GREATER ORLANDO AVIATION AUTHORITY

REQUEST FOR RESPONSE (RFP)

PROFESSIONAL SERVICES

24-101-RFP
INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

PRE- PROPOSAL CONFERENCE: **August 28, 2023, at 10:00 a.m.**

Respondents may attend in person or via Microsoft Teams Meeting.

Microsoft Teams meeting

Join on your computer, mobile app or room device
Click here to join the meeting
Meeting ID: 251 851 269 83 **Passcode**: joztmk
Download Teams | Join on the web

PRE-PROPOSAL LOCATION: **GOAA Annex Building**
Purchasing Department,
Conference Room "Thor" – 2nd Floor
5855 Cargo Road
Orlando, FL 32827- 4399

DEADLINE FOR QUESTIONS **September 1, 2023, 5:00 p.m. EST**

SOLICITATION SUBMISSION DUE DATE: **September 13, 2023, 11:00 a.m. EST**

Sealed Electronic offers will be accepted up to **11:00 AM (local time), Wednesday, September 13, 2023,** via the electronic procurement portal referenced above. Opening will be held via Microsoft Teams:

Microsoft Teams meeting

Join on your computer, mobile app or room device
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Meeting ID: 258 855 899 864 **Passcode:** FpPnpL
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Exhibit 1 **FORM OF PROFESSIONAL SERVICES AGREEMENT**

THIS AGREEMENT, made and entered into as of the May 23, 2024, 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 (the "Aviation Authority"), with a business address at **Orlando International Airport, One Jeff Fuqua Boulevard, Orlando, Florida 32827-4399**, and **Technology management corporation (TMC) d/b/a Technology Management Corporation-1 Incorporated** , (the "Consultant"), with a business address at **4790 Lakeway Terrace, Shorewood, MN 55331**, (Aviation Authority and Consultant sometimes collectively referred to herein as the "Parties").

W I T N E S S E T H :

WHEREAS, the Aviation Authority desires to employ the services of Consultant (hereinafter includes "Consultant") to provide professional and related services required in connection with at Orlando International Airport and Orlando Executive Airport (the "Airports"); and

WHEREAS, Consultant is qualified, willing and able to perform the professional services required on the terms and conditions hereinafter set forth; and

NOW, THEREFORE, in consideration of the premises and the mutual covenants herein contained, the parties hereto do hereby agree as follows:

1. Services to be Provided by Consultant.

1.1 Scope of Services. Consultant hereby agrees to perform for the Aviation Authority services and work product set forth on the scope of services attached hereto as ***Exhibit "A"*** and incorporated herein by reference (the "Services"). The Services may be modified or increased from time to time by written addendum to this Agreement signed by both parties; provided, however, the Aviation Authority shall have the right, by written notice to Consultant, to unilaterally reduce the scope of Services to be rendered hereunder.

1.2 Personnel. Consultant agrees to retain the necessary qualified personnel acceptable to the Aviation Authority to perform all Services for Aviation Authority pursuant to this Agreement. Consultant further agrees to promptly remove any personnel from performing Services as the Aviation Authority shall request in writing (which request may be made by the Aviation Authority with or without cause), and to promptly replace such personnel with other of Consultant's personnel of comparable experience reasonably acceptable to the Aviation Authority. Consultant agrees to include a similar provision in its agreements with any and all Subconsultants.

1.3 Subconsultants. Consultant shall perform all of its obligations and functions under this Agreement by means of its own employees or by a duly qualified subconsultant approved in writing by the Aviation Authority in advance ("Subconsultant"); provided,

however, no Subconsultant shall perform any of the Consultant obligations under this Agreement unless the Aviation Authority approves the Subconsultant in advance in writing. In the event any Subconsultant is employed, the Consultant shall continuously monitor the Subconsultant's performance, and shall remain fully responsible to ensure that the Subconsultant performs Services as required in accordance with this Agreement. The Aviation Authority shall have no obligation to pay for any unsatisfactory performance of Subconsultant nor to reimburse Consultant for Services rendered by Subconsultant in connection with Consultant's performance of Services unless the Aviation Authority has given prior written approval of the compensation to be paid Subconsultant by the Consultant. The Aviation Authority may require that invoices for all work (including invoices submitted to the Consultant for work performed by Subconsultant) shall be submitted to the Aviation Authority by the Consultant and the Aviation Authority shall pay all compensation to the Consultant, or the Authority shall have the right, but not the obligation, to pay a specific amount directly to any Subconsultant. Consultant agrees to pay such Subconsultant for their Services within fifteen (15) days after Consultant's receipt of payments from the Aviation Authority for accepted work performed by Subconsultant. It shall be the sole responsibility of the Consultant to deal with Subconsultant with respect to the collecting and submission of invoices and the payment of compensation. Payment of compensation by the Aviation Authority to the Consultant for work performed by Subconsultant shall relieve the Aviation Authority of all future liability to the Subconsultant and shall thereafter preclude the Subconsultant from bringing any claim against the Aviation Authority. Consultant agrees to include any relevant requirement, including but not limited to, insurance and indemnity requirements set forth herein in agreements with all Subconsultant for performing any Services.

1.4 Consultant's Reasonable Efforts and Standards of Performance. Consultant agrees to use its reasonable efforts to perform and/or to cause Subconsultant to perform all Services in accordance with such reasonable time requirements and reasonable written instructions, as may be requested or provided by the Aviation Authority, and Consultant agrees to perform and/or cause Subconsultant to perform all Services in accordance with applicable professional standards, and in accordance with the conditions contained in this Agreement.

1.5 Consultant's Liability. Consultant shall be and remain liable in accordance with applicable law for all damages to the Aviation Authority caused by the improper acts or omissions of Consultant or by any Subconsultant in performing any Services to the extent determined by a court of competent jurisdiction, not subject to further appeal. All provisions of this Agreement specifying Consultant's obligation and duties in performing Services shall apply equally to Subconsultant performing Services.

1.6 Consultant's Obligation to Correct Errors or Omissions. Consultant agrees to be responsible for the quality, technical adequacy, and accuracy, of all Services furnished by Consultant or any Subconsultant, in accordance with its specific obligations hereunder. Consultant shall, without additional cost or expense to the Aviation Authority, correct or revise any errors, omissions, or other deficiencies in the Services performed by Consultant or Subconsultant, resulting from improper acts or omissions of Consultant or Subconsultant to the extent determined by a court of competent jurisdiction, not subject to further appeal.

1.7 Consultant's Compliance with Laws and Regulation. Consultant and its employees shall promptly observe and comply with then applicable provisions of all Federal, State and local laws, rules and regulations which govern or apply to the Services rendered by Consultant hereunder, or to the wages paid by Consultant to its employees. Consultant shall require all of its Subconsultants to comply with the provisions of this section.

1.8 Consultant Is Not the Aviation Authority's Agent. Consultant is, and at all times shall be deemed to be, an independent contractor and shall be wholly responsible for the manner in which it performs the services required of the Consultant by the terms of this Agreement. The Consultant shall be liable for any of its acts, and the acts of its Subconsultants, and respective agents or employees, and nothing contained herein shall be construed as creating the relationship of employer and employee, nor principal and agent, between the Aviation Authority and the Consultant or any Subconsultant. Neither Consultant nor any Subconsultant is authorized to act as the Aviation Authority's agent hereunder nor to have the Aviation Authority, express or implied, to act for or bind the Aviation Authority.

2. Compensation.

2.1 Compensation. For the Services rendered by Consultant, compensation to Consultant will not exceed and will be in accordance with the schedule of rates, fees and charges set forth on ***Exhibit "B"*** attached hereto and incorporated herein.

2.2 Reimbursable Expenses. . The annual compensation includes all expenses to be incurred by Consultant as contemplated on the Effective Date of this Agreement. In the event that requirements for extraordinary travel arise then Consultant shall submit a request in writing in advance of the travel date(s) to the Chief Executive Officer, which request shall be handled in accordance with all applicable laws and section 430.02 of the Aviation Authority's Policies and Procedures Manual ("Travel Policy") as amended from time to time; however, such amount for international travel requires prior express written approval of the Aviation Authority.

2.3 Statements. The Consultant shall submit statements to the Aviation Authority for all Services rendered hereunder. The statements shall include detailed information pertaining to any fees received or expected to be received by the Consultant or an affiliate of the Consultant during the same period covered by the statements in connection with or arising from Services performed by the Consultant for the Aviation Authority. Statements shall be in a form and with detail satisfactory to the Aviation Authority, shall include the nature and amount of each fee, separated and identified as reasonably requested by the Aviation Authority. The making of any willfully false statement by the Consultant in a billing statement shall be grounds for the termination of this Agreement by Aviation Authority.

2.4 Maintenance of Records. Consultant shall maintain complete and accurate records relating to Services rendered pursuant to this Agreement. Cost records shall be kept in accordance with generally accepted accounting principles and practices consistently applied and in Consultant's customary form and scope. Records and

invoices for Services shall include all of the information required in order to determine Consultant's Services performed hereunder, and shall identify the Services rendered in a manner reasonably acceptable to the Aviation Authority.

2.5 Records Availability. All of the Consultant's records directly relating to Services shall, upon reasonable notice by the Aviation Authority, be made available to the Aviation Authority or its representative's at all reasonable times, to review, inspect, audit or copy Consultant's records. If any such audit establishes that Consultant has overstated service fees, the amount of any overcharge paid by Aviation Authority as a result of an overstatement shall forthwith be refunded by Consultant to the Aviation Authority with interest thereon, if any, at the prime rate as from time to time published by *The Wall Street Journal* on any overstated amount accrued from forty-five (45) days after the Aviation Authority's notice to Consultant of overstatement.

2.6 Adjustment to Fees. Consultant represents and warrants that all billable fees furnished by Consultant to the Aviation Authority shall be accurate, complete, and current as of the date of this Agreement and as of the date of any addendum hereto.

3. Term and Termination.

3.1 Term. This Agreement shall become effective upon its execution by the Aviation Authority and shall continue in effect for the estimated period of five (5) years unless terminated earlier as provided for herein or extended by an Amendment hereto executed by both Parties. The Agreement between the successful Respondent and the Aviation Authority will be non-exclusive.

3.2 Termination on Default. This Agreement may be terminated in whole or in part in writing by either party in the event of the failure or refusal of the other party to perform or do any obligation herein required of that party within five (5) days after written notice from the non-defaulting party. Liability arising from improper acts or omissions and any indemnity obligations shall survive the termination of this Agreement.

3.3 Termination without Default. The Aviation Authority may terminate this Agreement for any reason or no reason upon not less than thirty (30) calendar days written notice of intent to terminate.

3.4 Effect of Termination. For any termination, Consultant shall have no entitlement to recover anticipated profit for Services or other work not performed; provided, however, the Aviation Authority shall pay Consultant for Services performed up to the date of termination, as determined in the discretion of the Aviation Authority.

3.5 Notice of Intent to Terminate. Upon receipt of notice of intent to terminate from the Aviation Authority pursuant to sections 3.2 or 3.3 above, or upon Consultant's giving of notice of intent to terminate pursuant to section 3.2 above, Consultant shall: (1) promptly discontinue all Services affected (unless the Aviation Authority directs otherwise); and (2) deliver or otherwise make available to the Aviation Authority all data, calculations, estimates, graphics, documents, photographs, reports, memoranda, other documents and instruments, and such other information and materials as may have been produced as original deliverables by Consultant or by

Subconsultants in performing services under this Agreement, whether completed or in process.

3.6 The Aviation Authority's Right to Complete Terminated Services. Upon termination pursuant to sections 3.2 or 3.3 above, the Aviation Authority may take over the Services and perform the Services to completion by agreement with another party or otherwise. In doing so, the Aviation Authority shall not waive any rights it may have to pursue any and all rights it may have against Consultant arising out of Consultant's performance hereunder.

4. Warranties and Representations of Consultant.

4.1 State Code of Ethics. Consultant represents that it is familiar with the terms and conditions of Section 112.313, Florida Statutes, and Consultant further represents and warrants unto the Aviation Authority that to the best if its knowledge and good faith belief no director, officer, employee or agent of the Aviation Authority or the City of Orlando, Florida (the "City") has any interest, either directly or indirectly, in the business of Consultant to be conducted under this Agreement or the proceeds thereof. Consultant further represents and warrants to the Aviation Authority that it has not employed or retained any company or person, other than a bona fide employee working wholly for Consultant, to solicit or secure this Agreement, that it has not paid or agreed to pay any person, company, corporation, individual or firm, other than a bona fide employee working solely for Consultant, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award or making of this Agreement, and that it has not agreed, as an express or implied condition for obtaining this Agreement, to employ or retain the Services of any firm or person in connection with carrying out this Agreement.

4.2 Public Entity Crimes/Debarment. Consultant represents that it is familiar with the terms and conditions of Section 287.133, Florida Statutes, and Consultant further represents and warrants unto the Aviation Authority that to the best of its knowledge and good faith belief that neither Consultant nor any affiliate of Consultant has ever been convicted of a public entity crime. Consultant acknowledges receipt of the following notice:

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 bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids 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 any public entity, and may not transact business with any public entity in excess of $25,000 for a period of 36 months from the date of being placed on the convicted vendor list. Further, any entity or individual placed on the Aviation Authority's Debarment List pursuant to the Aviation Authority Policy, Section 130.04, may not submit a response to any letter of intent, letter of interest, statement of qualifications, quote, Response or bid as a contractor, supplier, subcontractor, consultant or individual, of any tier, for any goods or services or contracts and may not provide any goods or services to the Aviation Authority, on behalf of the Aviation Authority, or on the Aviation Authority's property,

regardless of whether there is a contractual relationship with the Aviation Authority. The Aviation Authority will disqualify any submission, bid or Response that includes a person or entity on the Debarment List. You may request a copy of the Aviation Authority's Debarment List for your review at the following email: debarmentlist@goaa.org.

