- f. **Warehouse Operators Legal Liability. Not applicable.**
- g. **Motor Truck Cargo Policy. Not applicable.**
- h. **Crime Coverage. Not applicable.**
- i. **Pollution/Environmental Liability Insurance.**
Insurance for bodily injury, property damage, defense costs, clean-up and restoration expenses resulting from pollution/pollutant(s) or other environmental impairments which arises out of, or in connection with, Contractor's work with limits not less than \$1,000,000 per claim.
- 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 \$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 \$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 that 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 which meet the requirements of this Insurance Section 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 Aviation 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 the 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.

2.7 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.

2.8 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 the 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 the 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 the 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, the 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 Protection 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 Protection officials) badged with Federal Inspection Station (FIS) (US

Customs and Border Protection credentials, to ensure adequate staff on all shifts are capable of responding to FIS calls without escort.

2.9 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 The Orlando International Airport (MCO).

2.10 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.

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

- a. To encourage development and growth of MWBEs, the Aviation Authority has adopted a Non-Federally Funded Minority and Women Business Enterprise ("MWBE") Participation Program, which is available on the Aviation Authority's website <https://orlandoairports.net/airport-business/>.
- b. It is the policy of the Aviation Authority that MWBEs shall have the maximum opportunity to participate in the purchase of goods and services, and the Aviation Authority has established the MWBE Participation Program to implement this policy. This participation can take the form of purchasing Contracts, subcontracts, joint ventures or similar arrangements.
- c. **The 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 MWBE policy, that the Proposer has met or has made a good faith effort to meet the established MWBE goal.

- d. For this Contract, the Aviation Authority has established a MWBE Participation Goal of 15%, which means that 15% of the total Contract expenditures by the Aviation Authority should be used to purchase goods or services under the Contract from MWBE(s). All Proposers, including a Proposer which is an MWBE, shall comply with the MWBE requirements outlined in this Section by having MWBE(s) other than the Proposer, participate in the performance of the Contract services at a sufficient level to meet the participation goal.
- e. Proposers are required to submit, with their Proposals, the Letter of Intent/Affirmation information by completing the form for each MWBE Firm. (Attachment "F") The Proposer may make duplicates of this form as needed. Both the MWBEs and the Proposer are required to affirm the information provided by signing the form prior to submittal. After the Proposals are opened, but prior to award, the Aviation Authority may request, receive, and review additional information from Proposers in order to verify the accuracy of the level of information presented by Proposers with their Proposals and the good faith effort of Proposers to reach the MWBE goal.
- f. After the Proposals are opened and prior to an award of the Contract, the Aviation Authority may request, receive and consider omitted and supplemental information from the Proposers as to the certification of Proposers, if applicable, and of any Proposal Subcontractor, supplier or joint venture in order to determine MWBE status.
- g. The successful Proposer shall enter into subcontract(s)/purchase orders with the MWBE(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. The Contractual arrangements with the MWBE(s) shall incorporate such reasonable terms as are required to complete the work described therein while furthering the Aviation Authority's MWBE policy. The successful Proposer must submit copies of the signed subcontract(s)/purchase order(s) to the office of Small Business Development for each MWBE prior to commencement of performance under this Contract. Failure to enter into the subcontract(s)/purchase order(s) with the MWBEs identified in the Proposer's Proposal documents or failure to submit copies of the signed subcontract(s) and purchase order(s) may result in loss of the award to Proposer.
- h. A Proposer shall not breach any of its obligations with the MWBE(s). In the event Proposer desires to terminate or replace a MWBE, Proposer shall promptly notify the Aviation Authority of the impending termination, the reason for the termination and obtain the Aviation Authority's approval prior to proceeding with the termination. Following the termination Proposer shall replace the terminated MWBE with another MWBE. If the Proposer is unable to utilize another MWBE 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 MWBE with another MWBE. The MWBE percentage for participation must not decrease below the percentage proposed during the term of the Contract.

- i. The successful Proposer shall submit to the Aviation Authority a Disbursement Form with each invoice submitted for payment, indicating the amount of money spent with each MWBE(s) since the previous invoice.
- j. Failure to carry out the requirements set forth herein or the commitments made by the Proposer (e.g. failure to subcontract with and use MWBE(s), to pay MWBE(s) as committed in the Proposal documents, the failure to promptly pay MWBE Subcontractors in accordance with Section 5, subsection 50, etc.) 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. Additionally, Contractor is reminded two or more failures to satisfy the requirements set forth herein or the commitments made by Proposer may result in debarment under the Aviation Authority's Debarment of Contractors Policy 130.04.
- k. A list of currently certified MWBE(s) may be obtained via the internet at <https://orlandoairports.net/airport-business>. The Aviation Authority will provide this information as a convenience only, and Proposers shall be solely responsible for ensuring all MWBEs are capable of performing. Certification of eligibility as an MWBE should be completed prior to submission of a Proposal. During the Proposal process, Proposers may contact the Office of Small Business Development for any questions or information concerning the MWBE Participation Program.
- l. Compliance with the MWBE policy of the Aviation Authority does not relieve Proposers of the equal employment opportunity obligations under state and Federal laws and regulations.

2.12 Good Faith Effort for MWBE Participation

If the Proposer fails to meet the MWBE Participation Goals, the Aviation Authority will require Proposer to submit evidence of good faith efforts within two (2) business days of request; such evidence may include, but is not limited to the following:

- a. Indicating the name and title of the person responsible for the Proposer's good faith efforts to reach the participation goal;
- b. Provide evidence of attendance at Pre-Proposal Conference meeting, if any, scheduled by the Aviation Authority to inform MWBE firms of subcontracting opportunities under a given Contract;
- c. Provide a list of MWBE firms contacted;
- d. Provide copies of written correspondence to MWBE firms that their Proposal is being solicited, as well as certified return receipts to prove receipt or the reason for non-delivery;

- e. Provide evidence of information provided to the MWBE firms about the specific work the Contractor intends to subcontract;
- f. Provide evidence of information provided to MWBE firms on bonding and insurance requirements;
- g. Provide copies of advertisements in general circulation media, trade association publications, and minority focus media advertising for MWBE firms interested in subcontracting;
- h. Provide evidence that Proposer provided interested MWBE firms with assistance in reviewing the Contract plans, specifications, and the terms and conditions of the general Contract, subcontract and addenda;
- i. Providing evidence that the Proposer provided MWBE firms prompt notice of addenda affecting specific trade Contractors;
- j. Provide evidence that Proposer made follow-up inquiries after initial solicitations of interest from MWBE firms. Proposer shall maintain documentation of the date, time and name of individuals contacted. A telephone log is acceptable documentation of this activity;
- k. Provide a list of quotes submitted by MWBE firms;
- l. Provide documentation as to why MWBE firms were not utilized;
- m. In those instances where a majority Subcontractor is selected for a scope of work for which MWBE Proposals were submitted, the Proposer shall submit records of all quotations received from MWBE firms and from the selected majority Subcontractor, and provide an explanation of the reasons why the MWBE firms will not be used during the course of the Contract. Receipt of a lower price quotation from a non MWBE firm prior to or at the time of Proposal opening will not in itself excuse a Proposer's failure to meet participation goals. It is incumbent upon the Proposer to demonstrate that MWBE firms were not rejected as unqualified without a thorough and documented investigation of their capabilities and capacity.
- n. Additional information on meeting good faith efforts can be found by going to <https://orlandoairports.net/airport-business>

3.0 COMPENSATION - INVOICE AND PAYMENT FOR SERVICES:

- a. The Aviation Authority shall pay the Contractor, subject to authorized deductions, and subject to the provisions of the following Sections 3.1, 3.2, and 3.3: the Management Fee; the Reimbursable Payroll and Operating Expenses up to the amounts set forth on Section 9 – Proposal Pricing Form, Management Fee for Contractor Staff that is authorized by the 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 (10th) day of each month following the month in which the services were performed by the Contractor in conformity with Contract requirements. The Contractor's invoice shall describe the services rendered, dates rendered, and shall contain invoices for Reimbursable Payroll and Operating Expenses and other information as needed and be accompanied by such supporting documents and materials as the Aviation Authority shall request.
- c. The Contractor's monthly invoices for Management Fees for each of the three (3) years of the Contract shall not exceed one-twelfth (1/12th) of the Contractor's Management Fees as Bid for in the applicable year, as found on Section 9 – Proposal Fee Form.
- d. The cumulative total of the Contractor's monthly invoices submitted for the Reimbursable Payroll and Operating Expenses for each of the three (3) years of the Contract shall not exceed the total Aviation Authority provided amount for the applicable year, as set forth on Section 9 Proposal Fee Form, Line B, unless prior written authorization is obtained from the Chief Executive Officer or designee.
- e. 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 herein, shall be pro-rated based upon the actual number of days in the month.
- f. Notwithstanding any other provision hereof, the Aviation Authority shall have the right to deduct from the Management Fee and Reimbursable Payroll and Operating Expenses payable by the Aviation Authority to the Contractor any amounts due the Aviation Authority from the Contractor.

3.1. Management Fee

Contractor shall invoice the Aviation Authority for the Management Fee as set forth on Proposal Pricing Form, Line A. The Management Fee shall include the following:

- a. All payroll and associated costs for the On-Site Manager, Assistant Manager(s), Administrative Staff and any other positions deemed necessary by the Contractor and not listed in the Reimbursable Payroll Expenses Section 3.2 below.

- b. The Management Fee for the Contractor and Sub-Contractor(s) shall also include all other expenses not listed in the Reimbursable Payroll Section 3.2 below, including, but not limited to:
- 1) Contractor overhead and profit.
 - 2) Sub-Contractor's Management Fee.
 - 3) All required insurances as outlined in Section 3.4 – Insurance Requirements.
 - 4) Cost of Performance Bond.
 - 5) Workers compensation per Section 5.7 for all employees including management and reimbursable positions.
 - 6) Recruiting expenses.
 - 7) Badges and keys.
 - 8) Office equipment and supplies.
 - 9) Vehicles, Lifts, Golf Carts, Lull and all other motorized equipment.
 - 10) Tools and equipment, to include the repairs of Contractors equipment.
 - 11) Communication equipment, i.e. Radios, Cell Phones, etc.
 - 12) Consumables.
 - 13) Record retention obligation (4 Years Post-Contract).
 - 14) Cost associated with all pre-approved training (i.e. trainer, training materials, etc.). The Aviation Authority will only reimburse for the hours to attend the training for the reimbursable positions.
 - 15) Non-resident administrative, legal, bookkeeping, executive personnel expenses and off-site general office expenses.
 - 16) Cost for internet services and associated connectivity costs for Contractor provided computers and devices.
 - 17) Costs associated with the cleaning services for the interior space of all office areas.
 - 18) Cost of any other benefits for management fee and reimbursable positions, i.e. retirement plan, life insurance, etc.
 - 19) Health insurance premiums for the positions in the Management Fee.

- 20) Health Insurance premiums in excess of: Four Hundred Seventy Five Dollars (\$475) per month for Year 1, Five Hundred Dollars (\$500) per month for Year 2, and Five Hundred Twenty Five Dollars (\$525) per month for Year 3, per position for the reimbursable positions participating in the Contractor provided Health Care Plan.
- c. All other costs associated with the performance of this Contract not listed in the Reimbursable Expenses, Section 3.2.
- d. The Management fee will not change even if the number of assets adjusts up or down. In the event the performance of the Contract requires a permanent increase or decrease in the staffing of the reimbursable positions of thirty percent (30%) or more, Authority and Contractor shall re-negotiate the Management Fee.

3.2. Reimbursable Payroll and Operating Expenses

- a. Contractor shall invoice the Aviation Authority for the actual Reimbursable Payroll Expenses paid by the tenth (10th) day of each month for the services performed by the Contractor during the prior month. All the reimbursable positions shall be approved in advance by the AAR.
- b. Approval of the Staffing Schedules shall not be construed as, and is not, authorization to exceed the annual payroll budget.
- c. The Reimbursable Payroll Expenses **shall be limited** to the following:
 - 1) Supervisor(s).
 - 2) Technicians.
 - 3) Parts/Inventory Control Staff.
 - 4) Support Staff: Bridge cleaning, painting, corrosion control, PCA support.
 - 5) Associated payroll taxes: Social Security, Medicare, Federal and State Unemployment.
 - 6) Reimbursement for Health Insurance premiums for up to Four Hundred Seventy Five Dollars (\$475) per month for Year 1, Five Hundred Dollars (\$500) per month for Year 2, and Five Hundred Twenty Five Dollars (\$525) per month for year 3, per position for the reimbursable positions participating in the Contractor provided Health Care Plan.
 - 7) Actual paid time-off **taken** (vacation, sick, bereavement and jury duty) **taken and Holiday pay** as approved by the AAR. Contractor shall provide a detailed leave benefits plan for the Aviation Authority approval.
 - 8) The Aviation Authority will not reimburse Contractor for any accrued PTO at the time of Contract expiration, at the end of any Contract Year,

or upon employee termination for any reason. Contractor shall provide their policy on PTO benefits upon contract execution.

~~9) Up to three (3) pre-approved holidays will be reimbursed by the Aviation Authority, determined at the beginning of each Contract Year.~~

d. Reimbursable Operating Expenses: Contractor shall invoice the Aviation Authority for the actual expenses incurred and paid for by the Contractor during the prior month. The Reimbursable Operating Expenses shall be limited to the following:

- 1) Replacement Parts: The Aviation Authority will reimburse the Contractor for parts purchased by the Contractor for the PBB and Affiliated GSE Equipment. Reimbursement will be done in conjunction with the monthly invoice. Original parts purchased invoices must be submitted monthly as parts are purchased and received. Along with the original parts invoice the Contractor must submit proof that purchased part was input into EAMS Maximo inventory.
- 2) Uniforms for the reimbursable positions: The Contractor shall provide a uniform program for the Aviation Authority approval. The Aviation Authority will reimburse the Contractor for the actual cost of uniforms for Supervisors and Maintenance Technicians following submittal of supporting documents.
- 3) Subcontracted Work: The Aviation Authority will reimburse the Contractor for actual subcontractor cost incurred in the performance of the Aviation Authority approved projects. Invoices for all subcontracted work, labor and materials shall be provided and shall clearly indicate a description of the work and the total cost. The Contractor shall include a copy of the actual invoice received from its subcontractor along with its invoice to the Aviation Authority for "Subcontracted Work", and only those charges supported by the documentation shall be payable. There shall be no mark-up associated with the subcontracted work.

The term "Subcontractor" does not refer to or include the Contractor's permanent employees who may be provided by another company (e.g. subcontracted for MWBE/LDB participation) to perform the contractual work defined in these specifications.

e. If not specifically set forth in Section 3.2 – Reimbursable Payroll and Operating Expenses, any other Payroll or Operating Expenses incurred by the Contractor shall not be reimbursed and shall be solely paid for by the Contractor.

3.3. Non-Reimbursable Expenses

The following expenses shall not be reimbursed by the Aviation Authority:

- b. Costs or expenses of legal representation, or of union negotiations and administration.
- c. Costs of any and all interest, late charges, penalties, and fines paid by the Contractor and/or its employees.
- d. Taxes accrued above Federal or State wage limitation will not be reimbursed. Only Federal and State Unemployment taxes actually paid will be reimbursed.
- e. Any other costs or expenses not specified under Section 3.2 – Reimbursable Payroll and Operating Expenses.
- f. Contractor shall pay all costs and expenses connected with its operations when due and submit to the Aviation Authority, on or before the tenth (10th) day of each month, itemized statements of all approved Reimbursable Payroll and Operating Expenses incurred and paid for during the previous calendar month. Each such statement shall be accompanied by such proof of charges and disbursements and other supporting documents as the Aviation Authority may from time to time request, including, but not limited to, paid invoices, payroll registers and other payroll records.
- g. 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 the Contractor for any of the itemized expenses, and (iv) the statement is complete and accurately reflects the actual costs incurred.
- h. 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 the 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.

3.4. Health Insurance

Contractor shall provide health benefits in accordance with applicable Federal Laws (including Federal Affordable Care Act) to its employees working at the Airport, effective not more than ninety (90) days after the date of hire of each employee. 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; and up to Five Hundred Twenty Five Dollars (\$525) per month for year 3; per participating reimbursable positions as described in Section, 3.2 of the Special Conditions. 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. 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.

3.5. 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 the Aviation Authority's satisfaction and/or completed in a timely manner.
- b. The Aviation Authority shall notify the Contractor of any specific services that are unsatisfactory to the Aviation Authority, and if the Contractor has not addressed such item or items set forth in the notice to the Aviation Authority's satisfaction within the time frame set forth in the Aviation Authority's notice, the Aviation Authority in addition to all other rights provided under this Contract or by law or equity, may either remedy such unsatisfactory services itself or through a third party and the cost of providing the remedial services shall be deducted from the Contractor's invoice.
- c. Contractor shall be financially responsible for all Federal civil penalties assessed against Authority for security/safety violations as a result of negligent acts or omissions by employees of the Contractor or sub-consultants and/or subcontractors.
- d. 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.
- e. Contractor shall be obligated to pay promptly all proper charges and costs incurred by Contractor for labor and materials used for the work performed hereunder.
- f. 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.
- g. The Contractor shall submit all invoices to: Greater Orlando Aviation Authority, Finance Manager, P.O. Box 620125, Orlando, Florida 32862-0125. Invoices may be sent electronically to accounts payable goaa-ap@goaa.org.

4.0 **DEFINITIONS**

- a. ACS – Advanced Card System. The Card Reader System utilized by the Greater Orlando Aviation Authority at South Terminal C, which shall be programed by the Aviation Authority, but which the Contractor will maintain all parts and wires located in the bridge.
- b. Air Handling Units (AHU) - Aircraft cooling units mounted on the PBBs. Sizes (nominal cooling capacity) range from 45 Ton and larger where applicable. AHU units may include a PBB pre-cooling feature. The AHU includes the aircraft connection hoses, hose baskets, reels, and/or affiliated containment systems, related controls and temperature probe(s). South Terminal uses Air Handling Units (AHU) mounted to the PBB connected to a central chiller plant which supplies chilled glycol to the AHU for cooling. For the central system connected AHU units, the Contractor is responsible for the AHU mounted to the PBB and for the glycol lines from the isolation valves on the main line to the individual air handler units and back to the main line isolation valves. The contractor is not responsible for the central plant chillers or main glycol lines that loop around the exterior of the building. Replacement of the hoses Telescoping Air Duct (TAD) tube and AHU to aircraft temperature probe, replacement/repair of the hose storage system, and the resetting of tripped breakers related to the AHU shall be the responsibility of the Contractor. Also included in this Contract, maintenance of mobile PCAir units, should they be purchased.
- c. AOC – Airport Operations Center. The AOC is staffed by the Aviation Authority personnel 24/7 to provide information and coordinate the Aviation Authority activities with the airlines. The AOC phone number is 407-825-3840. When the AOC receives calls from an air carrier, they will notify the Contractor of boarding bridges, ground power units, AHUs, PBB Belt Loader, PBB cooling rooftop PCAir, Visual Docking Guidance Systems (VDGS), water cabinets, and other issues requiring Contractor's attention. At times, they may relay other pertinent information and requests.
- d. Bench Stock - Parts and materials that are stored in the Contractor's storage room(s). Bench Stock refers to parts/items that are on the shelf available for support of PBB maintenance through the term of the agreement. Bench Stock parts must be on hand for PM, PdM, and day-to-day CM, to reduce repair and down times.
- e. Consumables – Nuts, Washers, lubricants, rags, gloves, etc. Items provided for the Contract that are included in the Management Fee and are not direct billed to the Aviation Authority.
- f. Contractor's Storage Rooms – The Aviation Authority will provide parts storage areas, secured rooms, caged, or fenced areas, etc. located in the airport terminal(s) for the Contractor's use to store its repair parts/items. These storage areas are secured and lockable and under the Contractor's control. Only the Contractor and specific Aviation Authority personnel, e.g. fire department will have access to the areas. The Contractor assumes responsibility for the safeguarding of all inventory and items stored within.

- g. Corrective Maintenance (CM) – Also referred to as Repairs, includes the replacement of all worn out or broken parts, components and associated labor for all the equipment and systems covered under this Contract. CM is the corrective action taken for the purpose of reestablishing equipment operation, restoring equipment design-life expectancy, and/or to maintain the original level of safety and/or performance characteristics of the equipment as was designed and intended by the original equipment manufacturer.
- h. Enterprise Asset Management System EAMS Maximo - references the Aviation Authority's IBM Maximo System, currently operating on version 7.6 or future upgrades may be made as applicable. EAMS Maximo is a software program licensed by the Aviation Authority to be utilized by the Contractor for asset management, which includes scheduling jobs or work, assigning personnel, recording costs, and tracking relevant work repair information such as the cause of a problem, downtime involved, and labor hours and parts used to make repairs. EAMS Maximo allows the tracking of PM inspections, PdM, CM, and recording of data about assets, including their specifications, meter readings, warranty information, spare parts, approved alternate parts, purchase date, expected lifetime, etc. EAMS Maximo is also used in the management of spare parts inventory, such as recording where parts are stored, the value of inventory, determining when to restock materials and the turnover rate of inventory. The Aviation Authority will provide the Contractor access to the Aviation Authority's EAMS Maximo (GSE Site Only) for tracking all work performed under this Scope of Work including software for laptops, PDA's, Tablets, etc., utilized by technicians. Damaged or loss of computer equipment must be replaced by the Contractor with the exception of normal wear and tear.
- i. GOAA – Greater Orlando Aviation Authority – Also referenced as “Aviation Authority”.
- j. Ground Power Unit (GPU) - The 400Hz system that supplies electrical power to the aircraft. The GPU is attached to the PBB as a point-of-use system where the GPU receives 480V AC, 60Hz power and the conversion to 400Hz occurs in the GPU. The output power ranges from 90KVA to 180KVA. The GPU includes the cables, cable winch, and related controls.
- k. iOPS – Equipment and operations monitoring, tracking, and diagnostic software utilized for monitoring loading bridge and ground support equipment operation and generating maintenance trouble calls when abnormalities are determined.
- l. OEM – Original Equipment Manufacturer.
- m. Operational – For equipment to be considered “operational” the equipment must be performing at the fully designed (OEM specification) capacity. Equipment operating below manufacturer specification will not be considered “operational”.

- n. Operational Period - The “operational period” is defined as the period during which a mechanical system is operational in a fully functioning manner acceptable to its operator, user and or appropriate of the Aviation Authority personnel. Operational periods can be variable and are most often based upon the operating airline’s flight schedule.
- o. Passenger Boarding Bridge (PBB): Also called Passenger Loading Bridge or Jetway.
- p. PBB Belt Loader – Motorized belt loader affixed to the loading bridge utilized for transitioning baggage and or passenger assist devices from ramp level to bridge level or reverse.
- q. PBB Cooling Rooftop Units – Self-contained air conditioning units mounted on the rooftop of the loading bridge with the intent of providing cooled air for the comfort of individuals transiting the loading bridge.
- r. Predictive Maintenance (PdM) – Activities involving continuous or periodic monitoring and diagnosis in order to forecast component degradations so that as needed, planned maintenance can be performed in accordance with this Contract prior to equipment failure. The Aviation Authority will require use of a PdM program. This process will include but not be limited to IR camera usage and trend analysis for identification of predicted failures. While some Contractors may take a “run to failure” approach, the Aviation Authority requires that a PdM program be utilized to avoid failures of the passenger boarding bridges and affiliated equipment. The Aviation Authority will not accept a “run to failure” program.
- s. Preventative Maintenance (PM) – PM is defined as regularly scheduled inspections, tests, servicing, repairs, replacements, cleaning, lubrication, adjustment, calibration, tracking, alignment and other tasks meeting or exceeding manufacturer’s specifications to reduce the frequency and impact of equipment failures. Preventive maintenance is not a Corrective Maintenance or breakdown maintenance which includes repair or replacement activities not occurring on a regular schedule. PM includes scheduled preventive maintenance activities, predictive maintenance activities, and inspection activities. The objectives of our PM program are: 1) Minimize corrective and breakdown maintenance, maintain satisfactory, safe equipment conditions, and improve reliability through the use of PM activities, PdM activities, and inspection activities; and 2) Identify maintenance actions on equipment, and incorporate into the PM program those maintenance activities that result in the greatest reliability benefit.
- t. Third-Party Damage – Equipment damages and/or failures resulting from, but not limited to, uncontrollable events or conditions, accidents/damages, misuse of equipment, vandalism/abuse, and/or other causes that directly or indirectly affect the operation of the equipment, and which have not been caused by the Contractor’s employees or its subcontractors.

- u. Potable Water Cabinet (PWC): A cabinet housing the hose and piping that provides potable water to the aircraft. The PWC is located near the rotunda of the PBB and mounted in a stainless steel cabinet with a motorized hose reel. Maintenance and repair of the PWC shall be in accordance with the requirements set forth by this contract and the Food and Drug Administration (FDA) Department of Health and Human Services for such equipment/services. Maintenance and/or repair of the backflow preventer and feed lines up to the backflow preventer attached to the water inlet of each PWC (when the backflow preventer is on the exterior of the cabinet), is not included in this Contract. Piping to the backflow preventer from the exterior of the cabinet to the preventer is included in this contract when the backflow preventer resides in the interior of the cabinet. All equipment and lines from the backflow preventer toward the aircraft service connection are covered under this Contract. The Aviation Authority requires that PWC hoses be reversed at age 6 months and hoses be replaced at 12 months of age or as wear and tear dictates (if more frequent).
- v. Trend Analysis - The practice of collecting information and attempting to spot patterns, or trends, in the information. It is expected that the Contractor will utilize trend information available through EAMS Maximo and other sources to determine failure trends. Trending can be utilized to determine if proper repairs are or are not being completed. Trend analysis reports will be provided to the AAR in an agreed format and frequency as determined by the AAR.
- w. VGDS – Visual Guidance Docking System. Automated or manual systems utilized to assist in the proper parking of aircraft at specified gate parking positions.

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5.0 SCOPE OF WORK/SPECIFICATIONS

5.1. Overview

- a. The awarded Contractor shall provide all labor, supervision, management oversight, training, materials, tools, equipment, submissions, reports, consumables, uniforms and all other items and services necessary, proper for, or incidental to performing twenty-four (24) hours per day 365 days per year including Holidays, on-site operations, maintenance and repair, Corrective Maintenance (CM), Preventative Maintenance (PM) and Predictive Maintenance (PdM), corrosion control, painting, of Passenger Boarding Bridges (PBB) and associated Ground Support Equipment (GSE) in the South Terminal (Terminal C) at Orlando International Airport (OIA) in accordance with the Contract Documents.
- b. The Contractor shall utilize, generate and maintain data into the specified GSE site of the Aviation Authority's Enterprise Asset Management System EAMS Maximo including the management of spare parts inventory for the PBB and Associated GSE Maintenance and Repair Services.
- c. The Contractor shall be responsible for monitoring and responding to trouble calls from GOAA staff and/or iOPS monitoring software for gate and ground support equipment. The Contractor will be responsible for resolving the trouble call and returning the equipment to normal service in the most safe, expeditious manner possible.
- d. The Contractor shall be responsible for operation, inspections, maintenance, power washing, corrosion control, painting, troubleshooting and diagnosing, adjustments, repairs, and replacement of parts, for all of the equipment and systems covered under this Contract.
- e. The Contractor is expected to plan in advance and utilize PdM techniques/tools so that the replacement of wearing/worn-out parts can be scheduled for off-peak times rather than necessitating replacement during scheduled equipment operating periods or as a reaction to an unexpected breakdown. The replacement of wearing parts can be scheduled or predicted based on manufacturer's data for life-expectancy in terms of hours-in-operation, number-of-cycles, operating environment, maintenance/care, age, and/or similar measurement. The Contractor shall use PdM techniques/methods and routine inspection so as to replace wearing/worn-out parts prior to actual failure. The Contractor will utilize trend analysis of EAMS Maximo information, as well as, other predictive means to accomplish PdM. System availability/performance will be measured and deductions may be taken for failing to meet minimum performance requirements pursuant to 4.25 Measurement Section hereof.
- f. The Contractor shall be prepared to provide staffing beyond what would be considered normal hours due to late flights or irregular operations that might arise. These activities may extend the labor hours of contracted personnel and consequently shorten the available maintenance downtime.

- g. The Contractor shall perform all its obligations and functions under this Contract in accordance with the requirements and standards contained in this Contract in a professional and businesslike manner. The Contractor shall use its best efforts to coordinate its activities with, and adjust its activities to, the needs and requirements of the various users of the airport and to perform its activities so as not to annoy, disturb, endanger, unreasonably interfere with or delay the operations or activities of any passengers, tenants, or occupants of the premises; or be offensive to others at the airport.
- h. Any work required beyond that which is specified herein shall be reported in advance to the AAR. At no time, shall the Contractor work beyond the scope of this Contract without prior written authorization from the AAR.
- i. No materials, tools or equipment shall be left unattended or stored in public or non-designated space at any time without prior approval from the AAR.
- j. In addition to the requirements specified elsewhere in this Contract, the Contractor shall perform the work identified below with respect to the equipment identified as covered under this Contract.
- k. PBB and their related ancillary GSE equipment includes air handler units (AHU), Mobile Pre Conditioned Air (PCA), Ground Power Units (GPU), Potable Water Cabinets (PWC), PBB Belt Loaders, rooftop PBB cooling PCAir units and or mobility access vehicles (ADA Passenger Assist Lifts), PBB affiliated monitoring systems (Intelligent Operations ((IOPS))), and lead in lights or docking systems (Visual Docking Guidance Systems ((VDGS))). A complete list of the PBB and affiliated GSE equipment covered under this Contract is included in Exhibit 5.29.
- l. Ball screws (jack screws, Saginaw screws) in JBT bridges require initial inspection at ten (10) years from original installation and inspection at five (5) year intervals thereafter. The Aviation Authority has determined that its maintenance program will require that the ball screws be replaced every ten (10) years and that replacement procedures will be the Contractor's responsibility.
- m. The Contractor shall provide all personnel, labor, supervision as necessary to perform the work, and shall perform the work, identified below with respect to the equipment identified as covered under this Contract. Contractor shall perform the following:
 - 1) Scheduled PM and PdM of all the equipment and systems covered under this Contract.
 - 2) Unscheduled and scheduled CM for all the equipment and systems covered under this Contract. Contractor shall strive to make all scheduled repairs during non-peak times and/or when the system/equipment is not scheduled to operate.

(REVISED PER ADDENDUM NO. 2)

- 3) No less than annually (or more frequently as needed as determined by GOAA) conduct corrosion control, power washing and painting of all equipment included in this Contract.
 - 4) In compliance with manufacturer's guidelines and the Contractor's Safety Plan, conduct a safety inspection of all equipment and devices on a regular basis and promptly report all current and/or potential issues to the AAR.
 - 5) Conduct daily inspections of the PBBs, the PBB belt loaders, GPUs, Air Handlers, Water Cabinets and all affiliated GSE equipment to identify any potential or developing problems. This is to be a visual and audible "walk-through" inspection, which is not as detailed an inspection as a PM inspection.
 - 6) The inspection shall begin prior to operation startup for each PBB, PBB Belt Loader (identifying such problems as torn conveyor belting, belt misalignment, belt lacing issues, identifying any unusual noises from bearings, motors, etc.), Air Handler Units and Water Cabinets. A visual inspection shall be done of the installed VDGS unit(s). Ensure IOPS is performing as designed. Utilize available reports to rectify any identified discrepancies. The ultimate goal of these daily inspections remains remedying any conditions that could potentially affect performance and operations prior to any negative impact to our airline customers.
- n. The Contractor shall possess a sufficient number of infrared (IR) cameras at the Contractor's expense in the performance of PdM (Predictive Maintenance). It is expected that these cameras will be used to identify, benchmark, and track high or increasing heat that may indicate an impending failure so that this condition can be cured before the equipment fails. These cameras can be used on, but not be limited to, Main Control Cabinet (MCC) panels, electrical connections, bearings, rollers, motors and reducers etc. By using these IR images as a baseline and comparing them to future images, possible internal breakdowns can be caught before catastrophic failure occurs. No less than quarterly, thermal imaging shall be completed on each PBB and appropriate affiliated equipment.
- o. Contractor shall provide escort services to specific areas or components related to the PBB to perform inspections, equipment assessments, etc., and/or for any other reason deemed appropriate by the AAR, when such service is related to the equipment covered under this Contract.
- p. Contractor's work and storage space:
- 1) Contractor is required to keep clean the Boarding Bridge operational ramp area, removing all of the Contractor's residual debris in a timely fashion. Foreign Object Damage (FOD) is a threat to aircraft engines and even the smallest components must be cleared from the work area/ramp after the completion of PBB/affiliated equipment servicing.

(REVISED PER ADDENDUM NO. 2)

- 2) Contractor is responsible for proper storage of flammables, corrosives, high pressure commodities, other dangerous items/liquids/gels used for servicing PBB and affiliated GSE equipment. All such storage must meet segregation requirements and be in compliance with all Aviation Authority, Fire Department and applicable governmental and environmental regulations.
- 3) Contractor is required to maintain all work areas in a neat and orderly fashion.
- 4) The Aviation Authority, at its sole discretion, is permitted to direct the Contractor to remove specific debris, clean its parts storage and workshop area, and/or undertake additional cleaning efforts when the loading bridge operation areas, contractor's work and storage area(s) appears unkept.
- 5) Contractor is required to provide maintenance, inspection, and repair of all PBBs and affiliated GSE equipment. Such equipment includes, but is not limited to, PBB, GPU, AHU, PBB Belt Loaders, PBB rooftop cooling unit(s) PCAir, Water Cabinets, VDGS (aircraft docking system), IOPS reporting system components related to the PBB as well as the parts and wires of the Aviation Authority's ACS located within the PBBs.
- 6) Contractor shall provide equipment operator familiarization, initial and refresher, to the Aviation Authority, Airline, and/or Contractor's staff for all ground support equipment maintained, to include but not be limited to passenger boarding bridges including AHU, GPU, PBB Belt Loaders, PWC, etc.
- 7) Contractor shall coordinate, planned and unplanned operation, maintenance, and repair scheduling of the PBB with the Aviation Authority's AOC. Modifying and adjusting Contractor's work schedules as necessary to accommodate airline and the Aviation Authority activities.
- 8) Contractor shall maintain, utilize, and update the Aviation Authority's EAMS Maximo program database for all PBB and affiliated GSE equipment assets. This includes entering/updating asset attribute data, tracking asset maintenance and repair expense, and maintaining a list of repair parts and approved alternate parts specific to each asset.
- 9) Contract shall respond to service calls to restart equipment, verify correct operation, reset equipment or circuit-breakers or motor overloads, and/or to instruct operators in the proper use of the equipment. This includes responding to the Aviation Authority or airline requests to check all equipment for proper operation even if the root cause of the service call is due to operator error, lack of operator training, knowledge, or due to an operator's action or inaction, such as, not following the proper startup sequence, not resetting an E-stop on a PBB or belt-loader, or driving a PBB past its limit switch including repeat

calls to same equipment location to verify proper equipment operation where the equipment is found to be operating properly each time or cannot be checked or tested when the technician arrives because the condition no longer exists, etc.

- 10) Contractor shall readjust and realign any photo-eyes and reflectors, regardless of the cause of the photo-eye misalignment. All PBB photo eyes are to be treated with an approved rain repelling solvent as approved by the OEM. Photo eyes and reflectors must be kept clean and clear of any obstructions that could impede the proper operation of the photo eye/bridge.
- 11) Contractor shall repair or replace any part or item. This is regardless of the duration, time between the parts or items previous installation date and the date of failure. For example, if an electric motor is replaced and then the replacement motor fails a short time later before the end of the item's life-expectancy or design-life, the Contractor shall replace the failed part as described in Part Three.
- 12) Contractor shall clean up the debris from the ramp/airfield, equipment storage and other maintenance and repair functions following an Aviation Authority declared emergency situation(s), severe weather events and other circumstances requiring unscheduled or non-routine attention (including but not limited to loading bridge tie down and tie down removal) and/or response ("Atypical Maintenance and Repair Services").
- 13) Communicate with the AAR and other Aviation Authority staff the condition of equipment including that which is out of service, reason for out of service, expected return to service, status of repairs, and if status of needed parts are not immediately available expected delivery date of ordered parts. This communication may take many forms and frequency depending on the severity of the situation but at a minimum once per day. The Contractor should also plan to provide a daily response log to indicate equipment calls, times called and returned to service as well as statements as to what caused the failure or reason for the service request/e-call.

5.2. Background

- a. MCO is meeting the demand of passenger growth with the addition of the South Terminal Complex. As the busiest airport in Florida and most visited destination in the U.S., the new complex has the space and options to expand to 120 gates, or 27 more than at the original terminal. Improvements to all gates in the new terminal include, but are not limited to: digital signage to be shared interchangeably among airlines, Virtual Ramp Control system for airline aircraft operations, and Passenger Boarding Bridge (PBB) and Affiliated Ground Support Equipment (GSE) operations monitoring, tracking, and diagnostic software.