4.3 Public Records; Open Meetings. The Consultant has been advised that the Aviation Authority, and its activities, are subject to (i) the Public Records Law, Chapter 119, Florida Statutes, which imposes broad disclosure requirements upon documents of the Aviation Authority with regard to documents deemed to be public records, and (ii) the Government-in-the-Sunshine-Law, Section 286.011, Florida Statutes, which requires, with limited exceptions, the Aviation Authority to conduct business in open meetings. Consultant will cooperate with Aviation Authority to observe and comply with the requirements of said laws in performing the Services. The Consultant agrees that it will comply with all Aviation Authority policies and procedures in observing the requirements of said laws.

4.4 Duty to the Aviation Authority. The Consultant will represent the Aviation Authority to the best of the Consultant's ability with respect to the performance of the Services, including without limitation in making recommendations to the Aviation Authority and will not make recommendations or otherwise perform Services based on criteria or factors other than the best interests of the Aviation Authority.

4.5 Conflict of interest. The Consultant shall comply at all times with the affirmative statement provided with its Response that during the period of this Agreement, the Consultant and its team members are not currently involved with any active agreement with any Aviation Authority's Specialty or developer that would be in conflict with the Aviation Authority, and agree not to enter in to any such agreement during the duration of this Agreement.

4.6 Conflict of Interest After Performance. The Consultant shall be prohibited from actively recruiting or soliciting the Aviation Authority employees during the Consultant's performance of services and for 180 days after the conclusion of services.

4.7 Consultant to Comply. The Consultant shall comply at all times with the certifications, affirmative statements and other representations made by the Consultant in the Response in connection with this Agreement, unless waived in writing by the Aviation Authority; which certifying affirmative statements and other representations are incorporated herein by this reference.

5. Member Protection: Waiver.

No recourse under or upon any obligation, covenant or agreement contained in this Agreement, or any other agreements or documents pertaining to the Services of Consultant or any Subconsultant hereunder, as such may from time to time be altered or amended in accordance with the provisions hereof, or under any judgment obtained against the Aviation Authority 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 Agreement, shall be had against any member, officer, employee, or agent, as such, past, present or future, of the Aviation Authority either directly or through the Aviation Authority or otherwise, for any claims arising out of this Agreement of the Services rendered 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 Aviation Authority member, officer, employee or agent as such, to respond by reason of any act of omission on his or her part or otherwise for any claim arising out of this Agreement or the Services rendered pursuant to it, or for the payment for or to the Aviation Authority, or any receiver therefor or otherwise, of any sum that may remain due and unpaid by the Aviation Authority, is hereby expressly waived and released as a condition of and as consideration for the execution of this Agreement.

6. Indemnification.

The Consultant shall indemnify, defend and hold completely harmless the Aviation Authority and the City, and the members (including, without limitation, members of the Aviation Authority's Board and the City's Council, and members of the citizens advisory committees of each), officers, employees and agents of each 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 (i) the breach of this Agreement by the Consultant, (ii) by reason or on account of damage to or destruction 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 Consultant's performance of services under this Agreement, or (iii) the wrongful acts or omissions or willful misconduct of the Consultant's officers, agents, employees, Sub-Consultants, licensees or invitees, regardless of where the damage, destruction, injury or death occurred. The Aviation Authority agrees to give the Consultant reasonable notice of any suit or claim for which indemnification will be sought hereunder, to allow the Consultant 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. The indemnification provisions of this Section shall survive the expiration or earlier termination of this Agreement.

7. Insurance.

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

7.1 General Liability and Automobile Liability:

7.1.1 **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 Consultant's covenants, with a limit of liability not less than One Million Dollars ($1,000,000) per occurrence; and

7.1.2 **Automobile liability insurance** covering each motor vehicle, including but not limited to owned, non-owned, or hired, used in conjunction with providing Services on Authority property resulting in property damage or bodily injury, including death with a limit of not less than Three Hundred Thousand Dollars ($300,000) combined single limit per accident;

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

7.3 **Workers' Compensation and Employer's Liability.** The following insurance shall apply to all Consultant's employees who will be engaged on 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 Consultant is self-insured, the Consultant shall provide proof of self-insurance and authorization to self-insure as required by applicable Florida laws and regulations.

7.4 **Professional Services / Errors & Omissions Liability Insurance.** Insurance covering Consultant for claims, losses and expenses resulting from wrongful acts or omissions committed in the performance of, or failure to perform, all Services under this Agreement with limits not less than One Million Dollars ($1,000,000) per claim.

7.5 **Other Insurance Requirements.** Consultant agrees to the following as it relates to all above required insurance:

7.5.1 **Self-Insured Retention and Deductibles.** Consultant'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 Authority's Chief Executive Officer. The above deductible limits may be exceeded if the Consultant's insurer is required to pay claims from the first dollar at 100% of the claim value without any requirement that Consultant pay the deductible prior to its insurer's payment of the claim.

7.5.2 Insurance policies shall be primary insurance and not contributory to any other valid insurance the Aviation Authority may possess, and that any other insurance the Aviation Authority does possess shall be considered excess insurance only.

7.5.3 Insurance shall be carried with an insurance company or companies with a financial stability rating by A.M. Best of B+ VI or better and said policies shall be in a form acceptable to the Aviation Authority.

7.5.4 Any liability insurance maintained by Consultant written on a claims-made form basis will maintain coverage for two (2) years to cover claims made after the Consultant has concluded its services to the Aviation Authority.

7.5.5 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. 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 contract or prior to any start of services, whichever comes first, and each renewal thereafter during the term of this Agreement and its renewal/extension. Consultant acknowledges that any acceptance of Certificate of Insurance by the Aviation Authority does not waive any obligations herein this Agreement.

7.5.6 The Aviation Authority is currently contracted with a third party for the management of all insurance certificates related to Aviation Authority Contracts. Consultants 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 Consultant 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. Consultants will respond as directed in the introductory letter as well as any further instructions they may receive.

7.5.7 The Consultant shall provide the Aviation Authority immediate written notice of any adverse material change to the Consultant'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 Consultant's self-insured retention and any non-renewal or cancellation of required insurance.

7.5.8 If any insurance coverage is canceled or reduced, Consultant 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 Consultant 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 Consultant, immediately terminate this Contract upon written notice to Consultant.

7.5.9 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 Consultant shall comply with all reasonable requests of the Chief Executive Officer with respect thereto.

8. Compliance with Nondiscrimination Requirements.

During the performance of this Agreement, the Consultant, for itself, its assignees and successors in interest agrees as follows:

8.1 Compliance with Regulations. The Consultant shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter, "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the "Regulations"), which are herein incorporated by reference and made a part of this Agreement.

8.2 Nondiscrimination. The Consultant, with regard to the work performed by it during the Agreement, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of any Sub-Consultant, including procurement of materials and leases of equipment. The Consultant shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the Agreement covers a program set forth in Appendix B of the Regulations.

8.3 Solicitations for Subcontracts, Including Procurement of Materials and Equipment. In all solicitations either by competitive bidding or negotiation made by the Consultant for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential SubConsultant or supplier shall be notified by the Consultant of the Consultant's obligations under this Agreement and the Regulations relative to nondiscrimination on the grounds of race, color or national origin.

8.4 Information and Reports. The Consultant shall provide all information and reports required by the Regulations or directives issued pursuant thereto and shall permit access to its books, records, accounts, other sources or information, and its facilities as may be determined by the Aviation Authority or the Federal Aviation Administration ("FAA") to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of the Consultant is in the exclusive possession of another who fails or refuses to furnish this information, the Consultant shall so certify to the Aviation Authority or the FAA, as appropriate, and shall set forth what efforts it has made to obtain the information.

8.5 Sanctions for Noncompliance. In the event of the Consultant's noncompliance with the nondiscrimination provisions of this Agreement, the Aviation Authority shall impose such sanction as it or the FAA may determine to be appropriate, including but not limited to:

8.5.1 Withholding of payments to the Consultant under the Agreement until the Consultant complies.

8.5.2 Cancellation, termination or suspension of the Agreement, in whole or in part.

8.6 Incorporation of Provisions. The Consultant shall include the provisions of subsections 8.1 through 8.5 in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations or directives issued pursuant thereto. The Consultant shall take such action with respect to any subcontract or procurement as the Aviation Authority or the FAA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event a Consultant becomes involved in, or is threatened with, litigation with a SubConsultant or supplier as a result of such direction, the Consultant may request the Aviation Authority to enter into such litigation to protect the interest of the Aviation Authority and, in addition, the Consultant may request the United States to enter into such litigation to protect the interests of the United States. The Consultant assures the Aviation Authority that it will comply with the pertinent statutes, Executive Orders and such rules as are promulgated to assure that no person shall, on the grounds of race, creed, color, national origin, sex, age, marital status or handicap be excluded from participating in any activity conducted with or benefiting from Federal assistance. This provision shall bind the Consultant from the period beginning with the initial solicitation through the completion of the Agreement.

9. 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:

9.1 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);

9.2 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);

9.3 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);

9.4 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;

9.5 The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq*.), (prohibits discrimination on the basis of age);

9.6 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);

9.7 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);

9.8 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;

9.9 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);

9.10 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;

9.11 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);

9.12 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).

10. 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.

11. Occupational Safety and Health Act of 1970.

All contracts and subcontracts 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. 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.

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

13. Florida Law.

This Agreement was made in the State of Florida and shall be governed by and construed in accordance with Florida law.

14. Remedies.

In the event of default, in addition to any other remedy available to the non-defaulting party, the non-defaulting party pursuant to the terms may terminate this Agreement in accordance with Section 3.2. Any such termination shall not waive or replace any other legal or equitable remedies available to the non-defaulting party. All remedies provided in this Agreement shall be deemed cumulative and additional and not in lieu of or exclusive of each other or any other remedy available to any party at law or in equity.

15. Attorney's Fees and Costs.

To the extent allowable by law, in the event that any legal proceedings at law or in equity arising hereunder or in connection herewith (including any appellate proceedings), the prevailing party shall be awarded costs, reasonable expert fees and reasonable attorney's fees incurred in connection with such legal proceedings as determined by a court of competent jurisdiction.

16. Venue and Waiver of Jury Trial.

The appropriate venue for any actions arising out of this Agreement will be any court of competent jurisdiction in Orange County, Florida. Such claims, disputes or other matters shall not be subject to arbitration without the prior written consent of both the Aviation Authority and Consultant. The parties hereby agree that process shall be served on Consultant and the Aviation Authority in the manner prescribed by

applicable law. To encourage prompt and equitable resolution of any litigation that may arise hereunder, the parties hereby waive any rights and either party may have to a trial by jury of any such litigation.

17. Transfers, Assignments and Subcontracts.

Consultant shall not transfer or assign any of its rights hereunder except as otherwise authorized in this Agreement or any of its obligations hereunder to third parties without the prior written approval of the Aviation Authority. The Aviation Authority shall be entitled to withhold such approval for any reason or for no reason. Except as limited by the provisions of this section, this Agreement shall inure to the benefit of and be binding upon the Aviation Authority and Consultant, and their respective successors and assigns.

18. Miscellaneous Provisions.

18.1 The Consultant shall promptly observe, and comply with applicable provisions of all federal, state and local laws, rules and regulations that govern or apply to the services rendered by the Consultant hereunder.

18.2 The Consultant shall produce and keep in force during the term of this Agreement all necessary licenses, registrations, certificates, permits and other authorization as are required by law in order for the Consultant to render the services required hereunder.

18.3 All information and documents received from the Consultant in response to this SOLICITATION will become the property of the Aviation Authority, will not be returned to the Consultant, and will be incorporated in the final Agreement in the event of Agreement award. Any work product produced as part of the Agreement will become the exclusive property of the Aviation Authority.

18.4 If the Aviation Authority determines that modifications to this Agreement are required in order to qualify for federal or state funding for the services to be rendered by the Consultant hereunder, and if the Consultant is unable to comply within a reasonable time with applicable federal and state laws and regulations governing the grant of such funds for services to be rendered hereunder, then notwithstanding anything else herein contained, Aviation Authority shall have the right, by giving written notice to the Consultant, to terminate this Agreement forthwith.

18.5 The Consultant assures that it will comply with pertinent statutes, Executive Orders and such rules as are promulgated to assure that no person shall, on the grounds of race, creed, color, national origin, sex, age or handicap be excluded from participating in any activity conducted with or benefitting from Federal assistance. This Provision obligates the Consultant or its assigns, for the period during which Federal assistance is extended to the airport program, except where Federal assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon. In these cases, the Provision obligates the Consultant for the longer of the following periods: (a) the period during which the property is used by the Aviation Authority or any transferee for a purpose for which Federal assistance is

extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Aviation Authority or any transferee retains ownership or possession of the property. In the case of a construction project, this Provision binds the Consultant from the Response solicitation period through the completion of the Agreement.

18.6 Consultant and its Sub-Consultants, if any, shall maintain complete and accurate books and records in accordance with generally accepted accounting principles, consistently applied, and shall be in a form reasonably acceptable to the Aviation Authority's Chief Executive Officer or designee. Consultant and its Sub-Consultants shall account for all expenses of any nature related to transactions in connection with this Agreement in a manner which segregates in detail those transactions from other transactions of the Consultant and Sub-Consultants and which support the amounts reported and/or invoiced to the Aviation Authority. At a minimum, Consultant's and Sub-Consultant's accounting for such expenses and transactions shall include such records in the form of electronic media compatible with or convertible to a format compatible with computers utilized by the Aviation Authority at its offices; a computer run hard copy; or legible microfilm or microfiche, together with access to the applicable reader. All such books and records and computerized accounting systems, shall upon reasonable notice from the Aviation Authority be made available in Orange County, Florida, for inspection, examination, audit and copying by the Aviation Authority through and by its duly authorized representatives at any time for up to four (4) years after the year to which books and records pertain. Such inspection, examination, or audit may include, but is not limited to a review of the general input, processing, and output controls of information systems, using read only access, for all computerized applications used to record financial transactions and information. Consultant and SubConsultant shall freely lend its own assistance in a timely manner in making such inspection, examination, audit, or copying and, if such records are maintained in electronic and other machine readable format, shall provide the Aviation Authority and/or its representative such assistance as may be required to allow complete access to such records. The Chief Executive Officer may require Consultant and Sub-Consultants to provide other records the Chief Executive Officer, in his or her sole discretion, deems necessary to enable the - to perform an accurate inspection, examination or audit of expenses incurred in and transactions related to performance of this Agreement. Such records shall be provided within thirty (30) days of request thereof. In the event that expenses incurred or reimbursed are found by such inspection, examination, or audit to have been overpaid, Consultant and its Sub-Consultants agree that such amounts shall be payable to the Aviation Authority. If, prior to the expiration of the above-stated four (4) year record retention period, any audit or investigation is commenced by the Aviation Authority, or any claim is made or litigation commenced relating to this Agreement by the Aviation Authority, the Consultant, or a third party, the Consultant shall continue to maintain all such records, and the Aviation Authority shall continue to have the right to inspect such records in the manner stated above, until the inspection, examination, audit, claim, or litigation is finally resolved (including the determination of any and all appeals or the expiration of time for an appeal). This provision shall survive the expiration or earlier termination of this Agreement. In the event of any conflict between any provision of this Agreement and generally accepted accounting principles or generally accepted auditing standards, the provisions of this Agreement shall control even where this

Agreement references such provisions or standards. In particular, without limitation, Consultant and Sub-Consultants shall maintain all records required under this Agreement to the full extent required hereunder, even if some or all such records would not be required under such generally accepted accounting principles or auditing standards. If as a result of an inspection, examination or audit, it is established that amounts are due from the Consultant to the Aviation Authority, Consultant shall forthwith, upon written demand from the Aviation Authority, pay the Aviation Authority such amount, together with interest on the amount due at the rate of eighteen (18%) percent per annum, or if less, the maximum rate of interest allowed by law, from the date such additional amounts were overpaid by the Aviation Authority. Further if such inspection, examination or audit establishes that the Consultant has over billed such amounts for any Agreement period by two (2%) percent or more, then the entire expense of such inspection, examination or audit shall be paid by the Consultant.

18.7 In the course of performing the Agreement work, Consultant 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. Consultant agrees to hold such information in confidence and to make such information known only to its employees, affiliates, agents, Sub-Consultants, and Sub-Consultants who have a legitimate need to know such information and who are under a similar obligation of confidentiality. The Consultant 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 Consultant must notify the Aviation Authority as soon as practicable in the event Consultant 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 Consultant 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 Consultant is responsible for the Data Breach and upon mutual agreement of the parties, Consultant 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 Consultant'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 18.6 shall survive the expiration or earlier termination of the Agreement.

18.8 IF THE CONSULTANT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONSULTANT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENTT, PLEASE USE THE LINK TO CONTACT THE AVIATION AUTHORITY'S CUSTODIAN OF PUBLIC RECORDS: http://orlandoairports.net/publicrecords; PHONE NUMBER: (407) 825-2400; AND MAILING ADDRESS: GREATER ORLANDO AVIATION AUTHORITYY, PUBLIC RECORDS, ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827. A Consultant with an Aviation Authority Agreement for services, must comply with Florida Statute, Chapter 119.071, specifically to:

18.8.1 Keep and maintain public records that ordinarily and necessarily would be required by the Aviation Authority in order to perform the service.

18.8.2 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.

18.8.3 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 Agreement term and following completion of the Agreement if the Consultant does not transfer the records to the Aviation Authority.

18.8.4 Upon completion of the Agreement, meet all requirements for retaining public records and transfer, at no cost to the Aviation Authority, all public records in possession of the Consultant or keep and maintain public records required by the Aviation Authority to perform the service. If the Consultant transfers all public records to the Aviation Authority upon completion of the Agreement, the Consultant shall, upon termination of the Agreement, destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Consultant keeps and maintains public records upon completion of the Agreement, the Consultant 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.

18.8.5 If a Consultant does not comply with a public records request, the Aviation Authority shall enforce the contract provisions in accordance with the Agreement.

19. Entire Agreement.

This Agreement constitutes the entire agreement between the parties and shall supersede and replace all prior agreements or understandings, written or oral, relating to the matters set forth herein.

20. Amendment; Waiver.

Except for the Aviation Authority's right to reduce the scope of services as provided in section 1.1 above, this Agreement shall not be amended or modified other than in an amendment writing signed by the parties hereto. The Aviation Authority and Consultant reserve the right to amend this Agreement in writing at any time by such mutually executed amendment. Failure to by any party at any time to enforce any default or right reserved to it or to require the performance of any of the terms, covenants or provisions hereof by the other party at the time designated, shall not be deemed a waiver of any such default or right to which the party is entitled, nor shall it in any way affect the right of the party to enforce such provisions thereafter.

21. Severability.

If any term or provision of this Agreement shall be found to be unenforceable, then, notwithstanding, this Agreement shall remain in full force and effect and such term or provision shall be deemed stricken.

22. Time is of the Essence.

Time is of the essence in the performance of this Agreement.

23. Execution and Counterparts.

To facilitate execution, the parties hereto agree that this Agreement and any Amendments may be executed and tele-copied to the other party and that the execution telecopy shall be binding and enforceable as an original. The parties agree to fully execute two (2) originals of this Agreement. This Agreement may be executed in as many counterparts as may be required and it shall not be necessary that the signature of, or on behalf of, each party, or that the signatures of all persons required to bind any party, appear on each counterpart; it shall be sufficient that the signature of, or on behalf of, each party, or that the signatures of the persons required to bind any party, appear on one or more of such counterparts. All counterparts shall collectively constitute a single agreement.

24. Notices.

All notices under this Agreement shall be in writing and shall be given by United States Certified Mail Return Receipt Requested postage prepaid addressed to:

To Consultant: Technology Management Corporation

dba Technology Management Corporation - 1 Incorporated

4790 Lakeway Terrace, Shorewood, MN 55331

Attention: Cheryl O'Brien

With copy to: Technology Management Corporation

80 Rogers Street, Unit Bluff 1

Clearwater, FL 33756

Attention: Cheryl O'Brien

To Aviation Authority: **Greater Orlando Aviation Authority**
One Jeff Fuqua Boulevard
Orlando, Florida 32827-4399
Attention: Chief Executive Officer

The Aviation Authority's Chief Executive Officer, or designee, shall act as the Aviation Authority's agent with respect to the Services to be rendered by Consultant hereunder and shall transmit instructions, receive information, and communicate the Aviation Authority's policies and decisions to Consultant regarding such Services. Either party may change the designee or address for notices by written notice given in accordance with the terms of this Section 24.

[The remainder of this page is intentionally blank.]

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed the day and year first mentioned above.

"AVIATION AUTHORITY"

ATTEST

By:_____ By: Kevin J. Thibault boxSIGN 1V3O39J4-4LR3V9Y8

Title:_____ Title: CEO

Date:_____ Date: May 23, 2024

[Official Seal]

"**CONSULTANT"**

ATTEST

By:_____ By: Cheryl Ann O'Brien boxSIGN 4KWJQKY3-4LR3V9Y8

Title:_____ Title: Founder & President

Date:_____ Date: May 20, 2024

[Corporate Seal]

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

Name of Law Firm: Nelson Mullins Riley & Scarborough LLP

By: Jo O. Thacker boxSIGN 1R68P9LP-4LR3V9Y8

Date: May 21, 2024

Exhibit "A" – Scope of Services

Consultant(s) will provide a broad range of services associated with the planning and implementation of IT projects and initiatives that are identified in the Aviation Authority's Capital Improvement Plan (CIP), Information Technology Master Plan (ITMP), the Aviation Authority's annual project planning process, and other IT projects and initiatives requested by the Aviation Authority. The Services may include project management; staff augmentation; research of specific technologies; research and concept development; IT business analysis; business case development; infrastructure and applications design, installation, configuration, development and testing; database management and administration; cyber and physical security; development of solicitation documents; functional, performance and interface requirements definition and documentation project planning; applications development, implementation and integration across multiple systems; operations and management of IT; assistance with IT roadmap or strategic plans; vendor and product evaluations and recommendations and other IT consulting services.

1.1. Research

The Consultant must conduct directed research on technologies and their uses or potential uses, and document the findings and conclusions; commercial products (hardware, firmware, and software) and services that incorporate those technologies, including fit for purpose, limitations, issues, and probable total cost of ownership; and related government and industry standards and best practices, methods, regulations, and policies. The Consultant must plan, execute, monitor, and document discoveries and conclusions from hands-on evaluations and demonstrations of services and products to determine the probable fit for the intended purpose or to determine compliance with pre-qualification requirements. Such evaluations and demonstrations must be performed in Consultant laboratories, independent laboratories, the Aviation Authority IT laboratories, or specific circumstances, in product source laboratories in a structured, controlled, and monitored environment.

1.2. Concepts Development:

The Consultant must develop and document solution options to meet the needs (e.g., functional, performance and interface requirements) of the enterprise at a conceptual level, but sufficient to describe possible commercial product and service components, custom designed and developed components, their inter-relationships, and an allocation of requirements to those components. Solution options and risks must also be defined.

1.3. Business Case Development:

The Consultant must develop and document a business case for each concept chosen for additional consideration to include: business impact assessment; technical infrastructure impact assessment, including impacts due to fail-operational and cyber-security requirements; risks assessment; credible implementation timeline; cost-benefits assessment that must address both direct and indirect project costs and

benefits (including Return-On-Investment (ROI), Internal Rate-of-Return (IRR), and intangible benefits).

1.4. Requirements Development:

a. Once a concept is selected for implementation and funded, the Consultant must develop and document complete functional, performance, and interface requirements, dependencies and limitations (e.g., financial, regulatory, technical, operational), and re-assess and amend the business case) above to reflect the additional information developed in this phase. Then the Aviation Authority will decide between one of the following approaches:

1) The Aviation Authority Personnel only.
2) The Aviation Authority and Consultant Personnel.
3) Consultant Personnel only.
4) Competition among Consultants.
5) Competition among Non-Consultants.

b. Factors to be considered in establishing the preferred approach include but are not limited to the resources the Aviation Authority or the Consultant can allocate to the effort at the time needed and dollar thresholds defined elsewhere. The services the Consultant must provide during the design, development and test phase for each approach are delineated in subsequent paragraphs.

1) Authority Personnel Only: Provide assistance on an as needed basis.

2) Authority and Consultant Personnel: The Consultant must provide qualified personnel to assist (augment) the Aviation Authority personnel with: definition of design requirements; design specification definitions; development of custom firmware; development of software; report development; acquisition of commercial software, firmware and hardware; installation, configuration and integration of commercial and custom developed products; unit, subsystem and system verification and validations testing; problem determination and resolution; and production of related documentation.

3) Consultant Personnel Only: The Consultant must submit a proposal to provide qualified personnel to perform the services described above in (2) in an independent, Consultant-responsible manner.

4) Competition among Consultants: Two (2) or more Consultants must respond to an Aviation Authority request for proposal based on the functional, performance and interface requirements listed above in option two (2). The selected consultant must also perform the services described above in option two (2) in an independent, Consultant-responsible manner.

NOTE: In reference to option (3) and (4) above the role of the Aviation Authority will be one of a client; primarily in a review and approval role.

5) Competition among Non-Consultants: In cases of open competition from which the Consultants are excluded, the chosen Consultant must prepare or assist the Authority in the preparation of all documents required for the open competition and provide professional advice.

1.5. Operational Readiness:

The Consultant must perform or assist in performing those services required to bring a solution developed in the cases described above or acquired into an operational state, including but not limited to: readiness of facilities, systems and equipment; staff augmentation; training of the Aviation Authority IT personnel; and training of end users.

1.6. Project Management (PM) And Owner Authorized Representation (OAR):

The Consultant must be able to provide qualified personnel for PM and OAR services for IT projects or for IT portions of non-IT projects. These services include but are not limited to monitoring and reporting on compliance with resource allocations, schedules, technical and business issues and partner issues, and assistance in resolution of issues.

1.7. Resource Acquisition:

The Consultant must provide qualified personnel to assist in development of statements of need, rationale and methods for acquiring IT resources (e.g., facilities, systems, equipment, funds, personnel) needed to meet IT demands and commitments for services. Personnel acquisition assistance would include preparation of job descriptions and postings, review of resumes, interviews to validate qualifications, and support as requested during in-person interviews.

1.8. Maintenance:

The Consultant must be able to provide qualified personnel to assist in the operation of in-place systems, subsystems and applications, including but not limited to the installation and testing of software and firmware patches and releases, software and firmware version control, preventive and corrective hardware and software maintenance, and removal and repair or replacement of hardware. These in-place systems, subsystems and applications include but are not limited to the major items identified in Section 2.16 (Current Commercial Products) below.