- b. The new terminal is planned to provide air carriers the ability to quickly drop off arriving passengers, quickly push their planes to a remote station for cleaning and restocking, and then pull their jets back to a gate to take on departing passengers.
- c. The initial contract phase consists of maintenance, inspection, and repair of **15** gates, capable of accommodating up to **22** aircraft and **10-12** million annual passengers depending on the combination of narrow body, jumbo and super-jumbo aircraft with every gate been capable of handling domestic and international flights, and the affiliated GSE equipment. Additional gates, affiliated equipment, and locations may be added at any time during the term of this Contract.
- d. To assist with intended air carriers operations, manufacturers and products for PBB and GSE are standardized for ease of maintenance and support operations:
 - 1) Passenger Loading Bridges – JBT AeroTech Jetway Systems (JBT)
 - 2) Ground Power Units - JBT AeroTech Jetway Systems (JBT)
 - 3) Air Handling Units - JBT AeroTech Jetway Systems (JBT)
 - 4) Anti-collision System - JBT AeroTech Jetway Systems (JBT)
 - 5) PBB Baggage Belt Loader – Keith Consolidated Industries (KCI- GSE)
 - 6) Potable Water Cabinets – Semler Industries
 - 7) Rooftop Cooling Units – Trane
 - 8) Bridge Monitoring System - JBT AeroTech Jetway Systems (JBT)
 - 9) Visual Docking Guidance System – SafeGate
 - 10) ADA Passenger Assist Lift – Lift-A-Loft
 - 11) Portable Pre-Conditioned Air Unit (Diesel powered) – Verde GSE

Specific models and quantities for each PBB and affiliated GSE equipment are included in Exhibit 5.29.

5.3. Regulations

- a. The Contractor shall comply with all applicable federal, state and local laws, ordinances, rules and regulations pertaining to the performance of the work specified herein.
- b. Contractor shall comply with all health and sanitary regulations adopted by all applicable governing bodies. Contractor shall give access for inspection purposes to any duly authorized representative of such governing bodies.
- c. The Contractor shall obtain all permits, licenses and certificates, or any such approvals of plans or specifications as may be required by Federal, State and local laws, ordinances, rules and regulations, for the proper execution of the work specified herein.
- d. Contractor shall comply with Federal and State right-to-know laws if hazardous materials are used. The Safety Data Sheets (SDS) shall be made available to all workers and Aviation Authority's Representatives. Contractor shall report

immediately to the Aviation Authority's Communication Center (911) and the AAR, followed as soon as practical to the Airport Operations Center (AOC) of any spillage or dumping of hazardous materials by the Contractor's employees on Aviation Authority property. The Contractor shall be responsible for the cleanup and any costs incurred for all such incidents. The contractor and their employees will be vigilant in reporting any hazardous spills as stated above, regardless of the involved company.

- 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.
- f. The Contractor shall comply with all American Society of Mechanical Engineers, Underwriter's Laboratories, National Electrical Code, National Fire Protection Association, Occupational Safety and Health Administration, and manufacturers' specifications/standards as applicable for PM, PdM and repair of the equipment specified herein.
- g. All work is to be coordinated with the AAR, or their designee. All contact information will be provided at Contract startup. The AAR shall have no authority or liability to amend the Contract on behalf of the Aviation Authority.

5.4. Work Hours

- a. The Contractor shall be solely responsible for the assignment and utilization of employees to ensure all required work is conducted as specified herein. The Contractor's employees engaged to perform work under this Contract shall be regular full-time personnel. The use of "short term temporary" and/or casual "day labor" employees 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, and all new employees. The Aviation Authority, on a case-by-case basis with the AAR written approval, may authorize part-time personnel.
- b. The Contractor shall maintain supervision and staff on-site, twenty-four (24) hours per day, 365 days per year including Holidays in quantities and with qualifications sufficient to perform the work described herein.

5.5. Inclement Weather

- a. The Contractor shall be responsible for securing (tie down) and un-securing Passenger Board Bridges (PBB) when weather conditions and the Aviation Authority procedures necessitate doing so. Generally PBBs are secured in advance when wind speeds are expected to reach sixty miles per hour (60 mph) and airline flight activities have ceased. The AAR shall notify the Contractor when to begin such tie-down activity.

- b. Post storm cleanup of debris in equipment storage and other maintenance and repair functions following Aviation Authority declared emergency situation(s), severe weather events, and other circumstances requiring unscheduled, or non-routine attention and/or response, will be required. All of the Contractor's available personnel shall be tasked to assist with restoration of Loading Bridge service after storm events.
- c. Other situations where extra personnel other than those already scheduled, are desired, may result in the AAR requiring an increase in staffing.

5.6. Emergency Response

All repair services associated with an emergency response shall begin immediately upon notification by the AAR and shall continue until the AAR notifies the Contractor that the emergency has been terminated. A contractor's Site Manager or Assistant Site Manager (as defined in Part Two) shall remain on-site throughout the emergency condition.

5.7. Contractor's Responsibilities

- a. Contractor will abide by all State and Federal regulations on wages, hours and health insurance benefits, 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, the Americans with Disabilities Act and the Federal Affordable Care 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 for legal aliens and proof that such legal aliens are eligible to be employed in the United States.
- c. The Contractor shall engage employees who are literate in English. All Contractor and Sub-Contractor employees who perform services pursuant to this Contract 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 The Aviation Authority be responsible for monitoring or assessing the suitability of any employee or agent of Contractor. Replacement of

unsatisfactory personnel will be the sole financial responsibility of the Contractor and the Aviation Authority will have no burden of reimbursement to Contractor for these personnel.

- 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. The Contractor shall be responsible for ensuring that all "lost and found" articles found by its employees on Aviation Authority's premises are turned over to the Aviation Authority or the Aviation Authority's designated agent in charge of such articles.
- 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.
- h. All staff must be badged with the Federal Inspection Station (FIS) and the U.S. Customs and Border Protection (CBP) credentials, as required by local U.S. Customs and Border Protection Officials.

5.8. Uniforms

The Contractor and subcontractors shall provide and maintain identifying uniforms for Supervisors and Maintenance Technicians under this Contract. All uniforms shall present a neat and professional appearance at all times and shall have the name of the Contractor or subcontractors represented along with a name identifying the employee clearly marked and visible on the shirt and jacket. Selected uniforms must meet OSHA, NFPA, NEC, Aviation Authority and applicable safety regulator's requirements. Personnel performing services in aircraft movement areas, taxiways and/or gates shall wear high visibility reflective vests while performing duties covered by this contract. The Aviation Authority reserves the right to approve or disapprove of company uniforms.

5.9. Items Provided by the Aviation Authority

- a. The Aviation Authority shall provide the Contractor with reasonable job-related workshop, storage, and office space on a space available basis.
- b. The Aviation Authority shall provide at least two (2) computers for the purpose of accessing the Aviation Authority's EAMS Maximo, for entering and retrieving work order information and records keeping. These computers will be on the Aviation Authority's internal network and shall only be used for accessing the EAMS Maximo as described herein. The Aviation Authority provided computers will also be utilized to access the Aviation Authority's Oracle Financial system for inventory tasks.
- c. EAMS Maximo could be integrated to the Aviation Authority's Oracle Financials suite of applications for obtaining inventory item, balance and cost information. This data is updated upon receipt of items through an automated process. EAMS Maximo software will also be utilized by technicians on Aviation Authority approved devices.

- d. Ownership of the EAMS Maximo including all data shall be and shall remain the sole property of the Aviation Authority. This includes all data standards such as the issuing of parts and asset numbering along with standards regarding the inventory, problem codes, and any other items that are not site specific or can cause a record conflict with other sites in Maximo. The Aviation Authority shall provide all licensing and incidentals required for the Contractor to operate and maintain/support the EAMS Maximo during the term of this Contract.
- e. The Aviation Authority shall provide licenses for the Contractor's use to access the Aviation Authority's EAMS Maximo program. The Aviation Authority shall retain ownership of the software, hardware and data, and allow the Contractor access to enter data and retrieve required information. Contractor will not have delete privileges to any global data.
- f. The Aviation Authority will supply wired desktop phone service to Contractor. The total amount of phones will be determined by the Aviation Authority upon contract start.
- g. Within the Aviation Authority provided space, the Contractor shall not store, stock, maintain or otherwise co-locate any parts or items that are not for use in the performance of this Contract. Additionally, within the Aviation Authority provided space, the Contractor shall not solicit, conduct or otherwise engage in business not pertaining to this Contract.
- h. Utility cost associated with this Contract, such as electric, water, and sewage will be covered by the Aviation Authority.
- i. The Aviation Authority shall coordinate the pickup and disposal of non-hazardous solid waste generated from the maintenance and repair of the PBB covered under this Contract from an AAR designated common pickup point. The Contractor shall place all waste materials in the Aviation Authority's dumpster or other such common trash pick-up point as approved by the AAR. Items too large for or prohibited in the Aviation Authority's dumpster shall be delivered by the Contractor to an alternate location on the airport as specified by the AAR. The Contractor shall dispose old parts in accordance with AAR directions.
- j. The Aviation Authority shall provide for the maintenance and repair of the Contractor's office, storage, and workshop space, which is limited to the maintenance, repair, and/or replacement of electrical (excluding light bulbs), plumbing, HVAC equipment, fire and smoke alarm systems, and communication infrastructure provided such repairs are not the result of the Contractor's action or inaction. The Contractor is responsible for the housekeeping and cleaning in a neat and professional appearance of the supplied space. Any modifications or improvements to the space must be approved in advance in writing by the AAR and the cost of any such improvement is the sole responsibility of the Contractor.

- k. The Contractor shall develop, maintain during the Contract, and return to the Aviation Authority, updated manuals and other pertinent documentation in relation to PBB and affiliated GSE equipment covered by this Contract at Contract termination.
- l. The Aviation Authority shall provide parking permits for each of the Contractor's on-site employees in the Aviation Authority's remote employee parking lot and Company vehicle parking permits for access to the AOA and/or the necessary loading dock(s) while performing under this Contract at no cost to the Contractor.
- m. The Contractor shall, at its sole expense, repair or replace at like value promptly to the AAR's satisfaction, any damage or loss caused by the Contractor to Aviation Authority property. In the event the Contractor has not repaired or replaced any such damage or loss within fourteen (14) days after the AAR's written notice, the Aviation Authority may repair or replace such damage or loss at the cost and expense of the Contractor and deduct such cost from the next amounts due the Contractor under the Contract. The Contractor shall be liable to the Aviation Authority for all damage or loss costs, which are in excess of the amount deducted by the Aviation Authority from payment amount(s) due the Contractor.
- n. The Contractor shall notify the AAR promptly in writing of any damage that the Contractor discovers whether or not such damage was caused by the Contractor, the Contractor's officers, employees, subcontractors or agents.

5.10. Communication

- a. The Contractor shall provide, at its sole cost, all communications equipment necessary to properly and efficiently perform its obligations under this Contract to include sufficient radios (programmable to interface with GOAA radio system) smart/cell telephones, facsimile/copy machines, office computers, including all maintenance and repair services for its communications equipment, and all connectivity and retransmission requirements for same.
- b. While on duty, the on-site Supervisor(s), and service technicians shall be equipped with two-way radios. The Contractor's employees and subcontractors shall abide by the Aviation Authority's established radio use procedures and etiquette requirements at all times. Radios provided and maintained by the Contractor must be suitable/programmable to the Aviation Authority's radio frequency.
- c. On the date of the Contract commencement, and as needed to reflect changes thereafter, the Contractor shall provide a list of all employees including name, position, and radio and/or smart cell phone contact numbers to the AAR. The Contractor shall assign a specific radio call number or ID ("call sign") to all its employees assigned radios so that the Aviation Authority can contact specific Contractor personnel directly by radio. The Contractor shall assign a universal radio call number or ID for the on-duty supervisor position and other key personnel in the organization structure that can be used on each shift so that the same radio call sign can be used to contact or dispatch the on-duty

supervisor regardless of who the actual person on duty is. The AAR reserves the right to approve or deny any or all radio call signs.

- d. For computer needs other than accessing EAMS Maximo, the Contractor shall be responsible to supply its own IT equipment including computers, copiers, modem, printers, DSL lines, fiber, connectivity, etc. to its staff for normal business purposes. The Contractor's computers shall not be permitted access to the Aviation Authority's internal network. Employees will communicate via the Contractors email system to the Aviation Authority's Personnel.
- e. The Contractor shall provide contact information for the On-Site Manager, Assistant Managers, Office Staff, Supervisors and others as required where information requests can be forwarded or other exchanges of information may occur. E-mail services shall be on the Contractor's company provided e-mail system and shall be at the sole cost of the Contractor. If the Contractor chooses to have Internet Access available for its use, all costs shall be at the Contractor's sole expense. The Contractor shall ensure only appropriate, business related websites are accessed from any computers located on the Aviation Authority premises.
- f. The Contractor shall be responsible for any damage to, or loss of, any Aviation Authority provided equipment and shall return all such equipment to the Aviation Authority at the expiration of the Contract or earlier termination. The Contractor shall be responsible to reimburse the Aviation Authority for any lost or damaged equipment at its replacement cash value which is calculated as the cost of new replacement equipment less depreciation, if depreciation is warranted, as determined by the AAR.

5.11. Quality Assurance

- a. The Contractor shall perform the services required hereunder in accordance with industry standards and any applicable manufacturer's instructions so that the manufacturer's warranty is not in any way void.
- b. The Aviation Authority operates a Quality Assurance Program in which completed PM, CM or PdM may be inspected by the Aviation Authority or third party personnel for completeness. The program allows for a score to be applied to the inspection. Deficiencies may lead to deductions and corrective actions imposed by the Aviation Authority as described in Section 5.27 Deductions Based on Equipment Non-Operational Time and Section 5.28 Deductions and Adjustment. Inspected items may include but not be limited to timely and proper completion of all required tasks, cleanliness, safety items, other required tasks and work orders properly completed.

5.12. Warranty

- a. Time is of the essence. Under no circumstances shall the repair or service of any equipment under this Contract be delayed as the result of a warranty issue, claim, or dispute.

- b. The Contractor shall be responsible to track, maintain and enforce any and all applicable manufacturer's parts, equipment and system warranties for all equipment, parts or systems maintained, installed and/or placed into use by the Aviation Authority during this Contract.
- c. For those parts and items that the Contractor is responsible for replacing which are covered by a manufacturer's or installer's warranty, it is Contractor's responsibility to notify the warranty provider and collect any reimbursements due directly from the warranty provider. The Contractor shall be solely responsible for all efforts associated with seeking additional compensation or reimbursement from the warranty provider, to include but not be limited to, any cost associated with the replacement of warranted parts. .
- d. Available warranty information such as warranty provider contact information, equipment installation dates, and terms of warranty must be maintained in the EAMS Maximo.
- e. In the event that new, warranted equipment is added to this Contract, Contractor shall perform all maintenance and repairs to such additional equipment as required by this Contract, to include but not be limited to, services related to the warranty of the new equipment.
- f. The Contractor shall enter the installation and purchase date and warranty terms and information of all new warranted equipment or items in the Aviation Authority's EAMS Maximo, including those repair parts or rebuilt or remanufactured items with warranties, when placed into use by the Contractor in the performance of this Contract.
- g. In the event that the Contractor performs, or fails to perform, any action that voids the manufacturer's warranty, the Contractor shall assume the full liability and responsibility of the voided warranty and shall make all the necessary repairs including replacement parts through the end of the original warranty period.
- h. The repair or replacement of any system component part either new or existing, which is covered under the manufacturer's and/or Contractor's warranty shall be a part of the work CM, PdM, or PM under the Contract as specified herein.
- i. This warranty provision shall not serve as a limitation on any manufacturer's product warranties for parts and equipment installed on the Aviation Authority's premises.

5.13. Contractor's Personnel

a. General

- 1) The Contractor shall provide adequate staffing on each shift as shown in its Staffing Plan submitted as part of the Contractor's Statement of Qualifications.

- 2) The Contractor shall train its employees and subcontractors on the operational and maintenance procedures and responsibilities for the equipment covered under this Contract.
- 3) All positions included in this Contract shall be dedicated solely to this contract at MCO. Cross utilization of personnel currently working on a contract other than the Aviation Authority's Contract to meet the personnel requirements and/or contractual obligations of this Contract is not permitted.

b. Staffing Levels

- 1) The Contractor shall continuously provide a sufficient number of qualified technicians, operations personnel and other key skilled and support personnel to ensure that all operations, PM, PdM and CM are performed in accordance with the Aviation Authority and manufacturer specifications and that there are a sufficient number of qualified personnel available on-site at all times to respond in a timely manner in the event of multiple equipment failures, or other unanticipated problems. The Contractor understands that time is of the essence and shall have a sufficient number of appropriately skilled and trained staff available at all times.
- 2) The Contractor shall notify the AAR as soon as possible if a vacancy in the staffing plan occurs and shall provide the AAR with the Contractor's plan and time table to refill such vacancy.
- 3) Upon request, a copy of the staffing schedule, time sheets, and or employee time cards shall be provided to the AAR or other Aviation Authority representatives who may have need for this information.
- 4) The Contractor shall be prepared to provide staffing beyond what would be considered normal hours due to late flights or irregular operations that might arise. These activities may extend the labor hours of the contracted personnel and consequently shorten the available maintenance downtime. The Contractor shall also increase staffing during peak travel periods as requested by the AAR.
- 5) Adequate Supervisor coverage is required for all shifts twenty-four (24) hours per day, seven (7) days per week inclusive of holidays. Final work schedules will be approved by the AAR.

c. Contractor Staff

- 1) The number one responsibility of all management, supervisors, and all other Contractor personnel is safety of the public, employees, facilities, and equipment while performing PBB and affiliated equipment maintenance.

- 2) The AAR will require certifications, and/or resumes indicating experience knowledge and ability to perform the requirements of the positions. The Aviation Authority reserves the right to approve or disapprove a Contractor employee's qualifications to serve in contracted positions. The Aviation Authority reserves the right to require adjustment or replacement of any Contractor position or personnel at any time at the sole discretion of the AAR.
- 3) The Contractor must advise the AAR in writing within forty-eight (48) hours of receipt of a notice of resignation or the termination of all personnel under the Contract.
- 4) The following list of positions includes but is not limited to all personnel necessary to satisfactorily meet the requirements of this Contract. All personnel performing under this Contract shall be full time employees dedicated solely to the operation of this contract at MCO.
- 5) On-Site Manager:
 - a) The Contractor shall employ at the Airport an experienced On-Site Manager, authorized to represent and act on 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 On-Site Manager shall be as binding as if given to the Contractor, and all statements made by the On-Site Manager or acting On-Site Manager shall be as binding as if made by the Contractor.
 - b) The On-Site Manager for this Contract shall be a full-time employee of Contractor and must be based at the terminal complex and shall devote his/her time exclusively to managing Contractor's operations related to this PBB Contract at the Orlando International Airport.
 - c) The On-Site Manager shall have overall responsibility for the work to be performed by the Contractor under this Contract. When the On-Site Manager is off airport property, an acting On-Site Manager shall be designated and always available to the Aviation Authority to act in the capacity of the On-Site Manager. In the event the permanent On-Site Manager is required, the On-Site Manager shall be able to respond to the site at the airport within ninety (90) minutes.
 - d) The Aviation Authority shall be advised, in writing, of the names of all acting On-Site Managers, which may include Assistant Managers or other similar positions. Because of the importance of management in the performance by the Contractor hereunder, the On-Site Manager proposed by the Contractor shall be subject to the approval of the Aviation Authority. The Contractor

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shall advise the Aviation Authority in writing of the name and qualifications of its intended On-Site Manager, at least two (2) weeks before hiring any substitute or replacement of the existing On-Site Manager.

- e) The primary responsibility of the On-Site Manager is to ensure the safety of the public, employees, facilities, and equipment while managing the operation and maintenance of all equipment covered herein.
- f) The Contractor shall furnish a full-time On-Site Manager for forty (40) hours per week, Monday through Friday, 8:00 a.m. to 5:00 p.m. The On-Site Manager shall have at least five (5) years of experience in managing maintenance service operations in aviation and/or passenger boarding bridge industry. The On-Site Manager shall have experience in managing Contracts of similar size and scope as anticipated herein, including managing supervisory staff and personnel, handling employment issues, inventories, and utilizing computerized maintenance management software.
- g) More than one (1) consecutive week of the named On-Site Manager being away from the office for sick, vacation, and/or other vacancy requires the assignment of an official designated On-Site Manager.
- h) On the twenty-second (22nd) consecutive calendar day (and all subsequent days) of absence by the permanent site manager, for any reason, a deduction of Four Hundred Dollars (\$400.00) per calendar day may be imposed at the discretion of the AAR. This deduction may be imposed even though a temporary on-site manager has been designated.
- i) The On-Site Manager shall be fully responsible per the Specification of this Contract for the operation and maintenance of the maintenance of the PBB and affiliated equipment inclusive of all aspects of repair and maintenance actions. The On-Site Manager shall:
 - i. Serve as the on-site manager representing the Contractor and shall be responsible for the supervision and training of his/her employees to ensure compliance with all provisions of this Contract.
 - ii. Shall ensure safety of all of the Contractor employees, airport and airline employees and the public in all actions and decisions of the Contractor.
 - iii. Develop and oversee an effective work safety program. Program shall be presented to the AAR.

- iv. Shall maintain ultimate responsibility for adherence to all safety regulations and standards as prescribed by OSHA, NFPA, NEC as well as all other federal, state, local and the Aviation Authority mandated safety requirements.
- v. Responsible for all day-to-day operations and maintenance, performance, supervision, and control of services provided under this Contract and ensure that these services are performed in an effective and efficient manner.
- vi. Must be fully familiar with the requirements of the Contract, the schedules and ensure the proper skilled staffing levels are met.
- vii. Must meet with the AAR and the Contractor's corporate management on matters relating to the services performed with a view toward obtaining effective coordination of all operations and maintenance.
- viii. Shall implement policies and procedures of the Aviation Authority and the Contractor relating to all services covered by the application of specifications.
- ix. Shall issue reports and summaries to the AAR as required and upon request.
- x. Shall develop and implement with the AAR's written approval, long-range maintenance and repair plans for equipment and systems.
- xi. Shall be responsible for training of the Contractor's on-site personnel in the performance of their duties.
- xii. Must ensure that the work responsibilities are allocated properly among subordinates by the development and implementation of manpower schedules.
- xiii. Shall establish and coordinate PM, PdM, CM, work methods, procedures, and work-scheduling programs to result in a safe, reliable, efficient operation ensuring the ability to meet required goals.
- xiv. Shall be responsible for the establishment of performance standards for each phase of work.
- xv. Shall be responsible for the adherence to standard practices and quality specifications for all work performed.

- xvi. Shall establish and maintain a program for the acquisition, storage, and accountability of all operating materials, parts, tools, and equipment.
- xvii. Shall when necessary, acquire the services of outside subcontractors, evaluate bids, make recommendations to the Aviation Authority, and supervise subcontract work to its completion.
- xviii. Shall make regular inspections of the condition of all equipment and systems under this Contract. Report to the AAR findings, and the actions required in correcting any deficiencies.
- xix. Shall serve as the point of contact for manufacturers of equipment in use at the Airport including adherence with safety bulletins, notices and maintenance and operational manuals.
- xx. Shall perform any additional duties on an as required basis where such duties are required by the AAR.
- xxi. Shall be capable and licensed to drive a motor vehicle.

6) Assistant Manager(s)

- a) The primary responsibility of the Assistant Managers is to ensure the safety of the public, employees, facilities, and equipment while managing the operation and maintenance of all equipment covered herein.
- b) The Contractor shall provide a minimum of one (1) Assistant Manager. The Assistant Manager(s) shall be scheduled for a minimum of forty (40) hours, five (5) days per week, responsible exclusively to this Contract for their prescribed responsibility, maintenance and operation.
- c) The Assistant Manager(s) shall assist the On-Site Manager in achieving management coverage of twenty-four (24) hours a day, seven (7) days a week. The Assistant Manager(s) will also cover as the On-Site Manager for times the Site Manager is not on site including weekends, nights, vacations and as needed.
- d) Any absence, in which any Assistant Manager(s) will be gone for more than two (2) consecutive weeks due to sickness, vacation or vacancy, etc., Contractor shall assign an acting Assistant Manager.

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- e) On the twenty-second (22nd) calendar day and every day thereafter with an Assistant Manager not in place a deduction of Three Hundred Fifty (\$350.00) per calendar day may be applied at the discretion of the AAR.
- f) The Assistant Manager(s) shall have at least three (3) years' experience in maintenance service operations: (i) hands on experience in a maintenance environment in either an electrical or mechanical position with comparable experience as defined herein for a Technician; and (ii) supervisory experience to include supervising shift operations on contracts of similar scope as anticipated herein, including managing technical and maintenance personnel, employment issues, inventories, and utilizing computer maintenance management software.
- g) The Assistant Manager(s) is responsible for day-to-day oversight of maintenance and operation of the PBB and affiliated GSE equipment maintenance including direction, supervision, performance and control of all administrative, operation, maintenance, repair, and related services of the Contract and shall include but not be limited to the following:
 - i. Must be familiar with the requirements and schedules of this Contract. Must implement and adhere to the Aviation Authority's policies and procedures.
 - ii. Maintain and adjust staffing and personnel levels to provide the level of service that meets or exceeds requirements of the Contract.
 - iii. Assist with establishment of PM, PdM and CM programs work methods, procedures, and schedules and coordinate programs for effective and efficient operation.
 - iv. Oversee the assigned PBB and affiliated GSE equipment maintenance portion of EAMS Maximo (applicable only to equipment covered within this Specification) through work order generation, initiating, tracking, scheduling, updating, planning, reconciling, etc.
 - v. Establish and implement a quality control program to include tracking and reviewing all work orders.
 - vi. Establish and implement a materials and parts usage procedure from work orders to update inventory.
 - vii. Coordinate agendas of monthly meetings among the Aviation Authority and the Contractor, ensuring follow through of actions and timelines of meetings.

- viii. Maintain and reconcile accurate quarterly inventories of the Aviation Authority issued keys; tools and any other Aviation Authority owned or issued equipment as needed to ensure availability. Inventory schedule is subject to change as required and at AAR discretion.
 - ix. Shall be capable and licensed to drive a motor vehicle.
 - x. Perform any additional duties on an as required basis where such duties are required by the AAR.
- 7) The On-Site Manager and Assistant Manager(s) shall be responsible for training, safety, quality control and quality assurance programs which includes the following:
- a) Responsible for ensuring all performed services meet the established standards of quality including reliability, usability and performance.
 - b) Develop and administer all training. Identify training needs and organize training interventions to meet quality standards.
 - c) Determine what needs to be taught, finding or creating materials/classes and working with subject matter experts while selecting appropriate training delivery methods.
 - d) Develop and Implement Quality Assurance and Quality Control Programs.
 - e) Participate in internal and external quality control inspections.
 - f) Prepare reports to communicate outcomes of quality activities.
 - g) Evaluate audit findings and recommend/implement appropriate corrective actions.
 - h) Inspect, evaluate and monitor operations, the environment, equipment, and processes in working areas to ensure compliance with, government safety regulations, Aviation Authority safety procedures and industry standards.
 - i) Protect employees, customers, aircraft, equipment and the environment by eliminating hazardous conditions/activities shall be the primary focus.
 - j) Recommend policy/procedure changes to protect workers, educate employees on how to prevent health problems/accidents through the use of safety training programs and assist with safety regulation enforcement.

- k) Ensure that Occupational Safety and Health Administration training is completed by all employees before the employee is allowed to perform initial duties and ongoing basis as may be pertinent.
- l) Ensure and coordinate recurrent required safety training. Responsible Safety personnel will assist in investigations of accidents to identify their root cause(s) and determine/recommend potential changes to prevent similar occurrences in the future.

8) Administrative Staff

- a) The Contractor shall provide sufficient full-time Administrative Staff. The administrative staff shall provide support and assistance to management staff, and others as required.
- b) Any absence, in which any of the Administrative Staff will be gone for more than three (3) consecutive weeks due to sickness, vacation or vacancy, etc., the Contractor shall assign acting Administrative Staff. On the twenty-second (22nd) calendar day and every day thereafter with an Administrative Staff not in place a deduction of Two Hundred Twenty Five (\$225.00) per calendar day may be applied at the discretion of the AAR.
- c) The administrative staff duties and responsibilities shall include but are not limited to the following:
 - i. Manage employee payroll and benefits. Track employee work hours and maintain and submit accurate payroll reports. Responsible for maintenance of personnel files.
 - ii. Manage office supplies and ordering.
 - iii. Compile data and provide the finalized monthly reports and invoices for submittal to the AAR.
 - iv. Interface well with the Aviation Authority staff and Airport tenants.
 - v. Create and maintain binders of current equipment technical information.
 - vi. Assist with the compilation and input of data, which includes an inventory of equipment, vendor data, labor codes, employee records, etc. to maintain EAMS Maximo.

- vii. Assist with collecting information from daily work orders for inventory updates as well as, with physical inventory of parts, equipment, and tools.
- viii. Manage, collect, file, and distribute, Technical Bulletins received from the Aviation Authority and equipment and system manufacturers for the Contractor and subcontractor(s) staff.

9) Other Management Fee Positions

- I. The Contractor, as part of their proposal, shall list and describe any additional proposed management or administrative positions deemed necessary for the performance of this Contract.
- II. If the Contractor fails to provide such proposed management or administrative position for a period exceeding twenty one (21) calendar days, the Aviation Authority reserves the right to deduct Three Hundred Dollars (\$300) per calendar day. The deductions should start on the twenty second (22nd) calendar day at the discretion of the Aviation Authority.

10) Supervisor(s)

- a) The Supervisors shall be fully responsible for overseeing the operation and all repair and maintenance actions that occur during their shift(s).
- b) The Supervisor shall supervise Contract related tasks and projects as assigned by the On-Site Manager or Assistant Manager(s), including subcontractors' work, and shall provide technical support and coordination for non-routine repairs and/or replacements.
- c) The Supervisor's duties and responsibilities shall include but not be limited to the following:
 - i. Maintenance and repair of PBB and affiliated GSE equipment.
 - ii. Provide coordination and oversight of work and resolve concerns/problems.
 - iii. Receive and assign personnel to service calls, take immediate action to resolve situations or breakdowns, and oversee the PM, PdM programs.
 - iv. Oversee the operation and maintenance requirements of

the assigned shifts, including ensuring that all such services are accomplished in a safe, effective and efficient manner. Shall record and coordinate events for follow up to be completed from earlier shifts or to be left for later shift completion.

- v. Operate components of the systems in accordance with prescribed procedures and performance limitations per manufacturer's specifications.
- vi. Receive and respond to any maintenance requests from the Aviation Authority and advise management of actions taken and any unresolved problems.
- vii. Comply with and enforce policies and procedures as outlined in appropriate manuals and within industry standard safety guidelines.
- viii. Implement those elements of the PM, PdM programs that are assigned to the shift using EAMS Maximo.
- ix. Utilize asset information from EAMS Maximo such as equipment specific information (e.g. equipment components/parts such as motor or belting type/part number), current PM, PdM or CM status including the percent of total outstanding scheduled work orders for PM, PdM and CM, the date, description of problem/remedy, and technician's name(s) regarding any previous work performed on a specific piece of equipment.
- x. Issue directions, instructions, tasking and assignments to assigned shift personnel as required.
- xi. Quality control/quality assurance on CM, PM, PdM, and any other maintenance actions performed.
- xii. Ensure that the required operating logs and maintenance forms are completed accurately and clearly and submitted in a timely manner.
- xiii. Control, maintain accountability, and oversee the issuance, and use of spare parts, tools, and equipment.
- xiv. Ensure proper trouble shooting techniques are utilized per OEM specifications and industry standards.
- xv. Maintain a safe workplace and exercise common sense and good judgment, when performing duties.

- xvi. Respond to alarms of any nature, determine which Contractor or subcontractor to inform if fault not due to equipment covered under this Contract, provide assistance where required, and identify nuisance alarms for adequate follow up.
 - xvii. Conduct equipment inspections and perform/coordinate repairs and/or appropriate action as necessary.
 - xviii. Determine historical parts usage, expected parts usage and make parts stock recommendations.
 - xix. Communicate to the AAR and to the appropriate Aviation Authority personnel regarding equipment condition, return to service during any service interruptions, or planned maintenance that could disrupt air carrier operations.
 - xx. Perform any additional duties on an as required basis as directed by the AAR.
 - xxi. Coordination and notification of AOC when equipment is taken out of service or returned to service.
 - xxii. Shall coordinate with the Aviation Authority staff to determine official "out of service" and "return to service" times for real time events that occur on the Supervisor's shift.
 - xxiii. Respond immediately to emergency situations and contact immediately: (i) The Aviation Authority's Communication Center (911); (ii) AOC; (iii) the On-Site Site Manager/ Assistant Manager; and (iv) the AAR if an emergency exceeds the capability of the shift personnel.
- d) The Contractor may use Senior Technicians only on a temporary basis and not for more than thirty (30) days total to fill a Supervisor position vacancy. All temporarily assigned Supervisors must have full supervisory power.
- e) Perform any additional duties on an as required basis where such duties are required by the AAR. On the twenty-second (22nd) calendar day and every day thereafter with determined Supervisor staff not in place, a deduction of Three Hundred (\$300.00) per calendar day may be applied at the discretion of the AAR.

11) Technicians

The highest priority of all technicians is the safety of the public, employees, facilities, and equipment while carrying out the responsibilities of their specified position. The descriptions below for technicians identify the experience, skills, knowledge, and abilities that Contractor's technical staff shall have, to successfully perform the responsibilities of this Contract.

- j) Technicians shall be skilled cross-crafted mechanical and electrical technicians with preferred experience in an airport environment. The mechanic shall display mechanical and electrical aptitude, skills and experience with passenger boarding bridges and affiliated GSE equipment.
- k) The technicians' responsibilities include but are not limited to maintenance and repair of all electrical, motors, mechanical and control devices, equipment and components associated with the PBB and affiliated GSE equipment such as controls, PLCs, GPUs, VDGS, AHU, water cabinets, belt loaders, etc.
- l) Technicians shall be highly skilled and capable of performing major PBB and affiliated GSE equipment work including but not limited to, installation, major repairs (including welding) and refurbishment. Technicians performing welding activities shall have experience in the field with the required certification. Certifications and credentials are subject to AAR approval.
- m) Technician staff shall include qualified personnel with industrial electrical motor controls and electrical automation experience to assist technicians with challenging electrical repairs and troubleshooting electrical issues.
- n) Technician staff shall include qualified personnel to perform maintenance and repairs of Air-Handling Units and Roof Top Air-Conditioning units including but not limited to, troubleshooting, diagnostics, electrical and electronic controls, power and refrigerant piping.
- o) The Technicians shall be able to perform maintenance on central system's glycol based Air-Handling Units including but not limited to, programming, VFD and PLC troubleshooting and repair, Glycol lines, valves and actuators maintenance, soldering and replacement of pipes and tubes.
- p) The Technicians shall be able to use standard troubleshooting methodologies and tools including pressure gauges and fill/recovery equipment while performing maintenance of the AHU and Roof Top units.

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- q) Technician staff shall include qualified Level 2 or Level 3 Certified Thermography personnel to perform thermographic analysis utilizing infrared (IR) cameras as a part of the PdM strategy, at minimum, on a quarterly basis. Technician staff performing thermographic analysis shall have experience in the field with the required certification. Certifications and credentials of the Thermography personnel are subject to AAR approval.
- r) Technician staff responsibilities shall include corrosion control; power washing, sanding, grinding, patching (welded) and painting loading bridges and affiliated GSE equipment as needed and/or as requested by the AAR.
- s) Monitor daily operations and statistics of the PBB and affiliated GSE equipment to determine and address problem areas.
- t) Other duties as may be determined by Contractor Management/GOAA AAR.

12) Support Staff

The primary responsibilities of the Support Staff include but are not limited to:

- a) Perform routine corrosion control, power washing, sanding, grinding, patching (non welding) and painting of loading bridges and affiliated GSE equipment.
- b) Perform routine inspection of the Boarding Bridge operational and surrounding area, including removal of the Contractor's residual debris in a timely fashion.
- c) Assist technicians with maintenance and repairs of PBB and affiliated GSE equipment and associated components and controls such as PLCs, motors, mechanical and control devices, etc., as needed.
- d) Perform any additional duties on an as required basis where such duties are required by the AAR.

13) Parts/Inventory Control Staff

The primary responsibilities of Parts/Inventory Control Staff include but are not limited to:

- a) Be the primary contact and administrator for parts acquisitions, delivery and shipment to site, ensure adequate parts are in stock or readily available, quantities are sufficient and the proper parts are available in a secure location.

(REVISED PER ADDENDUM NO. 2)

- b) Ensure and coordinate the timely reconditioning of those items warranting refurbishment and reconditioning versus replacement as approved by the AAR.
- c) Establish and implement a materials and parts usage procedure from work orders to update inventory.
- d) Ensure that all the major equipment and systems listed, and identified in the EAMS Maximo database have the correct OEM replacement parts and approved alternate parts listed. Example: Specific loading bridge would have a listing in EAMS Maximo for its replacement motor, chain, belt loader conveyor belting, etc.
- e) Record and update inventory usage of supplies and parts through EAMS Maximo.
- f) Ensure that the EAMS Maximo work order information and reports contain the correct and most current pricing and parts descriptions.
- g) Provide periodic reviews of the Aviation Authority's parts inventory and make recommendations to the Aviation Authority regarding: (i) changes in the quantities of items stocked; (ii) additions or deletions of inventory based on parts usage history; (iii) installed systems, equipment; (iv) part lead times; and (v) research and recommend changes in parts models, brands, or manufacturers when such change is to improve safety, quality, part longevity, and/or to reduce repair efforts, downtime and/or costs to the Aviation Authority.
- h) Housekeeping of parts storage rooms and the disposal of used parts as pre-approved by the AAR. Parts disposal shall be coordinated with the AAR to ensure proper management of discarded motors and components.
- i) Assist in proper parts documentation for monthly invoice and billing.
- j) Conduct, document and complete a full joint inventory with the Aviation Authority Staff of all spare parts at a minimum semi-annually or as requested by the AAR.
- k) Review inventory accuracy and ensure materials are correctly entered into EAMS Maximo system.
- l) Perform any additional duties on an as required basis where such duties are required by the AAR.

14) EAMS Maximo Database Contractor's Responsibilities

Contractor staff duties shall also include EAMS Maximo database responsibilities. Contractor shall designate a point of contact for EAMS Maximo Database related matters. The EAMS Maximo Database duties and responsibilities shall include but are not limited to the following:

- a) Data entry and asset management services include, but are not limited to, the following:
 - i. Ensure EAMS Maximo integrity of information, accuracy and timely entry of asset and work order information. The Aviation Authority shall have full access to the Contractor entered data at any time. All entered data becomes the property of the Aviation Authority.
 - ii. Generate reports requested by Contractor leadership and/or authorized Aviation Authority personnel.
 - iii. Provide administration and day to day support of production EAMS Maximo environments.
 - iv. Train users including Contractor and the Aviation Authority's personnel on EAMS Maximo, document and import and export data.
 - v. Provide testing support for software, patch management, upgrades and integration.
 - vi. The Aviation Authority will provide EAMS Maximo one (1) day on-site familiarization to acquaint with the specifics of the Aviation Authority's EAMS Maximo application. In addition, the Contractor Staff performing EAMS Maximo duties are encouraged to attend an EAMS Maximo Immersion course offered by IBM or an authorized business partner at the Contractor's cost.
 - vii. The EAMS Maximo functions herein described shall be utilized and are essential to the efficient management of the Aviation Authority's assets and the Contractor's effective utilization of the EAMS Maximo. The omission of functions not specifically listed herein, does not imply that it is not necessary or required to be utilized in the performance of this Contract.
 - viii. Contractor Staff performing EAMS Maximo duties shall be proficient with the EAMS Maximo Asset Module including the Condition Monitoring, Failure Codes, and

Meters applications, and shall utilize said applications in the performance of this Contract.

- ix. Contractor Staff performing EAMS Maximo duties shall be proficient with the EAMS Maximo Inventory Module including the Condition Codes, Inventory, and Store Rooms applications, and shall utilize said applications in the performance of this Contract.
 - x. Contractor Staff performing EAMS Maximo duties shall be proficient with the EAMS Maximo PM Module and shall utilize said application in the performance of this Contract.
 - xi. Contractor Staff performing EAMS Maximo duties shall be proficient with the EAMS Maximo Work Order Module and shall utilize said application in the performance of this Contract.
- b) Data entry and asset management services include, but are not limited to, the following:
- i. PM Schedules – all regularly scheduled maintenance and inspection activities shall be established in the EAMS Maximo application to allow the automatic generation of PM work orders.
 - ii. Job Plans – all routine maintenance activities, such as scheduled inspections, routine PM and common repairs shall be established as Job Plans in EAMS Maximo, including estimated labor requirements, material usage, and duration. Job Plans must be utilized on all PM schedules and repetitive maintenance work orders.
 - iii. Work Orders – all automatically generated PM work orders shall be scheduled and assigned within a reasonable time frame. Once work is completed, the EAMS Maximo work order must be identified as completed within forty-eight (48) hours to allow for accurate estimation of next due dates.
 - iv. Follow-up Work Orders – any maintenance and repair activity found as a result of a PM inspection shall be generated as a “follow-up” work order in EAMS Maximo. These work orders shall be completed within a reasonable time at the sole discretion of the AAR based on the priority of the work and criticality of the equipment affected; updates to the EAMS Maximo work order shall be posted within forty-eight (48) hours of work completion.

- v. Corrective Work Orders – all corrective and repair work identified by the Contractor, Airline, or the Aviation Authority staff shall cause a corrective work order to be created in EAMS Maximo. In some cases the Aviation Authority staff with access to EAMS Maximo may create these work orders directly. These work orders shall be completed within a reasonable time frame based on the priority of work and criticality of the equipment affected; updates to the EAMS Maximo work order shall be posted within forty-eight (48) hours of work completion. Cost tracking and billing information shall be assigned to work orders based on the type of work being requested or performed (e.g. normal maintenance and repair, repair due to third-party causes, repair due to misuse, vandalism, etc.)

- vi. Work Order Scheduling/Assignment – All EAMS Maximo work orders shall have a target finish date assigned as determined by the PM schedule or the work priority. Each work order shall be scheduled based on available resources, work backlog and work priority and the scheduled date entered on the EAMS Maximo work order with the assigned personnel. The Contractor shall utilize the EAMS Maximo System for resource leveling functions to include scheduling of PM and repair work orders based on availability of manpower, normal and abnormal (holiday, weekend, vacation, emergency) work schedules, equipment, normal operating and normal non-operating times.

- vii. Work Order Completion – all EAMS Maximo work orders shall be marked with a status of Complete in EAMS Maximo within the identified time frame based on the type of work. The following data shall be entered on work order completion as a minimum:
 - 1. Labor hours (including specific personnel, rates, hours worked, and date, time of work initiation and completion.)
 - 2. Parts usage from the Aviation Authority or the Bench Stock supplied materials.
 - 3. Failure report problem, cause and remedy if corrective/repair activity.
 - 4. Meter readings.
 - 5. Downtime including downtime start, duration, end, and reason.

6. Follow-up work required if applicable.
7. Work log including technician comments and notes.
- viii. Work Close-Out – All completed EAMS Maximo work orders must be closed periodically after all relevant data has been entered. Under no circumstances will completed work with no further activity remain unclosed for more than thirty (30) days.
- ix. Asset data – All Aviation Authority assets covered by this Contract shall be accurately tracked in EAMS Maximo. As new assets are installed, new records must be created in EAMS Maximo to reflect the new asset within forty-eight (48) hours of asset installation or receipt of new asset data from the Aviation Authority. As assets are removed, old asset data must be inactivated in EAMS Maximo within forty-eight (48) hours of asset removal. Contractor must maintain the Aviation Authority's current methodology for asset numbering. The Asset data shall include, but not be limited to:
 1. Asset details – asset name, description, location, serial number, install date, tag number, vendor, manufacturer, purchase replacement cost, expected life, etc.
 2. Specifications – nameplate data such as type, size, material, capacity, etc.
 3. Spare Parts – inventory spare parts used to maintain the asset, including manufacturer information and quantity required.
 4. Safety – special safety requirements and SDS information.
 5. Warranty – warranty contracts terms, and expiration date.
 6. PM schedules/job plan – based on manufacturers' recommendations.
- x. Meter and Condition Data – the Contractor shall update meter data to reflect current meter readings for mileage, run-time, or other appropriate measure of usage and condition on a monthly basis as a minimum. These values may be used in formulating PM, PdM, schedules

for asset inspection and maintenance. This data shall be used to compare and trend data from similar equipment types.

- xi. Inventory Data – All inventory used in association with this Contract, shall be recorded in EAMS Maximo: where the materials are stored, the value of inventory cost, quantity on-hand and re-stock requirements. Contractor must maintain the Aviation Authority's current methodology for item numbering.
- xii. In addition, the Contractor shall provide recommendations with regard to additions, deletions, or changes in the quantities or specific items to be stocked by the Aviation Authority based on the Contractor's experience, equipment condition, historical parts usage, and expected parts usage.
- xiii. Shall provide reports as needed to meet Contract performance guidelines.
- xiv. Shall perform any additional duties on an as required basis where such duties are required by the AAR.

d. Contractor Provided and Required Training

- 1) The Contractor shall provide all necessary initial and recurrent training of its personnel/employees who perform maintenance, and/or repair services pursuant to this Contract. Before assignment to perform services under this Contract, all personnel shall have successfully completed the appropriate training enabling them to perform the work. The Aviation Authority personnel shall have the right to participate in such training. Training shall be conducted in compliance with Manufacturers' guidelines, the Aviation Authority and/or other Governmental Agencies requirements and shall not interfere with the normal operation of the airport. Contractor shall maintain complete and accurate training programs and records of completed training.
- 2) Contractor's conducted training shall be performed by an individual certified and designated through their training record as a trainer.
- 3) No training will be considered complete until a training attendance roster which includes the instructor's printed name and signature, date of training, length of training hours, subject matter, and printed names and signatures of employees that received the training is on file at the Contractor's office. The Aviation Authority requires that a copy of the training roster and record be presented to the AAR upon request.
- 4) The Contractor shall provide at least two (2) hours per quarter of safety training, or more as applicable, or in accordance with governmental

regulations to each employee. This training can be in person or computer web based in accordance with applicable regulations and must be documented in each employee's training records. Training is not limited to, but shall cover, electrical, Lock Out, Tag Out (LOTO), ladder, working at heights, fire, vehicle, support equipment (e.g. fork lifts, scissor lifts, etc.), working around industrial equipment, general safety, and any and all other pertinent safety topics.

- 5) The Contractor shall provide each of its Technicians and Supervisors a minimum of two (2) hours on-site training per month covering mechanical, electrical, diagnostic, and PM and repair of the equipment and systems covered in this Contract. At least once per year, the Contractor shall provide its Technicians and Supervisors a minimum of one (1) eight (8) hour training session where the training shall be conducted by the manufacturers of the equipment and systems covered in this Contract. Manufacturer provided training may be conducted on or off-site. A Contractor's designated employee trainer who receives the manufacturer conducted training and certification as a trainer shall train others who were not able to attend the manufacturers' training sessions. Training documentation must meet the outlined standards. The Contractor shall ensure at least one (1) of its Technicians per shift, and all of its Supervisors, have received a minimum of eight (8) hours combination of hands-on and classroom training for diagnosis and repair of the Aviation Authority's PBB and affiliated GSE equipment. Only those Contractor's employees who receive this training and are certified by the manufacturer as a trainer shall train others who were not able to attend the manufacturers' training session.

5.14. Repair Parts

a. Bench Stock

- 1) The Contractor shall provide, store and maintain on site in airport property all parts necessary to perform maintenance and repair services for the equipment covered under this Contract. The designated spare parts list must be maintained as available parts on hand from day one through to the last day of the Contract. At the end of the Contract, all spare parts designated on the list and maintained as an available spare part (listed as an available spare part in EAMS Maximo) remain the property of the Aviation Authority. The Contractor must ensure available spare parts are accurately listed with proper part numbers and required quantities in EAMS Maximo.
- 2) The Aviation Authority will provide the Contractor with bench stock storage location(s) (Contractor's Storage Rooms). Additional storage locations may be provided based on availability. The Contractor shall be required to utilize, maintain, and stock these on-site storage locations to facilitate faster parts access and expedite equipment repair. Whenever parts/items are removed from the inventory, Contractor shall

track the date and time taken, item description, quantity removed, and the equipment asset ID, and/or location where the part was installed in the EAMS Maximo program.

- 3) Prior to commencement of the Contract, the Contractor shall provide a list of spare parts required for maintaining the PBB and affiliated GSE equipment. The list at a minimum shall be consistent with the Manufacturer's recommended spare parts list (Refer to Exhibit 5.29).
- 4) The Contractor shall maintain bench stock inventory at an acceptable level to ensure expedient repairs; always keeping in mind that time is of the essence and deductions are applied for equipment downtime. The Aviation Authority requires sufficient stock be on hand on day one and all subsequent days of this Contract to complete any necessary repairs.
- 5) As parts are pulled from bench stock, the Contractor is responsible for ordering and maintaining necessary stock on hand. It is recommended that the Contractor maintain a "minimum and maximum" number for each part and order additional parts as the minimum number (minimum that must be in stock at all times) is approached.
- 6) The Contractor shall assume responsibility for the safeguarding of its inventory and shall carry sufficient insurance to protect against loss or damage.
- 7) The Contractor shall obtain competitive quotes on high use items and any single item that exceeds One Thousand Dollars (\$1,000.00). The competitive quotes must remain on file for the Aviation Authority's inspection upon request. This does not apply to items clearly identified and recorded as sole source and not available from alternate vendors. The Contractor shall obtain written agreements with major and continuing parts suppliers, exclusive of emergency purchases, stating and verifying pricing structure under which the Contractor shall purchase parts and materials. The Contractor shall provide the AAR with copies of such written agreements and updates as requested. The Contractor shall fully assist the AAR in the effort to verify the quality and cost of parts and materials.
- 8) Replacement parts shall be the same make, model, and part number, etc. as what was originally provided and/or installed by the equipment or system manufacturer and/or installer (OEM parts). Any equivalent or substitute parts the Contractor desires to provide must be approved by the AAR in advance. Substitute parts must be equivalent or superior to new OEM parts.
- 9) If new or substitute OEM parts are no longer available, or in instances where the AAR agrees it makes financial sense, the Contractor may have old parts repaired or rebuilt. Parts that require rebuild by personnel other than Contractor's personnel will have rebuild costs

reimbursed in the monthly parts reimbursement allocation when original rebuild invoice is presented along with proof of part entering Maximo. Rebuilt parts must be distinguished in EAMS Maximo inventory with an "R" prior to the part number.

- 10) Any parts ordered by the Contractor as per Contract provisions shall be maintained in EAMS Maximo as an available spare part until utilized for the maintenance or repair of airport PBB or affiliated GSE equipment. Once used, the spare part must be traceable through EAMS Maximo to the allocated asset.
- 11) If a discount, rebate, core charge, or other sales initiative is made available to the Contractor after the Aviation Authority has received an invoice for a part or materials, the Contractor shall reflect the monetary value of such as a credit to the Aviation Authority on the Contractor's next invoice to the Aviation Authority.
- 12) Inventory control of the bench stock shall be the responsibility of the Contractor. The Contractor must store spare parts and maintain a clean and organized setting within the allocated spare parts storage space.
- 13) A monthly inventory of available spare parts shall be conducted and include the following information as a minimum for each spare part:
 - a) Part Number
 - b) Manufacturer's Number
 - c) Part Name/Description
 - d) Location (Bin Number)
 - e) Quantity on Hand
 - f) Unit Price
- 14) Lost parts are the responsibility of the Contractor. The Contractor must replenish any lost bench stock or reimburse the Aviation Authority in the monthly invoice after the discrepancy is identified. Should an inventory indicate there are more parts on hand than reflected in EAMS Maximo; Maximo will be adjusted to reflect the actual number of parts on hand.
- 15) The Contractor shall hold a valid Florida Sales Tax Resale Certificate. The Contractor shall procure parts and negotiate prices, and shall furnish copies of written vendor agreements and provide the Aviation Authority access to vendors' invoices and receipt records, to ensure the best possible price and quality parts are obtained. The Aviation Authority will not pay or reimburse the Contractor for sales tax, pick up fee or any other miscellaneous fee associated with the purchase.
- 16) The Contractor shall retain any damaged, broken or worn part with a value of Five Hundred Dollars (\$500.00) or more that is replaced, when such part is chargeable or billable to the Aviation Authority, or when such part is the subject of a warranty claim for at least thirty (30)

calendar days after completion of the replacement work, in a designated holding area for inspection by the AAR.

- 17) All parts or items installed on the Aviation Authority's systems or equipment become the property of the Aviation Authority once installed, free of any encumbrances or liens.
- 18) At the end of the Contract and prior to the transfer of the existing bench stock a joint bench stock inventory audit verification will be conducted by the Contractor and the Aviation Authority to ensure the listed bench stock matches what is actually in storage (Contractor's Storage Rooms). Upon completion of the bench stock audit, the storage rooms will be secured by the Aviation Authority and held for transfer to the incoming Contractor.
- 19) Currently the Aviation Authority utilizes a first in, first out method of tracking parts in EAMS Maximo. This tracking method is subject to change at the Aviation Authority's discretion.

b. Additional Repair Parts, Inventory, and Storage

- 1) Separate from the bench stock, the Aviation Authority maintains an inventory of replacement and repair parts that will be available for the Contractor's use in the maintenance and repair of the PBB and affiliated GSE equipment covered by this Contract. This available stock is stored in the Aviation Authority's Material Control Warehouse. This inventory consists of those parts the Aviation Authority believes have long-lead times and is necessary to store on-site to ensure expedient repairs. The Aviation Authority does not warrant that all of the long-lead parts are stocked in Material Control Warehouse or that the Aviation Authority will continue to maintain an inventory of replacement and repair parts in this location. It is the Contractor's responsibility to provide all of the replacement and repair parts and to determine from which source, the Aviation Authority's warehouse or elsewhere, to procure the parts. The repair parts that the Aviation Authority stocks in its warehouse are as described in Exhibit 5.2.9. The Aviation Authority's inventory is subject to change at the Aviation Authority's discretion. Updated inventory list can be accessed by the Contractor using the Aviation Authority's financial system, Oracle. The Contractor must use its best judgment and experience to ensure that all parts necessary for the efficient operation of the PBB and affiliated GSE equipment is on hand. Lack of parts on hand will not be used as a means for avoiding deductions for downtime or system failures.
- 2) In the event that replacement work requires a part or item that is not a stocked part or item in the bench stock or the Material Control inventory, it is required that the Contractor use the most expedient method to obtain the part, and regardless of what shipping service company the Contractor uses, the delivery time should not exceed the delivery time of UPS Express freight or FedEx Express Freight.

c. Withdrawing Parts from the Aviation Authority Inventory

- 1) When the Contractor withdraws or removes any parts from the Aviation Authority's Material Control inventory, the Contractor shall be required to complete the Aviation Authority's electronic requisition through the Aviation Authority's financial system, Oracle, by the end of the next business day. The Aviation Authority will provide the Contractor's personnel access to Oracle in accordance with the Aviation Authority's procedures. The Contractor's personnel shall comply with all Aviation Authority policy and procedures required for access to Oracle and complete the Aviation Authority's Oracle training program.
- 2) The Aviation Authority's Material Control warehouse is staffed from 07:30 a.m. to 4:00 p.m., subject to change, Monday through Friday except for Aviation Authority recognized holidays. During this time, the Aviation Authority will provide assistance to the Contractor's staff. If the Contractor needs to retrieve or acquire parts from the Aviation Authority's Material Control inventory outside of the staffed times, the Aviation Authority will provide an escort for the Contractor. The Contractor shall notify operations or the central plant by radio or phone that access to the warehouse is needed. In this event, the Aviation Authority will provide an escort as quickly as possible.
- 3) When the Contractor uses an Aviation Authority Material Control stocked part or item, the Aviation Authority will handle replenishment of stock at the Aviation Authority's discretion.
- 4) The Aviation Authority provided parts or items, shall only be used on the Aviation Authority's equipment and under no circumstance shall any Aviation Authority provided parts or items be removed from the airport property.

d. Reimbursement for Parts

The Aviation Authority will reimburse the Contractor for parts. Reimbursement will be done in conjunction with the monthly invoice. Original parts purchased invoices must be submitted monthly as parts are purchased to establish and replenish the bench stock. Along with the original parts invoice the Contractor must submit proof that purchased parts were recorded into EAMS Maximo inventory.

5.15. Equipment, Vehicles, Tools, and Supplies

- a. The Contractor shall provide, maintain, and store on-site all necessary equipment, tools, vehicles, lifts and miscellaneous shop supplies including specialized tools and any other diagnostic equipment necessary to perform the work specified herein and shall have such on hand at the beginning and throughout this Contract. This shall also include any specialty tools and equipment including but not limited to, all electronic test equipment, all types

of ladders, mechanical or electrical lifts, welders, grinders, measuring equipment, etc.

- b. The Contractor shall provide and maintain a sufficient number of motorized vehicles and electric/gas utility style carts to move its staff and materials so as to not delay its response to any service or repair for the systems and equipment covered in this Contract. As a minimum, Contractor shall provide at least two (2) pickups or vans for material and personnel movement and at least four (4) utility type carts. All Contractor vehicles shall be kept clean, and all of the Contractor's vehicles shall be in good working condition, with no leaking fluid and no mechanical problems. Vehicles shall have appropriate exterior insignia that meets the requirements of the Aviation Authority.
- c. The Contractor shall provide all lifting equipment and safety apparatus and harnesses (Scissor Lift(s), forklift(s), lull(s), etc.) capable of moving parts or pieces of PBB and affiliated equipment and supporting safety stand devices as required for performing the PM, PdM, and/or CM tasks, corrosion control and painting related to the PBB and affiliated GSE equipment covered under this Contract. The Contractor must have properly trained and licensed employees for the operation of all motorized equipment.
- d. Miscellaneous shop supplies shall include, but not be limited to cleaning supplies, office supplies printer ink/toner, computer programs, paper, computer backup media (CDs, tape, digital media, etc.), safety equipment, common nuts, bolts, screws, cotter pins, cable ties and other ordinary hardware; lubricants (e.g. grease, gear oil, hydraulic oil, etc.), rags, cleaners, degreasers, solvents, flashlight batteries, and any other common and miscellaneous shop supplies necessary to perform the services specified herein.
- e. The Contractor shall maintain on-site a complete set of operating and maintenance instructions for each type, brand and model of equipment, tool and item of supply used in the performance of the work required hereunder and shall provide the Aviation Authority upon request a photocopy of all such operating and maintenance instructions. The Contractor shall provide training and technical support necessary to ensure that all tools, equipment, vehicles, lifts and supplies used by its employees shall be used in accordance with the manufacturer's instructions and all applicable safety practices. All tools, equipment and supplies used by the Contractor in the performance of these services shall meet all applicable safety requirements. All electrical equipment shall operate at full rated performance levels using existing building electrical circuits. It shall be the responsibility of the Contractor to prevent the operation or attempted operation of electrical equipment or combinations of equipment which require power exceeding the capacity of existing electrical circuits.
- f. The Contractor shall develop and implement procedures and controls to ensure that all tools, equipment and supplies remain in clean and proper working condition at all times.

- g. All equipment and tools shall have non-marking wheels, adequate bumpers and guards, to prevent marking or scratching of fixtures, furnishings or building surfaces.
- h. The Contractor shall furnish all of its administrative supplies, office furniture, file cabinets, miscellaneous office equipment, work tables, chairs, benches, personnel lockers, cabinets, and any and all other items necessary to perform the work under this Contract.
- i. Should during the course of this Contract, the Contractor determine that it is necessary to replace, supplement, modify, add, or update any necessary tools or equipment, including without limitation any specialized tools or equipment, the cost of such replacement, supplementation, modification, addition, or update shall be the sole responsibility of the Contractor.
- j. For purposes of identification, Contractor's provided power tools, toolboxes and non-motorized equipment brought onto the Aviation Authority's premises shall bear a permanent and non-removable distinctive marking, identification, or engraving exclusive to the Contractor.
- k. For purposes of identification, all of the Contractor motorized vehicles brought onto the Aviation Authority's premises shall be individually and prominently marked, on both front doors of such vehicles, with the Contractor's business name and/or logo. All vehicles must be in working order and maintained to meet the Aviation Authority required appearance standards.
- l. The AAR shall have the right to inspect and approve any tools, equipment, and vehicles, to include any specialized tools, and equipment, the Contractor intends to or has placed into use on the Aviation Authority's premises. If, at the discretion of the AAR or designee, any of such tools, equipment or vehicles becomes unsafe or not in good working condition, the Contractor shall remove said equipment, tool or vehicle from service and repair or replace it promptly.
- m. The Contractor is responsible to maintain at its sole cost and expense, insurance to protect against losses due to theft, vandalism or other events which might result in damage or loss of the Contractor's tools, equipment, vehicles, materials, or supplies.

5.16. Preventive Maintenance (PM)

- a. The Contractor shall maintain and repair all equipment in accordance with the Aviation Authority's schedule and detail unless the manufacturer requires a more stringent standard.
- b. The Aviation Authority will provide the Contractor access to the PBB to perform its planned maintenance and repair activities. The Contractor shall expect that changes in airline activities will necessitate temporary and seasonal adjustments. The Contractor shall schedule its planned maintenance and repair activities on the PBB with the understanding that the availability, amount of time, of the PBB for maintenance and repair activities fluctuates according to airline or flight activity; therefore, the Contractor may have periods where

the PBB is not shutdown on a particular evening and will need to perform its planned activities at a different time. The Contractor shall adjust its schedule accordingly and perform or complete the required work. There will be maintenance or repair opportunities where the PBB is still considered in operation. The AOC or AAR will provide the Contractor with the airline or flight activity schedules, a schedule indicating which dates, times, and areas of the PBB will be available for maintenance and repair with as much advanced notice as possible but not less than one month in advance for known schedule changes so that the Contractor can plan its staffing and work requirements in accordance with the time slots available to work on the equipment.

- c. It is the Contractor's responsibility to coordinate with the AOC for access to PBB and affiliated equipment to perform maintenance activities. After scheduling a PBB or affiliated equipment out of service for maintenance activities, should it be necessary for the AOC to cancel the maintenance activity two or more times during the calendar month, performance deductions will not be taken for any downtime related to equipment that has failed or broken because the PM and/or planned CM work could not be completed during the month since the Aviation Authority failed to provide the Contractor the required maintenance time.
- d. The Aviation Authority will coordinate with the Contractor to establish an Aviation Authority approved and OEM recommended (or above) PM Program/schedule. Once developed and approved by the AAR, the GOAA software program EAMS Maximo will be utilized for maintenance tracking. The PM program is expected to be time based, with a recurring frequency, with specific tasks depending on the equipment type and PM level. The Contractor will be expected to utilize this PM program and may at its own choosing go above and beyond this program but never less than the directed tasking and frequency of the Aviation Authority approved PM program.
- e. All maintenance and inspections shall be tracked and recorded by the Contractor in the Aviation Authority's EAMS Maximo for every occurrence of PM, PdM, CM, and safety service bulletins maintenance actions for each individual piece of equipment, or subsystem thereof, or as may be directed by the AAR. All completed reports shall be available to the AAR within forty-eight (48) hours of completion of the work through direct access viewing in the EAMS Maximo program. (If a faster method of updating AMS Maximo is available such as direct input from completing technicians' tablet, this would be the preferred input method.)

5.17. Predictive Maintenance (PdM)

- a. The Contractor is expected to plan in advance, and utilize PdM so that the replacement of wearing or worn-out parts can be scheduled for off-peak times rather than necessitating replacement during scheduled equipment operating periods or as a reaction to an unexpected breakdown. The replacement of wearing parts shall be scheduled or predicted based on the manufacturer's data for life expectancy in terms of hours in operation, number of cycles, operating environment, maintenance, care, age, and/or similar measurement.

The Contractor shall use PdM techniques, methods and routine inspection so as to replace wearing or worn-out parts prior to actual failure.

- b. The Contractor shall utilize thermographic IR cameras on all electrical and mechanical systems and prepare reports as a part of the PdM strategy. The Contractor shall utilize trend analyses of EAMS Maximo information; thermographic information, as well as other predictive means to accomplish PdM.

5.18. Corrective Maintenance (CM)

- a. The Contractor Shall perform corrective maintenance and repair services. This includes the replacement of all worn out or broken parts, equipment and systems covered under this Contract for the purpose of reestablishing equipment operation and services, restoring equipment design-life expectancy, and/or to maintain the original level of safety and/or performance characteristics of the equipment as was designed and intended by the original equipment manufacturer.
- b. The corrective maintenance and repair services may be scheduled or unscheduled, as determined or discovered during the observation, inspection and testing of components, through PdM, PM or due to equipment failure/ or breakdown.

5.19. Computerized Maintenance Management System EAMS Maximo – Utilization and Data Entry Requirements

- a. The Aviation Authority will provide the EAMS Maximo program for the Contractor to utilize and support. The Contractor shall provide related data entry and asset management services. Data entry and asset management services include, but are not limited to, the following:
 - 1) Scheduling jobs and work orders.
 - 2) Assigning personnel, labor resource leveling, meaning the assignment of PM, PdM, and CM work based on staffing resources and the estimated labor requirements to perform the work.
 - 3) Recording labor costs for repairs, maintenance activities and additional work.
 - 4) Tracking relevant work repair information such as the cause of a problem, total downtime of equipment involved, labor hours and parts used to make repairs.
 - 5) Tracking of each Technician's starting and ending time, date, and the total hours worked for each work order.
 - 6) Tracking of PM, and/or PdM inspections and resulting CM work.

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- 7) Recording of data about the asset or equipment including its specifications, warranty information, spare parts, purchase date, expected lifetime, etc.
 - 8) Managing the spare parts inventory such as recording where materials are stored, the value of the inventory in the Contractor's Storage Rooms per Aviation Authority's parts pricing information, determining when to restock materials, and the turnover rate of the inventory.
 - 9) Maintaining a listing in the EAMS Maximo of every asset and its related attributes such as: compressor, motor size, type, belt size, parts numbers and store room locations, date in service, warranty period, and expiration date if applicable.
 - 10) Tracking and recording replacement parts information, manufacturer information, part numbers, and quantity required per asset, initial cost and current value of asset for each specific asset.
 - 11) Management and assignment of work for planned repairs and maintenance tasks based on the Aviation Authority provided schedules of when equipment is not being used.
 - 12) Assigning specific cost tracking, billing information to work orders based on the type of work being requested or performed, normal maintenance and repair, repair due to third-party causes, repair due to misuse or vandalism, special project work, etc.
 - 13) Asset or equipment condition tracking and reporting.
- b. The Aviation Authority will provide direct access to the EAMS Maximo in the Contractor's office to the Aviation Authority provided computers for creating, closing, printing, and editing work orders, entering and viewing data, preparing reports, maintaining and updating system data. All requested reports and information generated by the EAMS Maximo system shall be immediately available to the AAR after the initial installation and setup of the system is completed. Data shall be entered into the EAMS Maximo within forty-eight (48) hours of occurrence, completion of repair work, PM completion, PdM completion, receipt of new or updated information or data, inventory changes, etc.
- c. The Contractor shall initially enter, and continuously update the Aviation Authority's asset database in the EAMS Maximo, whenever assets are added, deleted, modified, repaired, or replaced and shall at a minimum include the following information for each asset:
- 1) The Aviation Authority's Asset number or asset tag number for each equipment and item (e.g. PBB Gate 230, potable water cabinet (PWC) Gate 241, ground power unit Gate 243, etc.).

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- 2) Asset's location as determined in terminal C (e.g.: Airside PBB 231, etc.).
 - 3) Asset and Equipment category (e.g.: PBB, PCAir, Water Cabinet, Ground Power Unit, PBB Belt Loader, PBB Rooftop air conditioner etc.).
 - 4) Manufacturer data for each asset including the manufacturer's name, make, model, serial number, year manufactured (e.g. Gate 205, ABC Manufacturer, Built 2/22/2021, Loading Bridge Model A3-58/110-125R, Serial number xxx9999, Warranty Expiration 12/31/2022).
 - 5) A listing of all major or significant components replaced or repaired and the date replaced (e.g. Gate 205 - 5HP, column 1, motor replaced on Jan 10th , 2022).
 - 6) A listing of hour readings, Amperage, current draw readings, IR images, and/or condition of asset at the time the PM, PdM or CM was completed as may be applicable.
 - 7) A listing of the repair parts for each of the components that comprise each asset, such as width and length of the conveyor belting, computer boards, number and size of the drive motors, type, size, and model of clutch, brake, and their respective Aviation Authority's and manufacturer part numbers.
 - 8) Date equipment was installed and the starting and ending dates of warranty period, including name of warranty provider when applicable.
- d. The Contractor shall ensure that every asset listed in the EAMS Maximo, all assets and equipment covered under this Contract, have their preliminary attributes entered within three (3) months of the Contract commencement date and shall be maintained through the remainder of the Contract..
- e. The Contractor shall enter and record every EAMS Maximo work order, and maintain in the Aviation Authority's EAMS Maximo, the following data for each repair part or inventory item installed on the equipment and system:
- 1) Date installed asset number, quantity, and location where each part or item was installed.
 - 2) Manufacturer's and if applicable the Aviation Authority's part number for each part or item.
 - 3) Manufacturer's description for each part and item number.
 - 4) Cost of each part/item
- f. The Contractor shall provide recommendations with regard to additions, deletions, or changes in the quantities or specific repair parts items to be

stocked by the Aviation Authority based on the Contractor's experience, equipment condition, historical parts usage, and expected parts usage.

- g. The Contractor shall utilize the EAMS Maximo to provide reports and graphs, to the AAR.
- h. Ownership of EAMS Maximo and all data maintained therein is the sole property of the Aviation Authority. The Aviation Authority shall provide all licensing, and incidentals required for the Contractor to operate, maintain and support the EAMS Maximo during the term of this Contract.
- i. All work orders and/or forms that are produced by the Contractor as a result of this Contract remain the property of the Aviation Authority and shall be surrendered to the Aviation Authority, if in the possession of the Contractor, upon request of the AAR.

j. Third Party Damage

- 1) The Contractor shall retain any evidence proving Third-Party Damage and document as much as possible including photographing the problem or cause when such action does not significantly delay the repair. The Contractor shall complete a report documenting discovery of third party damage to aid the Aviation Authority in billing responsible parties.
- 2) The AOC will dispatch the Aviation Authority personnel to document the damage event and to create an incident or damage report. If the cause of the repair is not readily determined, the AAR or designee shall make the determination based on Contractor's statements, evidence collected, and the operations report.
- 3) Should the Contractor claim that Third-Party Damage, as defined in this Section, is the cause of any damage, the reason for a stoppage or failure of any system or equipment, or the cause of any additional costs and expenses to the Contractor, where the Contractor intends to seek an exclusion from any resulting performance deduction, the Contractor shall be able to show physical proof of a Third-Party damage cause. Power spikes, surges, claims of construction projects, work, or other Contractor, airline activities, actions or inactions, etc., shall not be considered Third-Party-Damage unless there is physical evidence to support the claim or a witness who is not an employee or subcontractor of the Contractor. The AAR may waive this clause on a case-by-case basis.

k. Subcontracted Costs

The Aviation Authority will reimburse the Contractor for actual (no markup) for subcontractor cost incurred in the performance of the AAR approved projects. Invoices for all subcontracted work, labor and materials shall be provided and shall clearly indicate a description of the work and the total cost. The

Contractor shall include a copy of the actual invoice received from its subcontractor along with its invoice to the Aviation Authority for "Subcontracted Work", and only those charges supported by the documentation shall be payable.

The term "subcontractor" here does not refer to or include the MWBE/LDB participation permanent Contractor to perform the contractual work defined in these specifications.

I. Third Party Contractor

The AAR reserves the right to retain parties, other than the Contractor to perform special projects. In this event and during the warranty period of any such work, the Contractor shall be required to respond to equipment failures and malfunctions, even where failure or malfunction may be related to the "the third party contractor work"; however the Contractor will not carry out the repairs unless authorized by the AAR.

5.20. Library

- a. The Contractor shall provide equipment manuals, wiring diagrams, service bulletins, and related equipment maintenance and repair literature. It is the Contractor's responsibility to verify that any information or manuals provided to the Aviation Authority are accurate and up-to-date.
- b. The Contractor shall keep the manuals in the office and shop space provided to the Contractor.
- c. The Contractor shall provide all effort necessary for maintaining the Aviation Authority's library associated with the PBB and affiliated equipment. Effort shall include, but is not limited to, initial cataloging, set-up, filing and posting of OEM updates, modifications, Service bulletins, Field Service Requirements, and all paperwork associated with maintaining the library. At the end of the Contract, the library will be provided to the Aviation Authority at no cost.
- d. It is the responsibility of the Contractor to keep up with, categorize, and include in the manuals library any manufacturer's maintenance bulletins, directives, and notifications. All ongoing changes must be made available to the Technicians and the Contractor will be responsible for ensuring all work, changes, and corrections to the equipment called for in these communications are adhered to including PM, PdM, and CM changes and special inspections. Completed service bulletins are to be recorded in EAMS Maximo.