1.9. Operations:

The Consultant must be able to perform the operation of in-place systems and subsystems, including but not limited to re-location, configuration, start-up, shutdown, backup, diagnostics and function and performance data collection, and other operational functions as an extension of the Aviation Authority IT Department

personnel. These systems and subsystems include but are not limited to those identified in Section 2.16 (Current Commercial Products) below.

1.10. Planning:

The Consultant must be able to provide qualified personnel to create and update: IT Master Plans and Roadmaps; IT inputs to Airport Strategic, Master, and Improvement Plans; IT inputs to Facilities, Systems and Equipment Integration and Test Plans; and all other plans that require IT input.

1.11. Policies And Procedures:

The Consultant must provide qualified personnel to: draft and revise policies and procedures related to the services described within this document, monitor standards development, and monitor appropriate adoption of these items into policies, procedures and products.

1.12. Disaster Recovery And Business Continuity Plan (BCP):

The Consultant must provide personnel to assist in the development, updating and testing of requirements for the Aviation Authority's Disaster Recovery Plan and BCP components. This expertise will extend to those applications used to track plan components and should include experience with NFPA 1600, ISO 24762, and current techniques for disaster recovery and business continuity planning.

1.13. Security:

The Consultant must provide personnel to assist with ongoing security assessment and monitoring activities, security metrics, systems and application hardening and configuration, development of security policies, adherence to compliance standards such as PCI DSS, HIPAA, state and federal law, and internally driven regulatory requirements. Expertise must include vulnerability assessment, penetration testing, risk assessment, incident response, security mitigations, log management, forensic analysis for incident artifacts, and other activities in alignment with industry best practices.

1.14. Related Services:

Due to the rate of change in technologies, products and services, it is not possible to delineate each service that could be required during the term of the Agreement, including services that could be introduced during the term. The Consultant must be able to respond to change and describe their approach to maintaining or acquiring the expertise needed. The intent is to include such changes and introductions in services in the scope of this Agreement.

1.15. Technologies:

The term Technologies means the science, hardware and software systems, and equipment and components that incorporate the technologies.

a. Wireless technologies including both licensed and unlicensed bands for use in customer service, passenger processing, way finding, advertising, location-based services, queue management, network infrastructure redundancy, operations and airfield management, and other functions as needed.

b. Video technologies and analytics for security, passenger flow monitoring and modeling including but not limited to interactive multilingual video and voice on monitors and smart mobile devices for customer assistance and information, including way finding, parking and transportation, advertising, paging and visual paging.

c. Digital media content development including live data interfaces and interactive experiences displayed across variable digital canvas sizes.

d. Unified Communications technologies including but not limited to MS Exchange, MS Teams, video conferencing, Presence Services, language translation, digital messaging, remote agent information kiosk, and IP-PBX systems.

e. Airport information management technologies for airport operational management, reporting, and planning including but not limited to: airport operations and safety compliance, airport resource allocation and management, and airline flight information interfacing and displays.

f. Content and records management technologies for the storage, distribution and collaboration of documents along with related process automation via business process applications.

g. Parking technologies for revenue control, parking space monitoring, parking guidance, parking reservations, and method of payment.

h. Mobile technologies for customer service, airport operations, and other purposes.

i. Application development technologies for: Microsoft, Oracle, Web, iOS, Android and Angular platforms.

j. Business intelligence technologies providing: real-time situational awareness for operations; near real-time operations performance and financial management; operations simulation and monitoring; historical trend and predictive analysis using various reporting, data warehouse, data lakes, big data and data science tools.

k. IT systems and equipment monitoring and management technologies providing: proactive notification of risks and faults, security threats, automated resolution of potential faults, notification and reporting of system performance.

l. Building Information Management (BIM) system technologies including but not limited to: generation and management of 3D digital representations and modeling of physical and functional characteristics of a facility.

m. Geospatial technologies, including GIS, CAD, BIM and GPS for AC150 compliance, rates and charges, campus addressing, various map book creation, collaboration and distribution of maps and data both via intra and extranet architectures.

n. Information security processes, technologies, systems, and applications including but not limited to: monitoring / management of firewalls, intrusion prevention, vulnerability management and penetration testing, and compliance with Payment Card Industry (PCI) requirements and other security and privacy standards. Provide services to develop, implement, and enforce security policy.

o. Building automation and management system technologies for monitoring, management, and performance reporting for: elevators/escalators, UPS and generators, fire detection and alarm systems, HVAC, low voltage and electrical systems, lighting control, and other technologies as needed.

p. IT infrastructure technologies support including but not limited to: computer room design, physical and virtual servers, storage devices, communications devices, computer room HVAC and UPS, and copper and fiber optic cabling.

q. Airport trunk radio technologies and systems.

r. Passenger and baggage processing technologies including: self-service baggage check and boarding control, baggage tracking, rebooking, biometric identification, passenger movement sensors, and others as processing technologies evolve and are adopted.

s. Patron loyalty program technologies to enhance customer services to frequent parkers, frequent shoppers, and other repeat customers.

t. Point-of-sale technologies and integration.

u. Computer-based training technologies.

v. Asset life cycle management technologies for facilities, systems, equipment, and software.

w. System and data integrations using Service Orientated Architecture (SOA), Application Programmable Interface (API) Technologies, and Airport Application centric Point to Point interfaces following IATA and ACI best

practices that include but are not limited to: Oracle SOA Suite, API management solutions, REST, SOAP, XML, and JSON.

x. Internet of Things (IoT) hardware, software, and system technologies and interfaces, standards and best practices.

1.16. Current Commercial Products in Use by the Aviation Authority

1. Oracle Financial Applications, including e-Business Suite and Oracle Fusion Middleware
2. Oracle Planning and Budget
3. Oracle Database + Dataguard
4. Oracle OBIEE
5. Oracle SOA Suite
6. Oracle WebLogic
7. SplashBI Reporting
8. Amadeus PROPworks
9. UKG Workforce Central
10. UKG Telestaff
11. ESRI ArcGIS, Portal & Mobile Apps On-Premise and On-Line
12. Autodesk AutoCAD, Collaborate Pro & Revit
13. IBM Maximo
14. IBM WebSphere
15. Prometheus DataSplice
16. SITA Com-Net Multi User Flight Information Display System (MUFIDS)
17. Skidata and GateKeeper Parking Revenue Control System
18. SITA Common Use Passenger Processing (CUPPS)
19. SITA Common Use Self-Service (CUSS)
20. SITA Biometric E Gates
21. Queue Management System
22. Veovo Resource Management System
23. VRC/VDGS/VIBES (STC BHS) – do we need to list these?
24. Fire Alarm Monitoring
25. Motorola RF Communications
26. Jervis B. Webb/Siemens Baggage Handling System(s)
27. MC2/Schneider Electric Building Operating System – Lighting and HVAC monitoring and control
28. Eaton Power Xpert Electrical Power Monitoring
29. Siemens Airfield Solution/ADB airfield lighting system
30. Schindler LiftNet Elevator Management System
31. Bombardier and Mitsubishi Automated Ground Transportation (AGT) monitoring and control
32. Softwarehouse CCure Access Control System (ACS)
33. HID SAFE physical identity management System
34. Qognify (Nice) Video Management Systems, Digital Video Recording Systems and Situator / PSIM
35. IED Paging System
36. Civix Airport IQ Operations Centers
37. SSI ASSP computer based training

38. Avaya PodFx
39. Avaya CM
40. Avaya Aura Messaging
41. Avaya Experience Portal
42. Avaya Aura Conferencing
43. Mutare Message Mirror
44. Mutare Voice Forms
45. Microsoft Azure Services and M365 Suite
46. Microsoft Certificate Services
47. Microsoft Defender for Endpoint
48. Microsoft Exchange Services
49. Microsoft SharePoint On-Premise and On-Line
50. Microsoft SQL Server
51. DH2i DX Enterprise
52. Microsoft System Center Configuration (SCCM) & Operations Manager (SCOM)
53. Microsoft Internet Information Services (IIS)
54. Mobile Device Management Services (Airwatch)
55. Microsoft Windows Operating System servers, including clusters, virtual servers and blade servers
56. Netplus Telemanagement System
57. Linux based servers
58. Juniper and Palo Alto Software for intrusion prevention, detection, correction and reporting (e.g., Intrusion Prevention Systems (IPS) and firewalls)
59. F5 Load Balancer/applications delivery controller
60. Cisco core switches
61. Cisco edge switches
62. Cisco security platforms
63. Aruba 802.11 wireless controllers, Clearpass, location engine, access points, and beacons
64. HPE Meridian platform and SDK
65. Solar Winds performance monitoring and trends, control and diagnostics
66. ServiceNow IT Asset and Work Management, and Governance, Risk and Compliance (GRC)
67. Salesforce Service Cloud
68. K2 Blackpearl
69. Contentful CMS
70. WordPress
71. YCD Cnario digital signage products
72. Synect multi monitor content creation, management and delivery systems
73. Native iOS and Android platform development
74. Angular development platform
75. Splunk (Enterprise, Security, UBA, Cloud)
76. Rapid7 Nexpose, Metasploit Pro
77. ProofPoint
78. CyberTriage Incident Response System

1.17. Additional Services

If during the contractual period additional services are needed, the selected Proposer, also referred to as Consultant may, at the option of the Aviation Authority, be engaged to perform additional services. The selected Consultant, shall upon receipt of the written request from the CEO, perform such additional services based upon the hourly rates in the Professional Services Agreement. All additional work will be documented by amendment to be approved following the Aviation Authority policies prior to the performance of any additional services.

1.18. Non-Exclusive Services

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

The remainder of this page is intentionally blank.

Exhibit “B” – Schedule of Fees

The Fee Proposal submitted by the Proposer in response to the Request for Proposal (RFP for Professional Services 24-101-RFP Information Technology (IT) Continuing Consulting Services is hereby incorporated into this Agreement.

“NEGOTIATED PRICES”

PRICE TABLES

YEAR ONE - SCHEDULE FEE

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

Line Item	Description	Unit of Measure	Unit Cost
1	App. Prog./Analyst	Hourly	$111.00
2	Associate Business Analyst	Hourly	$75.00
3	Business Analyst	Hourly	$100.00
4	Clerical	Hourly	$45.00
5	Consultant	Hourly	$150.00
6	Contract Administrator	Hourly	$65.00
7	Design Technician	Hourly	$130.00
8	Database Administrator	Hourly	$105.00
9	GIS Admin/Analyst	Hourly	$105.00
10	IT Architect	Hourly	$150.00
11	IT Buyer	Hourly	$100.00
12	IT Contracts Administrator	Hourly	$72.00
13	IT Contracts Manager	Hourly	$65.00
14	IT Systems Specialist	Hourly	$90.00
15	Network Engineer	Hourly	$82.00

16	Principal	Hourly	$220.00
17	Principal Consultant II	Hourly	$200.00
18	Program/Project Manager	Hourly	$125.00
19	Project Coordinator	Hourly	$75.00
20	Project Manager	Hourly	$150.00
21	Project-Program Coordinator	Hourly	$80.00
22	Senior Consultant	Hourly	$175.00
23	Senior Managing Consultant	Hourly	$185.00
24	Senior Project Manager	Hourly	$180.00
25	Service Desk Representative	Hourly	$65.00
26	Sr. App. Prog./Analyst	Hourly	$140.00
27	Sr. Business Analyst	Hourly	$135.00
28	Sr. Engineer I	Hourly	$165.00
29	Sr. IT Architect	Hourly	$175.00
30	Sr. IT Systems Consultant	Hourly	$150.00
31	Sr. IT Systems Operator	Hourly	$110.00
32	Sr. IT Systems Specialist	Hourly	$155.00
33	Sr. Network Engineer	Hourly	$98.00
34	Sr. QA Engineer	Hourly	$125.00

35	Sr. Security Systems Specialist	Hourly	$175.00
36	Sr. Service Desk Representative	Hourly	$77.00
37	Sr. System Engineer	Hourly	$150.00
38	Sr. Systems Admin	Hourly	$88.00
39	Sr. Telecom Engineer	Hourly	$105.00
40	Subject Matter Expert (SME)	Hourly	$200.00
41	System Analyst	Hourly	$84.00
42	Telecom Engineer/Analyst	Hourly	$92.00
43	Travel Premium	Hourly	$60.00

Additional Positions - Year One

Please enter the position name in the Comments Section. If not applicable, mark as NO Bid.