5.21. Historical Records

The Contractor shall provide all work associated with the preparation, documentation and maintenance of a chronological, up-to-date historical record of all reports, PM/Inspections, PdM and CM repairs and provide access to or copies of the history to the AAR upon request.

5.22. Safety and Protection

- a. In situations where lack of immediate repair may result in injury to a person or damage to the PBB, the Contractor shall immediately place the equipment out of service utilizing required Lock-Out-Tag-Out (LOTO) procedures and notify the AAR as soon as possible.
- b. The Contractor shall provide any barricades, and/or signage that might be required to protect, and/or notify others of inoperable equipment, restricted areas, potential hazards, ladders in a roadway, and unsafe conditions.
- c. The Contractor shall be solely and completely responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the work as described herein. The Contractor shall take all necessary precautions to ensure the safety of, and shall provide the necessary protection to, prevent damage, injury, or loss, to all employees on the work site and other persons including, but not limited to, the general public who may be affected thereby.
- d. The Contractor and its subcontractors shall ensure proper hearing and eye protection and other necessary safety precaution items, per OSHA and other relevant regulator's requirements, for their supervisors, maintenance, and operations employees at no additional cost to the Aviation Authority. All other required Personal Protective Equipment (PPE) which may include hard hats, bump caps, steel toed shoes/boots, arc flash equipment etc. shall also be provided by the Contractor or the employee at its sole expense.
- e. The Contractor shall comply with Federal and State right-to-know laws if hazardous materials are used. The Safety Data Sheets (SDS) shall be made available to all workers and the AAR.
- f. The Contractor shall comply with ASME, UL, NFPA, OSHA, EPA, NEC, the Aviation Authority and all other applicable regulators and manufacturers specifications and safety standards in relation to work performed.

5.23. Staffing and Wage Plan

- a. The Contractor shall discuss a staffing and wage plan with the Aviation Authority for reimbursable positions so as to attract quality personnel to perform the requirements of this Contract. It is understood that Technicians require special skills and training; therefore it will be necessary to compensate those individuals in a sufficient manner.
- b. The Contractor's labor compensation for the reimbursable positions shall be fixed at the hourly labor rates as agreed upon with the Aviation Authority and shall not be subject to markups. Employees are required to utilize an automated time and attendance system. Employee's timesheets, printed records shall be included with the invoice and only actual hours worked and accounted for shall be billed.

5.24. Adding or Replacing Equipment

- a. The Aviation Authority may add, remove or replace equipment, or locations, at its discretion at any time during this Contract. In this event, the Aviation Authority may authorize additional staffing or reductions in staffing as may be needed for the required completion of operations, PM, PdM and CM services.
- b. 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, the Management Fee will be adjusted accordingly.

5.25. Performance Measurement/Tracking

- a. Performance measuring and tracking of the Passenger Boarding Bridges (PBB) and affiliated GSE equipment will be applied to each of the covered assets. Each Area covered in this specification will be measured collectively to determine overall performance of the equipment.
- b. Performance measurement and deductions shall apply to all systems and equipment covered under this Contract. The actual dollar amount of a deduction is dependent on overall downtime in the calendar month. The actual downtime procedures and deduction amounts are outlined in this Specification.
- c. In addition to these deductions, the Contractor may be subject to additional deductions for poor Contractor performance and/or poor response times as detailed herein. Deductions will not be taken for any equipment failure where such failure is due to elements outside of the Contractor's control as described in, Performance Measurements Exceptions.
- d. Performance Measurement Exceptions are determined by the AAR in his/her sole discretion.
- e. The Contractor shall make every effort to provide the highest system and equipment reliability and availability possible.
- f. Performance measurement and tracking shall be implemented in a phased approach. For the first three (3) full calendar months, a one-hundred percent (100%) waiver shall be applied to the normal deductions. The fourth full calendar month of the Contract and all subsequent months thereafter shall result in normal deduction application. It is important for the Contractor to be aware that the AAR will implement and utilize the deduction schedule as identified in this Contract throughout the Contract period. The Contractor is provided this phased deduction period to allow for PM, inspections, adjustments, and corrections of any pre-existing deficiencies that may cause non-operational time and/or impact performance.
- g. Performance Measurement

The Contractor is required to meet the following performance measurements:

- 1) In addition to deductions that may be taken for collective system downtime, the following performance measurements will also be used by the AAR to evaluate the Contractor's performance. In each case, the Contractor will not be responsible for deficiencies in meeting these performance requirements due to elements outside its control, as determined by the AAR in his/her sole discretion and as described in Performance Measurement Exceptions.
- 2) Complete 100% of all scheduled PM work within the calendar month and close out all associated work orders. The tracking of this performance measurement shall be done by the EAMS Maximo. Deductions may be applied for failure to meet PM quality specifications on a monthly basis.
- 3) Complete 100% of all scheduled, non-critical CM (repair) work within thirty (30) days of identification and close out the work order. Exceptions may be requested based on extenuating circumstances and approval will be at the sole discretion of the AAR. The tracking of performance measurement shall be done utilizing EAMS Maximo.
- 4) For each month during the term of the Contract that any specified measurable performance is below the Contractual percentage specified herein, the Contractor shall promptly undertake reviews of its staffing, operations, maintenance methods, PM/PdM/CM schedules, procedures and training programs, and propose a plan of action, acceptable to the AAR, to correct the situation.

h. Faulty or Poor Installation or Quality Work

The Contractor is responsible, and performance deductions may be applied, for those downtime and failures that result from faulty or poor installation or quality of work by the Contractor, the original system installer (if other than the Contractor), including but not limited to, loose electrical connections in panels, switches and motors, lose or missing wire nuts, crimps, skinned or chaffed wires, PLC and/or computer programming errors, equipment alignment or installation issues, or previously made incorrect adjustments or settings.

i. Performance Measurement Exceptions

- 1) Should a loading bridge or affiliated GSE equipment sustains damage from physical impact from a third party vehicle, the Contractor will work as expeditiously as possible to return the damaged unit to service, downtime penalties will not apply. If the damaging party can be identified, the Contractor will track and record all labor hours, materials, and parts used in the repair and submit a complete package to the AAR.
- 2) Non-Operational time will not be counted for a scheduled or planned Maintenance activity pre-approved by the AAR and documented in advance, such as the AAR pre-approving the Contractor to make a

major repair that will take longer than the normal maintenance time allotted.

- 3) Non-Operational time will not be counted for repairs that cannot be completed after asset shut down but before start-up due to the complexity of repair.
- 4) The Contractor may not request approval for additional time to complete repairs due to a lack of staffing or ability. Approval is at the discretion of the AAR.
- 5) Non-Operational time will not be counted for failures caused by loss of primary power or communications for which the Contractor is not responsible to protect against.

j. Restoration of Service in a Timely Manner

- 1) In the event that the Contractor's on-site personnel do not, or cannot, restore service in a timely manner, timely being at the discretion of the AAR, the AAR has the right to require the Contractor to utilize outside technical support or manufacturer's support when such support service is available.
- 2) If "remote" or offsite support is required, as determined at the discretion of the AAR, it shall begin within one (1) hour of notification during normal business hours (M-F, 0800 to 1700 hrs.) and within four (4) hours of notification during non-business hours and/or on Aviation Authority approved holidays. The Contractor shall have arrangements in place to support its requirement, such as manufacturers' support contact names, phone numbers, support agreements, remote access, passwords, etc., prior to the need arising.
- 3) In the event "on-site" technical assistance or support is required (e.g., Manufacturer needs to send support personnel to remedy a problem), such service or support shall be on-site commencing repairs within twelve (12) hours of notification during normal business hours and within twenty-four (24) hours of notification during non-business hours and/or Aviation Authority approved holidays.
- 4) The Aviation Authority shall not reimburse the Contractor for any additional costs it may incur as a result of the requirements described herein. The Contractor is expected to have personnel with sufficient skill levels and knowledge so that outside non-Contractor support will not be needed.
- 5) Should the AAR determine the Contractor is repeatedly relying on manufacturer's support, the AAR has the right to require the Contractor to provide its personnel with additional training from a manufacturer approved training program or a training program that has been approved by the AAR, and/or shall provide personnel trained with the

skill levels and knowledge necessary to perform the diagnostic and repair work in-house to make repairs in a timely manner.

- 6) All training conducted by the manufacturer shall be conducted and recorded including the following: (i) manufacturer provided training may be conducted on or off-site; (ii) a training attendance roster shall be maintained by Contractor which indicates the date of training, subject matter, printed names and signatures of employees that received the training and the name of the person conducting the training; (iii) the training record and roster shall be made available to the AAR upon request; (iv) persons designated as a trainer and train the trainer shall have documentation from the manufacturer indicating their designation as a trainer; (v) Contractor's designated employee, the trainer who receives manufacturer conducted training shall then train others in the Contractor's organization who were not able to attend the manufacturers' training session.
- 7) With AAR approval, the Contractor may utilize the Aviation Authority's IT resources to assist in the diagnosis and resolution of PBB related IT equipment or systems. In this event, the Contractor shall reimburse the Aviation Authority for this service at the hourly rate of Two Hundred-Fifty Dollars (\$250.00) per hour. The Aviation Authority may, but is not obligated to, provide this support; however, the Aviation Authority's IT resources may not be available at all times. It is the Contractor's responsibility to have its own staff on-site with the computer and IT technical skills necessary to maintain, diagnose, and repair the PBB and affiliated GSE equipment. The hourly payment requirement can be waived by the AAR on a case-by-case basis.

5.26. Compensation Adjustment

Throughout the term of this Contract, at the end of each month thereof, the AAR may make a downward payment adjustment to the Contractor's invoice for the month ending. The adjustment shall be based upon the total amount of countable equipment/system non-operational events for the month, collectively calculated in accordance with the requirements of this specification. In addition, deductions may be taken for Contractor's failure to perform fully, or failure to perform to the AAR's satisfaction, those specific Contractual requirements specified herein.

5.27. Deductions Based on Equipment Non-Operational Time

AT NO TIME WILL SAFE WORK PRACTICES BE COMPROMISED OR NOT FOLLOWED! Deductions will be applied to equipment non-operational periods in accordance with the following plan:

- a. A deduction for failure to achieve the required performance levels, as specified within this document, shall be assessed as follows:

The Performance Requirements shall be measured in terms of "Availability" of the PBB and affiliated equipment. The time duration (measured in minutes/hours) of maintenance outages, unusable, and any and all

maintenance interruption in use or functioning of equipment covered by this Contract, all of which are included below:

1) Availability (A):

- a) In the following example, Availability "A" = Scheduled Operational Time ("ST") minus Repair Time ("RT") divided by Scheduled Operation Time ("ST").

$$\frac{(ST-RT)}{ST} * 100\% = A$$

Example: The Scheduled Operational Time for the month of June for PBB-2X is 720, the Repair Time is 14 hours.

$$\frac{(720 - 14)}{720} * 100\% = 99.981\%$$

The performance per the asset for the month of June will be 99.981%

- b) The Availability will be measured and reported daily. For the purpose of deductions it will be measured on a calendar month basis.

2) Scheduled Operational Time (ST)

Total hours required to operate for air carrier or customer requirements. Operational is defined as fully functioning as designed by the equipment manufacturer. The Scheduled Operational Time is defined as planned time that it is needed for operation.

Example: The number of Assets for the month of June is 100, the Operational Hours is currently 24 hours (0000 to 2400 hours) and the number of days for the month of June is 30. The Operational Hours for the month of April will be 72,000.

$$100 \times 24 \times 30 = 72,000 \text{ (Operational hours in June)}$$

Note: For the purposes of loading bridges and affiliated equipment as listed, all equipment is expected to be operational twenty-four hours per day, seven days per week unless scheduled for out of service time through the AOC in accordance with procedures outlined elsewhere in this specification.

3) Repair Time (RT)

- a) Repair Time is the combined total of all system repair time, system non-operational time, where the Contractor has been notified by an AAR that an asset requires repair.

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- b) Individual Repair Time events are defined as the interval of time from the notification of the Contractor of a required repair until the contract technician has remedied the problem, returned the asset to operation and properly notified the Aviation Authority that the asset is back in service. Example: 14 hours in June, of total Repair Time.
- c) All non-operational time reported to the Contractor by an Aviation Authority representative or iOPS is counted towards the accumulated monthly total of repair time, regardless of the time of day or night as long as the system is expected to be operational for the use of our customer air carriers.
- d) The Contractor is encouraged to pro-actively find and remedy issues during the operational day. A fifteen (15) minute grace period will be granted per asset per day for any discrepancies identified by the Contractor's personnel (not reported by iOPS or GOAA personnel). Any non-operational time greater than fifteen minutes during the operational day proactively initiated by a Contractor representative will be counted as repair time for the monthly Repair Time (RT) total. All Repair Time is accumulated into a grand total for the calendar month.

4) Applicable Deductions

- a) 99.9% will always be expected. Deductions will be driven by the second (2nd) and third (3rd) digit following the 99.9XX. In the June example, the performance percentage was 99.981%. Therefore, the applicable deduction is determined by the 81.
- b) The following scale will be utilized to determine monthly applicable performance deductions:

PERFORMANCE RATE	DEDUCTIONS
99.982+	No Deduction
99.981 - 99.9819	\$5,000
99.980 - 99.9809	\$10,000
99.979 - 99.9799	\$15,000
<99.979	\$20,000

- c) (99.982+), the applicable deduction would be determined by the .81. An operational deduction of Five Thousand Dollars (\$5,000) would be assessed on the monthly invoice. Had the performance been 99.982, no deduction would have been applicable. Had the performance been 99.978 or below, a maximum deduction of Twenty Thousand (\$20,000) Dollars would have been applicable.

NOTE: Any two (2) months of 99.978 or below performance (months do not need to be consecutive) during a rolling twelve (12) month period will require that the contractor submit a written corrective action plan, to the AAR. Any three (3) combined months of performance of 99.978 or below (months do not need to be consecutive) during a rolling twelve (12) month period may result in the issuance of a Notice to Cure and potential termination of Contract.

- d) The amount of a resulting deduction for equipment non-operational time is based upon the amount of time the equipment has been out of service or not performing properly. Deductions shall only apply to equipment/systems that fail to operate as/when needed and/or while in use. This deduction does not apply to equipment/systems that are purposefully removed from service by the Aviation Authority.
- e) When equipment downtime is extended because repair parts need to be ordered, the total amount of the deduction may be adjusted at the sole discretion of the AAR based on, the availability of parts, age of the asset, probability of a failure, the expediency of the part shipping/delivery arrangements made by the Contractor, etc. The Contractor has full responsibility to ensure that all parts necessary for the maintenance or repair of the PBB and affiliated equipment are on hand and available at the immediate time of need.

5.28. Deductions and Adjustments

All deductions indicated below are in addition to any other deduction or fine that may be imposed by other agencies or authorities and does not limit any other remedies provided in these Contract documents, including termination. Deductions will be identified through written communication from the AAR.

a. Safety/Security Violation

- 1) The violation of any Aviation Authority Safety and Security policy, including, but not limited to, examples described in this Section may subject the Contractor to a deduction per incident, at the sole discretion of the AAR.
- 2) Leaving tools, equipment, or materials unattended which may pose a hazard. Leaving substances or materials such as spilled oil, parts, or tools that could pose a slipping, tripping or security hazard.
- 3) Permitting the use of the equipment such as PBB and affiliated equipment, etc., by operators, airline personnel or the public, with a safety device or switch by-passed, deactivated, or with an equipment safety cover/guard removed.

- 4) Permitting the use of any equipment by the public, air carrier or contract personnel when the equipment is not fully safe and may be a potential hazard to the user.
- 5) Failing to lock-out/tag-out electrical circuits or baggage conveyance systems as required by NEC, NFPA, OSHA, and Aviation Authority policy.
- 6) Incidents resulting in injury to employees or the public or damage to facilities as a result of negligence may result in a safety deduction separate from any other applicable fees, settlements, or deductions of Twenty Five Thousand Dollars (\$25,000). This deduction will be determined by the AAR in his/her sole discretion.

b. Late or Slow Response to Callback, Service Call/Request, or Equipment Malfunction

When a late or slow response time is identified the delayed response may be subject to a deduction of Two Hundred Fifty Dollars (\$250.00) per incident, at the discretion of the AAR. It is expected that a Contract representative will respond to all service calls within six (6) minutes of the call. Other applicable deductions outlined in this document may be imposed in addition to this deduction.

c. Scheduled PdM Program

Failure to implement a PdM Program by the end of the sixth (6th) month of this Contract may result in a deduction of Two Hundred Fifty Dollars (\$250.00) per day.

d. Recurring and Repeating Problems

The AAR will review return calls to fix a recurring problem with the same asset. If in the discretion of the AAR appropriate corrective action/repairs were not completed on the first response (or subsequent responses), the AAR may impose a deduction of up to Two Hundred Fifty Dollars (\$250.00) per incident.

e. Failure of the Contractor to Maintain and update Data in EAMS Maximo

Deductions may apply for failure to close out work orders, updating asset information to reflect equipment changes, and maintaining an accurate parts inventory for those items in the Contractor's storage rooms. All updates must be accurately finalized within forty-eight (48) hours of the completion of the work, or any other condition or situation which warrants updates to EAMS Maximo. Failures may subject the Contractor to a deduction of up to Two Hundred Fifty Dollars (\$250) per incident per day, at the discretion of the AAR.

f. Non-Compliance or Failure of Contractor to Begin Utilizing “Outside Support”

Deductions may apply when Contractor failed to utilizing outside support as instructed by the AAR, or in the event the Contractor is found to be in noncompliance with any other Contractual requirement as described herein and has not complied within a reasonable time once said item is brought to the attention of the Contractor, a deduction of up to Two Hundred Fifty Dollars (\$250) per incident may be imposed at the discretion of the AAR. Actual deductions will be dependent on the severity or potential consequences of the incident.

g. PM Work Completion

- 1) The required goal for completion of PM work monthly is 100% percent. Deductions will apply when the completed percentages fall within the following scale:

COMPLETION	ADDITION TO NON-OPERATIONAL PERFORMANCE DEDUCTION
97 - 99.9%	10%
95-97%	20%
Below 95%	50%

- 2) This deduction is applied to the base performance deduction as described in Section 5.28 and is not accumulative based on other added deductions.

- 3) In the event non-operational performance deductions are not applicable during a billing cycle in which PM goals were not accomplished, failure to compete required PM goal of 100% will result in the following application:

PM COMPLETION	PERFORMANCE DEDUCTION
Equal to 97 - 99.9%	One thousand dollars (\$1,000)
Equal to 95-97%	Two thousand dollars (\$2,000)
Below 95%	Five Thousand dollars (\$5,000)

h. Scheduled PM Work within the Calendar Month includes closing out all Work Orders

- 1) The tracking of this performance measurement shall be done by the EAMS Maximo software. Work completed in the final days of a calendar month will not be counted as complete unless proper documentation has been fully completed in the EAMS Maximo system. Work completed in the last days of the month must be input by the end of the last day of the month to be considered complete. There is no forty-eight (48) hour allowance for entry into EAMS Maximo in this circumstance. The Contractor will not be held responsible for delays in completing PMs due to circumstances beyond its control or responsibility; however

the Contractor shall be responsible to document such circumstances and provide documentation to the AAR at the end of the month.

- 2) Failure of the Contractor to complete less than ninety-five percent (95%) of all scheduled PMs during a calendar month for three (3) months, which does not need to be consecutive, during a rolling twelve (12) month period may result in a Notice to Cure and potential termination of the Contract.

i. PM Quality Assurance Checks

PM quality assurance checks will be conducted by the AAR, or his/her designated representative on PBB and affiliated equipment by randomly selecting from EAMS Maximo, PM Work orders completed within the last ten (10) days. The Contractor will be notified of PM deficiencies with the PBB and affiliated equipment after which the Contractor will have five (5) days to correct the deficiencies. Deficiencies not corrected during the five (5) day correction period will result in a deduction for each PBB and/or affiliated equipment. Deductions will be charged at Two Hundred Fifty Dollars (\$250.00) per affected asset containing the non-corrected PM.

j. Outstanding CM Work Orders

- 1) In the event more than 5% of the CM (repair) work orders remain incomplete in the EAMS Maximo program at the end of a calendar month, a deduction may apply as follow:

COMPLETION	ADDITION TO NON-OPERATIONAL PERFORMANCE DEDUCTION
90 - 95%	5%
Below 90%	10%

- 2) This deduction may not apply to work that is in progress (actively being worked on), waiting on approval from the AAR to begin work, or waiting for parts which have been ordered at the sole discretion of the AAR. This deduction may apply even when the CM work is completed but the work order has not been closed out by the end of the calendar month. The Contractor will not be held responsible for delays due to circumstances beyond its control or responsibility; however, the Contractor shall be responsible to document such circumstances and provide documentation to AAR at the end of the calendar month. This deduction is applied to the base performance deduction and is not accumulative based on other added deductions.

k. Continued Poor Performance

Should it be noted that the Contractor is failing to maintain equipment properly, PM, PdMs are not properly completed, or system efficiency is low, the AAR may at his/her sole discretion impose an additional deduction of Five Hundred

Dollars (\$500.00) per day. The deduction shall apply for every day the situation is not corrected.

I. Failure of Contractor to Enter Preliminary Data into the EAMS Maximo, as Required for the Assets Covered

- 1) As described in Computerized Maintenance Management Systems EAMS Maximo – Utilization and Data Entry Requirements Section, by the one hundred and eighty-first (181st) day after the Contract commencement date, a deduction of Two Hundred-Fifty (\$250) Dollars per-day shall be applied for each and every day that “preliminary data” is not fully entered for each asset. Deduction(s) shall be applied to the monthly invoice(s). Fully entered means that every asset in the EAMS Maximo database has the required and applicable data entered and the AAR approves in writing that this contract requirement has been met. The AAR will use random sampling of the database (assets) to verify compliance. After the AAR acknowledges in writing that the preliminary data has been entered (or is in the EAMS Maximo database), this section will not be applied again. However, the Contractor shall continue to update the EAMS Maximo and failure to do so in accordance with these Contract requirements may result in a deduction.
- 2) The Contractor must coordinate closely with any entity performing installation or removal of equipment covered by this agreement. No later than seven (7) days after notification of demolition or install of PBB and/or affiliated GSE equipment, the Contractor must have the required information updated in EAMS Maximo. Failure to properly update EAMS Maximo may result in a deduction of Two Hundred Fifty Dollars (\$250.00) for each day beginning on day eight (8) and all subsequent days in which necessary changes have not been documented.

m. Cleanliness – Use of Premises

- 1) During the progress of the work specified herein, the Contractor shall keep the premises free from accumulations of dust, dirt, waste materials, and other debris. At the completion of daily work, the Contractor shall remove all waste materials and debris from and about the premises. All tools, equipment, and surplus materials must be properly stored. The Contractor shall be responsible for disposing of all waste materials per the terms of this Contract and in accordance with all applicable laws and regulations.
- 2) All work completed in and around PBB and affiliated GSE equipment will not be considered complete until all items associated with the repair that have fallen to the tarmac (Foreign Object Debris - FOD) are cleaned from the premises.

n. Other Scheduled Cleaning

The PBB operating areas, surrounding area within twenty-five (25) feet of equipment, shall be checked for accumulation of debris which may or may not be related to the equipment or its operation. Examples of this debris would be zipper pulls, luggage parts, broken bag tubs, discarded construction materials, trash remaining from other Contractors or airline activities, broken pallets, etc. All operational areas under loading bridges must remain in pristine (clean) condition at all times.

o. Necessary Care when Cleaning

Extraordinary care must be used when cleaning overheads so as not to disrupt air carrier operations or impact those employees working in the affected areas. It is expected that all overhead cleaning will be conducted after shutdown or when there is no activity below the area being cleaned.

p. Material and Debris Disposal

Contractor shall comply with all applicable federal, state and local laws, regulations, administrative rulings, orders, ordinances, and requirements, and Aviation Authority Sustainability Management Plan, pertaining to the protection of the environment, including but not limited to those regulating the use, storage, handling and disposal of materials, and other hazardous waste materials. Disposal records shall be provided to the Aviation Authority.

5.29. Exhibits

South Airport Terminal C - Phase I Passenger Boarding Bridges and Affiliated Ground Service Equipment			
Gate 258			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 68/141-125 WITH 10' Dr Col
GPU 90KVA	JBT	1	Jetpower 3 90kVA POU Unit
45 Ton AHU	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	1	10 ton Air Conditioner
Potable water cabinet	Semler	1	Semler SI-1000 warm weather
PBB Baggage Conveyor	KCI	1	KCI JWBL24
PBB AHU Hose Basket	JBT	1	Single Hose Basket
Gate 257			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 64/131-125 WITH 10' Dr Col
GPU 90KVA	JBT	1	Jetpower 3 90kVA POU Unit
45 Ton AHU	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	1	10 ton Air Conditioner
Potable water cabinet	Semler	1	Semler SI-1000 warm weather
PBB Baggage Conveyor	KCI	1	KCI JWBL24
PBB AHU Hose Basket	JBT	1	Single Hose Basket
Gate 256			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 64/131-125 WITH 10' Dr Col
GPU 90KVA	JBT	1	Jetpower 3 90kVA POU Unit
45 Ton AHU	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	1	10 ton Air Conditioner
Potable water cabinet	Semler	1	Semler SI-1000 warm weather
PBB Baggage Conveyor	KCI	1	KCI JWBL24
PBB AHU Hose Basket	JBT	1	Single Hose Basket
Gate 255			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 64/131-125 WITH 10' Dr Col
GPU 90KVA	JBT	1	Jetpower 3 90kVA POU Unit
45 Ton AHU	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	1	10 ton Air Conditioner
Potable water cabinet	Semler	1	Semler SI-1000 warm weather
PBB Baggage Conveyor	KCI	1	KCI JWBL24

PBB AHU Hose Basket	JBT	1	Single Hose Basket
Gate 254			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 60/119-125 WITH 10' Dr Col
GPU 90KVA	JBT	1	Jetpower 3 90kVA POU Unit
45 Ton AHU	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	1	10 ton Air Conditioner
Potable water cabinet	Semler	1	Semler SI-1000 warm weather
PBB Baggage Conveyor	KCI	1	KCI JWBL24
PBB AHU Hose Basket	JBT	1	Single Hose Basket
Gate 253			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 68/141-125 WITH 10' Dr Col
GPU 90KVA	JBT	1	Jetpower 3 90kVA POU Unit
45 Ton AHU	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	1	10 ton Air Conditioner
Potable water cabinet	Semler	1	Semler SI-1000 warm weather
PBB Baggage Conveyor	KCI	1	KCI JWBL24
PBB AHU Hose Basket	JBT	1	Single Hose Basket
Gate 252			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 68/141-125 WITH 10' Dr Col
GPU 90KVA	JBT	1	Jetpower 3 90kVA POU Unit
45 Ton AHU	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	1	10 ton Air Conditioner
Potable water cabinet	Semler	1	Semler SI-1000 warm weather
PBB Baggage Conveyor	KCI	1	KCI JWBL24
PBB AHU Hose Basket	JBT	1	Single Hose Basket
Gate 251			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 60/119-125 WITH 10' Dr Col
GPU 90KVA	JBT	1	Jetpower 3 90kVA POU Unit
45 Ton AHU	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	1	10 ton Air Conditioner
Potable water cabinet	Semler	1	Semler SI-1000 warm weather
PBB Baggage Conveyor	KCI	1	KCI JWBL24
PBB AHU Hose Basket	JBT	1	Single Hose Basket
Gate 250			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 72/150-125R with 10' Dr Col

(REVISED PER ADDENDUM NO. 2)

PBB - (B)	JBT	1	A3 68/141-125 WITH 10' Dr Col
GPU 180KVA (Bridge A)	JBT	1	Jetpower 3 180kVA POU Unit
GPU 180KVA (Bridge B)	JBT	1	Jetpower 3 180kVA POU Unit
90 Ton AHU (Bridge A)	JBT	1	AHU Model APC 6000 & TAD
90 Ton AHU (Bridge B)	JBT	1	AHU Model APC 6000 & TAD
Rooftop Cooling Unit	Trane	2	10 ton Air Conditioner
Potable water cabinet	Semler	2	Semler SI-1000 warm weather
Anti-Collision System	JBT	2	
PBB Baggage Conveyor	KCI	2	KCI JWBL34
PBB AHU Hose Basket	JBT	2	Dual Basket, Splitter Box
Fixed walkway	JBT	1	J-20-BB Walkway

Gate 245

Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 64/131-125R with 10' Dr Col
PBB - (B)	JBT	1	A3 72/150-125R with 10' Dr Col
GPU 180KVA (Bridge A)	JBT	1	Jetpower 3 180kVA POU Unit
GPU 90KVA (Bridge B)	JBT	1	Jetpower 3 90kVA POU Unit
90 Ton AHU (Bridge A)	JBT	1	AHU Model APC 4500 & TAD
90 Ton AHU (Bridge B)	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	2	10 ton Air Conditioner
Potable water cabinet	Semler	2	Semler SI-1000 warm weather
Anti-Collision System	JBT	2	
PBB Baggage Conveyor	KCI	2	KCI JWBL34
PBB AHU Hose Basket	JBT	2	Single Hose Basket

Gate 244

Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 68/141-125 WITH 10' Dr Col
PBB - (B)	JBT	1	A3 68/141-125 WITH 10' Dr Col
GPU 180KVA (Bridge A)	JBT	1	Jetpower 3 180kVA POU Unit
GPU 90KVA (Bridge B)	JBT	1	Jetpower 3 90kVA POU Unit
90 Ton AHU (Bridge A)	JBT	1	AHU Model APC 4500 & TAD
90 Ton AHU (Bridge B)	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	2	10 ton Air Conditioner
Potable water cabinet	Semler	2	Semler SI-1000 warm weather
Anti-Collision System	JBT	2	
PBB Baggage Conveyor	KCI	2	KCI JWBL34
PBB AHU Hose Basket	JBT	2	Single Hose Basket

Gate 243

Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 58/110-125 WITH 10' Dr Col
PBB - (B)	JBT	1	A3 72/150-125 WITH 10' Dr Col
GPU 180KVA (Bridge A)	JBT	1	Jetpower 3 180kVA POU Unit
90 Ton AHU (Bridge A)	JBT	1	AHU Model APC 6000 & TAD

(REVISED PER ADDENDUM NO. 2)

Rooftop Cooling Unit	Trane	2	10 ton Air Conditioner
Potable water cabinet	Semler	2	Semler SI-1000 warm weather
Anti-Collision System	JBT	2	
PBB Baggage Conveyor	KCI	2	KCI JWBL34
PBB AHU Hose Basket	JBT	1	Dual Basket, Splitter Box
Gate 242			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 64/131-125 WITH 10' Dr Col
PBB - (B)	JBT	1	A3 72/150-125 WITH 10' Dr Col
GPU 180KVA (Bridge A)	JBT	1	Jetpower 3 180kVA POU Unit
90 Ton AHU (Bridge A)	JBT	1	AHU Model APC 6000 & TAD
Rooftop Cooling Unit	Trane	2	10 ton Air Conditioner
Potable water cabinet	Semler	2	Semler SI-1000 warm weather
Anti-Collision System	JBT	2	
PBB Baggage Conveyor	KCI	2	KCI JWBL34
PBB AHU Hose Basket	JBT	1	Dual Basket, Splitter Box
Gate 241			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 64/131-125 WITH 10' Dr Col
PBB - (B)	JBT	1	A3 68/141-125 WITH 10' Dr Col
GPU 180KVA (Bridge A)	JBT	1	Jetpower 3 180kVA POU Unit
GPU 90KVA (Bridge B)	JBT	1	Jetpower 3 90kVA POU Unit
90 Ton AHU (Bridge A)	JBT	1	AHU Model APC 4500 & TAD
90 Ton AHU (Bridge B)	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	2	10 ton Air Conditioner
Potable water cabinet	Semler	2	Semler SI-1000 warm weather
Anti-Collision System	JBT	2	
KCI JWBL34	KCI	2	KCI JWBL34
PBB AHU Hose Basket	JBT	2	Single Hose Basket
Fixed walkway	JBT	1	J-38-BB
Fixed walkway	JBT	1	J-40 -BB
Gate 240			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 64/131-125 WITH 10' Dr Col
PBB - (B)	JBT	1	A3 68/141-125 WITH 10' Dr Col
GPU 180KVA (Bridge A)	JBT	1	Jetpower 3 180kVA POU Unit
GPU 90KVA (Bridge B)	JBT	1	Jetpower 3 90kVA POU Unit
90 Ton AHU (Bridge A)	JBT	1	AHU Model APC 6000 & TAD
90 Ton AHU (Bridge B)	JBT	1	AHU Model APC 6000 & TAD
Rooftop Cooling Unit	Trane	2	10 ton Air Conditioner
Potable water cabinet	Semler	2	Semler SI-1000 warm weather
Anti-Collision System	JBT	2	
PBB Baggage Conveyor	KCI	2	KCI JWBL34

PBB AHU Hose Basket	JBT	2	Dual Basket, Splitter Box
Gate 236			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 53/104-125 WITH 10' Dr Col
PBB - (B)	JBT	1	A3 72/150-125 WITH 10' Dr Col
GPU 180KVA (Bridge A)	JBT	1	Jetpower 3 180kVA POU Unit
GPU 90KVA (Bridge B)	JBT	1	Jetpower 3 90kVA POU Unit
90 Ton AHU (Bridge A)	JBT	1	AHU Model APC 4500 & TAD
90 Ton AHU (Bridge B)	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	2	10 ton Air Conditioner
Potable water cabinet	Semler	2	Semler SI-1000 warm weather
Anti-Collision System	JBT	2	
PBB Baggage Conveyor	KCI	2	KCI JWBL34
PBB AHU Hose Basket	JBT	2	Single Hose Basket
Gate 234 (A) and 235 (B)			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 53/104-125 WITH 10' Dr Col
PBB - (B)	JBT	1	A3 72/150-125 WITH 10' Dr Col
GPU 180KVA (Bridge A)	JBT	1	Jetpower 3 180kVA POU Unit
GPU 90KVA (Bridge B)	JBT	1	Jetpower 3 90kVA POU Unit
90 Ton AHU (Bridge A)	JBT	1	AHU Model APC 4500 & TAD
90 Ton AHU (Bridge B)	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	2	10 ton Air Conditioner
Potable water cabinet	Semler	2	Semler SI-1000 warm weather
PBB Baggage Conveyor	KCI	2	KCI JWBL34
PBB AHU Hose Basket	JBT	2	Single Hose Basket
Gate 232 (A) and 233 (B)			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 60/119-125 WITH 10' Dr Col
PBB - (B)	JBT	1	A3 72/150-125 WITH 10' Dr Col
GPU 180KVA (Bridge A)	JBT	1	Jetpower 3 180kVA POU Unit
GPU 90KVA (Bridge B)	JBT	1	Jetpower 3 90kVA POU Unit
90 Ton AHU (Bridge A)	JBT	1	AHU Model APC 4500 & TAD
90 Ton AHU (Bridge B)	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	2	10 ton Air Conditioner
Potable water cabinet	Semler	2	Semler SI-1000 warm weather
PBB Baggage Conveyor	KCI	2	KCI JWBL34
PBB AHU Hose Basket	JBT	2	Single Hose Basket
Gate 230 (A) and 231 (B)			
Equipment	Manufacturer	Quantity	Description/Model Number
PBB - (A)	JBT	1	A3 68/141-125 WITH 10' Dr Col
PBB - (B)	JBT	1	A3 72/150-125 WITH 10' Dr Col

(REVISED PER ADDENDUM NO. 2)

GPU 180KVA (Bridge A)	JBT	1	Jetpower 3 180kVA POU Unit
GPU 90KVA (Bridge B)	JBT	1	Jetpower 3 90kVA POU Unit
90 Ton AHU (Bridge A)	JBT	1	AHU Model APC 4500 & TAD
90 Ton AHU (Bridge B)	JBT	1	AHU Model APC 4500 & TAD
Rooftop Cooling Unit	Trane	2	10 ton Air Conditioner
Potable water cabinet	Semler	2	Semler SI-1000 warm weather
PBB Baggage Conveyor	KCI	2	KCI JWBL34
PBB AHU Hose Basket	JBT	2	Single Hose Basket
Bridge Monitoring System	JBT	1	
Visual Docking Guidance System	SafeGate	1	
ADA Passenger Assist Lifts	Lift-A-Loft	1	
Portable Pre-Conditioned Air Unit (Diesel powered)	Verde GSE	1	

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6.0 AVIATION AUTHORITY STANDARD TERMS AND CONDITIONS

6.1. Submission of Proposals

All paper copy Proposals shall be submitted in a sealed envelope. The Proposal number, title, and opening date shall be clearly displayed on the outside of the sealed envelope. The delivery of said Proposal to Purchasing Department prior to the specified opening date and time is solely and strictly the responsibility of the Contractor. Any Proposals received in Purchasing after the specified date and time will not be accepted. Proposals must be submitted on forms provided by the Aviation Authority. No other forms will be accepted. Fax, telephone, emailed, or verbal Proposals are not acceptable and will not be considered.

6.2. Proposal Opening

Proposal opening shall be public on the date and time specified. 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 Proposals, proposals, or final replies, whichever is earlier. No Proposal may be modified after opening. No Proposal may be withdrawn after opening for a period of **ninety (90) days** unless otherwise specified and Pricing will remain firm.

6.3. Execution of Proposal

Proposal must contain a signature of authorized representative in the space(s) provided. Proposals must be typed or printed in ink. Use of erasable ink is not permitted. All corrections made by Contractor to any Proposal entry must be initialed. The company name and Federal Employer Identification Number (FEID) number shall appear in the space(s) provided.

6.4. Whistle Blower Reporting Line

The Aviation Authority is committed to the highest level of integrity in its operations and is fully committed to protecting the organization, its operations, and its assets against fraud, waste or abuse. The Aviation Authority has established a Whistle Blower Reporting Line with a third-party service provider as a means for employees, Contractors, vendors, tenants and the general public to report suspected fraud, waste or abuse in connection with the Aviation Authority's 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.

6.5. 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 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))

6.6. 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 the 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. 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.

6.15. Silence of Specifications

The apparent silence of the specifications and any supplemental specifications as to any details or the omission from same of any detailed description concerning any

point, shall be regarded as meaning that only the best commercial practices are to prevail and only materials of first quality be provided.

6.16. Assignment

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

6.17. Indemnification

The successful Contractor shall indemnify, defend and hold completely harmless the Aviation Authority and the City of Orlando, Florida ("City"), and the members (including, without limitation, members of the Aviation Authority's Board and the City's Council, and members of the citizens' advisory committees of each), officers, employees and agents of each, from and against any and all liabilities (including statutory liability and liability under Workers' Compensation Laws), losses, suits, claims, demands, judgments, fines, damages, costs and expenses (including all costs for investigation and defense thereof, including, but not limited to, court costs, paralegal and expert fees and reasonable attorneys' fees) which may be incurred by, charged to or recovered from any of the foregoing: (a) by reason or on account of damage to or destruction or loss of any property of the 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 the Aviation Authority's negligence or by the joint negligence of the 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. The 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 the 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 the 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 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 the 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 the 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 the Aviation Authority may have as to any party or person described therein.

6.18. Patents and Royalties

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

6.19. Software License to Contractor

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

6.20. Warranty Against Infringement of Intellectual Property

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

6.21. Optional Ownership of Work Product

Contractor agrees that any and all analyses, evaluations, reports, memoranda, letters, ideas, processes, methods, programs, and manuals that were developed, prepared, conceived, made or suggested by the Contractor for the Aviation Authority pursuant to a Work Order, including all such developments as are originated or conceived during the term of the Contract and that are completed or reduced to writing thereafter (the “Work Product”) and Contractor acknowledges that such Work Product

may be considered “work(s) made for hire” and will be and remain the exclusive property of the Aviation Authority. To the extent that the Work Product, under applicable law, may not be considered work(s) made for hire, Contractor hereby agrees that this Agreement effectively transfers, grants, conveys, and assigns exclusively to the Aviation Authority, all rights, title and ownership interests, including copyright, which Contractor may have in any Work Product or any tangible media embodying such Work Product, without the necessity of any further consideration, and Aviation Authority shall be entitled to obtain and hold in its own name, all Intellectual Property rights in and to the Work Product. Contractor for itself and on behalf of its Contractors hereby waives any property interest in such Work Product.

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

In the course of performing the Agreement work, Contractor may gain access to Sensitive Data Types including but not limited to Personal Identifiable Information (PII), Personal Health Information (PHI), Sensitive Security Information (SSI), Payment Card Industry (PCI), Financial Information and/or other confidential information of the Aviation Authority. Contractor agrees to hold such information in confidence and to make such information known only to its employees, affiliates, agents, Subcontractors, and sub-consultants who have a legitimate need to know such information and who are under a similar obligation of confidentiality. The Contractor shall seek the Aviation Authority’s prior written consent before releasing, disclosing, or otherwise making such confidential information available to any other person. This provision shall not apply to information required to be released by applicable law, legal subpoena, or other lawful process. The Contractor must notify the Aviation Authority as soon as practicable in the event Contractor is notified of or discovers any compromise and/or breach or suspected breach, such as unauthorized access to, theft of, misuse of and unintentional releases or of any security/sensitive data types, or confidential information of the Aviation Authority and/or Individuals (“Data Breach”) involving Contractor controlled systems such as, but not necessarily limited to, web sites, transmission infrastructure, voice response unit, and retrieval and storage systems. This notification should include, to the extent known, the type of Data Breach, type of data compromised and/or breached, and results of any forensic investigation. To the extent Contractor is responsible for the Data Breach and upon mutual agreement of the parties, Contractor shall be responsible to implement, in coordination with the Aviation Authority, a commercially reasonable Remediation Plan to address and respond to a Data Breach. Such commercially reasonable “Remediation Plan” will include certain administrative requirements associated with addressing and responding to such Data Breach to the extent necessary under the circumstances, and may include but is not necessarily limited to: (i) preparation and mailing or other transmission of legally required notifications, (ii) preparation and mailing or other transmission or communication to impacted Individuals such as may be required by applicable law or regulation; (iii) offering potentially impacted Individuals the opportunity to enroll in a credit monitoring service offered by a vendor of Contractor’s choice for a two-year period, or other period as required by applicable law, at no charge to the impacted Individuals; and (iv) payment of applicable reasonable legal, audit, accounting and administrative expenses associated with the investigation, notifications and recovery arising from the Data Breach. The remedies provided for in the Remediation Plan shall be in addition to any other remedies

available to the Aviation Authority under this Agreement. The provisions of this Section shall survive the expiration or earlier termination of the Agreement.

6.23. Training

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

6.24. Acceptance

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

6.25. Safety Warranty

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

6.26. Warranty

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

6.27. 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 may return, for full credit, any unused items received which fail to meet the Aviation Authority's performance standards. The Aviation Authority reserves the right to cancel an awarded Proposal upon due cause—i.e., Contractor misrepresentation, Contractor negligence, non-performance, etc. via written notice.

6.28. 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.

6.29. Purchasing Agreements With Other Governmental Entities

The 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).

6.30. 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.

6.31. 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.

6.32. 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

6.33. 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.

6.34. 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.

6.35. 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.

6.36. 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.

6.37. 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.

6.38. 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.

6.39. 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.

6.40. 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. 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.

6.41. Supervision of Contract Performance

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

6.42. Monitoring of Work

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

6.43. Prompt Payment

For payment promptness, the Aviation Authority shall remit payment in accordance with the Florida Prompt Payment Act, Section 218.70, Fla. Stat., et seq. The 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 the Aviation Authority makes payment through an electronic funds transfer, and not later than fifteen (15) days from payment by the Aviation Authority if the 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.

6.44. 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. The 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.

6.45. 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.

6.46. 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 the 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 the 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.

6.47. 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: PHONE NUMBER, (407) 825-2032; EMAIL ADDRESS, PUBLCRECORDS@GOAA.ORG; AND MAILING ADDRESS, GREATER ORLANDO AVIATION AUTHORITY, PUBLIC RECORDS, ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827. A Contractor with an Aviation Authority Contract for services, must comply with Florida

Statute, Chapter 119.071, specifically to: Keep and maintain public records that ordinarily and necessarily would be required by the Aviation Authority in order to perform the service. Upon request from the Aviation Authority's custodian of public records, provide the Aviation Authority with a copy of the requested records or allow the access to public records to be inspected or copied within a reasonable time on the same terms and conditions that the Aviation Authority would provide the records and at a cost that does not exceed the cost provided in Chapter 119.07, Florida Statutes, or as otherwise provided by law. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term and following completion of the Contract if the Contractor does not transfer the records to the Aviation Authority. Upon completion of the Contract, meet all requirements for retaining public records and transfer, at no cost to the Aviation Authority, all public records in possession of the Contractor or keep and maintain public records required by the Aviation Authority to perform the service. If the Contractor transfers all public records to the Aviation Authority upon completion of the Contract, the Contractor shall, upon termination of the Contract, destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the Contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the Aviation Authority, upon request from the Aviation Authority's custodian of public records, in a format that is compatible with the information technology systems of the Aviation Authority. If a Contractor does not comply with a public records request, the Aviation Authority shall enforce the Contract provisions in accordance with the Contract.

6.48. Federal Emergency Management Agency (FEMA) Contract Requirements

In the event of a hurricane, civil disturbance, or other declared emergency, the Contractor will be required to begin response within one hour after notification and be on site no later than two hours after notification unless due to 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>

6.49. 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 Proposal 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**

- a. Non-federal entities and Contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension).
- b. Upon request, the vendor agrees to provide the Aviation Authority with subsequent certification(s) for it and/or its suppliers, Subcontractors and subconsultants after Contract award. 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.

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.

k. **Additional FEMA Requirements**

The Uniform Rules authorize FEMA to require additional provisions for non- Federal entity Contracts. FEMA, pursuant to this Aviation Authority, requires or recommends 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-fed entity and the Contractor acknowledge and agree that no language in this Contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.
- 2) **Compliance with Federal Law, Regulations, and Executive Orders.**

This is an acknowledgement that FEMA financial assistance will be used to fund the Contract only. The Contractor will comply with all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives.
- 3) **No Obligation by Federal Government.**

The Federal Government is not a party to this Contract and is not subject to any

obligations or liabilities to the non -- Federal entity, Contractor, or any other party pertaining to any matter resulting from the Contract.

4) Program Fraud and False or Fraudulent Statements or Related Acts.

The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this Contract.

The remainder of this page is intentionally blank.

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 lowest responsive and responsible 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 the 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 1st day of July, **2022**, 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 "Aviation Authority", and **JBT AEROTECH CORPORATION**, hereinafter called Contractor.

WITNESSETH, that the said Contractor, for and in consideration of the payments hereinafter specified and agreed to be made by the Aviation Authority, hereby covenants and agrees to provide all labor, supervision, management oversight, training, materials, tools, equipment, submissions, reports, consumables, uniforms and all other items and services necessary, proper for, or incidental to performing twenty-four (24) hours per day seven (7) days per week, on-site operations, maintenance and repair, Corrective Maintenance (CM), Preventative Maintenance (PM) and Predictive Maintenance (PdM), corrosion control, painting, of Passenger Boarding Bridges (PBB) and associated Ground Support Equipment (GSE) in the South Terminal (Terminal C) at and all other items necessary or proper for, or incidental to, performing its obligations under **Purchasing Proposal 11-22 Passenger Boarding Bridges (PBB) and Associated Ground Support Equipment Maintenance and Repair Services, 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 the Aviation Authority, and in no event shall Contractor be entitled to recover from the 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 the 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, The 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.

(REVISED PER ADDENDUM NO. 2)

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

Tom Draper
Jun 9 2022 4:39 PM

By: _____ DocuSign

Its: _____

Date: _____

Attest: _____ Anna Farmer
Assistant Secretary
Jun 9 2022 4:43 PM

Secretary

Official Seal



Anna Farmer
Jun 9 2022 4:44 PM

DocuSign

DocuSign

WITNESSED BY:

"CONTRACTOR"

JBT AeroTech Corporation

(Name of Contractor)

By: Frank Moore (Seal)
(Signature of Owner or General Partner)

Its: President / General Manager
(Title)

Frank Moore
Name of Owner or General Partner Printed
or Typed

Date: 05/18/2022

Approved as to Form and Legality

this 6 day of June, 2022

Nelson Mullins Riley & Scarborough, LLP

By: Joe Macker
Greater Orlando Aviation Authority

From: [Anna Farmer](#)
To: [Directors and Aides](#)
Cc: [Eliot Martinez Fraticelli](#); [James Knusalla](#)
Subject: Designee for Chief Executive Officer
Date: Wednesday, June 1, 2022 5:15:17 PM

Please be advised that Mr. Kevin Thibault, Chief Executive Officer, will be out of the office Thursday, June 2, 2022 thru Sunday, June 12, 2022. Ms. Kathleen Sharman, Chief Financial Officer, will be his designee Thursday, June 2nd and Friday, June 3rd. Ms. Sharman can be reached at kathleen.sharman@goaa.org or 407-825-2043.

Mr. Tom Draper, Chief of Operations, will be his designee Saturday, June 4th thru Sunday, June 12th. Mr. Draper can be reached at tdraper@goaa.org or (407) 825-3021.

Please continue to use the signature process in place. Thank you.

Anna Farmer

Manager, Board Services
One Jeff Fuqua Boulevard
Orlando, FL 32827
Phone: 407-825-2032
Email: anna.farmer@goaa.org
Website: www.orlandoairports.net



JBT AeroTech Corporation
70 West Madison Street
Suite 4400
Chicago, Illinois 60602

DELEGATION OF SIGNATURE AUTHORITY

By resolution of the Board of Directors of JBT AeroTech Corporation (the "Corporation"), I was vested with authority, in my capacity as President, to execute, and to delegate to any person authority to execute, all written instruments whatsoever pertaining to matters that are in the ordinary course of business of the Corporation.

Pursuant to this authority, I hereby authorize Frank Moore, President/General Manager of Airport Services, a business unit of the Corporation, to execute and to deliver all written instruments whatsoever which are in the ordinary course of business of the Corporation that pertain to Airport Services.

The authority conveyed by this delegation of signature authority may not be further delegated.

This delegation shall become effective on 13 January 2022 and shall continue in effect through 31 December 2022, unless revoked earlier in writing.

Dated: January 13, 2022.

JBT AeroTech Corporation

By: 
Name: David C. Burdakin
Title: President



JBT AeroTech Corporation
70 West Madison Street
Suite 4400
Chicago, Illinois 60602

DELEGATION OF SIGNATURE AUTHORITY

By resolution of the Board of Directors of JBT AeroTech Corporation (the "Corporation"), I was vested with authority, in my capacity as President, to execute, and to delegate to any person authority to execute, all written instruments whatsoever pertaining to matters that are in the ordinary course of business of the Corporation.

Pursuant to this authority, I hereby authorize Gary Barlow, Controller of Airport Services, a business unit of the Corporation, to execute and to deliver all written instruments whatsoever which are in the ordinary course of business of the Corporation that pertain to Airport Services.

The authority conveyed by this delegation of signature authority may not be further delegated.

This delegation shall become effective on 13 January 2022 and shall continue in effect through 31 December 2022, unless revoked earlier in writing.

Dated: January 13, 2022.

JBT AeroTech Corporation

By: 
Name: David C. Burdakin
Title: President

Performance Bond No.: 30158334

Performance Bond Expiration Date: June 30, 2025

PERFORMANCE BOND FORM

GREATER ORLANDO AVIATION AUTHORITY

KNOW ALL MEN BY THESE PRESENTS
that JBT AeroTech Corporation

_____, hereinafter called
Principal,
Western Surety Company

_____, a corporation organized under the laws of the State of
SD 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 **One Million Five
Hundred Thousand Dollars (\$1,500,000.00)**, for the payment of which sum well and truly
made, Principal and Surety bind ourselves, our heirs, personal representatives, successors
and assigns, jointly and severally, firmly by these presents.

WHEREAS, Principal has by written agreement entered into a Contract with Aviation
Authority for **Purchasing Proposal 11-22 Passenger Boarding Bridges (PBB) and
Associated Ground Support Equipment Maintenance and Repair Services** 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.

Western Surety Company

POWER OF ATTORNEY APPOINTING INDIVIDUAL ATTORNEY-IN-FACT

Know All Men By These Presents, That WESTERN SURETY COMPANY, a South Dakota corporation, is a duly organized and existing corporation having its principal office in the City of Sioux Falls, and State of South Dakota, and that it does by virtue of the signature and seal herein affixed hereby make, constitute and appoint Aaron D. Griffin

, Individually

of Chicago, Illinois, its true and lawful Attorney(s)-in-Fact with full power and authority hereby conferred to sign, seal and execute for and on its behalf bonds, undertakings and other obligatory instruments of similar nature

- In Unlimited Amounts -

Surety Bond Number: 30158334

Principal: JBT AeroTech Corporation

Obligee: Greater Orlando Aviation Authority

and to bind it thereby as fully and to the same extent as if such instruments were signed by a duly authorized officer of the corporation and all the acts of said Attorney, pursuant to the authority hereby given, are hereby ratified and confirmed.

This Power of Attorney is made and executed pursuant to and by authority of the By-Law printed on the reverse hereof, duly adopted, as indicated, by the shareholders of the corporation.

In Witness Whereof, WESTERN SURETY COMPANY has caused these presents to be signed by its Vice President and its corporate seal to be hereto affixed on this 2nd day of February, 2021.

WESTERN SURETY COMPANY



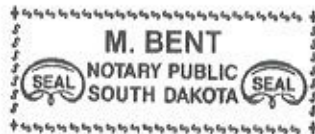
Paul T. Bruflat
Paul T. Bruflat, Vice President

State of South Dakota }
County of Minnehaha } ss

On this 2nd day of February, 2021, before me personally came Paul T. Bruflat, to me known, who, being by me duly sworn, did depose and say: that he resides in the City of Sioux Falls, State of South Dakota; that he is the Vice President of WESTERN SURETY COMPANY described in and which executed the above instrument; that he knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; that it was so affixed pursuant to authority given by the Board of Directors of said corporation and that he signed his name thereto pursuant to like authority, and acknowledges same to be the act and deed of said corporation.

My commission expires

March 2, 2026



M. Bent
M. Bent, Notary Public

CERTIFICATE

I, L. Nelson, Assistant Secretary of WESTERN SURETY COMPANY do hereby certify that the Power of Attorney hereinabove set forth is still in force, and further certify that the By-Law of the corporation printed on the reverse hereof is still in force. In testimony whereof I have hereunto subscribed my name and affixed the seal of the said corporation this 17th day of May, 2022.



WESTERN SURETY COMPANY

L. Nelson
L. Nelson, Assistant Secretary

Authorizing By-Law

ADOPTED BY THE SHAREHOLDERS OF WESTERN SURETY COMPANY

This Power of Attorney is made and executed pursuant to and by authority of the following By-Law duly adopted by the shareholders of the Company.

Section 7. All bonds, policies, undertakings, Powers of Attorney, or other obligations of the corporation shall be executed in the corporate name of the Company by the President, Secretary, and Assistant Secretary, Treasurer, or any Vice President, or by such other officers as the Board of Directors may authorize. The President, any Vice President, Secretary, any Assistant Secretary, or the Treasurer may appoint Attorneys in Fact or agents who shall have authority to issue bonds, policies, or undertakings in the name of the Company. The corporate seal is not necessary for the validity of any bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation. The signature of any such officer and the corporate seal may be printed by facsimile.

IN WITNESS WHEREOF, the Principal and Surety have executed this instrument under their several seals on the 17th day of May, 2022, the name and corporate seal of each corporate party being hereto affixed and these presents fully signed by its undersigned representative, pursuant to Aviation Authority of its governing body.

Signed, sealed and delivered
in the presence of:

Haidini Kanoubi
Witness
M. Baruch
Witness
(Seal)

JBT AeroTech Corporation
Principal (Name of Contractor)

By: [Signature]
(Signature)

Its: JBT APS Controller
(Title)

Ann Mullins
Witness
Daniel Machado
Witness
Daniel Machado

Western Surety Company
Name of Surety

By: [Signature]
(Signature)

Its: Aaron D. Griffin, Attorney in Fact
(Title)

Address: 151 N. Franklin Street, Chicago, IL 60606

Telephone No.: 877-672-6115

Fax No.: 312-894-2676

E-Mail Address: claims@cnsurety.com

[Signature]
(Countersignature by Aaron D. Griffin, Florida License #W616396
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.

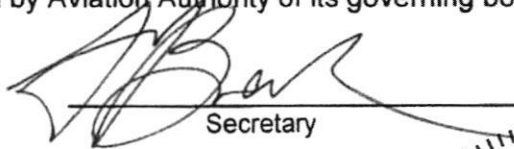
IMPORTANT:

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, Thurston C. Barclay, certify that I am the Secretary of the corporation named as Principal in the foregoing Performance and/or Payment Bonds; that Gary Barlow who signed the said Bond(s) on behalf of the Principal was then Controller of Airport Services 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 Aviation Authority of its governing body.


Secretary

(Corporate Seal)



IRREVOCABLE STAND-BY LETTER OF CREDIT

_____ [Date]

IRREVOCABLE LETTER OF CREDIT NO. _____

EXPIRY DATE: _____

AGGREGATE AMOUNT: **\$1,500,000.00**

BENEFICIARY: Greater Orlando Aviation Authority
One Jeff Fuqua Boulevard
Orlando, FL 32827-4399

Dear Sir or Madam:

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

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

- A. Certification that the Company has failed to faithfully perform one or more of its obligations to the Aviation Authority under that certain **Contract Proposal 11-22 Passenger Boarding Bridges (PBB) and Associated Ground Support Equipment Maintenance and Repair Services** at Orlando International Airport, as such may be amended from time to time, by and between the Company and the Aviation Authority (the "Agreement"); and
- B. Certification of the amount of damages or expenses which, in his belief or determination, the Aviation Authority has suffered or incurred, or is likely to suffer or incur, as a result of such failure by the Company; or
- C. Certification (1) that the Company has failed to provide to the Aviation Authority an acceptable surety bond or stand-by letter of credit to replace this letter of credit, on or before the date the same was due under the terms of the Agreement in accordance with such terms, and (2) certification of the amount of the required replacement surety bond or letter of credit.

Irrevocable Stand-by Letter of Credit
Page 2

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

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

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

(Bank Name)

By: _____
(Signature)

Address: _____

Telephone No.: _____

Fax No.: _____

E-Mail Address: _____

EXHIBIT A

**GREATER ORLANDO AVIATION AUTHORITY
STATEMENT FORM**

To: _____ [Bank Name]

Date: _____

Re: _____ [Company Name]

Irrevocable Letter of Credit Number: _____

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

- A. _____ [Company Name] (the "Company") has failed to faithfully perform one or more of its obligations to the Aviation Authority under that certain Contract , **Proposal 11-22 Passenger Boarding Bridges (PBB) and Associated Ground Support Equipment Maintenance and Repair Services at Orlando International Airport**, by and between the Company and the Aviation Authority (the "Agreement").
- B. In the belief or determination of the undersigned, the amount of damages or expenses which the Aviation Authority has suffered or incurred or is likely to suffer or incur, as a result of such failure by the Company totals \$ _____; or
- C. The Company has failed to provide the Aviation Authority with an acceptable replacement surety bond or stand-by letter of credit on or before the date the same was due under the terms of the Agreement in accordance with such terms, and that the amount of the required replacement bond or letter of credit is \$ _____.

Dated this _____ day of _____, 20_____.

GREATER ORLANDO AVIATION AUTHORITYY

By: _____

Title: _____

8.0 PROPOSAL FORMAT

8.1. Proposal Format Requirements

- a. Material shall be submitted in a loose leaf binder format, not as bound documents or with coil spines (plastic or metal). 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 10-pitch font, excluding required Attachments as listed in Tab 9, no more than 100 pages.
- 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. To expedite the Aviation Authority's evaluation of the proposal, the proposal shall be organized and sections tabbed in the following order.

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. 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. A brief experience statement describing the Proposer's role and supporting airport operations and the traveling public.
2. An affirmative statement that it is independent of the Aviation Authority. Proposer must certify in writing with its Proposal that Proposer is registered to do business in the State of Florida. Proposer shall include a copy of such registration to the Aviation Authority with the RFP submission.
3. An executive summary that is a brief overview of the overall strategy for implementation, and why their company is qualified to be selected.

B. 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 "On-Site Manager".

2. Type of organization (corporation, sole proprietor, partnership, other).
3. Federal employer identification number.

C. Prior or Pending Convictions, Indictments, Investigations, Regulatory Investigations, and Conflicts Of Interest

- 1) 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 Passenger Boarding Bridges (PBB) and Associated Ground Support Equipment Maintenance and Repair 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 an affirmative statement that there are none.
- 2) The Proposer must also 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.

D. Claims Information

Disclose all lawsuits, arbitrations and claims filed or raised by or against the Proposer over the last five (5) years, specifically identifying:

1. The project involved.
2. The parties involved.
3. The nature of the claim(s).
4. Amount at issue.
5. Disposition or status.
6. Litigation, case style, number, and jurisdiction.

Tab 3 - Proposer's Knowledge, Experience, and Qualifications

A. Proposer's knowledge, and experience, and qualifications, including:

1. Contracts (in similar size and scope to this RFP), with brief descriptions that demonstrate Proposer's experience providing Passenger Boarding Bridges (PBB) and Associated Ground Support Equipment Maintenance and Repair Services.
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.

3. The ability of the proposed team, particularly the On-Site Manager, to demonstrate the level of experience with and knowledge of passenger boarding bridges and affiliated GSE equipment maintenance and repair services
4. relevant to the scope of services set forth in this Contract.
5. For the purpose of evaluating proposals, the Aviation Authority will consider adequacy of the proposed staffing plan for various segments of engagement, adequacy of analytical procedures and transition plan that at its sole discretion best meets its needs for passenger boarding bridges and affiliated GSE equipment maintenance and repair services.

B. 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** currently underway or satisfactorily completed and shall be able to validate the Proposer's capabilities and experience.

1. List a minimum of three (3) and no more than five (5) customers for the services specified in the solicitation in the spaces provided. 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. Provide a list of any clients to whom the Proposer has provided Passenger Boarding Bridges (PBB) and Associated Ground Support Equipment Maintenance and Repair Services on or after January 1, 2017, 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 4 – Proposed Management and Operational Plan

A. Operational and Staffing Plans

1. Proposer shall provide a maintenance operation and staffing plan for this Contract and a copy of an existing Proposer's operation and staffing plan utilized within the last three (3) years at another airport or public facility similar in size to this Airport.
2. Identify subcontractors and their responsibilities, as applicable.

B. Key Personnel

1. Identify On-Site Manager and Assistant On-Site Manager that will be committed to the project.
2. Provide names and titles of key personnel and an organizational chart of your proposed project team. Provide professional resumes of all key personnel. Key personnel shall have a minimum of three (3) years' experience within the last five (5) years, of the Passenger Boarding Bridges (PBB) and Associated Ground Support Equipment Maintenance and Repair Services at an airport transportation or other facilities as large in size and scope to that being proposed in terms of square footage and/or sales volume.
3. 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 Contract.

C. 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.)

D. Safety and Security Plan

1. Provide a proposed safety training plan for this Contract and an existing copy of the Proposer's safety training plan currently utilized to reduce the risk and liability of workplace hazards and help implement preventive measures to eliminate on-the-job injuries and fatalities.
2. Proposer's incorporation of TSA policies in the development of Proposer's policies and procedures.

3. Provide details on the methods the Proposer uses to train and monitor Personnel's adherence to all security and safety regulations as well as procedures established and updated by the Airport and TSA.

E. Quality Control/Continuous Improvement Plan/Customer Service Plan

1. Each Proposer shall provide a detailed quality control/continuous improvement plan that Proposer intends to utilize to keep the current systems and any new systems installed operating at 99.982+% level. This plan shall include items that need to be checked, frequency, responsible person who will perform the process, the process steps performed, critical success factors and measures, and contingency plans when process failure necessitates.
2. Provide a training plan to ensure compliance with all provisions of this Contract including, but not limited to, meeting established standards of quality, reliability, usability, and performance, and identifying training needs and involvement to meet quality standards.
3. Provide a Customer Service Plan showing customer-complaint handling and procedures to include length of time to respond to complaints and procedures for responding to the complaint.

Tab 5 – Equipment

- A. Provide a comprehensive list of all equipment (Vehicles, Utility Carts, Scissor Lift(s), forklift(s), lull(s), etc.) and explain how the equipment will be utilized and demonstrate that sufficient equipment is being provided to meet the objectives of the RFP.
- B. Describe plan for when a piece of equipment or technology is out of service.

Tab 6 - 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. 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 Title and RFP NO.: and the Proposer's firm name on the sealed envelope.** (Reference Florida Statutes Section 119.071(1)(c) for exemption on financial records.)

Tab 7 – Pricing/Management Fees

Proposal Price Schedule and Backup for Management Fee Schedule.

Tab 8 – Attachments (Forms to be turned in to the Aviation Authority)

Proposal Price Schedule.

Attachment A - Proposer's Certification Form.

Attachment B - Addendum Receipt Verification Form. If an Addendum(s) is issued.

Attachment C - Proposer's Questionnaire.

Attachment D - Conflict of Interest Disclosure Form.

Attachment E – Scrutinized Company Certification Form.

Attachment F – MWBE Participation Forms.

Attachment G - Proposer's W-9.

Attachment H - Certificate of Insurance (Proof Proposer can obtain the required Insurance).

Attachment I - Letter of Bondability.

Attachment J - No Proposal Response Form, if applicable.

Tab 9 – Additional Information

9.0 PROPOSAL PRICE FORM GREATER ORLANDO AVIATION AUTHORITY**PURCHASING PROPOSAL 11-22**

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~~ **Management Fee** 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 labor, supervision, management oversight, training, materials, tools, equipment, submissions, reports, consumables, uniforms and all other items and services necessary, proper for, or incidental to performing twenty-four (24) hours per day seven (7) days per week, on-site operations, maintenance and repair, Corrective Maintenance (CM), Preventative Maintenance (PM) and Predictive Maintenance (PdM), corrosion control, painting, of Passenger Boarding Bridges (PBB) and associated Ground Support Equipment (GSE) in the South Terminal (Terminal C) as described in the Contract Documents.

**PASSENGER BOARDING BRIDGES (PBB) AND ASSOCIATED GROUND SUPPORT
EQUIPMENT MAINTENANCE AND REPAIR SERVICES**

TOTAL THREE (3) YEAR PROPOSAL PRICE:

Six Million eight hundred sixty-three thousand three hundred and two dollars

\$ 6,863,302.00

(Print Dollar Amount)

Authorized Signature: _____

*Frank Moore*Name and Title (Typed or Printed): Frank Moore - President/General ManagerDate: 01/07/2022

FEEES FOR CONTRACT YEARS 1 - 3**PASSENGER BOARDING BRIDGES (PBB) AND ASSOCIATED GROUND SUPPORT EQUIPMENT
MAINTENANCE AND REPAIR SERVICES**

This agreement will be thirty-six (36) months in duration and shall be deemed effective on or about March 1, 2022 through February 28, 2025 with two one-year options to renew.

Year 1	¹ Management Fee	\$663,679.00
	² Reimbursable Payroll Expense Budget	\$1,157,100.00
	² Reimbursable Operating Expense Budget	\$426,400.00
	<u>Sub-Total for Year 1</u>	\$2,247,179.00
Year 2	¹ Management Fee	\$639,735.00
	² Reimbursable Payroll Expense Budget	\$1,194,100.00
	² Reimbursable Operating Expense Budget	\$439,300.00
	<u>Sub-Total for Year 2</u>	\$2,273,135.00
Year 3	¹ Management Fee	\$658,687.00
	² Reimbursable Payroll Expense Budget	\$1,231,700.00
	² Reimbursable Operating Expense Budget	\$452,600.00
	<u>Sub-Total for Year 3</u>	\$2,342,987.00

TOTAL THREE YEAR COST	\$ 6,863,302.00 (Enter Total Here and on Page 137)
------------------------------	--

*Management Fee shall include all costs as listed Section 4.2.

²Reimbursable Payroll and Operating Expense Budget shall include all costs as outlined in Section 4.3. Contractor's aggregate annual invoices shall not exceed the total as stated above for Years 1 thru 3. It is estimated that 19 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 15 and 24 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: Frank Moore

Name and Title (Typed or Printed): Frank Moore - President/General Manager

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:	
JBT AeroTech Corporation	☒ physical presence or ☐ online notarization	
Bidder's Signature <i>Frank Moore</i>	this day of <u>January 07</u> <u>20 22</u>	
Print Name and Title	by <u>Frank Moore</u> who is	
Frank Moore - President/General Manager	☒ Personally Known; or ☐ Produced Identification. Type of identification produced:	
Address:	[Check applicable box to satisfy identification requirement of FLA. Stat. §117.05)	
1805 West 2550 South Ogden, Utah 84401	STATE OF FLORIDA) STATE OF UTAH	Seal MICHAEL W. GARLICK Notary Public - State of Utah Comm. No. 711810 My Commission Expires on May 5, 2024
Date 01/07/2022	COUNTY OF Weber	
Duns Number 11-714-1716		
83-3763708	May 5, 2024	
Federal Tax Id Number	Notary Public My Commission Expires:	
frank.moore@jbt.com	<i>M. Garlick</i> Printed, typed or stamped commissioned	MICHAEL W. GARLICK Notary Public - State of Utah Comm. No. 711810 My Commission Expires on May 5, 2024
Email:	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 - 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. <u>1</u>	Dated <u>November 23, 2021</u>
Addendum No. <u>2</u>	Dated <u>December 17, 2021</u>
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____
Addendum No. _____	Dated _____

JBT AeroTech Corporation

Company

Frank Moore

Signature

Frank Moore

Print Name

President/General Manager

Title

Attachment C - 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	JBT AeroTech Corporation
Contact Individual	Frank Moore - President / General Manager
Contact Address	1805 West 2550 South
City, State, Zip	Ogden, Utah 84401
Telephone Number	(801) 940-1850
Email Address	frank.moore@jbtc.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.

<u>Name</u>	<u>Title</u>	<u>Indicate Principal or Authorized Authority</u>
Frank Moore	President / General Manager	JBT Letter - Delegation of Signature Authority

3. References

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.

Ref #1. Customer/Client: PhiliTEC Airline Consortium / PHL Airport
Date of Services: AUG 2017
Description of Services:
PBB consists of one hundred-fourteen (114) jet bridges with associated gate equipment providing maintenance and repair services
Street Address: 8500 Essington Avenue
City, State, ZIP Code: Philadelphia, PA 19153
Telephone # (856) 617-3822
Contact Person: Mr. Bruce Miller
Email: b.miller@avairprosservices.com
Ref # 2. Customer/Client: United Airlines / IAH Airport
Date of Services: MAR 2019
Description of Services:
PBB Consists of one hundred-three (103) jet bridges with associated gate equipment providing maintenance and repair services
Street Address: 3389 N. Terminal Road
City, State, ZIP Code: Houston, TX 77032
Telephone # (281) 553-9014
Contact Person: Ms. Nancy Gant
Email: nancy.gant@united.com
Ref #3. Customer/Client: SLC Department of Airports (SLCDA) / SLC Airport
Date of Services: JUL 2017
Description of Services:
PBB Consists of fifty-six (56) jet bridges with associated gate equipment providing maintenance and repair services
Street Address: 776 North Terminal Drive
City, State, ZIP Code: Salt Lake City, UT 84122
Telephone # (801) 531-4553
Contact Person: Mr. Eddie Clayson
Email: eddie.clayson@slcgov.com

Ref #4. Customer/Client: County of Orange Airport Authority / SNA Airport
Date of Services: JAN 2019
Description of Services:
PBB consists of twenty (20) jet bridges with associated gate equipment providing maintenance and repair services
Street Address: 18601 Airport Way
City, State, ZIP Code: Santa Ana, CA 92707
Telephone # (949) 252-5095
Contact Person: Mr. Roger Yee
Email: ryee@ocair.com

Ref # 5. Customer/Client: Airlines Committee of Hawaii (ACH) Consortium / HNL Airport
Date of Services: JUL 2017
Description of Services:
PBB Consists of sixty-one (61) jet bridges with associated gate equipment providing maintenance and repair services
Street Address: 324 Rodgers Boulevard, Suite B
City, State, ZIP Code: Honolulu, HI 96819
Telephone # (808) 753-1650
Contact Person: Mr. Alan Ogawa
Email: a.ogawa@avairpros.com

JBT AeroTech Corporation

Company

Frank Moore

Signature

Frank Moore

Print Name

President / General Manager

Title

Attachment D – 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:

JBT has no conflict of interest with GOAA. Should such a conflict arise, JBT will disclose the conflict and take affirmative steps to eliminate or mitigate the conflict as appropriate in accordance with its code of ethics and with applicable law.

Acknowledged by:

Frank Moore

Firm Name:

JBT AeroTech Corporation

Signature of Authorized Representative:

Frank Moore

Name and Title (Print or Type):

Frank Moore - President / General Manager

Date:

3 JAN 2022

Attachment E - 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: JBT AeroTech Corporation

By: Frank Moore
(Authorized Signature)

Title: President / General Manager

Date: 3 JAN 2022

Attachment F – MWBE FORMS

LETTER OF INTENT/AFFIRMATION

Minority/Woman Owned Business Enterprise (MWBE)

(This page shall be submitted for each MWBE Firm)

Proposer: Name JBT AeroTech Corporation

Address 1805 West 2550 South

City Ogden State UT Zip 84401

MWBE Firm: Name Fiber Systems, Inc. DBA Facility Services Inc.