Line Item	Additional Positions	Unit of Measure	Hourly Rate	No Bid	Comments
1	Additional Positions	Hourly	$63.00		Jr. IT Systems
2	Additional Positions	Hourly	$53.00		Passenger Processing
3	Additional Positions	Hourly	$64.00		Sr. Passenger
4	Additional Positions	Hourly	$175.00		Sr. Wireless Engineer
5	Additional Positions	Hourly	$200.00		Principal A/V
6	Additional Positions	Hourly	$235.00		Cyber Security

7	Additional Positions	Hourly	$159.00		Sr. GIS Specialist
8	Additional Positions	Hourly	$285.00		Geospatial Practice
9	Additional Positions	Hourly		✔	
10	Additional Positions	Hourly		✔	

YEAR TWO - SCHEDULE FEE

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

Line Item	Description	Unit of Measure	Unit Cost
1	App. Prog./Analyst	Hourly	$114.00
2	Associate Business Analyst	Hourly	$77.00
3	Business Analyst	Hourly	$103.00
4	Clerical	Hourly	$46.00
5	Consultant	Hourly	$155.00
6	Contract Administrator	Hourly	$67.00
7	Design Technician	Hourly	$134.00
8	Database Administrator	Hourly	$108.00
9	GIS Admin/Analyst	Hourly	$108.00
10	IT Architect	Hourly	$155.00
11	IT Buyer	Hourly	$103.00

12	IT Contracts Administrator	Hourly	$74.00
13	IT Contracts Manager	Hourly	$67.00
14	IT Systems Specialist	Hourly	$93.00
15	Network Engineer	Hourly	$85.00
16	Principal	Hourly	$226.00
17	Principal Consultant II	Hourly	$206.00
18	Program/Project Manager	Hourly	$129.00
19	Project Coordinator	Hourly	$77.00
20	Project Manager	Hourly	$155.00
21	Project-Program Coordinator	Hourly	$82.00
22	Senior Consultant	Hourly	$180.00
23	Senior Managing Consultant	Hourly	$190.00
24	Senior Project Manager	Hourly	$185.00
25	Service Desk Representative	Hourly	$67.00
26	Sr. App. Prog./Analyst	Hourly	$145.00
27	Sr. Business Analyst	Hourly	$139.00
28	Sr. Engineer I	Hourly	$170.00
29	Sr. IT Architect	Hourly	$180.00
30	Sr. IT Systems Consultant	Hourly	$155.00

31	Sr. IT Systems Operator	Hourly	$113.00
32	Sr. IT Systems Specialist	Hourly	$103.00
33	Sr. Network Engineer	Hourly	$101.00
34	Sr. QA Engineer	Hourly	$129.00
35	Sr. Security Systems Specialist	Hourly	$180.00
36	Sr. Service Desk Representative	Hourly	$80.00
37	Sr. System Engineer	Hourly	$154.00
38	Sr. Systems Admin	Hourly	$91.00
39	Sr. Telecom Engineer	Hourly	$109.00
40	Subject Matter Expert (SME)	Hourly	$206.00
41	System Analyst	Hourly	$87.00
42	Telecom Engineer/Analyst	Hourly	$95.00
43	Travel Premium	Hourly	$62.00

Additional Positions - Year Two

Please enter the position name in the Comments Section. If not applicable, mark as NO Bid.

Line Item	Additional Positions	Unit of Measure	Hourly Rate	No Bid	Comments
1	Additional Positions	Hourly	$65.00		Jr. IT Systems
2	Additional Positions	Hourly	$55.00		Passenger Processing

3	Additional Positions	Hourly	$66.00		Sr. Passenger
4	Additional Positions	Hourly	$180.00		Sr. Wireless Engineer
5	Additional Positions	Hourly	$206.00		Principal A/V
6	Additional Positions	Hourly	$242.00		Cyber Security
7	Additional Positions	Hourly	$164.00		Sr. GIS Specialist
8	Additional Positions	Hourly	$294.00		Geospatial Practice
9	Additional Positions	Hourly		✔	
10	Additional Positions	Hourly		✔	

YEAR THREE - SCHEDULE FEE

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

Line Item	Description	Unit of Measure	Unit Cost
1	App. Prog./Analyst	Hourly	$117.00
2	Associate Business Analyst	Hourly	$79.00
3	Business Analyst	Hourly	$106.00
4	Clerical	Hourly	$47.00
5	Consultant	Hourly	$160.00
6	Contract Administrator	Hourly	$69.00
7	Design Technician	Hourly	$138.00

8	Database Administrator	Hourly	$111.00
9	GIS Admin/Analyst	Hourly	$111.00
10	IT Architect	Hourly	$160.00
11	IT Buyer	Hourly	$106.00
12	IT Contracts Administrator	Hourly	$76.00
13	IT Contracts Manager	Hourly	$69.00
14	IT Systems Specialist	Hourly	$96.00
15	Network Engineer	Hourly	$88.00
16	Principal	Hourly	$233.00
17	Principal Consultant II	Hourly	$212.00
18	Program/Project Manager	Hourly	$133.00
19	Project Coordinator	Hourly	$79.00
20	Project Manager	Hourly	$160.00
21	Project-Program Coordinator	Hourly	$84.00
22	Senior Consultant	Hourly	$185.00
23	Senior Managing Consultant	Hourly	$195.00
24	Senior Project Manager	Hourly	$190.00
25	Service Desk Representative	Hourly	$70.00
26	Sr. App. Prog./Analyst	Hourly	$150.00

27	Sr. Business Analyst	Hourly	$143.00
28	Sr. Engineer I	Hourly	$175.00
29	Sr. IT Architect	Hourly	$185.00
30	Sr. IT Systems Consultant	Hourly	$160.00
31	Sr. IT Systems Operator	Hourly	$116.00
32	Sr. IT Systems Specialist	Hourly	$107.00
33	Sr. Network Engineer	Hourly	$105.00
34	Sr. QA Engineer	Hourly	$133.00
35	Sr. Security Systems Specialist	Hourly	$185.00
36	Sr. Service Desk Representative	Hourly	$83.00
37	Sr. System Engineer	Hourly	$159.00
38	Sr. Systems Admin	Hourly	$94.00
39	Sr. Telecom Engineer	Hourly	$113.00
40	Subject Matter Expert (SME)	Hourly	$212.00
41	System Analyst	Hourly	$90.00
42	Telecom Engineer/Analyst	Hourly	$98.00
43	Travel Premium	Hourly	$64.00

Additional Positions - Year Three

Please enter the position name in the Comments Section. If not applicable, mark as NO Bid.

Line Item	Additional Positions	Unit of Measure	Hourly Rate	No Bid	Comments
1	Additional Positions	Hourly	$67.00		Jr. IT Systems
2	Additional Positions	Hourly	$57.00		Passenger Processing
3	Additional Positions	Hourly	$68.00		Sr. Passenger
4	Additional Positions	Hourly	$185.00		Sr. Wireless Engineer
5	Additional Positions	Hourly	$212.00		Principal A/V
6	Additional Positions	Hourly	$249.00		Cyber Security
7	Additional Positions	Hourly	$169.00		Sr. GIS Specialist
8	Additional Positions	Hourly	$303.00		Geospatial Practice
9	Additional Positions	Hourly		✔	
10	Additional Positions	Hourly		✔	

YEAR FOUR - SCHEDULE FEE

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

Line Item	Description	Unit of Measure	Unit Cost
1	App. Prog./Analyst	Hourly	$120.00
2	Associate Business Analyst	Hourly	$81.00
3	Business Analyst	Hourly	$109.00

4	Clerical	Hourly	$48.00
5	Consultant	Hourly	$165.00
6	Contract Administrator	Hourly	$71.00
7	Design Technician	Hourly	$142.00
8	Database Administrator	Hourly	$114.00
9	GIS Admin/Analyst	Hourly	$114.00
10	IT Architect	Hourly	$165.00
11	IT Buyer	Hourly	$109.00
12	IT Contracts Administrator	Hourly	$78.00
13	IT Contracts Manager	Hourly	$71.00
14	IT Systems Specialist	Hourly	$99.00
15	Network Engineer	Hourly	$91.00
16	Principal	Hourly	$240.00
17	Principal Consultant II	Hourly	$218.00
18	Program/Project Manager	Hourly	$137.00
19	Project Coordinator	Hourly	$81.00
20	Project Manager	Hourly	$165.00
21	Project-Program Coordinator	Hourly	$86.00
22	Senior Consultant	Hourly	$190.00

23	Senior Managing Consultant	Hourly	$200.00
24	Senior Project Manager	Hourly	$195.00
25	Service Desk Representative	Hourly	$73.00
26	Sr. App. Prog./Analyst	Hourly	$155.00
27	Sr. Business Analyst	Hourly	$147.00
28	Sr. Engineer I	Hourly	$180.00
29	Sr. IT Architect	Hourly	$190.00
30	Sr. IT Systems Consultant	Hourly	$165.00
31	Sr. IT Systems Operator	Hourly	$119.00
32	Sr. IT Systems Specialist	Hourly	$111.00
33	Sr. Network Engineer	Hourly	$109.00
34	Sr. QA Engineer	Hourly	$137.00
35	Sr. Security Systems Specialist	Hourly	$190.00
36	Sr. Service Desk Representative	Hourly	$86.00
37	Sr. System Engineer	Hourly	$164.00
38	Sr. Systems Admin	Hourly	$97.00
39	Sr. Telecom Engineer	Hourly	$117.00
40	Subject Matter Expert (SME)	Hourly	$218.00
41	System Analyst	Hourly	$93.00

42	Telecom Engineer/Analyst	Hourly	$101.00
43	Travel Premium	Hourly	$66.00

Additional Positions - Year Four

Please enter the position name in the Comments Section. If not applicable, mark as NO Bid.

Line Item	Additional Positions	Unit of Measure	Hourly Rate	No Bid	Comments
1	Additional Positions	Hourly	$69.00		Jr. IT Systems
2	Additional Positions	Hourly	$59.00		Passenger Processing
3	Additional Positions	Hourly	$70.00		Sr. Passenger
4	Additional Positions	Hourly	$190.00		Sr. Wireless Engineer
5	Additional Positions	Hourly	$218.00		Principal A/V
6	Additional Positions	Hourly	$256.00		Cyber Security
7	Additional Positions	Hourly	$174.00		Sr. GIS Specialist
8	Additional Positions	Hourly	$312.00		Geospatial Practice
9	Additional Positions	Hourly		✔	
10	Additional Positions	Hourly		✔	

YEAR FIVE - SCHEDULE FEE

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

Line Item	Description	Unit of Measure	Unit Cost
1	App. Prog./Analyst	Hourly	$124.00
2	Associate Business Analyst	Hourly	$83.00
3	Business Analyst	Hourly	$112.00
4	Clerical	Hourly	$49.00
5	Consultant	Hourly	$170.00
6	Contract Administrator	Hourly	$73.00
7	Design Technician	Hourly	$146.00
8	Database Administrator	Hourly	$117.00
9	GIS Admin/Analyst	Hourly	$117.00
10	IT Architect	Hourly	$170.00
11	IT Buyer	Hourly	$112.00
12	IT Contracts Administrator	Hourly	$80.00
13	IT Contracts Manager	Hourly	$73.00
14	IT Systems Specialist	Hourly	$102.00
15	Network Engineer	Hourly	$94.00
16	Principal	Hourly	$247.00
17	Principal Consultant II	Hourly	$225.00
18	Program/Project Manager	Hourly	$141.00
19	Project Coordinator	Hourly	$83.00

20	Project Manager	Hourly	$170.00
21	Project-Program Coordinator	Hourly	$88.00
22	Senior Consultant	Hourly	$195.00
23	Senior Managing Consultant	Hourly	$205.00
24	Senior Project Manager	Hourly	$200.00
25	Service Desk Representative	Hourly	$76.00
26	Sr. App. Prog./Analyst	Hourly	$160.00
27	Sr. Business Analyst	Hourly	$151.00
28	Sr. Engineer I	Hourly	$185.00
29	Sr. IT Architect	Hourly	$195.00
30	Sr. IT Systems Consultant	Hourly	$170.00
31	Sr. IT Systems Operator	Hourly	$122.00
32	Sr. IT Systems Specialist	Hourly	$115.00
33	Sr. Network Engineer	Hourly	$113.00
34	Sr. QA Engineer	Hourly	$141.00
35	Sr. Security Systems Specialist	Hourly	$195.00
36	Sr. Service Desk Representative	Hourly	$89.00
37	Sr. System Engineer	Hourly	$169.00
38	Sr. Systems Admin	Hourly	$100.00

39	Sr. Telecom Engineer	Hourly	$121.00
40	Subject Matter Expert (SME)	Hourly	$225.00
41	System Analyst	Hourly	$96.00
42	Telecom Engineer/Analyst	Hourly	$105.00
43	Travel Premium	Hourly	$68.00

Additional Positions - Year Five

Please enter the position name in the Comments Section. If not applicable, mark as NO Bid.

Line Item	Additional Positions	Unit of Measure	Hourly Rate	No Bid	Comments
1	Additional Positions	Hourly	$71.00		Jr. IT Systems
2	Additional Positions	Hourly	$61.00		Passenger Processing
3	Additional Positions	Hourly	$72.00		Sr. Passenger
4	Additional Positions	Hourly	$195.00		Sr. Wireless Engineer
5	Additional Positions	Hourly	$225.00		Principal A/V
6	Additional Positions	Hourly	$264.00		Cyber Security
7	Additional Positions	Hourly	$179.00		Sr. GIS Specialist
8	Additional Positions	Hourly	$321.00		Geospatial Practice
9	Additional Positions	Hourly		✔	
10	Additional Positions	Hourly		✔	

1. Respondent's Certification Form

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

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

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

I certify, under oath, that this Solicitation is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a Solicitation for the same product or service. I further certify that no officer, employee or agent of the Aviation Authority or any other Respondent has a financial interest in this Solicitation. I further certify that the undersigned executed this Respondent's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

Company
Technology Management Corporation

Bidder's Signature

Print Name and Title
Cheryl O'Brien

Address:
4790 Lakeway Terrace, Shorewood, MN 55331

Date 9/11/2023

Duns Number
[redacted]

Federal Tax Id Number
[redacted]

Email: Cobrien@tmc-1.com

Sworn to and subscribed before me by means of:

☑ physical presence or ☐ online notarization
this day of September 11 ***20*** 23

by Cheryl O'Brien ***who is***
☒ **Personally Known; or** ☐ **Produced Identification. Type of identification produced:**
[Check applicable box to satisfy identification requirement of FLA. Stat. §117.05)

STATE OF FLORIDA) **Seal**

COUNTY OF Pinellas)

ALYSSA M O'BRIEN
Notary Public, State of Florida
My Comm. Expires Jan. 06, 2025
No. HH 77863

Alyssa O'Brien

Notary Public My Commission Expires: 1/6/2025

Printed, typed or stamped commissioned name of Notary Public) Alyssa M O'Brien

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

2. Addendum Receipt Verification

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

Addendum No.	1	Dated	8/21/2023
Addendum No.	2	Dated	8/25/2023
Addendum No.	3	Dated	8/25/2023
Addendum No.	4	Dated	9/4/2023
Addendum No.	5	Dated	9/5/2023
Addendum No.		Dated	
Addendum No.		Dated	
Addendum No.		Dated	

Technology Management Corporation
Company

Signature

Cheryl O'Brien
Print Name

Founder + President
Title

3. Conflict of Interest Disclosure Form

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

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

Comments: No conflicts of interest.