Address 3450 West 84th Street, Suite 202-E

City Hialeah State FL Zip 33018

MWBE Contact: Name: Nancy Collier Phone (754) 581-3930

Email: ncollier@fsi-as.com

MWBE Certification Agency: Greater Orlando Airport Authority Expiration Date June 13, 2022

Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work	Quantity	Rates	Total
Provide Maintenance Technician for PBB MX & Repair Services	1	\$37.51	\$78,014.00/YR-1
Provide Maintenance Jr. Technician for PBB MX & Repair Services	4	\$31.80	\$264,561.00/YR-1

Year 1: \$ 342,575.00

Year 2: \$ 352,852.00

Year 3: \$ 363,438.00

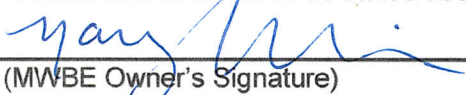
(MWBE)

Total Term Value: \$ 1,058,865.00

Percent of Total Proposal: 15.43 % of
\$6,863,302.00 TOTAL THREE YEAR COST

AFFIRMATION:

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

By:  President 7 JAN 2022
(MWBE Owner's Signature) (Title) (Date)

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

By:  President / General Manager 7 JAN 2022
(Proposer's Authorized Signature) (Title) (Date)

In the event the Proposer does not receive award of the prime Contract, any and all representations in this Letter of Intent/Affirmation shall be null and void.

MONTH ENDING: _____

GREATER ORLANDO AVIATION AUTHORITY

MWBE DISBURSEMENT FORM

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

CONTRACT: PASSENGER BOARDING BRIDGES (PBB) AND ASSOCIATED GROUND SUPPORT EQUIPMENT MAINTENANCE AND REPAIR SERVICES

(Number and Name)

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

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

Summary

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

Contract Goal:

Cumulative Goal Achieved:

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

Remarks:

Attachment G – W9 Form

Request for Taxpayer Identification Number and Certification ►

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

Request for Taxpayer Identification Number and Certification

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

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

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. JBT AeroTech Corporation	
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. 1805 West 2550 South	Requester's name and address (optional)
6 City, state, and ZIP code Ogden, Utah	
7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

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

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

Social security number									
				-				-	
or									
Employer identification number									
8	3	-	3	7	6	3	7	0	8

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 ► <i>Frank Moore</i>	Date ► 01-03-2022
-----------	---	-------------------

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.



CERTIFICATE OF LIABILITY INSURANCE

DATE: 1/4/2022

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 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 Midwest, Inc. 233 South Wacker Drive Chicago, IL 60606	CONTACT NAME: Willis, Global Aviation	
	PHONE (A/C, No. Ext): 312-288-7095	FAX (A/C, No): 312-621-6880
	E-MAIL ADDRESS:	
	PRODUCER CUSTOMER ID #:	
	INSURER(S) AFFORDING COVERAGE	
	NAIC#	
INSURED JBT AeroTech Corporation John Bean Technologies Corporation JBT AeroTech, Jetway Systems 1805 West 2550 South Ogden, UT 84401	INSURER A : See Attached	
	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES

CERTIFICATE NUMBER: JBT-0496

REVISION NUMBER:

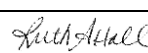
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE 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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YY)	LIMITS	
A	GENERAL LIABILITY	Y	Y	See Attached	11/01/21	11/01/22	EACH OCCURRENCE	\$5,000,000
	☒ COMMERCIAL GENERAL LIABILITY						DAMAGES TO RENTED PREMISES(Ea occurrence)	\$50,000
	☐ CLAIMS-MADE ☒ OCCUR						MED EXP (Any one person)	\$5,000
	☒ Aviation						PERSONAL & ADV INJURY	\$5,000,00
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	
	☐ POLICY ☒ PRO-JECT ☐ LOC						PRODUCTS-COMP/OP AGG	\$5,000,000
							Hangarkeepers Legal Liab.	
A	AUTOMOBILE LIABILITY	Y	Y	See Attached	11/01/21	11/01/22	COMBINED SINGLE LIMIT (Ea accident)	\$5,000,000
	☐ ANY AUTO						BODILY INJURY(Per person)	\$
	☒ ALL OWNED AUTOS (inside AOA)						BODILY INJURY(Per accident)	\$
	☐ SCHEDULED AUTOS						PROPERTY DAMAGE (Per accident)	\$
	☒ HIRED AUTOS (inside AOA)							\$
☒ NON-OWNED AUTOS (inside AOA)		\$						
☒ Airside (inside of AOA)		\$						
	UMBRELLA LIAB ☐ OCCUR						EACH OCCURRENCE	\$
	EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	\$
	DEDUCTIBLE							\$
	RETENTION \$							\$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	N/A					WC STATUTORY LIMITS	OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)						E.L. EACH ACCIDENT	\$
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	\$
							E.L. DISEASE - POLICY LIMIT	\$
	OTHER							

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES: / / P11-22 PBB Maintenance Services (STC) / Greater Orlando Aviation Authority and the City of Orlando, FL 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 are included as Additional Insureds but only as respects the operations and activities of the Named Insured under the above referenced contract(s). Insurers agree to waive their rights of subrogation against the Additional Insureds. This insurance is primary and without right of contribution from any other insurance as may be carried by the Additional Insured. In the event of cancellation of the policies by Insurers agree to provide 30 day notice of cancellation.

bb

CERTIFICATE HOLDER**CANCELLATION**

Greater Orlando Aviation Authority 8652 Casa Verde Road Orlando, FL 32827	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	Authorized Representative 

AGENCY CUSTOMER ID: _____

LOC #: _____



ADDITIONAL REMARKS SCHEDULE

Page ____ of ____

AGENCY
Willis Towers Watson Midwest, Inc.
 NAM
 JBT AeroTech Corporation / John Bean Technologies
 Corporation / JBT AeroTech, Jetway Systems
 1805 West 2550 South
 Ogden, UT 84401

POLICY NUMBER

CARRIER

NAIC CODE

EFFECTIVE DATE: 11/01/21

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

SECURITY (the "Insurers")

Insurer

 Allianz Global Risks US Insurance Co. through
 Allianz Global Corporate & Specialty®

Policy Number

 A1PR000201121AM
 NAIC: 35300

National Union Fire Ins Co of Pittsburgh, PA through AIG

 PL007741013-11
 NAIC: 19445

 Underwriters At Lloyds London, London and Certain Insurance
 Companies through Willis Limited

22268A21

QBE Insurance Corporation through QBE America

 100010221
 NAIC: 39217

 Starr Indemnity & Liability Company through
 Starr Companies

 1000189341-01
 NAIC: 38318

Old Republic Insurance Group through Old Republic Aerospace

 MP 000459 01
 NAIC: 24147

Several Liability Notice

The subscribing insurers' obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing insurers are not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligations. LSW 1001 (insurance)

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 Additional Insured until thirty (30) days after issuance of notice by the Insurers to the Certificate Holder.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

05/12/2022

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 Aon Risk Services South, Inc. 3550 Lenox Rd. NE, Suite 1700 Atlanta, GA 30326	CONTACT NAME: Nick Schuver PHONE (A/C, No, Ext): 404 240 6056 FAX (A/C, No): E-MAIL ADDRESS: nick.schuver@aon.com
INSURED JBT Aerotech Corporation 7300 Presidents Drive Orlando, FL 32809	INSURER(S) AFFORDING COVERAGE INSURER A: Allied World Assurance Company (U.S.) Inc. INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:
	NAIC # 19489

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADD'L SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PROJECT ☐ LOC OTHER:					EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COM/OP AGG
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ HIRED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ NON-OWNED AUTOS ONLY					COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED RETENTION \$					EACH OCCURRENCE AGGREGATE
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory In NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N ☐ N/A					PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT
A	Contractors Pollution Liability	Y Y	0313-2795	07/01/2022	03/01/2025	Each incident Policy aggregate Deductible \$1,000,000 \$1,000,000 \$25,000

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

Policy provides coverage for Passenger Boarding Bridges (PBB) and associated ground support equipment maintenance and repair services per GOAA RFP 11-22 at Orlando International Airport.

Policy is primary and non-contributory to any other insurance.

Certificate holder is an additional insured and there is a waiver of subrogation in favor of the certificate holder.

CERTIFICATE HOLDER**CANCELLATION**

Greater Orlando Aviation Authority
8652 Casa Verde Road, Building 811
Orlando, FL 32827

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Nick Schuver

Digitally signed by Nick Schuver
DN: cn=Nick Schuver, o, ou,
email=nick.schuver@aon.com, c=US
Date: 2022.05.12 10:49:45 -04'00'

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Attachment I - Letter of Bondability or Letter of Credit

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. As described in Section Two – Special Conditions. Note 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.

CNA Surety

801 Warrenville Road
Suite 700
Lisle, Illinois 60515

January 3, 2021

RE: John Bean Technologies Corporation ("JBT Corporation")

1805 W 2550 S, Ogden, UT 84401

To Whom It May Concern:

John Bean Technologies Corporation is a highly regarded and valued client of Western Surety Company. We have been providing surety bonds for them since 2008. John Bean Technologies Corporation has a bonding program of \$15,000,000.00 single project and \$325,000,000.00 aggregate, and we would favorably consider exceeding these levels if needed.

Western Surety Company is a member of the CNA Surety Companies and enjoys a rating of A, XIII in AM Best's Rating Guide. It is licensed to do business in all fifty states.

This letter is not to be construed as an agreement to provide surety bonds for any particular project, but is offered as an indication of our past experience and confidence in this firm. Any specific request for bonds will be underwritten on its own merits.

Very truly yours,

Western Surety Company



C.R. Hernandez
Attorney-in-Fact

Attachment J – 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 11 -22 Passenger Boarding Bridges (Pbb) And Associated Ground Support Equipment Maintenance And Repair Services for Orlando International Airport, opening at 2:00 p.m January 11, 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



Table of Contents

Cover Sheet (1-Page)

Section 1 – Table of Contents (1-Page)

Section 2 – Executive Summary (6-Pages)

Section 3 – Proposer’s Knowledge, Experience, and Qualifications (8-Pages)

Section 4 – Proposed Management and Operational Plan (33-Pages)

Section 5 – Equipment (2-Pages)

Section 6 – Financial Background Information (1-Page)

Section 7 – Pricing/Management Fees (2-Pages)

Section 8 – Attachments (14-Pages)



Executive Summary

➤ Cover Letter

January 3, 2021

Greater Orlando Aviation Authority
Purchasing Department
8652 Casa Verde Road, Building 811
Orlando, Florida 32827-4338

**RE: RFP 11-22 PASSENGER BOARDING BRIDGES (PBB) AND ASSOCIATED GROUND
SUPPORT EQUIPMENT MAINTENANCE AND REPAIR SERVICES**

Dear Purchasing Department:

We thank you for the opportunity to provide the Greater Orlando Aviation Authority (GOAA) with a proposal for the above noted RFP. JBT has thoroughly examined and reviewed the RFP specification, and we assure GOAA that we have the capability, capacity, and qualifications of providing the critical services as defined in the specification as the Original Equipment Manufacturer (OEM) of the Jetway® PBB and associated gate equipment.

Since 1959, JBT has been an innovative partner in the Aviation industry for over sixty (60+) years as the OEM of Jetway® Passenger Boarding Bridges and associated ancillary gate equipment including preconditioned air, ground power, potable water, bag buddy, wheelchair lifts, belt loaders, baggage slides, PCA carts and others. Today, JBT provides maintenance and repair services for nearly 600 Jet Bridges predominantly in the United States. Our comprehensive PBB experience includes servicing all makes and models of jet bridges and ancillary gate equipment.

JBT is registered with an active status to do business in the State of Florida:

JBT AEROTECH CORPORATION

Filing Information

Document Number	F19000002754
FEI/EIN Number	83-3763708
Date Filed	06/13/2019
State	DE
Status	ACTIVE



State of Florida Department of State

I certify from the records of this office that JBT AEROTECH CORPORATION is a Delaware corporation authorized to transact business in the State of Florida, qualified on June 13, 2019.

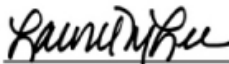
The document number of this corporation is F19000002754.

I further certify that said corporation has paid all fees due this office through December 31, 2021, that its most recent annual report/uniform business report was filed on April 23, 2021, 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 Third day of January, 2022*




Secretary of State

Tracking Number: 2134245866CU

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

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

The following is a brief overview for implementation and key deliverables:

- All labor, supervision, management oversight, training, materials, tools, equipment, submissions, reports, consumables, and uniforms to **provide GOAA with a safe, efficient, reliable, and cost effective program** to perform 24-hours per day, 7-days per week, on-site operations, maintenance, and repair services at MCO South Terminal Complex.



- **JBT will embrace the current challenging labor market by proposing all Team Member at the 75th percentile hourly rate** of the recommended wages by the Economic Research Institute (ERI) for the Orlando International Airport aimed at attracting, onboarding, and retaining a qualified and highly-skilled workforce that will deliver the required scope of work and key performance metrics. (Note: We acknowledge that we will be on the higher end of the market base labor wages which we believe will enable us to attract more qualified & skilled candidates with the objective to onboard and retain our Team Members and reduce employee turnover for the duration of the contract)
- **Our proposed staffing plan will include a total headcount of nineteen (19) full-time Team Members** and with our proposed higher wages will result in onboarding more qualified, capable, and talented Team Members to deliver the required maintenance and repair services for the duration of contract. The Team Members include 1-On Site Manager, 1-Assistant Manager, 1-Administrative Person, 4-Supervisors (Highly-Skilled Working Supervisors), 8-Maintenance Technicians and 4-EAM/PARTS/Work Order Coordinators. (Note: We acknowledge that our proposed staffing offers a slightly lower headcount than perhaps expected due to recommending higher wages; however, we are highly confident as the OEM Aftermarket Support & Service Company (JBT Airport Services) that our proposed nineteen (19) FTE workforce will deliver the required results)
- **We will exceed the proposed MWBE Year-over-year (YOY) participation goal of fifteen (15%) percent** which is measured as a percentage of the total three-year contract expenditures utilizing Fiber Systems, Inc. DBA Facility Services Inc. certified with GOAA
- **JBT confirms that we will fully comply & provide the Certificate of Liability Insurance (COI)** for the Commercial General Liability & Automobile & Workers Compensation naming the Aviation Authority and the City of Orlando and their members as additional insureds.
- We will utilize the **GOAA's Enterprise Asset Management Maximo program** to provide related data entry and asset management services for scheduling and processing work orders including tracking all relevant work activities.
- We will utilize the **JBT iOPS™ monitoring system with real-time analytics** to support the PM, PdM, & CM programs and to assist in delivering rapid response and resolution for the Passenger Loading Bridges and ancillary Gate equipment
- **Service support expertise by the JBT GATE Technology Team & JBT Jetway® Engineering & Aftermarket Team** to provide technical & warranty reimbursement support for the local JBT MCO Team.
- We will deploy **our Relentless Continuous Improvement (RCI) and cultural development programs** aimed at identifying and delivering innovative solutions aimed at improved system performance & reliability.
- Offer a **Fifteen (15%) discount on Jetway® OEM parts** purchased through JBT Airport Services resulting in significant savings to GOAA on gate parts & components.

We trust that the information contained in our proposal is sufficiently comprehensive to meet and/or exceed your requirements; however, if there are any additional details or information required to clarify or expand upon our offer, please do not hesitate to contact us.

Sincerely,

Frank Moore

Frank Moore
President / General Manager
JBT Airport Services



➤ General Company Information

Proposer's Company Name:	JBT AeroTech Corporation (A wholly owned subsidiary of John Bean Technologies Corporation – Publicly Traded Company at NYSE: JBT)
Proposer's Contact Name & Title:	Frank Moore, President/General Manager – Airport Services (A business unit of JBT AeroTech Corporation)
Proposer's Address:	1805 West 2550 South, Ogden, Utah 84401
Proposer's Phone No:	Office: (801)629-3264; Mobile: (801) 940-1850
Proposer's Email:	frank.moore@jbtc.com
Delegation of Signature Authority:	(See Letter below)
Type of Organization:	Corporation (Publicly Traded Company at NYSE: JBT)
Federal Employee Identification No:	83-3763708
Company Website:	www.jbtc.com



RFP 11-22
PBB and Associated
GSE Maintenance and
Repair Services

The following is the Delegation of Signature Authority designating Frank Moore as the person authorized to execute, all written instruments pertaining to the contract for RFP 11-22 "Passenger Boarding Bridges (PBB) and Associated Ground Support Equipment Maintenance and Repair Services":



John Bean Technologies Corporation
70 W. Madison, Suite 4400
Chicago, Illinois 60602

DELEGATION OF SIGNATURE AUTHORITY

By resolution of the Board of Directors of JBT Corporation (the "Corporation"), I was vested with authority, in my capacity as Executive Vice President, to execute, and to delegate to any person authority to execute, all written instruments whatsoever pertaining to matters that are in the ordinary course of business of the Corporation.

Pursuant to this authority, I hereby authorize Frank Moore, President/General Manager of Airport Services, a business unit of the Corporation, to execute and to deliver all written instruments which are in the ordinary course of business of the Corporation that pertain to Airport Services.

The authority conveyed by this delegation of signature authority may not be further delegated.

This delegation shall become effective on June 1, 2021 and shall continue in effect through June 1, 2022, unless revoked earlier in writing.

Dated: June 1, 2021

JOHN BEAN TECHNOLOGIES CORPORATION

By: 

Printed Name: David C. Burdakin
Title: EVP, JBT Corporation &
President, AeroTech Corporation



➤ **Prior or Pending Convictions, Indictments, Investigations, Regulatory Investigations, and Conflicts of Interest**

JBT is not aware of any prior or pending convictions, indictments, investigations, and regulatory investigations that relate to conducting Passenger Boarding Bridges (PBB) and Associated Ground Support Equipment Maintenance and Repair Services in which its subsidiaries, parent company, directors, senior officers, senior regional officers, the Lead Individual, or Engagement Team members have been involved.

JBT has no conflicts of interest with GOAA. Should such a conflict arise, JBT will disclose the conflict and take affirmative steps to eliminate or mitigate the conflict as appropriate in accordance with its code of ethics and with applicable law.

➤ **Claims Information**

JBT AeroTech Corporation is a wholly owned subsidiary of John Bean Technologies Corporation (JBT) which is a multi-billion-dollar, revenue publicly traded company with global business operations where we manufacture, and service commercial equipment utilized in the air transportation and food processing industries. As most companies our size, we are involved in a number of litigations in a variety of jurisdictions. None of these litigation matters are significant enough to require public disclosure in our periodic SEC filings.



RFP 11-22
PBB and Associated
GSE Maintenance and
Repair Services

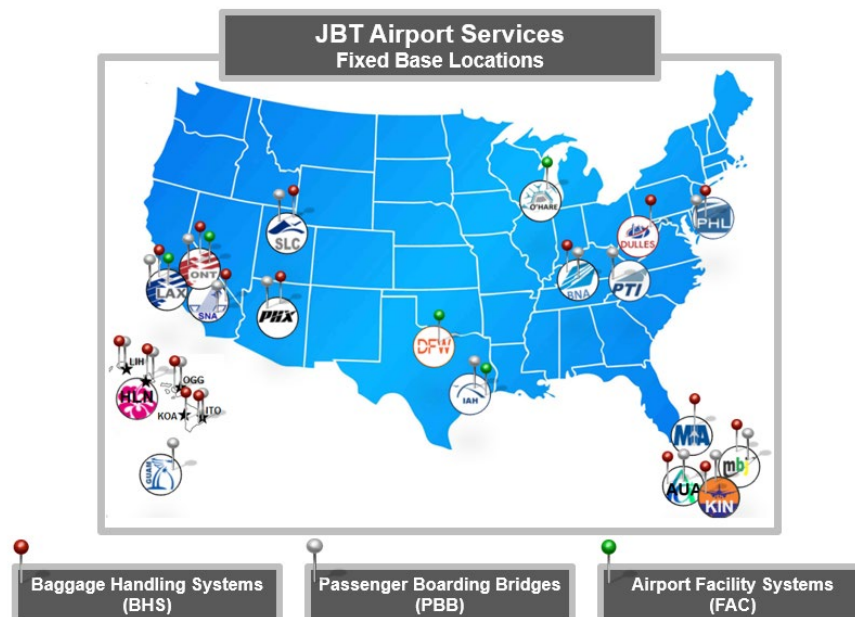
Proposer's Knowledge, Experience, and Qualifications

➤ Proposer's Knowledge, Experience, and Qualifications

Since 1959, JBT has been an innovative partner in the Aviation industry for over sixty (60+) years as the OEM of Jetway® Passenger Boarding Bridges and associated ancillary gate equipment including preconditioned air, ground power, potable water, bag buddy, wheelchair lifts, belt loaders, baggage slides, PCA carts and others. Today, JBT provides O&M Services for nearly 600 Jet Bridges predominantly in the United States. Our comprehensive PBB experience includes servicing all makes and models of jet bridges and ancillary gate equipment.



JBT currently provides PBB and ancillary equipment O&M Services at eighteen (18) Airports as shown on the map below. Today, we employ over 900+ full-time employees (FTEs) to delivering BHS, PBB, & FAC O&M Services nationwide:



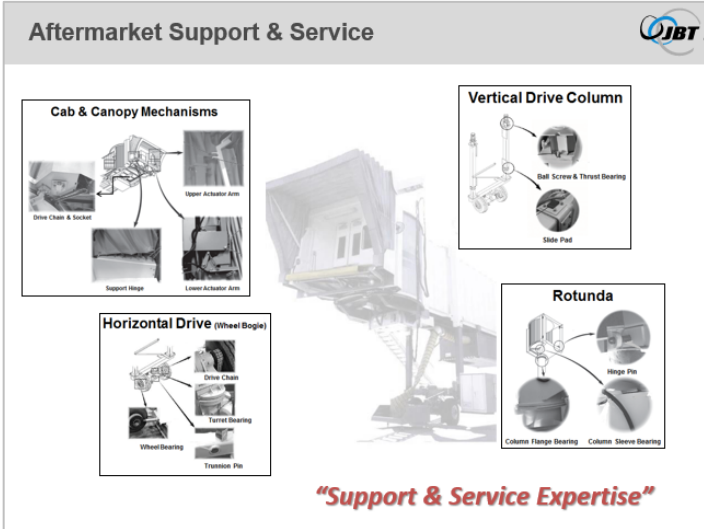


The following is a listing of our current PBB and associate gate equipment contracts:

AIRPORT	CUSTOMER	PBB
PHL	PhiliTEC Airline Consortium	114
IAH	United Airlines (Terminals B, C & E)	103
HNL	Airlines Committee of Hawaii, Inc. Consortium	61
SLC	SLC Department of Airports & SLATEC Airline Consortium	56
BNA	Metropolitan Nashville Airport Authority (MNA)	42
PHX	American Airlines (Terminal 4)	41
IAH	City of Houston (Terminals A & D)	32
ONT	ONT-TEC Airline Consortium	26
SNA	County of Orange/Airport Authority	20
MBJ	MBJ Airports Limited	18
GUM	United Airlines	17
OGG	Airlines Committee of Hawaii, Inc. Consortium	16
LAX	TBITEC Airline Consortium (Terminal 5)	13
KIN	PAC Kingston Airport Limited (PACKAL)	9
LIH	Airlines Committee of Hawaii, Inc. Consortium	8
AUA	Aruba Airport Authority	8
ITO	Airlines Committee of Hawaii, Inc. Consortium	7
GSO	American Airlines	6
TOTAL		597

The following is a detailed summary of our gate equipment experience:

Passenger Boarding Bridge (PBB):



"Support & Service Expertise"

We provide complete maintenance services in Preventive Maintenance Inspections (PMIs) in accordance with the OEM recommendations of JBT Jetway®, ThyssenKrupp and other makes and models including performing diagnostic troubleshooting and comprehensive corrective repair maintenance. Our PBB experience includes full technical support and service for mechanical, electrical, and structural requirements including electronic control devices and panels, programmed logic controls, auto level & docking systems, network wiring & harnesses, vertical drive system, horizontal drive system, tunnel structure and rollers, rotunda and cab structure, canopy, and curtains. We offer the most comprehensive aftermarket support & service including technical engineering and field service support.

We also provide technical support and service for the state-of-the-art iOPS™ (Intelligent Operations Performance System) Gate Monitoring System. The comprehensive monitoring system provides real-time intelligence on the operational status and performance of the gate equipment. The system will generate comprehensive reports and analyses to help improve or



ensure gate performance by highlighting areas of opportunity, equipment issues or malfunctions, and to identify training support needed by gate agents, operators, and technicians. In short, the iOPS™ gate platform improves equipment utilization and in-service performance, reducing operational turn times, and providing accident avoidance and incident investigation and resolution methods.

The following are some iOPS™ screenshots:





Pre-Conditioned Air Unit (PCA):

Our capability and experience include providing service expertise for both central and point-of-use systems, either jet bridge mounted and/or portable mobile units include all makes & models. We have experience servicing central cooling systems with chillers utilizing ice storage tanks with ethylene-glycol solutions using secondary pumps to circulate the chilled liquid to air handlers at gates for cooling both the aircraft and jet bridge. Alternately, we have experience serving central heating systems utilizing boilers, which provide heating liquid, piped to the air handler equipped with a heat exchanger for heating both the aircraft and jet bridge. We also have experience in maintaining and serving self-contained point-of-use PCA units. Our services include maintenance of the telescoping ducts, hoses, reels, connectors, and fasteners associated with the required ventilation directly into the aircraft cabin. We have experience, knowledge, and capability for maintaining not only JBT equipment, but other manufacturers as well.



Ground Power Unit (GPU):

Our capability and experience include providing service expertise for both central and point-of-use systems, either Jet Bridge mounted and/or portable mobile units including all makes and models. We have experience and expertise for monitoring output performance and providing the necessary corrective actions for operational faults and/or alarms. Our services include maintenance of the cable hoist system, cable, plug, and head associated with direct connection with the aircraft. We have experience, knowledge, and capability for maintaining not only JBT equipment, but other manufacturers as well.

Potable Water Cabinets (PWC):

In addition to maintaining gate equipment, we have expertise and experience in the maintenance of potable water cabinets. We recognize the importance of sanitary delivery of potable water to the aircraft and comply with the procedures and protocols outlined by the Federal Food and Drug Administration (FDA). We also ensure that our inspections and maintenance services follow the Federal, State, and local laws, codes, and regulations.



Ancillary Gate Equipment:

In addition, we provide technical expertise in maintaining gate bag buddy, wheelchair lifts, belt loaders, baggage slides, PCA carts and other equipment.



As part of our proposal offering, the local JBT MCO Team will have the support & service from our **GATE Technologies Teams**. As a responsible service provider, we have assembled an independent dedicated TEAM of experts and professionals, based out of the Dallas, Texas to provide continuous support & service for our various PBB O&M Service contracts nationwide.

JBT GATE Technologies Team



JBT GATE Technologies Team provides Bench Strength & Technical Support



The JBT GATE Technologies Team provides the following:

- High-level equipment and system support
- Safety & operational OEM compliance
- Certified technical trainers for advanced training
- PM & Pd.M. maintenance program implementation
- Major equipment replacement services
- Equipment upgrade & refurbishment services
- Lifecycle evaluation & deficiency assessment
- Recommendations for equipment longevity
- Equipment obsolescence & recommendations
- 24-Hr emergency support services
- **Jetway® gate system installations, commissioning & warranty support**
- **Access to Jetway® engineering & aftermarket support & service**

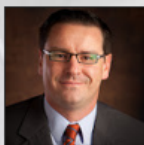
“As part of our proposal offering, we will give GOAA a fifteen (15%) percent discount on JBT Jetway® OEM parts purchased through the service contract which will result in significant annual savings for the airport on gate related parts & components”



In addition, we will leverage our JBT Jetway® Engineering & Aftermarket Team as ONE-JBT service approach to provide additional technical support as needed.

JBT Jetway® Engineering & Aftermarket Team

OEM GATE Team:



John Thompson

Managing
Director of
Gate
Equipment



Dan Pohly

Vice President
Operations



Scott Ezola

Director
Aftermarket
Business



Rob Harrington

Manager
Aftermarket
Regional
Sales



Stephen Tatton

iOPS®
Product
Manager



Blaine Edwards

Director
Warranty &
Field Services



The JBT Jetway® Team Provides the following:

- Aftermarket parts support & service for all equipment
- Provide advanced technical training & technician development
- Conduct comprehensive deficiency assessments
- Make recommendations for equipment upgrades
- Provide technical assistance for equipment advisories & bulletin
- Implement iOPS™ real-time monitoring with analytics capability

➤ References

The following are five (5) References with similar scope of services which we currently provide PBB Operations & Maintenance Services:

Philadelphia International Airport (PHL) – PhiliTec Consortium



Project Description: JBT provides both BHS & PLB O&M Services for Philadelphia Terminal & Equipment Company (PhiliTEC) at Philadelphia International Airport including all terminals (A-East, A-West, B, C, D, E, & F). The BHS consists of approximately 35,900 linear feet of baggage conveyance processing approximately 30,000 bags per day (Peak demand over 50,000 bags). **The PBB consists of one hundred fourteen (114) Jet Bridges with associated gate equipment.**



Name: Mr. Bruce Miller – General Manager
Address: 8500 Essington Avenue, Philadelphia, PA 19153
Phone Number: (856) 617-3822
Email: b.miller@avairprosservices.com
Contract Duration: Current contract Aug 2017 – Jul 2024
Staffing: 70+ JBT Employees



(IAH) Houston George Bush Intercontinental Airport (IAH) - United Airlines

Project Description: JBT provides Maintenance Services for PBB and Facility Maintenance for United Airlines flagship hub facilities at George Bush Intercontinental Airport at Terminals B, C and E. **The PBB consists of hundred-three (103) Jet Bridges with associated gate equipment.** The Facility maintenance consists of 6.8 million square-feet of terminals, concourses, buildings, etc. We provide and administrate INFOR EAMS complete with asset, work and inventory management including procurement of over \$1M per month in parts as well as comprehensive warehouse management.

Name: Ms. Nancy Gant – Financial Analyst Facility Maintenance
Address: 3389 N. Terminal Road, Houston, TX 77032
Phone Number: (281) 553-9014
Email: nancy.gant@united.com
Contract Duration: Initial contract 2002 - 2019; Current contract Mar 2019 – Mar 2024
Staffing: 110+ Employees & 7 Warehouse Employees



Salt Lake City International Airport (SLC) – SLC Department of Airports (SLCDA) & SLATEC (Airline Consortium)

Project Description: JBT provides both BHS & PLB O&M Services for SLCDA at the Salt Lake City International Airport Terminal & Concourses A & B. The Inbound & Outbound BHS Phase One consists of approximately 36,960 linear feet of baggage conveyance processing over 16,000 outbound bags per day (Peak demand over 20,000 outbound bags). **The PBB consists of fifty-six (56) Jet Bridges with associated gate equipment.**

Contact Name: Mr. Eddie Clayson – Director of Airport Maintenance
Address: 776 North Terminal Drive, Salt Lake City, UT 84122
Phone Number: (801) 531-4553
Email: eddie.clayson@slcgov.com
Contract Duration: Initial PBB contract 2009 – 2017; Current contract Jul 2017 – Jun 2022
Staffing: 65+ JBT Employees

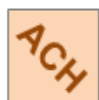


John Wayne Airport (SNA) - County of Orange Airport Authority

Project Description: JBT provides both BHS & PLB O&M Services for the County of Orange Airport Authority at John Wayne Airport at Terminals A, B & C. The BHS consists of approximately 15,800 linear feet of baggage conveyance processing approximately 8,000 bags per day. **The PBB consists of twenty (20) Jet Bridges with associated gate equipment.**



Contact Name: Mr. Roger Yee – Manager Facilities Service Contracts
Address: 18601 Airport Way, Santa Ana, CA 92707
Phone Number: (949) 252-5095
Email: ryee@ocair.com
Contract Duration: Initial contract 2003 – 2019; Current contract Jan 2019 – Jan 2024
Staffing: 26+ Employees



Daniel K. Inouye International Airport (HNL) – Airlines Committee of Hawaii (ACH) Consortium

Project Description: JBT provides both BHS & PBB O&M Services for the Airlines Committee of Hawaii (ACH) at HNL Airport. The BHS consists of approximately 28,000 linear feet of baggage conveyance with approximately 13,000 bags per day. **The PBB consist of sixty-one (61) Jet Bridges with associated gate equipment.** In addition, the comprehensive project with ACH includes providing dedicated full-time service support for BHS & PBB O&M Services at Kahului Airport (OGG), Lihue Airport (LIH), Hilo Airport (ITO) & Kona Airport (KOA).

Name: Mr. Alan Ogawa – General Manager
Address: 324 Rodgers Boulevard, Suite B, Honolulu, HI 96819
Phone Number: (808) 753-1650
Email: a.ogawa@avairpros.com
Contract Duration: Current contract Jul 2017 – Jun 2023
Staffing: JBT Employees – 60 at HNL, 17 at OGG, 8 at LIH, 5 at ITO & 12 at KOA respectively

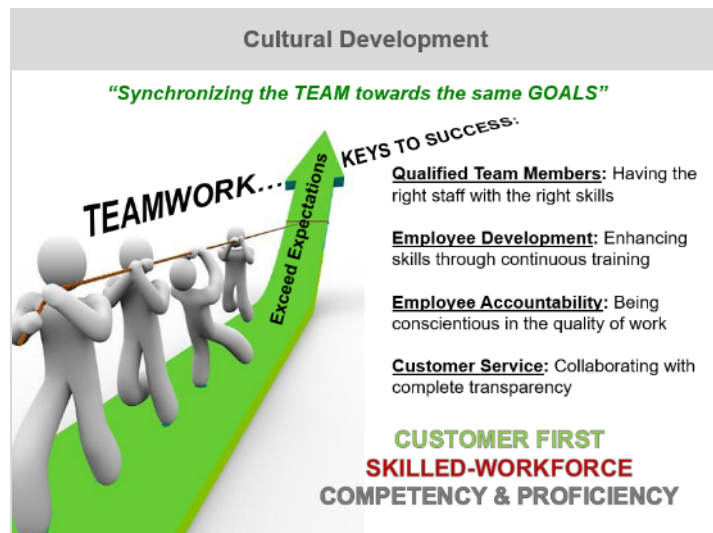


Proposed Management and Operational Plan

➤ Operational Plan

Our Operational Plan will focus to develop and create the proper culture to deliver Service Excellence, to ensure continuous operation and to maximize equipment uptime by focusing on these three (3) essential elements:

- Customer – Make Our Customer Priority One: We believe the foundation of delivering sustainable service excellence centers upon “Customer First” and in creating and developing a culture which supports high-level performance. We recognize that our customers include not only the MCO Stakeholders but the Air Carriers and traveling public. It is our mission to never “just be good enough” but to create, build and develop a sustainable TEAM in which all Team Members are committed to never becoming complacent in delivering a safe, efficient, reliable, cost effective and quality-oriented service. As a corporation, we have established our businesses upon four (4) core values: Integrity, Accountability, Relentless Improvement and Teamwork all built upon the foundation of “Customer First”.
- Urgency – Actionable Response & Resolution: The critical effort in making sustainable services a reality involves training, coaching, and empowering our Team Members to be proactive to take the initiative to make things better through continuous improvement by identifying and resolving issues, faults and/or malfunctions through effective coordination and collaboration of Team resources. It is critical to us to have qualified and capable Technicians to make the calls and to “do the job right the first time”. It is mission critical that our Team meet the required response time to service calls and to troubleshoot and diagnose the issue or problem and to address and complete the corrective actions in the most expeditious manner ensure that safety is the number one priority.
- People – Invest In & Develop Our Team Members: We place the highest standards in our recruiting, onboarding, and training processes by conducting an extensive background check based on work experience & history, credentials, certifications or degrees, physical assessment & drug screening to make sure that we hire the right and qualified people for their jobs. To ensure our success, we are fully committed to retain our Team Members as nothing is more important to our success than ensuring that we have the best talent to perform the essential duties and

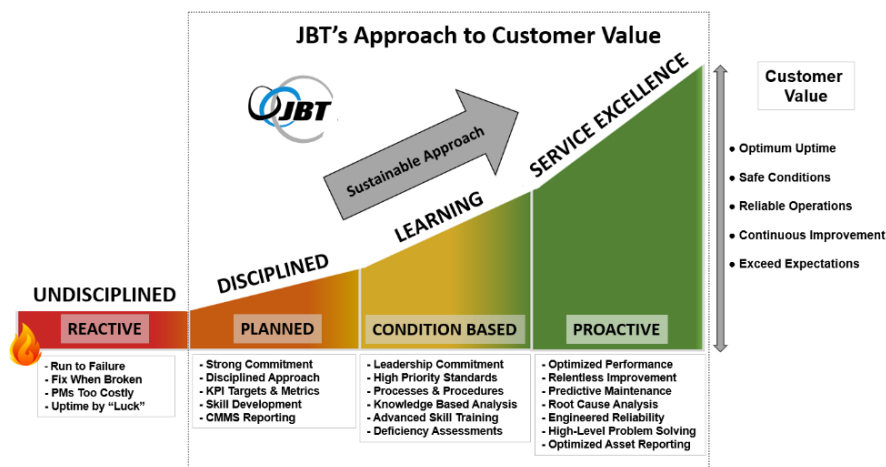




responsibilities. We recognize that the most expensive aspect of the scope of services is direct labor cost and that the true measure of our success is in the quality of our workforce. JBT knows that we are only as good as our people and our ability to execute the highest standards and best practices in achieving the expectations and objectives required.