Acknowledged by:

Firm Name: Technology Management Corporation

Signature of Authorized Representative:

Name and Title (Print or Type): Cheryl O'Brien, Founder + President

Date: 9/11/2023

4. Certification Regarding Prohibition Against Contracting with Scrutinized Companies

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

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

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

Name of Respondent: Cheryl O'Brien, Technology Management Corporation

By: _____
(Authorized Signature)

Title: Founder & President

Date: 9/11/2023

5. E-Verification Certification Form

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

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

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

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

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

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

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

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

Company Name: Technology Management Corporation

Authorized Name: Cheryl O'Brien Title: Foundr + President

Signature: _____ Date 9/11/2023

****

State of Florida

County of Pinellas

This instrument was acknowledged before me on 9/11/2023 (Date)

Notary Public Signature _____

ALYSSA M O'BRIEN
Notary Public, State of Florida
My Comm. Expires Jan. 06, 2025
No. HH 77863

TMC will submit this form with each project under this contract. [Addendum #5, Question 9]

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

Bidder: Name_____

Address_____

City_____ State_____ Zip_____

MWBE Firm: Name_____

Address_____

City_____ State_____ Zip_____

MWBE Contact: Name: _____ Phone ( ) _____

Email: _____

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

Scope of Work	Quantity	Rates	Total

Year 1: $_____

Year 2: $_____

Year 3: $_____

Total Term Value: $_____ Percent of Total _____%

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

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

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

By: _____
(Respondent's Authorized Signature) (Title) (Date)

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

TMC will submit this form with each project under this contract. (Addendum #5, Question 9)

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: B05-22 Landside Terminal Landscape Maintenance I Irrigation Services

(Number and Name)

PAYMENTS	Current Year (A) Current Payment	Current Year (B) Previous Payments	Current Year (C) Cumulative Payments	Previous Years Totals (D) 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 (E) Current Payment	Current Year (F) Previous Payments	Current Year (G) Cumulative Payments	Previous Years Totals (H) Amount
TOTALS				

Summary

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

Contract Goal:

Cumulative Goal Achieved:

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

Remarks:

SAMPLE

TMC
Technology Management Corporation

GREATER ORLANDO AVIATION AUTHORITY

September 12, 2023

Greater Orlando Aviation Authority
OpenGov Portal
24-101-RFP IT Continuing Consulting Services
Small Business Action Plan & Participation

Submitted separately via OpenGov

As per the M/WBE goals and objectives, we understand the requirement to comply with the Minority and Women Business Enterprise (MWBE) program requirement as defined in the GOAA MWBE policy as well as the Local Developing Business (LDB) program requirement as defined in the GOAA LDB policy. Our project team consists of existing WBE, MBE, LDB and DBE certified companies in Florida and other states.

TMC is proud to include some of the best M/W/DBE/LDB firms to successfully deliver projects to GOAA. With the team we have comprised, we will be able to meet and exceed the 17% participation goal. We go beyond the incorporation of M/W/DBE/LDB firms, we ensure that within each company, we are well diversified and highly skilled.

Company	**Certification**
Technology Management Corporation	DBE/WBE/SBE
Arora Engineering	MBE
JD Solve IT	MBE
KOINO	DBE/SBE in Progress
Diverse Hiring Services	VBE and MBE in Progress

For both of our previous master contracts with GOAA, we have provided a table below depicting our use of M/W/DBE/LDB firms for the past 10 years to show our commit to always meeting and exceeding GOAA's participation goals to give competent local, women, minority, DBE firms a chance to work with GOAA.

10-Year MWBE Participation - Prime Excluded			
Certification	**Amount to Certified Subs**		**Percentage**
Non-MBE/WBE/DBE	$	9,690,396.53	73%
M/WBE	$	1,786,843.28	13%
D/SBE and LDB	$	1,854,169.41	14%
GRAND TOTAL	**$**	**13,331,409.22**	
TOTAL TO PARTICIPATION	**$**	**3,641,012.69**	**27%**

*Non-MBE/WBE/DBE includes Prime Consultant as that does not apply towards the participation goal

952-470-0217 Minneapolis, MN
727-461-3549 Tampa, FL
info@tmc-1.com www.tmc-1.com

We understand that as a Prime Consultant, TMC's WBE, DBE and SBE statuses do not qualify towards the participation goal. The below table shows the same information as the above table, but includes TMC in the M/WBE category to further demonstrate our goal of reaching a greater participation percentage.

10-Year MWBE Participation - Prime Included			
Certification	**Amount to Certified Subs**		**Percentage**
Non-MBE/WBE/DBE	$	7,768,900.99	58%
M/WBE	$	3,708,338.82	28%
D/SBE and LDB	$	1,854,169.41	14%
GRAND TOTAL	**$**	**13,331,409.22**	
TOTAL TO PARTICIPATION	**$**	**5,562,508.23**	**42%**
*If TMC's WBE status counted towards participation goal			

Action Plan

Below is our MWBE participation action plan for this project.

1. Key Personnel: Alyssa O'Brien, Chief Administrative Officer at TMC. Her direct contact information: 952-855-8587, aobrien@tmc-1.com

2. Outreach: While we are proposing with many small businesses for this RFP, we will continue to reach out to other local companies (to Orlando or to Florida) for subcontracting opportunities. We use the FDOT DBE and the Florida Department of Management Services M/WBE directories to find organizations in the small business community to create discussions with and match with areas under this contract that would be a good fit for our team and bringing value to delivering services to GOAA.

3. Growth/Development: With our average over the last 10 years being 27% M/W/DBE participation (excluding our own certification status), our goal is increase this to 40% over the next 5 years of this contract, excluding TMC at the Prime. As part of this percentage, we have a subset goal of increasing our VBE team participation as well. We understand this is a steep goal but with our subcontractors currently on our team and further growth opportunities through outreach to the small business community, we believe we can hit this goal over the next 5 years. Our matrix of tracking this agreement is similar to those above but will start fresh with this new contract. We will use the previous 10 years as a benchmark to ensure we are seeing the participation growth.

4. Identify Opportunities: Within the current contract scope and any additional scope that may be revised in the future, as a company we know our strengths and our areas of expertise. That being said, there is immediate opportunity for small businesses to add value to our team by supporting the overall team in the areas that need additional strength and expertise. The team we have put together does just that, while also ensuring there are areas for further growth with additional

subcontractors. Our goal overall is to deliver the best value and service to GOAA and there are many small businesses, including our current team members, that we believe have great value they can to bring to the table.

5. Bond and Insurance: As we are a small business ourselves, we understand the restraints and extra expense that insurance and bonds can put on a small business. As the Prime Consultant for this initiative, we carry high levels of insurance that assist our subconsultants in meeting the insurance requirements they need. We have been through the insurance and bond process and can help our subcontractors through this process while ensuring they have the funding sources that they need to cover the extra expense.

6. Prompt Payment: TMC has a long history of remarkably fast payments to our subcontractors. Under each signed sub-consulting agreement that we have with each of our subcontractors, we have a formal legal agreement to pay our subcontractors within 3 business days of receiving the payment from the client. Typically, we don't use all 3 business days and send payment to our subcontractors the same day as we receive the payment. As a small business ourselves, we understand how important it is to receive fast payments when every dollar counts.

7. Change Orders/Amendments: TMC will continue to monitor and affirm that all change orders and contract amendments are fully executive before starting any work. This includes our agreements with our subcontractors to ensure all aspects of the scope are met.

8. Mentorship/Training Programs: At TMC, we believe in the need to consistently be learning and improving the skills of our consultants with the ever-changing technology complexities. This can vary from training and certification in cyber security, project management, design, A/V, infrastructure, software, hardware and more. Due to this skill improvement program, we proudly bring some of the most talented IT professionals to the table, including certified design and technology specialists such as RCDD, PMP, CTS, CISSP and more.

   As a woman-owned business, TMC believes that there is a strong need for more female executives in the workplace. Our Founder, Cheryl O'Brien, has also mentored young women in the workplace for over 30 years, not only helping them in the field of knowledge and education but also in hands-on experience in a workplace environment.

Sincerely,

Cheryl O'Brien
Founder & President
Technology Management Corporation

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

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

Print or type. See **Specific Instructions** on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Technology Management 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.

4790 Lakeway Terrace

Requester's name and address (optional)

6 City, state, and ZIP code

Shorewood, MN 55331

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

[redacted]

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 ▶** Cheryl [signature] **Date ▶** 04/25/2024

General Instructions

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

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

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

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

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

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

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 5/1/2024

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

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

PRODUCER	CONTACT NAME: DANIEL FRAISSE	
DANIEL FRAISSE INSURANCE SVCS INC 3857 Foothill Blvd #23 La Crescenta, CA 91214	PHONE (A/C, No, Ext): (818)541-9975	FAX (A/C, No): (818)541-1715
	E-MAIL ADDRESS: dfia@fraisseInsurance.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : HARTFORD CASUALTY INSURANCE COMPANY	0091
INSURED Technology Management Corporation-1 Incorporated 4790 LAKEWAY TERRACE SHOREWOOD, MN 55331	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

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

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	[X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: [X] POLICY [ ] PRO-JECT [ ] LOC OTHER:	Y	Y	57SBABN8770	1/1/2024	1/1/2025	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 300,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
A	AUTOMOBILE LIABILITY [ ] ANY AUTO [ ] OWNED AUTOS ONLY [ ] SCHEDULED AUTOS [X] HIRED AUTOS ONLY [X] NON-OWNED AUTOS ONLY	Y	Y	57SBABN8770	1/1/2024	1/1/2025	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
A	[X] UMBRELLA LIAB [X] OCCUR [ ] EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [X] RETENTION $ 10,000	Y	Y	57SBABN8770	1/1/2024	1/1/2025	EACH OCCURRENCE AGGREGATE	$ 4,000,000 $ 4,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N [Y] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	Y	57WECAC5M93	1/1/2024	1/1/2025	[X] PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 500,000 $ 500,000 $ 500,000
A	Business Owners Professional Liability	N	Y	57SBABN8770	1/1/2024	1/1/2025	CONTENTS	11,700 2,000,000 2,000,000

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

GREATER ORLANDO AVIATION AUTHORITY THE CITY AND THEIR MEMBERS (INCLUDING, WITHOUT LIMITATION,MEMBERS OF THE AUTHORITY'S BOARD AND THE CITY'S COUNCIL AND MEMBERS OF THE CITIZENS' ADVISORY COMMITTEES OF EACH), OFFICERS, EMPLOYEES, AND AGENTS IS ADDITIONAL INSURED PER ATTACHED FORM SS 00 08 04 05 ON POLICY

CERTIFICATE HOLDER

Greater Orlando Aviation Authority -
ATTN: Risk Management
5855 Cargo Road
Orlando, FL 32827

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

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This insurance does not apply to structural alterations, new construction and demolition operations performed by or for that person or organization.

9. **Additional Insured – Owners, Lessees Or Contractors – Scheduled Person Or Organization**

   a. WHO IS AN INSURED under Section **C.** is amended to include as an additional insured the person(s) or organization(s) shown in the Declarations as an Additional Insured – Owner, Lessees Or Contractors, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

      (1) In the performance of your ongoing operations for the additional insured(s); or

      (2) In connection with "your work" performed for that additional insured and included within the "products-completed operations hazard", but only if this Coverage Part provides coverage for "bodily injury" or "property damage" included within the "products-completed operations hazard".

   b. With respect to the insurance afforded to these additional insureds, this insurance does not apply to "bodily injury", "property damage" or "personal an advertising injury" arising out of the rendering of, or the failure to render, any professional architectural, engineering or surveying services, including:

      (1) The preparing, approving, or failure to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders, designs or drawings and specifications; or

      (2) Supervisory, inspection, architectural or engineering activities.

10. **Additional Insured – Co-Owner Of Insured Premises**

    WHO IS AN INSURED under Section **C.** is amended to include as an additional insured the person(s) or Organization(s) shown in the Declarations as an Additional Insured – Co-Owner Of Insured Premises, but only with respect to their liability as co-owner of the premises shown in the Declarations.

The limits of insurance that apply to additional insureds are described in Section **D.** – Limits Of Insurance.

How this insurance applies when other insurance is available to an additional insured is described in the Other Insurance Condition in Section **E.** – Liability And Medical Expenses General Conditions.

G. LIABILITY AND MEDICAL EXPENSES DEFINITIONS

1. "Advertisement" means the widespread public dissemination of information or images that has the purpose of inducing the sale of goods, products or services through:

   a. **(1)** Radio;
      (2) Television;
      (3) Billboard;
      (4) Magazine;
      (5) Newspaper;

   b. The Internet, but only that part of a web site that is about goods, products or services for the purposes of inducing the sale of goods, products or services; or

   c. Any other publication that is given widespread public distribution.

   However, "advertisement" does not include:

   a. The design, printed material, information or images contained in, on or upon the packaging or labeling of any goods or products; or

   b. An interactive conversation between or among persons through a computer network.

2. "Advertising idea" means any idea for an "advertisement".

3. "Asbestos hazard" means an exposure or threat of exposure to the actual or alleged properties of asbestos and includes the mere presence of asbestos in any form.

4. "Auto" means a land motor vehicle, trailer or semi-trailer designed for travel on public roads, including any attached machinery or equipment. But "auto" does not include "mobile equipment".

5. "Bodily injury" means physical:

   a. Injury;

   b. Sickness; or

   c. Disease

   sustained by a person and, if arising out of the above, mental anguish or death at any time.

6. "Coverage territory" means:

Greater Orlando Aviation Authority
Procurement and Purchasing
Fatima F Calkins, Assistant Manager, Purchasing-IT
ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827
FCalkins@goaa.org

ADDENDUM NO. 5

QUESTION & ANSWER REPORT

Solicitation No. 24-101-RFP

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

RESPONSE DEADLINE: September 13, 2023 at 11:00 am

Tuesday, September 5, 2023

1. MWBE Question

Question: Is using an M/WBE subconsultant necessary? What if the prime contractor is a certified MBE & DBE in multiple states? Would that suffice for not having to bring other/subconsultants M/WBE's on board?

Answer: Section 3.5 (b) of the RFP states All Proposers are hereby notified that they must comply with the Small Business participation requirements for this Contract. This means that even if you are a certified small business, you still need to comply with this requirement.

2. Upcoming IT projects

Question: What are the top 3-5 upcoming IT projects you anticipate needing consulting services for?

Answer: The Aviation Authority has no specific IT projects anticipated at this time.

3. Evaluation Criteria mention airport clients

Question: The Evaluation Criteria mention airport clients as a consideration - would other large complex organizations qualify as comparable for the experience evaluation?

Answer: The Evaluation Criteria will be based on the criteria listed in Section 3.2.b. Please refer to Tab 3 for Respondent's Experience and Qualifications requirements. The Respondent must provide performance records on contracts with other government agencies or public bodies and private industry.

4. MWBE participation goal

Question: The RFP mentions a 17% MWBE participation goal. Is this goal mandatory or voluntary?

Answer: Section 3.5 (c) of the RFP states: For this RFP Small Business participation will be assessed on a case by case basis, based on each project actual scope of work and availability.

5. MWBE goal

Question: Will there be an opportunity to meet the MWBE goal after the contract award if we don't fully meet it in our initial proposal?

Answer: For the Section 3.5 (a) of the RFP states, The Aviation Authority is seeking a detailed Small Business Action Plan that the proposer will commit to implementing in order to maximize Small Business participation. On this Action Plan the Proposer will list the small business they will partner with and an estimate scope of work they will be providing.

6. Staffing requirements in Tab 4

Question: Regarding the staffing requirements in Tab 4, is there a preferred mix of junior, mid-level, and senior staffing that should be proposed? Or will the evaluation focus more on the experience of the proposed project manager and leads?

Answer: There is no preferred mix of staffing.

7. No subject

Question: Q) For the below motioned roles, Kindly clarify whether they are related to IT or Non- IT category? Business Analyst Clerical Consultant Design Technician Subject Matter Expert (SME) Sr. QA Engineer Sr. Engineer I Service Desk Representative Senior Project Manager Senior Managing Consultant Senior Consultant Principal Consultant II Principal

Answer: These positions are related more to IT.

8. MWBE

Question: We understand that The Aviation Authority's Professional Service participation program goal is 17% for Goods and Services. We are a NMSDC certified MBE and WBENC certified WBE firm incorporated in the State of Michigan. We are capable to perform all the services by our own. Please clarify if we can self-perform and meet the program participation goal of 17% without subcontracting any service and making any good faith efforts.

Answer: Small Business Action Plan and Participation Section 3.5 (b) All Proposers are hereby notified that they must comply with the Small Business participation requirement. Even if you are a certified Small Business, as a Proposer, you still need to comply with this requirement. Also, per our Policy, we only recognize small business certifications from GOAA, Orange County (FL), City of Orlando, FDOT (DBE), and/or Office of Supplier Diversity.

9. MWBE Letter of Intent

Question: In one of the Q&As regarding the MWBE letter of intent, GOAA's answer was "The Respondent will submit the Letter of Intent on a case-by-case basis for each engagement or task assigned." To verify, does this mean we don't have to submit this form with our response to this RFP? And will instead supply the form for any projects/tasks released under this RFP after award?

Answer: The Letter of Intent/Affirmation is not required to be submitted with RFP. However, Proposers are required to submit a MWBE Action Plan with your proposal, where you will identify the MWBE that Proposer intend to use on a case-by-case basis. Small Business will contact the MWBE identified in the Action Plan to confirm.

10. Fee Schedule rates

Question: Do the rates need to be "audited" overhead rates?

Answer: This is a fixed hourly rate.

11. Scope of Service

Question: Does the Aviation Authority require the vendor to bid on all the categories or only those for which we can provide services?

Answer: Respondents should complete as many categories as possible in which they are qualified.

11. Compliance Expertise Matrix

Question: SSI ASSP computer based training is an extremely specialized system, with a limited pool or providers that can show experience. Can the system be removed from the list? Or does GOAA expect work related to the Computer Based Training through the IT On-Call contract?

Answer: Respondents should respond to all systems which they have experience. We will not be removing any items from the list.

Fatima F Calkins, Assistant Manager, Purchasing-IT
ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827
FCalkins@goaa.org

12. QMS

Question: Queue Management System is listed as a requirement in the Supplemental Information Matrix. Who is the current QMS vendor for GOAA?

Answer: SITA Information Networking Computing USA Inc is the current vendor.

13. Compliance Expertise Matrix

Question: Bombardier and Mitsubishi Automated Ground Transportation (AGT) monitoring and control is an extremely specialized system, with a limited pool of providers that can show experience. Can this system be removed from the list? Or does GOAA expect work related to the AGT through the IT on-Call contract?

Answer: Respondents should respond to all systems which they have experience. We will not be removing any items from the list.

14. No subject

Question: What Fire Alarm Monitoring solution is currently in use by the Airport?

Answer: EST Fireworks and Security Information Systems monitor internal and external fire alarms.

15. No subject

Question: If being a certified DBE in another state (besides FL or not on the Aviation Authority's list) does not count, will you accept our filing for DBE through the Aviation Authority's portal as a good faith effort, or allow us to provide you all with certification upon award?

Answer: 1. In general, certifications need to be current at the time proposals are in. 2. Only the prime Proposer, that cannot meet the small business requirement, will need to submit Good Faith Efforts. 3. Even if you are a certified small business, you also need to meet the small business requirement. 4. At this time, the Authority is asking for an Action Plan per the RFP where you will list the firms you intend to team up with. You can however, submit an Action Plan with a firm that is in process of getting the certification. Keep in mind, that you will not get credit if you use that firm in an engagement if the firm does not have a current certification from one of the entities we recognize.

16. No subject

Question: What is usual duration of the contract for each position? Can we know whether it is a long term engagement or short term engagement? What are the chances of short term engagement?

Answer: The total contract will be for 5 years. The actually individual engagements or projects will be on a case by case basis.

17. No subject

Question: We may not have worked on few of the services but have the ability to provide staffing in future. In this case, how do we respond to the service category in RFP_Compliance-Expertise_Matrix?

Answer: Respondents should provide information demonstrating how they will be able to provide the appropriate and the resources that are available or will be used in such cases.

18. Compliance-Expertise_Matrix

Question: For 24-101-RFP_Compliance-Expertise_Matrix.xlsx, do we need to respond with the placements we had for each of the services?

Answer: Respondents should fill out as many of the boxes as possible with all relevant experience or capabilities to provide the specific service.

19. No subject

Question: For 24-101-RFP_Compliance-Expertise_Matrix.xlsx, do we need to respond with our company's prior experience working on similar service or our consultant's experience working for a client on similar service?

Answer: Respondents should provide prior experience that corresponds to the various services that they can provide in the future and who will be providing it (Company or Consultant).

20. No subject

Question: Is Tab 8 - Information Technology Functional Requirements and Capabilities Matrix same as the attachment with the title 24-101-RFP_Compliance-Expertise_Matrix.xlsx?

Answer: The information in Tab 8 should be used to help respondents provide the appropriate information required when filling out the Matrix.

21. References

Question: Do you accept private client references equally or should all references be of government clients only?

Answer: It is the Respondent's responsibility to provide references and information that most closely demonstrates their experience with organizations (airports, counties, municipalities, or universities) of similar size, complexity, and risk exposure as the Aviation Authority. Please refer to Section B of Tab 3- Respondent's Experience and Qualifications.

22. Proposal Due Date

Question: Because of preparation for and affects of the hurricane on their employees or clients, some of our local Small Business/MWBE team members have understandably been delayed in preparing information for the proposal. Would the Aviation Authority consider a week due date extension? This would help team members more comprehensively present capabilities across the scope.

Aug 31, 2023 12:32 PM

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

23. Pricing Table - Replacing or Adding

Question: The Aviation Authority's answers to questions 22 and 23 regarding the Schedule of Fees indicate the Respondent can "replace the "TBD" listings or add to the end." However, it appears that the online pricing form in OpenGov does not allow Respondents to do this. Could the Authority provide instructions on how Respondents can replace TBD listings or add to the end of the table?

Answered by Fatima Calkins: Please refer to the revised pricing fee table. The Respondent shall list the Additional positions in the Comments Column.

24. No subject

Question: Can we mention our past experience from a contract we were a sub-contractor to a prime vendor?

Answer: Please refer to Tab 3 - Respondent's Experience and Qualifications of the solicitation.

25. No subject

Question: Are we allowed to sub-contract only with a firm having the required M/WBE certification?

Answer: No, depending on the engagement you may team up with a non-MWBE. However, if there are MWBE's that are available and capable of performing the tasks for a particular engagement we will expect you to team up with a certified MWBE.

26. Section 3.5 - Small Business Action Plan and Participation

Question: Will the Aviation Authority revise Section 3.5 to reflect comments during the Pre-Solicitation Conference?

Answer: Section 3.5 - Small Business Action Plan and Participation has been revised. Please refer to Attachment A-5 of this Addendum.

Sep 5, 2023 8:28 AM

directed in the introductory letter as well as any further instructions they may receive.

8. The Consultant shall provide the Aviation Authority immediate written notice of any adverse material change to the Consultant'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 Consultant's self-insured retention and any non-renewal or cancellation of required insurance.

9. If any insurance coverage is canceled or reduced, Consultant 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 Consultant fails to obtain or have such insurance reinstated, Aviation Authority may, if it so elects, and without waiving any other remedy it may have against Consultant, immediately terminate this Contract upon written notice to Consultant.

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 Consultant shall comply with all reasonable requests of the Chief Executive Officer with respect thereto.

3.5 Small Business Action Plan and Participation

a. The Aviation Authority is seeking a detailed Small Business Action Plan ("Action Plan") that the Proposer will commit to implementing in order to maximize Small Business participation and development in a robust, meaningful matter, reduce barriers of entry for Small Businesses, and promote development of Small Business. This action plan may be a material factor in the shortlisting evaluation process.

b. All Proposers are hereby notified that they must comply with the Small Business participation requirements for this Contract, as set forth herein and as referenced in the Aviation Authority's Small Business Participation Program. The Policies, Forms and certified Small Business Directory are available on-line at the Aviation Authority's web site: http://www.orlandoairports.net/small_business.

c. The Aviation Authority's Professional Service participation program goal is 17% for Goods and Services. For this RFP Small Business participation will be assessed on a case by cases basis, based on each project actual scope of work and availability.

d. The Action Plan shall at a minimum address the following factors relevant to maximizing MWBE participation on the Project:

1. Key Personnel: Name, title and contact information of the person responsible for the management of the small business program plan.

2. Outreach: How many and what type of outreach efforts will the proposer have throughout the life of the contract to ensure they have a pool of qualified and certified small business to utilize in the event they have to notify the small business community organizations about contracting and subcontracting opportunities;

3. Growth/Development: Provide a narrative for each proposed small business where you clearly state the plan to grow and develop the small business. Identify the matrix used to track achievement.

4. Identify Opportunities: Identify opportunities for small businesses based on current or revised contract scope.

5. Bond and Insurance: How the proposer plans to assist the small business in securing Bond or Insurance.

6. Prompt Payment: Describe the invoice/payment process to ensure that the small business is paid within a reasonable time after submitting an invoice.

7. Change Orders/Amendments: Affirm that all change orders and contract amendments are fully executed before starting the work.