As part of our Operational Plan, we will deliver a proactive maintenance program in accordance with the Aviation Authority and OEM recommendations including industry best practices. We will utilize our comprehensive expertise and experience to develop routine & regular schedule Preventive Maintenance Inspections (PMIs) including daily inspections as a critical step towards achieving equipment uptime, availability, and reliability. We will utilize the Aviation Authority's EAM Maximo database for the PMI maintenance program including scheduling and tracking the program performance. **We confirm that we will achieve one-hundred (100%) percent monthly PMI completion.** In our years of experience, a properly developed and implemented PMI program will result in reducing or minimizing unplanned/unscheduled that result in reactive maintenance activities which typically disrupt operations and requires immediate fix and repair services as emergencies.

The following illustration demonstrates our commitment to customer value and what we plan to deliver:



We plan to deliver a proactive PMI program that creates a sustainable approach through delivering "Service Excellence" with optimized performance, relentless improvement, predictive maintenance, root cause analysis, engineering reliability, high-level problem solving and optimized asset reporting.

Our proactive maintenance program will include the use of Predictive Maintenance (Pd.M.) utilizing tools i.e., sensory inspections, infrared thermal imaging, and other testing methods for system investigation rather than relying on "run to failure". As part of the daily PMI program, we will perform daily sensory inspections by walking the gates and equipment utilizing sensory awareness (seeing, hearing, touching & smelling) to identify potential issues or concerns to eliminate or minimize reactive maintenance activities. Our objective is to utilize Pd.M. techniques/tools so that the replacement of wearing/worn-out parts can be scheduled for off peak times rather than run to failure requiring immediate reaction to unexpected breakdown or failure.

With respect to Corrective Maintenance (CM), we will fully embrace the responsibility for rapid actionable response and resolution to any defects, failures, malfunctions, or any other unusual circumstance that adversely impacts the normal and smooth operation of the equipment and/or systems. **We confirm that we will achieve one-hundred (100%) percent completion of on-time of all scheduled and planned Corrective Maintenance Repairs.** For unplanned/unscheduled work orders requiring corrective repair



maintenance, we will categorize the urgency for addressing these critical work orders:

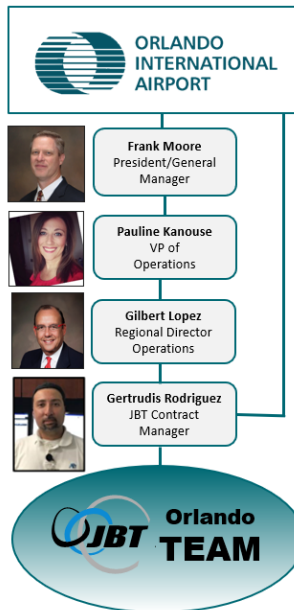
- Priority One: Requires Immediate Repair: These repairs are emergency or reactive situations requiring immediate actionable response and resolution with the adage of “all hands on deck” due to life, health, or safety risks and/or system outages. These situations are unplanned/unscheduled events, and these incidents are mission critical to the system availability and reliability aimed at minimizing downtime.
- Priority Two: Requires 24-Hour Repair During Non-Operational Hours: These repairs are critical issues identified during the daily maintenance checks or inspections that do not shutdown the system or cause an outage but will require corrective repair maintenance during the next period of time that the equipment and/or system is idle or shutdown to allow for repair without affecting operations.
- Priority Three: Requires Planned & Scheduled Repair During Non-Operational Hours: These repairs are non-critical issues identified during the maintenance checks or inspections that the corrective repair maintenance work can be planned and scheduled in the near future with full coordination of resources including labor and material requirements.

As part of our Operational Plan, we will provide the Aviation Authority, Airlines and/or JBT Staff continuous equipment familiarization and training as required. We will coordinate all planned and unplanned operation, maintenance, and repair activities and scheduling of the PBB & GSE Equipment with the Aviation Authority's AOC. We will immediately notify the key stakeholders including the AAR and other Aviation Authority staff of any faults, failures, or malfunctions of the PBB & GSE equipment to execute the necessary contingency or backup planning.



➤ Staffing Plan

The following illustration demonstrates our corporate support and reporting structure for the proposed PBB Maintenance Services at MCO:



Frank Moore – President/General Manager: Frank has over 25+ years of industrial experience within sales, service and aftermarket support. After a successful and progressive career with JBT Jetway®, Frank recently accepted the position as the President & General Manager for JBT Airport Services with the executive duties & responsibilities of directing the organization of over 900+ full-time Team Members operating at over twenty (20+) airports predominately in the United States. Pursuant to this authority as President & General Manager, Frank is authorized to execute all instruments in the ordinary course of business for JBT AeroTech Corporation pertaining to JBT Airport Services.

Pauline Kanouse – VP of Operations: Pauline has over 25+ years of aviation experience within airport operations and customer service at both Spirit Airlines & Delta Air Lines. After a successful and progressive career in the airline business, Pauline recently accepted the position as the VP of Operations for JBT Airport Services. Her duties and responsibilities include directing all operational processes & procedures for safety, quality and performance metrics with strict compliance to contractual obligations & requirements.

Gilbert Lopez, Regional Director of Operations: Over 35+ years of experience in the aviation industry with a solid reputation and record of excellence in management, operations, maintenance, and safety. In 2007, Gilbert began his career with JBT as the Site Manager of the Miami International Airport and later promoted to his current position as Director of Regional Operations with responsibilities for the Southeast Region. Through his years of experience, he has demonstrated strength in strategic business planning, project management proficiency, analytical decision making, customer relationship development, maintenance management ability, electrical/mechanical troubleshooting, inventory management & procurement, EAM/CMMS asset management & work order management, and LEAN principles and practices.

Gilbert's direct responsibilities for this project includes:

- Serves as the regional point of contact & support for the local Management Team
- Provides the leadership & development training for the local Team
- Interfaces with the customer to ensure strict compliance with contractual performance
- Ensures that all policies, processes, and procedures are managed & executed properly

Gertrudis “Nuno” Rodriguez Proposed On-Site Manager: Over 15+ years of experience in technical maintenance & service of industrial equipment with the past five (5) years dedicated to providing technical management & maintenance of BHS & PBB equipment. Currently, Nuno is a key member of our JBT GATE Technologies Team based out of the JBT office in Dallas, Texas. Prior to join the Technologies Team, Nuno worked as a JBT Supervisor for the O&M Services at DFW International Airport.

Nuno has produced exceptional results while providing leadership in performing his duties and responsibilities. He has exhibited exceptional judgment, maturity, and adaptability, and promotes these positive qualities through his conscience leadership and deliberate development of both peers and

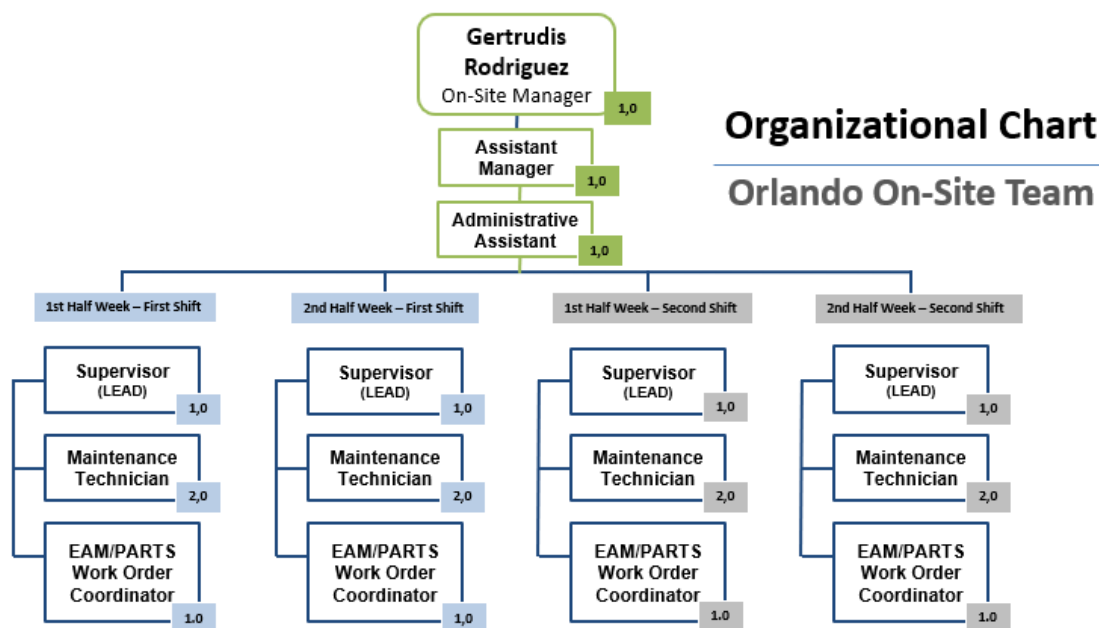


subordinates. He has established accountable team members, implemented plans striving for continuous improvement, and fostered strong relationships with airport stakeholders and business partners.

See Gertrudis “Nuno” Rodriguez’s resume under Key Personnel later in this section.

The JBT Leadership Team will be available 24-hour via smart phones to address any issues or concerns with respect to our performance of the contract or on any other matters associated with the scope of services.

The following is our proposed Organizational Chart for the Orlando On-Site Team: **Our proposed staffing plan will include a total headcount of nineteen (19) full-time employees** (Management Fee includes 1- On Site Manager, 1-Assistant Manager, 1- Administrative Person and Reimbursable Payroll includes 4- Supervisors, 8-Maintenance Technicians and 4-EAM/PARTS Work Order Coordinators)



“We are confident that the proposed headcount will meet the required scope of work and that our proposed higher wages will enable us to attract and retain the qualified and skilled staffing to deliver the key performance metrics”



The following is our proposed site weekly work schedule:

Position	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Site Manager		0800 -1700	0800 -1700	0800 -1700	0800 -1700	0800 -1700	
Asst Manager		1300-2200	1300-2200	1300-2200	1300-2200	1300-2200	
Administration		0800 -1700	0800 -1700	0800 -1700	0800 -1700	0800 -1700	
First Shift							
Supervisor	0600-1800	0600-1800	0600-1800	0600-1200			
EAM/PARTS/WOC	0600-1800	0600-1800	0600-1800	0600-1200			
Maintenance Repair Technician	0600-1800	0600-1800	0600-1800	0600-1200			
Maintenance Repair Technician	0600-1800	0600-1800	0600-1800	0600-1200			
Supervisor				1200-1800	0600-1800	0600-1800	0600-1800
EAM/PARTS/WOC				1200-1800	0600-1800	0600-1800	0600-1800
Maintenance Repair Technician				1200-1800	0600-1800	0600-1800	0600-1800
Maintenance Repair Technician				1200-1800	0600-1800	0600-1800	0600-1800
Second Shift							
Supervisor	1800-0600	1800-0600	1800-0600	1800-2400			
EAM/PARTS/WOC	1800-0600	1800-0600	1800-0600	1800-2400			
Maintenance Repair Technician	1800-0600	1800-0600	1800-0600	1800-2400			
Maintenance Repair Technician	1800-0600	1800-0600	1800-0600	1800-2400			
Supervisor				2400-0600	1800-0600	1800-0600	1800-0600
EAM/PARTS/WOC				2400-0600	1800-0600	1800-0600	1800-0600
Maintenance Repair Technician				2400-0600	1800-0600	1800-0600	1800-0600
Maintenance Repair Technician				2400-0600	1800-0600	1800-0600	1800-0600

With respect to the proposed weekly shift schedule, JBT is completely flexible and will make any changes, adjustments or modifications to the work schedules that will best serve the Airport.

Weekly Work Schedule: Our proposed schedule will provide coverage 24 hours per day & 7 days per week with two (2) shifts (First & Second Shifts) with all Technicians working 12-hours shifts. The First Shift will cover 0600-1800 seven days per week and Second Shift will cover 1800-0600 seven days per week. The Site Manager will work typically business hours M-F from 0800 to 1700 but will adjust the work schedule as necessary to meet the needs of the PBB Team. As noted earlier, the Site Manager will be available 24/7 to support the needs of his Team.

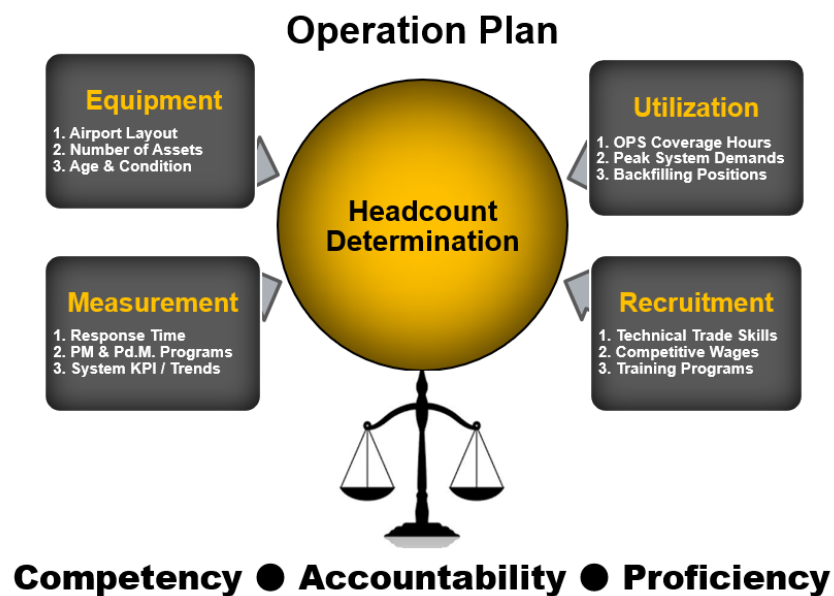
We will back fill open positions as needed for absenteeism, vacations and other call-outs using relief personnel on overtime at no additional charge or expense to the Airport. We may also elect to bring additional resources from other JBT locations to fill-in for various work scheduling needs and/or special project work.

The Site Manager will be available 24/7 to address any situations that may arise during his time-off. For emergencies when the Manager is off-duty, if necessary, the Manager will immediately report to the airport to support the Team in making the critical corrective actions including keeping the MCO Stakeholders abreast of the situation and the progress made to return the equipment to normal operating conditions

See the specific Duties & responsibilities for the various positions later in this section.



Headcount Determination: In developing our Staffing Plan and to determine the staffing headcount, we used the following factors in the illustration below based upon Equipment, Utilization, Measurement & Recruitment: **(We acknowledge the scope of work includes Passenger Loading Bridges (PLB), Ground Power Units (GPU), Air Handlers Units (AHU), Anti-collision Systems, PBB Baggage Belt Loader, Potable Water Cabinets (PWC), Rooftop Colling Units, Bridge Monitoring Systems (iOPS), Visual Docking Guidance Systems, ADA Passenger Assist Lifts, and Potable Pre-Conditioned Air Units)**





➤ Key Personnel

The following is the resume for our Proposed Site Manager:

Gertrudis “Nuno” Rodriguez - Proposed Site Manager:



Over fifteen (15+) years of experience as a Maintenance Repair Technician (MRT) providing preventive and corrective repair maintenance for 60 Passenger Boarding Bridges (primarily Jetway® equipment), Preconditioned Air Units and Ground Power Units at Dallas/Fort Worth International Airport for the DFW Airport Board and for conveyor processing equipment at the factory in Irving, Texas for Dr. Pepper corporation.

PROFESSIONAL EXPERIENCE

Gate Team Technologies Field Supervisor/Technician, JBT AeroTech Corp 2020-Present

- Manage the GTT maintenance teams for the Passenger Boarding Bridges under the Outstation contract
- Manage the ordering of stock and critical parts needed for the Outstation repairs
- Implement and execute the critical or warranty repairs of equipment in airports under contract
- Provide equipment reports to Senior Site manager and customers
- Help coordinate training classes to diagnose, troubleshoot, repair, and maintain the passenger boarding bridges with other airport contractors
- Execution of Preventive Maintenance and Corrective Repairs for airports under contract

AOA Project Supervisor, JBT AeroTech Corp, DFW Airport 2019-2020

- Manage the AOA maintenance teams for the Passenger Boarding Bridges under the Enterprise contract
- Manage the ordering of stock and critical parts
- Implemented and executed the critical repairs of equipment in Terminals B, D, and E
- Provide daily equipment reports to Senior Site manager and customers
- Help coordinate training classes to diagnose, troubleshoot, repair, and maintain the passenger boarding bridges
- Coordinate with supervisors the execution of Preventive Maintenance and Corrective Repairs

Jet Bridge Supervisor, JBT AeroTech Corp, DFW Airport Terminal B 2018-2019

- Supervising the maintenance and repairs of the Passenger Boarding Bridges
- Managed the ordering of stock and critical parts
- Implemented and executed the critical repairs of equipment needed for daily operations
- Provided daily equipment reports to Site manager and customers
- Served as a supervisor for Terminal B but also helped coordinate repairs for Terminals D and E
- Maintained and updated equipment status in ETAM Infor system



**Jet Bridge Technician, JBT AeroTech Corp, DFW Airport Terminal D
2016-2018**

- Troubleshooting and maintaining the Passenger Boarding Bridge
- Preventative maintenance includes jet bridges and potable water cabinets
- Provided quick and efficient troubleshooting to prevent flight delays
- Troubleshot electrical and mechanical components found during PM procedures to prevent breakdowns during normal operations
- The use of mechanical hand and power tools for repairs or replacement of any worn parts including major mechanical work including stairways, tire, and wheel assembly are required

**Line Mechanic, Dr. Pepper, Irving, TX
2005-2013**

- Lead mechanics in troubleshooting and maintaining the production equipment (e. conveyors, diverters, depalletizes, fillers, packers, and palletizers)
- Maintain equipment during and after operation
- Troubleshooting the equipment as soon as possible when it breaks down, to maintain efficiency in the plant
- Train mechanics in the operation of the equipment (e. conveyors, diverters, depalletizes, fillers, packers, and palletizers).
- Help other mechanics with the troubleshooting of the equipment and helping them find parts for their work orders or breakdowns

**Sergeant, US Army, FT Hood, TX
1998-2005**

- Proudly Served as a Sergeant/Squad leader for nearly seven years
- Trained soldiers on weapon usage, combat readiness, and vehicle maintenance
- As a squad leader, led a small group of soldiers in Iraq accomplishing missions with night vision and weapons training including administering first aid to wounded soldiers
- Complex Problem Solving reviewing related information to develop and evaluate options and implement solutions
- Managed the storage and shipping of bulk or packaged petroleum-based products
- Formal Education Trainer
- Physical Fitness Trainer
- Petroleum Supply Specialist (92F)
- Process Analysis and Improvement
- Risk Management
- Controls Operations for Systems & Equipment
- Customer Service - Working Directly with the Public

“We believe that Nuno Rodriguez would be an exceptional candidate for this prestigious position as the Project or Site Manager based upon his personal experience and knowledge of Jetway® PBB and ancillary equipment”



The following are the essential basic Duties and Responsibilities for the various Management Fee positions:

On-Site Manager:

- Responsible to carry out all the provisions of the contract with the devoted time exclusively for the required scope of work for the PBB equipment including issuing reports & summaries
- Manage the site culture development with execution of the safety, quality & delivery programs including technical training, CMMS documentation, inventory management and administrative work
- Oversee day-to-day schedule, operations, maintenance, and management (PM, PdM, CM, work methods, procedures, and schedules) including emergencies with effective communication, coordination, and collaboration with all key airport stakeholders
- Provide shift oversight to clearly direct, lead and delegate work orders and/or tasks to the Team Members and holding the team accountable for quality of work performance
- Attend regularly scheduled and/or on-demand meetings, required system training sessions, tours and inspections requested by GOAA and/or tenant airlines and implement policies & procedures of the Aviation Authority
- Serve as the single point of contact for manufactures of equipment in use at the Airport including adherence with all safety bulletins, notices, and maintenance & operation manuals

Assistant Manager:

- Primary responsibility is to support the On-Site Manager in executing the safety, quality & delivery programs including technical training, CMMS documentation, inventory management
- Carry out all the provisions of the contract with the devoted time exclusively for the required scope of work for the PBB equipment
- Maintain and adjust staffing and personnel levels to provide the level of service that meets or exceeds the contract requirements
- Oversee the EAM Maximo database to ensure the PM schedule & tasks including the work order generation, initiating, tracking, scheduling, updating, planning, reconciling, etc.
- Implement the policies & procedures associated with quality control program including tracking and reviewing all work orders
- Implement the policies & procedures associated with the inventory management program including tracking and reviewing all work orders and maintaining updated inventory
- Perform other duties as directed by the On-Site Manager

Administrative Person:

- Interface effectively with the On-Site & Assistant Managers for executing the administrative duties and responsibilities including interfacing with the Aviation Authority staff & Airport tenants
- Provide office support including clerical and administrative support for the On-Site & Assistant Managers including all Team Member benefits & relations support
- Collect, process, and submit accurate payroll information and reports including vendor setup data and processing payables
- Assist with the EAM Maximo database input including asset, work, and inventory management including vendor data, codes & records
- Coordinate pre-employment requirements, process new hire forms and airport badging requirements
- Maintain Team Member files to comply with federal, state and county labor laws including City and Aviation Authority protocols



- Distribute internal and external communication materials to the JBT Team Members and Airport stakeholders
- Perform other duties as directed by the On-Site Manager

The following are the essential basic Duties and Responsibilities for the various Reimbursable Payroll positions: **(We acknowledge the duties and responsibilities for operation, inspections, maintenance, power washing, corrosion control, painting, troubleshooting, and diagnosing, adjusting, repairing, and replacing parts for the gate equipment)**

Supervisor:

- Oversee the execution of the Shift Team in performing the maintenance and repair work for the PBB and affiliated gate equipment
- Provide leadership and guidance in communicating and coordinating the oversight of the scope of work with rapid response and resolution
- Receive and assign Team Members to service calls aimed at taking immediate actions to resolve faults, failures, malfunctions, or breakdowns
- Receive and respond to any maintenance calls or requests for the Aviation Authority and advise of activities taken for corrective action
- Oversee the execution of the EAM Maximo Database with respect to PM, PdM, and CM programs including generate, develop, process, review, and distribute work orders
- Maintain and adjust staffing and personnel levels to provide the level of service that meets or exceeds the contract requirements
- Issue directions, instructions, tasks, and assignments to Team Members including overseeing the execution of the safety, quality, and delivery programs
- Provide advance high-level training including comprehensive diagnostic troubleshooting skills and techniques to enhance Team Member capabilities and responsibilities
- Maintain usage, control, and accountability of the issuance of spare parts, tools, and equipment to ensure proper policies and procedures are executed
- Conduct frequent audits, inspections, and assessments of the equipment and of the execution of work orders including maintenance and correction actions taken
- Perform other duties as directed by the On-Site & Assistant Manager

Maintenance Technician:

- Proficient in performing all phases of the maintenance program including reactive, preventive, predictive and corrective maintenance including spearheading emergency response support
- Ability to provide comprehensive troubleshooting, problem solving, diagnostic & root cause analyses including repairing electrical, mechanical and logic controls
- Cross-training on mechanical and electrical skills including but not limited to maintenance and repair of all mechanical and electrical motors and control devices
- Capable of performing major PBB repairs including but not limited to installation, major repairs, welding, refurbishment work, HVAC, and VFE and PLC troubleshooting, programing, and repair
- Perform maintenance duties and responsibilities in a safe, efficient, and expeditious manner using all required tools and equipment
- Perform routine corrosion control, power washing, sanding, grinding, patching, and painting of Passenger Loading Bridges and affiliated Gate equipment
- Perform other duties as directed by the Supervisor



EAM/Parts/Work Order Coordinator:

- Provide vigilant oversight of the EAM Maximo database input including asset, work, and inventory with work order entry duties and other associated responsibilities including generate, develop, process, review, and distribute reports
- Utilize the EAM Maximo database to record and track all spare parts utilization including inflow and outflow of parts from work orders
- Manage the EAM Maximo database to record and track all warranty activities for parts and labor reimbursement by suppliers and vendors
- Oversee the inventory management including procure, inspect, receive, handle, stock, store and distribute the required spare parts
- Primary point of contact and administrator for spare parts and consumables to ensure adequate stock and readiness to support the maintenance and repair services
- Make recommendations to the Aviation Authority for the purchase of spare parts, materials, supplies, lubricants, etc. including seeking competitive quotes for items over \$1K threshold
- Responsibility to provide the procurement sourcing (electronic requisition process) for all replacement and repair parts supporting the Aviation Authority's Warehouse
- Ensure all spare parts shall be the same make, model, and part number of the originally provided and/or installed by the OEM or substitute parts must be equivalent or superior to OEM
- Assist the Managers & Supervisors in preparing and generating reports to analyze system key performance indicators and trends
- Perform other duties as directed by the Managers or Supervisors

All Team Members must hold a valid Florida driver license and must be badged with the Federal Inspection Station (FIS) and the U.S. Customs and Broder Protection (CBP) as required by local U.S. Customs and Border Protection Officials.



➤ **MWBE Subcontractor**

We will exceed the proposed MWBE Year-over-year (YOY) participation goal of fifteen (15%) percent which is measured as a percentage of the total contract expenditures. We will utilize **Fiber Systems, Inc. DBA Facility Services Inc.** certified with GOAA as our MWBE partner. The Owner/President of the company is Nancy Collier.

Fiber Systems, Inc DBA Facility Service Inc.
3450 West 84th Street, Suite 202-E,
Hialeah, FL 33018

We maintain a strong working relationship with our MWBE partner that supports our current Baggage Handling System contract at Miami International Airport for Miami Dade Aviation Department which consist of providing Maintenance Technician & Baggage Support Operators for servicing approximately 26,400 linear feet of baggage conveyance with ten (10) Explosive Detection Systems (EDS) processing 15,000 bags per day (Peak demand over 20,000 bags) which serves over 25 different international air carriers.

For RFP 11-22 "Passenger Boarding Bridge (PBB) and Associate Ground Support Equipment Maintenance and Repair Services" – Fiber Systems, Inc. DBA Facility Services, Inc. will supply one (1) Technician Maintenance and four (4) JR Technician Maintenance Team Members as part of our total headcount. These Technicians will be included in the Reimbursable Payroll Expense Budget.

The following is the Minority/Women Business Enterprise (M/WBE) Certification – expiration date of June 13, 2022:



RFP 11-22
PBB and Associated
GSE Maintenance and
Repair Services



Orlando International Airport
5850 B Cargo Road
Orlando, Florida 32827-4399
Phone: (407) 825-7133
Fax: (407) 825-3004

June 13, 2019

Ms. Nancy Collier
Fiber Systems, Inc. DBA Facility Services Inc.
3450 West 84th Street
Bay 202-E
Hialeah, FL 33018

Minority/Women Business Enterprise (M/WBE) Certification
M/WBE Expiration Date: June 13, 2022

Dear Ms. Collier:

The Small Business Development Department of the Greater Orlando Aviation Authority (Authority) is pleased to announce that your firm, **Fiber Systems, Inc. DBA Facility Services Inc.** has been certified as a **Minority/Women Business Enterprise (M/WBE) Certification** under the Authority's M/WBE policy.

Please be advised that this certification is not equivalent and should not be construed as certification under the Authority's Disadvantaged Business Enterprise (DBE) or Airport Concessions Disadvantaged Business Enterprise (ACDBE) Policies promulgated pursuant to the Department of Transportation's regulations, or the Authority's Local Developing Business (LDB), Small Business Enterprise (SBE) Veteran Business Enterprise (VBE) Policies.

M/WBE certification is NOT a guarantee of work, but enables the firm to compete for, and perform, contract work on all Authority projects as an M/WBE contractor, sub-contractor, consultant, and sub-consultant or material supplier.

Your company's **M/WBE** certification with the Authority will be effective through **June 13, 2022**. For re-certification at the end of this period you must reapply for **M/WBE** certification. Your **renewal application** should be submitted ninety (90) days prior to expiration of your current certification. You may complete your renewal application online at <https://goaa.diversitycompliance.com>. **Failure to submit your renewal application ninety (90) days in advance of your expiration may result in a lapse in your certifications.**

If, there is a material change in the firm, including, but not limited to: ownership, officers, directors, scope of work being performed, daily operations, affiliations with other businesses or individuals or physical location of the firm prior to your renewal date you must promptly notify this office in writing. Notification should include supporting documentation.

Congratulations on your **M/WBE** certification. Please contact our office at 407-825-7133 or certifications@goaa.org if you have any questions or if we can be of any assistance.

Sincerely,


George I. Morning
Director, Small Business Development Department



RFP 11-22
PBB and Associated
GSE Maintenance and
Repair Services

12/22/21, 12:19 PM

Certified Profile

Business & Contact Information

BUSINESS NAME	Fiber Systems, Inc., DBA Facility Services Inc
OWNER	Ms. Nancy Collier
ADDRESS	3450 West 84th Street Bay 202-E FL Hialeah, FL 33018 Map This Address
PHONE	754-581-3930
FAX	305-624-6136
EMAIL	fibersystemsinc@gmail.com

Certification Information

CERTIFYING AGENCY	Greater Orlando Aviation Authority
CERTIFICATION TYPE	MWBE - Minority/Women Business Enterprise
CERTIFIED BUSINESS DESCRIPTION	Administrative Management & General Management Consulting Service, Human Resources Consulting Services

Commodity Codes

Code	Description
NAICS 488119	Other Airport Operations
NAICS 541611	Administrative Management and General Management Consulting Services
NAICS 541612	Human Resources Consulting Services
NAICS 561720	Janitorial services

Additional Information

FIRM IS LDB OR LDB CMAR:	Not Applicable
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<https://goaa.diversitycompliance.com/?TN=goaa>

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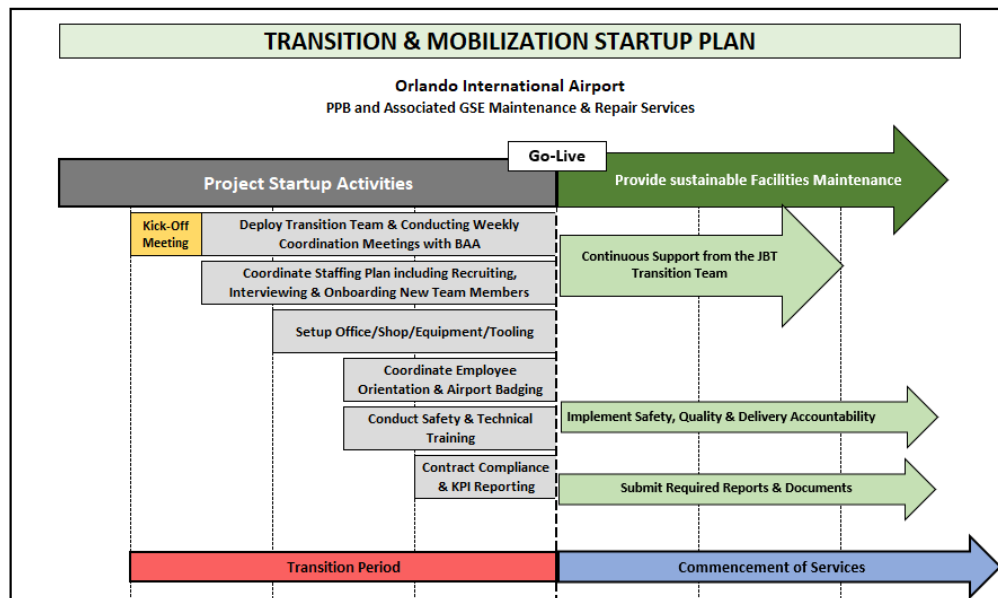
➤ Transition Plan

JBT has an excellent record of new project startups as we will utilize our full corporate resources in supporting the proposed Site Manager, Gertrudis “Nuno” Rodriguez is executing the key milestones for successful deployment. Our experience has taught us that early coordination and collaboration with the key stakeholders is crucial to a successful startup. The Site Manager will be supported by Gilbert Lopez, Regional Director of Operations to execute the required tasks for successful implementation of required scope of services.

As part of our Transition Plan, we plan to hold regular meetings (at least weekly) with the Airport to communicate progress and to make any necessary adjustments and changes such that we are ready to “go-live” with a fully trained staff on the official startup date. The key transition responsibilities include, but not limited to the following:

- Managing the recruiting, hiring, and onboarding to ensure having the right qualifications and experience to deliver the required services
- Working with the Airport to ensure strict compliance with the new contract terms, conditions, scope of services and key performance metrics
- Coordinating the organization of the office & shop workspace including management of the spare parts inventory
- Verifying the equipment assets in the CMMS database with the proper PMI checks and frequencies for complete work order management and report generation
- Overseeing the cultural development for safety, quality & delivery include proper safety and technical training

The following is our Transition & Mobilization Startup Plan which we are confident can be executed within 45 to 60 days pending the timing for Airport security badging process:





During the transition and mobilization period, if necessary, the Site Manager and/or Regional Director of Operations will bring in additional personnel to support and assist with any phase of the Transition Plan as needed. Any changes, deviations, modifications and/or contingencies will be coordinated with the appropriate key personnel at the Airport Authority before proceeding forward. The following are additional corporate resources that will play a vital role in providing both on-site and off-site expertise:



Suzy Shedden, Human Resource Manager: Delivers support and direction in the areas of Team Member relations, on-boarding, compensation and performance management. Suzy's HR operational support responsibilities will include:

- Provide administrative orientation training for all JBT Team Members
- Oversee Team Member relations for any issues and/or concerns
- Ensure the company standards and policies are established and followed
- Conduct internal audits to ensure compliance with JBT policies/procedures



Joshua Sandoval, HSE Director: Delivers health, safety, environmental training and program certification. Joshua's operational support responsibilities will include:

- Provide orientation training of the health, safety and environmental programs
- Ensure the operation has all available PPE and training materials
- Conduct internal safety audits to ensure compliance with JBT policies
- Oversee the continuous Safety Training programs



Steffanie Springer, Business System Director: Delivers expert data management, implementation and support for all business applications. Steffanie's operational support responsibilities will include:

- Install CMMS database with asset, work and inventory management
- Provide implementation training for CMMS operations
- Establish the required critical reports - daily, weekly and monthly
- Serve as point of contact & support for CMMS database activities

All members of the JBT Transition Team will be available 24/7 via smart phone to attend to all questions, concerns, issues, and decisions. JBT will utilize other individuals or extra outside resources from our other operations nationwide as needed to assist in various site start-up and training activities.

"JBT has a proven record for successfully mobilizing and transitioning operational startups with each deployment error free with no interruption of services to our customers"



➤ Safety, Quality & Delivery Plan

A key element of our Operational Plan is the development of our site culture for continuous improvement which centers upon Safety, Quality & Delivery (SQD). At the site, we will utilize an “SQD Visual Management Board” for driving worker accountability at the site. The board is displayed in a high visibility area in the office/shop area to communicate and make visual Key Performance Indicators (KPIs) and critical goals and objectives. The SQD board will map daily, weekly, monthly, quarterly & annual performance analytics to drive performance improvement at the site.

The following are typically posted performance metrics and information on the SQD Visual Management Board:

- Safety:
 - Near Miss reporting
 - Behavioral Based Observation activity
 - First aid incidents
 - Safety activities complete daily, month to date & year to date
 - Safety training compliance
- Quality:
 - Daily staffing level and allocation plan
 - QC audits/checks/inspections completed with pass/fail scoring
 - RCI activities (5S, Kaizen, Six Sigma, Root Cause, etc.)
 - Predictive Maintenance activities
 - Technical training compliance
- Delivery:
 - Daily system tracking of response times & equipment uptime
 - Daily system problem report review
 - Percentage of completion of PM work orders
 - Measurement of corrective & reactive maintenance work orders
 - Spare parts procurement & inventory control report review



SAFETY (S): JBT accepts our responsibility to protect the Health, Safety, and Environment (HSE) of our Team Members and Airport Stakeholders. **We will implement a robust Safety Program as part of our overall HSE performance to ensure that all Team Members receive the proper training, guidance, and ongoing support, as nothing is more important to our organization than to ensure that our Team Members return home safely after a hard day's work.** Our HSE performance is vital to our organization and will continue to be managed as an integral part of our services to prevent incidents or accidents. All JBT Team Members are directly responsible for HSE performance as it is key to our enterprise initiative, Relentless Continuous Improvement (RCI), for cultural growth and development.

We achieve our HSE vision by:

- Conducting business in a manner that protects all stakeholders
- Striving to eliminate all incidents through our TARGET ZERO approach



- Complying with all health, safety & environmental laws & regulations
- Reducing emissions & waster using energy & natural resources efficiently
- Working with our customers and stakeholders to promote responsible management
- Encouraging constructive communication on managing HSE issues
- Understanding that working safely and with regards for the environment is a condition of employment for all JBT Team Members

Our outstanding HSE performance is made possible through the leadership and engagement of all our Team Members. Our HSE responsibilities are directed by our HSE "Target Zero" Vision, Policy, Strategy and Management System, which provides direction and guidance in adhering to our corporate policies, regulatory standards, and best practices.



Additionally, our HSE policy lays the foundation for establishing specific objectives and strategies of site HSE processes and program developments as well as for the Corporate HSE Audit program. It is based upon the continual improvement process of the Plan-Do-Check-Act cycle utilized by global standards such as ISO 14001 for environmental management, and ISO 45001:2018 for Safety Management Systems.



Implementation of our comprehensive HSE Program must be customized, tailored, and adapted to fit the local needs and accommodate significant changes in the workspace. These changes include keeping pace with the significant growth of the airport and with the evolving O&M Services. These challenges require that our Team possess the ability to adapt and remain flexible while ensuring compliance with all Federal, State, Local, TSA, OSHA and other regulatory agencies and industry practices.

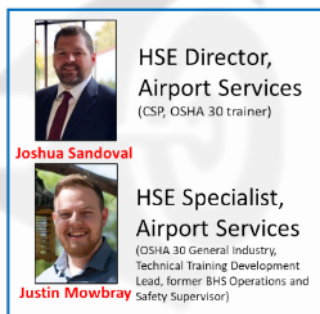
The goal of our HSE Team is to develop the knowledge, skills, and abilities of all Team Members into safety leaders and to build and nurture a safety culture of excellence which extends to our Team's families, communities, and customer sites. We achieve this goal through encouraging and empowering our Team Members to speak up and to eliminate barriers of individual participation. Our HSE experts work with all levels of the organization to identify and assess risks, and to implement and monitor the effectiveness of mitigating control measures. In the current climate of organizations striving to adapt and customize solutions to a dynamic work environment, our HSE Team has leaned into the unique challenges and has led the way to achieve successful and collaborative results.

Our Target Zero approach to safety management requires upfront risk management which includes a proactive approach to on-boarding, skills development, and everyday task completion.

Prior to starting shift work, all new Team Members first undergo extensive safety training as part of our new

JBT HSE Team

Safety and Health Support Network



The JBT Airport Services HSE Team provides the following:

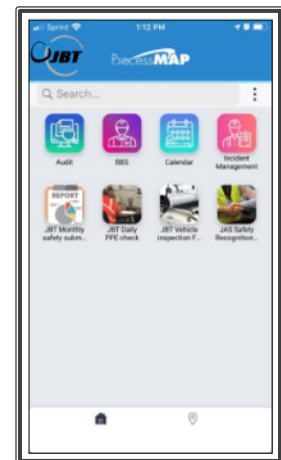
- Continuous Improvement to safety processes and procedures
- Assessment of workplace hazards
- Trending of at-risk behaviors and near miss reporting to mitigate hazards
- Process development for changes in equipment or scope of work
- Auditing of sites to achieve regulatory compliance and identify improvement opportunities
- Development and upkeep of Site Safety Program



employee orientation training. The bottom line is that all Team Members are all responsible for the safety of everyone within the organization and to assure that we as a Team, achieve our safety goals and objectives. JBT encourages all Team Members to participate as advocates for safety. The object of the JBT Safety Advocate is to ensure Team Members remain vigilant through Hazard Awareness, Program Audits, Behavioral Based Observations, Safety Reporting, Hazard Mapping, and reviewing safety policies, processes and procedures for continuous improvement.

Our Target Zero approach is not optional as every Team Member at JBT signs a commitment to safety with effort to make the workplace a safe environment for all employees and stakeholders. Our approach is to empower our Team Members with the authority to stop work if conditions or behaviors become unsafe. Our Stop Work Authority (SWA) provides all Team Members with the ability to expedite engagement with the Management Team to resolve any and all safety related issues.

We will utilize ProcessMap application for tracking safety & quality control checks as well as local audits and inspections. The processed Safety and Quality Control Data in the reporting application is used by the Management Team to support open discussions during the Daily Shift Safe Starts and subsequent Monthly Mandatory Safety and Business Meetings. The Safety Performance Tracking Tool – ProcessMap allows us to track safety metrics including Corrective and Preventive Actions (CAPA) i.e., Daily PPE Checks, Behavior-based Observations (BBO), Near Misses, Incident Reporting and First Aid Activities which results are posted on the SQD Visual Management Board to obtain the highest levels of achievement and best practices.



New Team Member Orientation: The focus of our Startup Orientation is to ensure that our Team Members fully understand and embrace our safety objective; **“Target Zero” to prevent, report and intervene as necessary to protect the safety and welfare of all Team Members and Airport Stakeholders.** The Startup Orientation includes a comprehensive curriculum to ensure compliance with, but also goes beyond, corporate, and regulatory agency requirements. This includes an in-depth review of the contents of our HSE Program Manual with Safe Work Practices and Procedures (SWPP), OSHA General Industry training and JBT Employee Handbook. JBT Team Members are required to complete all New Employee Orientation (NEO) training materials prior to receiving their first shift assignment. Each Team Member must achieve 80% score for pass completion of NEO training materials to be certified for their position. Annual recertification of each Team Member is required in accordance with JBT Corporate and OSHA regulatory requirements which are directed by our Corporate HSE Team in collaboration with the Site Management Team.



We will ensure that all Team Members receive uniforms and the proper Personal Protective Equipment (PPE) and will wear and utilize the appropriate PPE as shown:

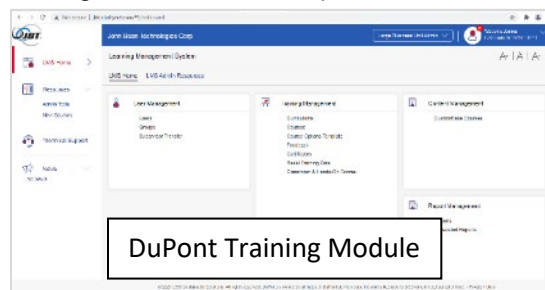
- JBT Uniform:
 - Long / Short Sleeve Cotton Shirt (Grey)
 - Work Pants (Dark Blue)
- Reflective Safety Vest
- Bump Cap/Hat
- Work Boots
- Eye Protection
- Hearing Protection
- Protective Gloves (As required)
- Knee Pads (As required)
- Lockout / Tagout (As required)
- Fall Protection (As required)



Each Team Member is required to complete training associated with PPE which includes proper methods of storage, care, and upkeep, as well as donning, doffing and limitations. Selected uniforms will comply with OSHA, NFPA, NEC, Aviation Authority's and applicable safety regulator requirements.

Daily Shift Safe Start: At the beginning of each shift, the Site Manager or Shift Lead will hold a brief daily shift "safe" start meeting surrounding the SQD board to review the current performance metrics and for coordinating work assignments & orders. The daily shift "safe" start meeting enables the Team Members to effectively communicate and coordinate safety requirements, operational demands, and assignments so that workers are able to take full ownership of their assigned work duties and responsibilities. The shift start meeting will also help in coordinating pass-down reports and information from the previous shift on pertinent issues and/or concerns.

Monthly Mandatory Safety Meeting: This mandatory meeting is conducted under the direction of the Site Manager which includes open discussions about the site operation and adherence to Safe Work Practices and Procedures (SWPP).



As a follow-up measure to the Monthly Safety Meeting, a specific OSHA safety topic is highlighted and assigned for each Team Members to complete via a computer-based training module on our DuPont Learning Management System (LMS). The assigned monthly OSHA safety topic must be completed prior to the next Monthly Safety Meeting. The LMS automatically tracks Team Member's compliance in completing the assigned monthly safety topic and the successfully passing of the safety related support

questions.



The table shows some sample topics for the computer-based training modules:

- PPE Requirements	- Lock Out/Tag Out (LO/TO)
- Electrical Safety	- Arc Flash Protection
- Confined Spaces	- Ladder Safety
- Slip, Trips & Falls	- Back & Hand Safety
- Eye Wash & Shower	- Blood Borne Pathogens
- Hazardous Materials	- Safety Data Sheets (SDS)
- Spill Preventive Control	- Accident Reporting

As noted, annual safety training topics include not only those topics required by OSHA and safety industry best practice but also include site specific topics such as accident and incident reporting procedures. In the chance that an incident occurs, employees are trained on response and care procedures as well as on reporting and notification procedures as required by GOAA.

Annual Audits & Corporate Communications: As part of our goal of Safety Excellence, JBT Corporation conducts annual Safety Assessments on the Site Operation. The purpose of the assessment is to ensure adherence with safe work practices and to assess cultural maturity. The annual report, in conjunction with the monthly scorecard trends, establishes a complete picture of the safety program, which gives the Team a complete blueprint of areas for development in our strive for continuous improvement.

All safety documentation including Standard Operating Procedures (SOP) and other valuable resources are always accessible to the Team Members. JBT maintains an online cloud-based HSE library with comprehensive safety training materials, videos, SOPs, and other safety documentation, which are available to our Team Members. In addition, Corporate HSE publishes periodical Alerts and SQUAWKs. The Alerts and SQUAWKs are another avenue for promoting our safety culture as these communications provide best practice-sharing tools to promote new standards and to bring together Team Members across our various site locations. Team Member engagement is paramount to the success of our safety program and the safety communications are driven by Team Member's contributions every month.



QUALITY (Q): The Quality Program is a key element of our Operational Approach and centers on the deployment of our Relentless Continuous Improvement (RCI) approach. The RCI approach embodies a sense of urgency in all that we do, to be proactive to make things better throughout the organization and to deliver a safe, cost effective, quality-oriented, work efficient and reliable service. At JBT, we have adopted the RCI approach as our driving force aimed at delivering results more quickly and more accurately; and in resolving issues and solving problems with a proactive and continuous improvement mindset.

The goal of our RCI approach is to create, cultivate, nurture, and develop the JBT Team culture into one built upon transparency, accountability, and empowerment of our Team Members in doing the job right the first time. Our Quality Plan includes the following:

- **Quality Control Requirements:** The Manager will take proactive steps to address any identified system irregularities within the scope of services and to take immediate action for repeat problems by elevating the issue/concern with the Airport for proper oversight. Repeat of quality issues or concerns is discussed openly in the various training meetings to enhance Team Member awareness and corrective development.



- Adherence to Contractual Requirements: At the onset of the contract, the Manager will ensure that Team Members are fully aware of the critical Key Performance Indicators (KPI) as defined in the RFP specification including measurements for system response times, equipment uptime and availability, etc.
- Airport Physical Layout Requirements: The Transition Team will ensure complete knowledge and understanding of the physical airport layout and the unique and special equipment locations throughout the airport property and the most efficient ways and means to get to the equipment within the allotted times for response and resolution.
- Communication Requirements: The Team uses radios and mobile phones for two-way communication and for transmitting critical information to and from Team Members at the various work areas throughout the airport property. We acknowledge that the quality of communication is crucial to the success of the operation and for notification to Airport Stakeholders on critical matters impacting the various facilities.
- Daily Tracking of Service Calls, Requests, Conflicts and Work Orders Requirements: JBT will track daily service calls, requests, conflicts, and work orders via the CMMS. The Management Team coordinates all necessary actionable response and resolution based upon priority ranking of the issue and/or concern.
- Contingency Requirements: The Team takes the initiative to develop or review the Contingency Plans with full collaboration with the Airport and the tenant Airlines to minimize inference and/or interruption of services. We will train the Team Members on proper execution of contingency protocols and keeping the key stakeholders abreast of the situation.
- Continuous Training Requirements: The Team Members will receive continuous safety and technical training throughout the duration of the contract with training designed to help Team Members better understand how their work affects the overall performance, as well, as the impact to the traveling public.
- Technical Library Requirements: We will maintain an establish technical library, which allows storing information including manuals, drawings, schematics, and other resources for use by Team Members. We review the library contents at least quarterly to verify that the correct information is available to the Team including assessing the condition of all documents.



JBT Continuous Improvement Team

Relentless Continuous Improvement



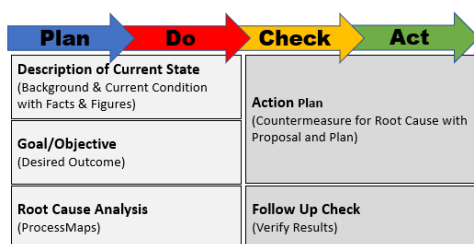
Russell Burnett

- Primary Objectives:**
 - Supporting / helping to drive action based on LEAN Principles and SQD (Safety, Quality & Delivery) programs for all JBT sites
 - Delivering practical, hands-on training to employees in LEAN methodology to eliminate waste and drive continuous improvement
 - Provide customer value coordination and analysis to achieve sustainable site improvements
 - Assist with site startup and transition activities including RCI (Relentless Continuous Improvement) efforts
 - Applying a Kaizen approach to drive results and achievement of site initiatives
 - Measuring and reporting progress of LEAN implementations and customer value results



- 5S: This RCI tool helps organize our workspaces including identifying and storing items, tools, parts, supplies, materials & equipment in more sustainable efficient and effective manner. 5S is a methodology for organizing, cleaning, developing, and sustaining a more productive work environment and not only makes work areas more efficient and also contributes to higher quality and safer work environments.

- Kaizen: This RCI tool utilizes a cross-functional Team Members to examine an issue or problem solving opportunities from different perspectives of the organization to identify ways or means for improvement. We will use Kaizen events or activities to help drive change in providing system performance improvement when necessary.
- A3 Problem Solving: This RCI tool develops a systematic approach using the Plan, Do, Check, Act



(PDCA) cycle to review issues and opportunities by gathering facts and current conditions, for defining goals, targets and/or the desired future state utilizing comprehensive "Root Cause" analysis and establishing countermeasures to correct the fault, issue or situation with plans for testing and verifying solutions, with follow up to ensure that desired results and outcomes are achieved and sustained.



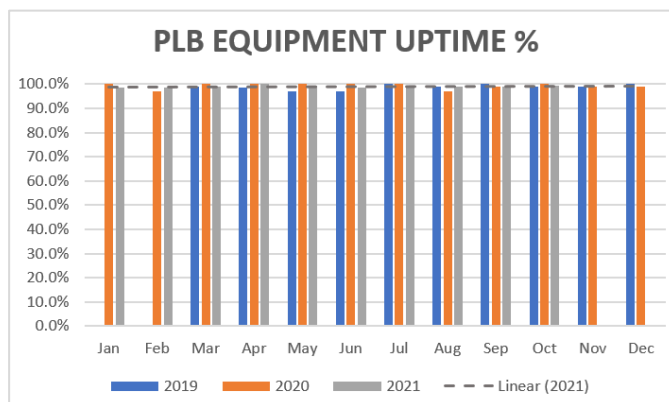
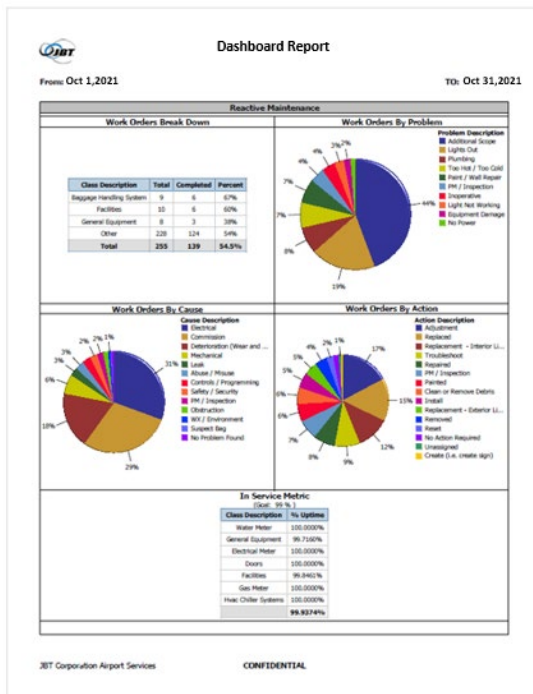
DELIVERY (D): JBT will utilize, generate, and maintain data in the Airport's Maximo EAM (Enterprise Asset Management) providing asset, work, inventory, procurement, and warranty management activities. We will use the database for tracking all work orders and for generating KPI reports i.e., equipment uptime, response time, PM/CM completion, and others. We will use our JBT Business System Team to support the implementation of the Maximo system and local training for our Team Members.

We will use asset database as a vital tool for generating key deliverables in the form of critical reports. We will utilize the database for tracking and generating the required daily, weekly, and monthly reports including tracking all work orders – Reactive (RM), Preventive (PM), Predictive (Pd.M.) & Corrective (CM) work orders including tracking warranty activities. In addition, we will monitor and respond to trouble calls from GOAA staff and/or iOPS monitoring software for gate equipment.



The following represents various reports demonstrating YOY continuous reporting and improvement:

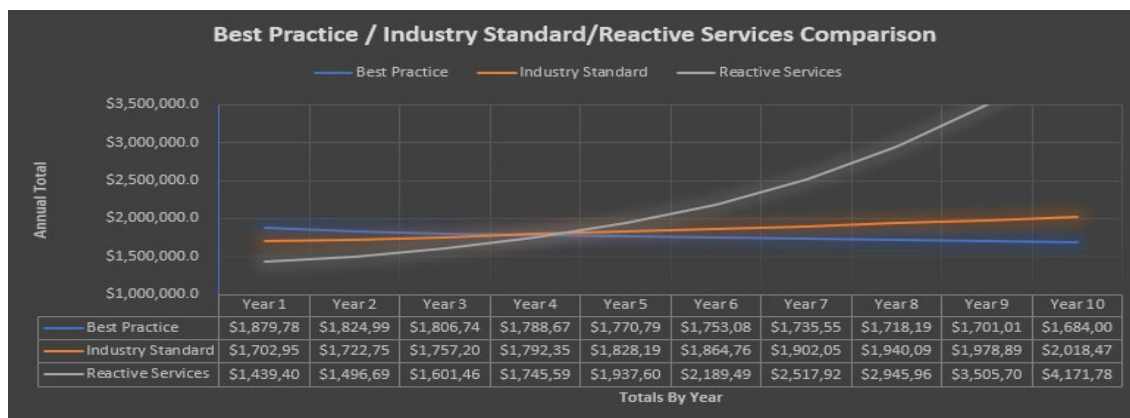
Monthly Dashboard Report: (Overall Summary)



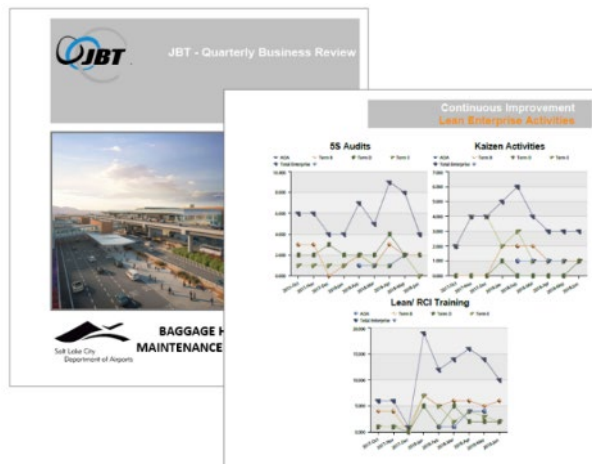
Count of Work Order Number					
Row Labels	2018	2019	2020	2021	Grand Total
PM	342	530	508	488	1868
CM REPAIR	1804	3832	3244	3543	12423
Grand Total	2146	4362	3752	4031	14291
	2018	2019	2020	2021	4-YEAR AVG
PM/CM RATIO	18.96%	13.83%	15.66%	13.77%	15.04%



The following represents the estimated PM Costs over a ten year period for the various Level of Services based on Best Practice, Industry Standard and Reactive Services: **JBT will deliver at the Best Management Practices (BMP) Level of Service**



In an effort of transparency with our customers, JBT will conduct a high-level Quarterly Business Review (QBR) with the Airport Stakeholders in an open dialog to discuss the current site performance. The primary purpose of this meeting with the Key Airport Stakeholders, JBT Corporate Management Team, and JBT Local Management Team is to review the specific KPI measurements and ensuring that our delivery of services meet the required expectations as well as keeping both the Airport and JBT abreast of current systems and equipment conditions.



We acknowledge the required Performance Reporting as defined in RFP 11-22 specification and the following deductions based on failure to meet the required performance standards:

- Safety/Security Violation
- Late or Slow Response to Callback, Service Call/Request, or Equipment Malfunction
- Schedule PM Program
- Recurring and Repeating Problems
- Failure of the Contractor to Maintain and Update Date in EAM Maximo
- Non-Compliance or Failure of Contractor to Begin Utilizing "Outside Support"
- PM Work Completion
- Scheduled PM Work within the Calendar Month includes Closing Out All Work Orders



- PM Quality Assurance Checks
- Outstanding CM Work Orders
- Continued Poor Performance
- Failure of Contractor to Enter Preliminary Data into the EAM Maximo
- Cleanliness – Use of Premises
- Other Scheduled Cleaning
- Necessary Care when Cleaning
- Material and Debris Disposal

PARTS: JBT will manage, maintain, and report on spare parts and inventory for the PBB & GSE equipment. We will coordinate with the key stakeholders at GOOAA for approval on parts procurement and will maintain adequate inventories to ensure the in-service performance requirements are met for the GATE equipment. At the startup of the contract, we will review and ensure the parts inventory is loaded into the EAM Maximo database. After the review, we will establish the minimum level of spare parts and inventory on-hand to perform the maintenance and repair work required.

JBT will take the following actions with respect to the Parts Inventory at contract startup:

- Confirm or update the existing inventory information in the EAM Maximo database
- Organize, sort, and straighten the spare parts inventory to best meet the needs for executing the required scope of work
- Conduct a complete and thorough physical inventory of all spares parts to verify that the data in the EAM database is accurate including parts descriptions, quantities, and pricing
- Provide the Airport with an updated spare parts verification and acceptance report with any recommendations for future actions



We will provide the ongoing management of the Parts Inventory and Procurement Program by coordinating and collocating with Aviation Authority Airport. JBT will take on the duties and responsibility to procure, inspect, receive, handle, stock, store, and distribute the required spare parts for the scope of work services. We will recommend the purchase of parts or components that shall be of the quality and grade in full compliance with established equipment manufacturer's standards.

At a minimum, our Parts & Inventory Management Plan will include the following but not limited to:

- Manage the spare parts inventory in a manner that establishes and maintains the proper stocking levels to meet the demands for repair services in collaboration with the Aviation Authority
- Make recommendations to the Aviation Authority for the purchase of spare parts, materials, supplies, lubricants, etc.
- Oversee the inventory management including procure, inspect, receive, handle, stock, store and distribute the required spare parts



- For any single part or item with a total value of over \$1,000.00, we will seek competitive quotes from suppliers or vendors to ensure the best value
- All replacement or spare parts shall be the same make, model and part number of the originally provided and/or installed by the OEM or substitute parts must be equivalent or superior to OEM
- JBT acknowledges our responsibility to provide the procurement sourcing (electronic requisition process) for all replacement and repair parts supporting the Aviation Authority's Warehouse
- Utilize the EAM Maximo database to record and track all spare parts utilization including inflow and outflow of parts from work orders
- Generate monthly inventory control reports from the EAM Maximo database identifying the monthly parts utilization and procurement activities
- Manage the EAM Maximo database to record and track all warranty activities for parts and labor reimbursement by suppliers and vendors

“JBT will offer a Fifteen (15%) Percent discount on JBT Jetway® OEM parts purchased through JBT Airport Services resulting in significant savings to GOAA on GATE parts & components”



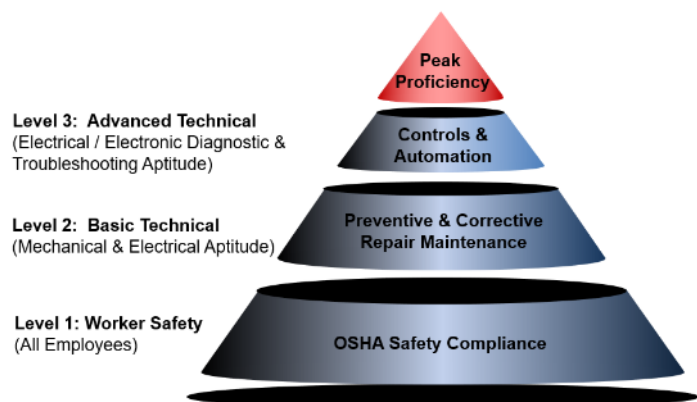
➤ Training Plan

JBT's comprehensive training program starts with our New Employee Orientation (NEO) Program and continues with scheduled training and development for every employee. JBT recognizes that providing PBB & ancillary gate equipment training is essential to ensure all employees provide proper operation. Maintenance, and repair services in a safe, reliable and effective manner that meets all performance requirements. We recognize the key benefit of having all Technicians trained to performance high-level diagnostic troubleshooting and repair maintenance.

Our approach includes deploying and developing our local JBT Team Members with the right technical skills and aptitude to deliver the required operation, maintenance, and repair Services to serve Airport Authority, Air Carriers and ultimately the traveling public and passengers.

Our technical training programs include three (3) levels – Worker Safety, Basic Technical & Advanced Technical Training as described:

- **Level 1 – Worker Safety:** Our Safety Training is predicated on OSHA compliance standards and Safe Work Practices and Procedures (SWPP) to ensure all Team Members receive the necessary knowledge and training to perform their essential duties and responsibilities in a safe manner utilizing industry best safety practices. Safety training is covered during our startup NEO Orientation Meetings, Daily Shift Safe Starts and subsequent Monthly Safety Meetings detailed in our Safety Plan above.
- **Level 2 – Basic Technical:** Our Basic Technical Training is centered upon mechanical and electrical aptitude utilizing Standard/Technical Operating Procedures (SOP/TOP). The Level 2 Basic Technical training is for all Technicians to understand the duties and responsibilities associated with equipment maintenance procedures (preventive & corrective work order compliance & documentation), inspections, response & resolution, and contingency protocol. This basic training is designed to reinforce the worker's current skills and define the specific maintenance service requirements.
- **Level 3 – Advanced Technical:** Our Advanced Technical Training is centered upon high-level diagnostic and troubleshooting aptitude with focus on electric, electronic and controls for testing and diagnosing for efficient corrective repair. This advanced training is designed to enhance the worker's current technical aptitude or skill development.





Additionally, JBT has developed an exclusive PBB training program aimed at ensuring technicians have the most complete equipment specific training possible in the industry. Topics within our exclusive training program include:

BHS TRAINING:	PBB TRAINING:
CMMS & Work Order Process Procedures / Proper Completion	CMMS & Work Order Process Procedures / Proper Completion
System PMs (Pusher, Diverter, Conveyor, Power Turn, ATR, VSU & Fire Door)	System PM Schedules & Procedures (PBB, PCA & GPU 400Hz)
Conveyor PMs (Straight, Merge, Que & Power Turn)	PBB System Operation Procedures with Control Console & HMI Diagnostics
Mechanical (Belt Changing & Lacing)	PBB Schematic Overview & Diagnostic Troubleshooting
Mechanical (Motors, Brakes, Gearboxes, Chains, V-Belts, Pulleys, Rollers & Bearings)	PCA System Operation Procedures & HMI Diagnostics
Mechanical (Fire & Security Doors, Flat & Slope Plate Carousels, High Speed Diverter & Pushers)	PCA Schematic Overview & Diagnostic Troubleshooting (Key Components)
Electrical (Wiring Diagrams & PLC / System Monitoring)	PCA & HVAC Performance Output Measurements
Electrical (Diagnostic Troubleshooting Procedures)	GPU 400Hz System Operation Procedures & HMI Diagnostics
Electrical (Replacing ATR Heads, Photoeyes, Limit Switches & Shaft Encoder)	GPU 400Hz Schematic Overview & Diagnostic Troubleshooting (Key Components)



➤ Security Plan

Another comprehensive part of our training programs and New Employee Orientation (NEO) Program is educating our Team Members on the Airport's Security programs including the duties and responsibilities association with the Secured Identification Display Area (SIDA) and Airport Access with the SIDA Airport Badge. **JBT confirms that all Team Members will comply with all rules and regulations associated with the Transportation Security Administration (TSA) at the Orlando International Airport (MCO).**

Our Security Plan constitutes the Standard Operating Procedures (SOP) relating to the physical airport layout and procedural security association with Secured Identification Display Area (SIDA) and Air Operations Area (AOA) designated as the ramp surfaces or areas for parking aircraft with the associated gate equipment and the surface maneuvering or movement of aircraft on the ramp, taxiways and/or runways. All Team Members will be familiar with the information and procedures associated with this GOAA's Security Plan.

Our Security Plan is part of our Health, Safety, and Environment (HSE) program to **ensure that all Team Members receive the proper security training, guidance, and ongoing support, as nothing is more important to our organization than to ensure that our Team Members as safe and secure in returning home after a hard day's work.** Our security performance is vital to our organization and will continue to be managed as an integral part of our HSE programs to prevent violations, incidents, or accidents. All JBT Team Members are directly responsible for HSE performance as it is key to our enterprise initiative, Relentless Continuous Improvement (RCI) programs, and for cultural growth and development.

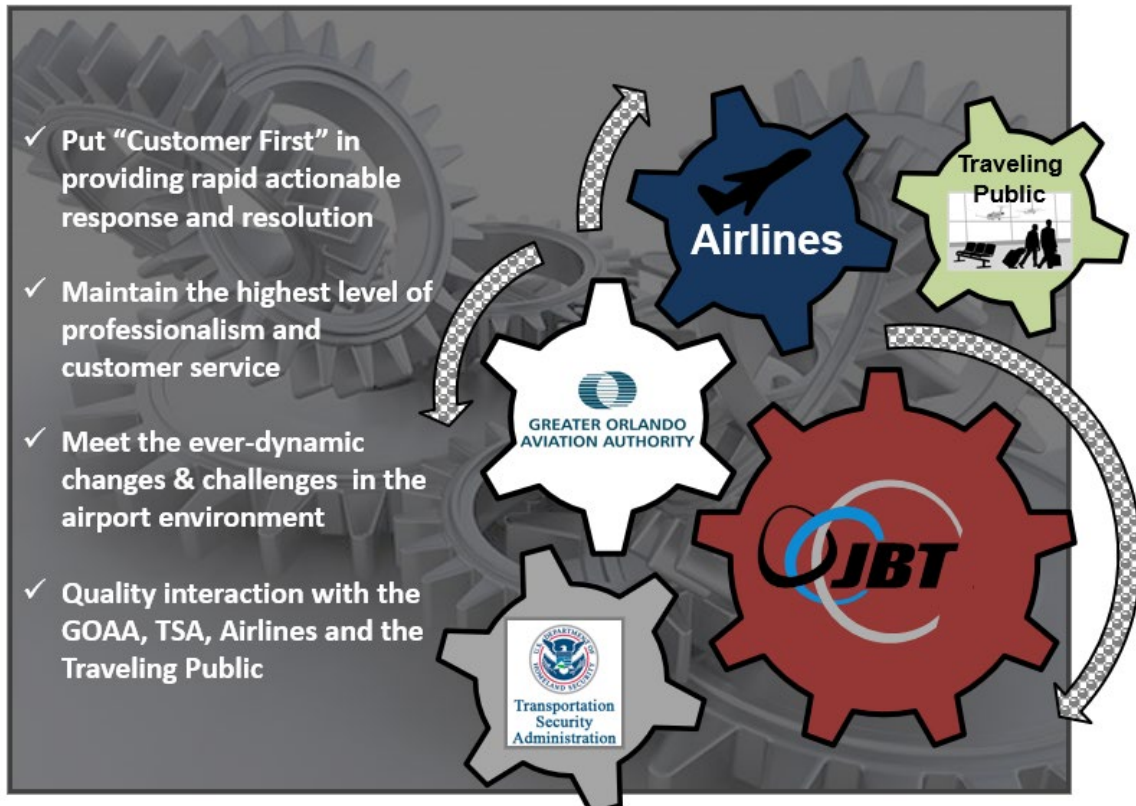




➤ Customer Service Plan

As noted earlier in this section, we believe the foundation of delivering sustainable service excellence centers upon “Customer First” and in creating and developing a culture which supports high-level performance. JBT believes in routine and professional communication, coordination, and collaboration with the key airport stakeholders to support a positive working partnership and relationship. We plan to utilize written communications whenever possible to ensure clear, concise, complete, and timely correspondence as we recognize the ever dynamic changes & challenges in the airport environment.

Customer Service Plan



We will document key stakeholder meetings and/or requests, by keeping minutes, notes, and logs to generate work orders to complete all required work activities. We will use formal documentation even when requests are made verbally as to maintain a record to ensure follow-up and completion. With respect to meetings, we will document discussion details and issues highlighting required action items and tasks to be undertaken with specific deadlines for completion. We will use the meeting minutes with established and defined priorities to drive the required actions and responses for the path forward to use and follow-through to confirm completed results.



We confirm that the JBT Site Manager will attend regularly scheduled or requested meetings by GOAA and/or other key airport stakeholders to discuss operation and maintenance matters. Moreover, the Site Manager will be available for periodic tours or inspections of the premises as requested by the stakeholders.

We fully understand the importance of thorough communication and coordination with GOAA, and in talking and listening to our Team Members. With respect to working within the airport environment, JBT is experienced in managing multiple airlines and in meeting the dynamic changes & challenges associated with the demanding airport environment.





Equipment

The following vehicle equipment are depreciated over a 5 or 7-year period and are included in the year-over-year (YOY) non-labor costs in the Management Fee:

Vehicle Equipment:

- Two Vehicles (Truck or Van)
- Two Utility Carts (Electric)
- One Forklift
- One Telescopic Boom Lift

The Following are our proposed **Startup Costs** included in the Management Fee under Year-1 ONLY: (For years 2 & 3 – we have not included any startup costs)

Shop Equipment:

- Welding Equipment
- Air Compressor Equipment
- Powered Hand Tools
- Miscellaneous Tools

Safety Equipment:

- Flammable Storage Lockers
- Fall Protection Equipment
- Lock Out/Tag Out Equipment
- First Aid Kits
- PPE

Office Equipment:

- Office Computer
- Printer/Copier
- Breakroom Equipment
- Employee Lockers
- Cell Phones
- Radios
- Biometric Time Clock

Recruiting Costs:

- Airport Badging
- U.S. Boarder Control Seal
- Employee Check (Background/Physical/Drug Screen)



Our equipment useful (asset) life goal is to ensure at a minimum to purchase both new & used equipment as required that will perform effective throughout the duration of the contract period which for this contract would be five (5) years. However, most of the equipment purchased for an initial startup with respect to its useful (asset) life exceeds the duration of the contract period.

During the rebid or negotiation of a new contract following the completion of the original contract, we will evaluate each asset based on the age and condition to make the determination if we can extend the usage life of the existing asset or if we need to replace the asset and including those costs in the new contract.



RFP 11-22
PBB and Associated
GSE Maintenance and
Repair Services

Financial Background Information

JBT AeroTech Corporation is a wholly owned subsidiary of John Bean Technologies Corporation, a publicly traded company (NYSE: JBT) and a leading global technology solutions provider to high-value segments of the air transportation and food & beverage industries.

For the 2020 ANNUAL REPORT with FINANCIAL STATEMENTS AND SUPPLEMENTARY DATA with Report of Independent Registered Public Accounting Firm and 2021 PROXY STATEMENT, please access www.jbtc.com by making the following sections on our website menu > Investors: > Annual Reports.

We have included in a sealed envelope with our original proposal a copy of the "2021 Quarterly Report Form 10-Q Period Ended September 30, 2021" – the sealed envelope is labeled as follows: "Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure" with the RFP Title "RFP 11-22 PASSENGER BOARDING BRIDGES (PBB) AND ASSOCIATED GROUND SUPPORT EQUIPMENT MAINTENANCE AND REPAIR SERVICES" for JBT AEROTECH CORPORATION.



We have also included in a sealed envelope with our original proposal a copy of the "D&B Finance Analytics" dated 01/04/2022 utilizing the JBT AeroTech Corporation DUNS No. 11-714-1716.