8. Apprenticeship, mentorship or other training programs: Please describe successful programs you have implemented and provide information about programs to which you will commit on this Project.

e. The Proposal will be considered non-responsive to the solicitation 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.

f. Successful Proposer are required to submit, with each engagement, the Letter of Intent/Affirmation information by completing the form for each MWBE Firm. The successful Proposers may make duplicates of this form as needed. Both the MWBEs and the Proposers are required to affirm the information provided by signing the form prior to submittal. The successful Proposer shall enter into subcontract(s)/purchase orders with the MWBEs identified in the Letter of Intent. The Contractual arrangements with the MWBEs shall incorporate such reasonable terms as are required to complete the work described therein while furthering the Aviation Authority's MWBE policy. The successful 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)/purchase order(s) may result in loss of the award to Proposer.

g. A Proposer shall not breach any of its obligations with the MWBEs. 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.

h. 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 MWBEs since the previous invoice.

i. Failure to carry out the requirements set forth herein or the commitments made by the Proposer (e.g. failure to subcontract with and use MWBEs, to pay MWBEs 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.

j. Questions concerning the Small Business Program can be addressed to the Aviation Authority's Office of Small Business Development, Greater Orlando Aviation Authority, Orlando International Airport, 5850-B Cargo Road, Orlando, FL 32827; contact Orlando Santiago at OSantiago@goaa.org.

k. Proposers shall be solely responsible for confirming Small Business subcontractors' experience, capacity, certification and any other information related to the Proposal.

3.6 Good Faith Effort for MWBE Participation Program

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

b. Indicating the name and title of the person responsible for the Respondent's good faith efforts to reach the participation goal;

c. Provide evidence of attendance at Pre-Solicitation meeting, if any, scheduled by the Aviation Authority to inform MWBE firms of subcontracting opportunities under a given Contract;

d. Provide a list of MWBE firms contacted; Provide copies of written correspondence to MWBE firms that their Response 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 Respondent 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 Respondent provided MWBE firms prompt notice of addenda affecting specific trade Contractors;

j. Provide evidence that Respondent made follow-up inquiries after initial solicitations of interest from MWBE firms. Respondent 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 Responses were submitted, the Respondent 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 the Solicitation Opening will not in itself excuse a Respondent's failure to meet participation goals. It is incumbent upon the Respondent 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.

3.7 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 Agreement.** By submission of a Response 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 complying with this requirement.

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Post Information

Notices

Addendum #4

Sep 4, 2023 1:05 PM

Posted At:

Sun, Aug 6, 2023 6:00 AM

Sealed Bid Process:

Yes (Bids Sealed / Pricing Sealed)

Private Bid: No

4. Pricing Table

YEAR ONE - SCHEDULE FEE

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

Line Item	Description	Unit of Measure	Unit Cost
1	App. Prog./Analyst	Hourly	
2	Associate Business Analyst	Hourly	
3	Business Analyst	Hourly	
4	Clerical	Hourly	
5	Consultant	Hourly	
6	Contract Administrator	Hourly	
7	Design Technician	Hourly	
8	Database Administrator	Hourly	
9	GIS Admin/Analyst	Hourly	
10	IT Architect	Hourly	
11	IT Buyer	Hourly	
12	IT Contracts Administrator	Hourly	
13	IT Contracts Manager	Hourly	
14	IT Systems Specialist	Hourly	
15	Network Engineer	Hourly	
16	Principal	Hourly	
17	Principal Consultant II	Hourly	
18	Program/Project Manager	Hourly	
19	Project Coordinator	Hourly	

Line Item	Description	Unit of Measure	Unit Cost
20	Project Manager	Hourly	
21	Project-Program Coordinator	Hourly	
22	Senior Consultant	Hourly	
23	Senior Managing Consultant	Hourly	
24	Senior Project Manager	Hourly	
25	Service Desk Representative	Hourly	
26	Sr. App. Prog./Analyst	Hourly	
27	Sr. Business Analyst	Hourly	
28	Sr. Engineer I	Hourly	
29	Sr. IT Architect	Hourly	
30	Sr. IT Systems Consultant	Hourly	
31	Sr. IT Systems Operator	Hourly	
32	Sr. IT Systems Specialist	Hourly	
33	Sr. Network Engineer	Hourly	
34	Sr. QA Engineer	Hourly	
35	Sr. Security Systems Specialist	Hourly	
36	Sr. Service Desk Representative	Hourly	
37	Sr. System Engineer	Hourly	
38	Sr. Systems Admin	Hourly	
39	Sr. Telecom Engineer	Hourly	
40	Subject Matter Expert (SME)	Hourly	
41	System Analyst	Hourly	
42	Telecom Engineer/Analyst	Hourly	
43	Travel Premium	Hourly	

ADDITIONAL POSITIONS - YEAR ONE

Please enter the position name in the Comments Section. If not applicable, mark as NO Bid.

Line Item	Additional Positions	Unit of Measure	Hourly Rate	Comments
441	TBDAdditional Positions	Hourly		
452	TBDAdditional Positions	Hourly		
463	TBDAdditional Positions	Hourly		
474	TBDAdditional Positions	Hourly		
485	TBDAdditional Positions	Hourly		
496	TBDAdditional Positions	Hourly		

Line Item	Additional Positions	Unit of Measure	Hourly Rate	Comments
7	Additional Positions	Hourly		
8	Additional Positions	Hourly		
9	Additional Positions	Hourly		
10	Additional Positions	Hourly		

YEAR TWO - SCHEDULE FEE

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

Line Item	Description	Unit of Measure	Unit Cost
1	App. Prog./Analyst	Hourly	
2	Associate Business Analyst	Hourly	
3	Business Analyst	Hourly	
4	Clerical	Hourly	
5	Consultant	Hourly	
6	Contract Administrator	Hourly	
7	Design Technician	Hourly	
8	Database Administrator	Hourly	
9	GIS Admin/Analyst	Hourly	
10	IT Architect	Hourly	
11	IT Buyer	Hourly	
12	IT Contracts Administrator	Hourly	
13	IT Contracts Manager	Hourly	
14	IT Systems Specialist	Hourly	
15	Network Engineer	Hourly	
16	Principal	Hourly	
17	Principal Consultant II	Hourly	
18	Program/Project Manager	Hourly	
19	Project Coordinator	Hourly	
20	Project Manager	Hourly	
21	Project-Program Coordinator	Hourly	
22	Senior Consultant	Hourly	
23	Senior Managing Consultant	Hourly	
24	Senior Project Manager	Hourly	
25	Service Desk Representative	Hourly	
26	Sr. App. Prog./Analyst	Hourly	
27	Sr. Business Analyst	Hourly	
28	Sr. Engineer I	Hourly	
29	Sr. IT Architect	Hourly	
30	Sr. IT Systems Consultant	Hourly	

Line Item	Description	Unit of Measure	Unit Cost
31	Sr. IT Systems Operator	Hourly	
32	Sr. IT Systems Specialist	Hourly	
33	Sr. Network Engineer	Hourly	
34	Sr. QA Engineer	Hourly	
35	Sr. Security Systems Specialist	Hourly	
36	Sr. Service Desk Representative	Hourly	
37	Sr. System Engineer	Hourly	
38	Sr. Systems Admin	Hourly	
39	Sr. Telecom Engineer	Hourly	
40	Subject Matter Expert (SME)	Hourly	
41	System Analyst	Hourly	
42	Telecom Engineer/Analyst	Hourly	
43	Travel Premium	Hourly	

ADDITIONAL POSITIONS - YEAR TWO

Please enter the position name in the Comments Section. If not applicable, mark as NO Bid.

Line Item	Additional Positions	Unit of Measure	Hourly Rate	Comments
441	TBDAdditional Positions	Hourly		
452	TBDAdditional Positions	Hourly		
463	TBDAdditional Positions	Hourly		
474	TBDAdditional Positions	Hourly		
485	TBDAdditional Positions	Hourly		
496	TBDAdditional Positions	Hourly		
7	Additional Positions	Hourly		
8	Additional Positions	Hourly		
9	Additional Positions	Hourly		
10	Additional Positions	Hourly		

YEAR ~~THREE~~ THREE - SCHEDULE FEE

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

Line Item	Description	Unit of Measure	Unit Cost
1	App. Prog./Analyst	Hourly	
2	Associate Business Analyst	Hourly	
3	Business Analyst	Hourly	
4	Clerical	Hourly	
5	Consultant	Hourly	
6	Contract Administrator	Hourly	
7	Design Technician	Hourly	
8	Database Administrator	Hourly	
9	GIS Admin/Analyst	Hourly	
10	IT Architect	Hourly	
11	IT Buyer	Hourly	
12	IT Contracts Administrator	Hourly	
13	IT Contracts Manager	Hourly	
14	IT Systems Specialist	Hourly	
15	Network Engineer	Hourly	
16	Principal	Hourly	
17	Principal Consultant II	Hourly	
18	Program/Project Manager	Hourly	
19	Project Coordinator	Hourly	
20	Project Manager	Hourly	
21	Project-Program Coordinator	Hourly	
22	Senior Consultant	Hourly	
23	Senior Managing Consultant	Hourly	
24	Senior Project Manager	Hourly	
25	Service Desk Representative	Hourly	
26	Sr. App. Prog./Analyst	Hourly	
27	Sr. Business Analyst	Hourly	
28	Sr. Engineer I	Hourly	
29	Sr. IT Architect	Hourly	
30	Sr. IT Systems Consultant	Hourly	

Line Item	Description	Unit of Measure	Unit Cost
31	Sr. IT Systems Operator	Hourly	
32	Sr. IT Systems Specialist	Hourly	
33	Sr. Network Engineer	Hourly	
34	Sr. QA Engineer	Hourly	
35	Sr. Security Systems Specialist	Hourly	
36	Sr. Service Desk Representative	Hourly	
37	Sr. System Engineer	Hourly	
38	Sr. Systems Admin	Hourly	
39	Sr. Telecom Engineer	Hourly	
40	Subject Matter Expert (SME)	Hourly	
41	System Analyst	Hourly	
42	Telecom Engineer/Analyst	Hourly	
43	Travel Premium	Hourly	

ADDITIONAL POSITIONS - YEAR THREE

Please enter the position name in the Comments Section. If not applicable, mark as NO Bid.

Line Item	Additional Positions	Unit of Measure	Hourly Rate	Comments
441	TBDAdditional Positions	Hourly		
452	TBDAdditional Positions	Hourly		
463	TBDAdditional Positions	Hourly		
474	TBDAdditional Positions	Hourly		
485	TBDAdditional Positions	Hourly		
496	TBDAdditional Positions	Hourly		
7	Additional Positions	Hourly		
8	Additional Positions	Hourly		
9	Additional Positions	Hourly		
10	Additional Positions	Hourly		

YEAR FOUR - SCHEDULE FEE

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

Line Item	Description	Unit of Measure	Unit Cost
1	App. Prog./Analyst	Hourly	
2	Associate Business Analyst	Hourly	
3	Business Analyst	Hourly	
4	Clerical	Hourly	
5	Consultant	Hourly	
6	Contract Administrator	Hourly	
7	Design Technician	Hourly	
8	Database Administrator	Hourly	
9	GIS Admin/Analyst	Hourly	
10	IT Architect	Hourly	
11	IT Buyer	Hourly	
12	IT Contracts Administrator	Hourly	
13	IT Contracts Manager	Hourly	
14	IT Systems Specialist	Hourly	
15	Network Engineer	Hourly	
16	Principal	Hourly	
17	Principal Consultant II	Hourly	
18	Program/Project Manager	Hourly	
19	Project Coordinator	Hourly	
20	Project Manager	Hourly	
21	Project-Program Coordinator	Hourly	
22	Senior Consultant	Hourly	
23	Senior Managing Consultant	Hourly	
24	Senior Project Manager	Hourly	
25	Service Desk Representative	Hourly	
26	Sr. App. Prog./Analyst	Hourly	
27	Sr. Business Analyst	Hourly	
28	Sr. Engineer I	Hourly	
29	Sr. IT Architect	Hourly	
30	Sr. IT Systems Consultant	Hourly	

Line Item	Description	Unit of Measure	Unit Cost
31	Sr. IT Systems Operator	Hourly	
32	Sr. IT Systems Specialist	Hourly	
33	Sr. Network Engineer	Hourly	
34	Sr. QA Engineer	Hourly	
35	Sr. Security Systems Specialist	Hourly	
36	Sr. Service Desk Representative	Hourly	
37	Sr. System Engineer	Hourly	
38	Sr. Systems Admin	Hourly	
39	Sr. Telecom Engineer	Hourly	
40	Subject Matter Expert (SME)	Hourly	
41	System Analyst	Hourly	
42	Telecom Engineer/Analyst	Hourly	
43	Travel Premium	Hourly	

ADDITIONAL POSITIONS - YEAR FOUR

Please enter the position name in the Comments Section. If not applicable, mark as NO Bid.

Line Item	Additional Positions	Unit of Measure	Hourly Rate	Comments
441	TBDAdditional Positions	Hourly		
452	TBDAdditional Positions	Hourly		
463	TBDAdditional Positions	Hourly		
474	TBDAdditional Positions	Hourly		
485	TBDAdditional Positions	Hourly		
496	TBDAdditional Positions	Hourly		
7	Additional Positions	Hourly		
8	Additional Positions	Hourly		
9	Additional Positions	Hourly		
10	Additional Positions	Hourly		

YEAR ~~FIVE~~ FIVE - SCHEDULE FEE

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

Line Item	Description	Unit of Measure	Unit Cost
1	App. Prog./Analyst	Hourly	
2	Associate Business Analyst	Hourly	
3	Business Analyst	Hourly	
4	Clerical	Hourly	
5	Consultant	Hourly	
6	Contract Administrator	Hourly	
7	Design Technician	Hourly	
8	Database Administrator	Hourly	
9	GIS Admin/Analyst	Hourly	
10	IT Architect	Hourly	
11	IT Buyer	Hourly	
12	IT Contracts Administrator	Hourly	
13	IT Contracts Manager	Hourly	
14	IT Systems Specialist	Hourly	
15	Network Engineer	Hourly	
16	Principal	Hourly	
17	Principal Consultant II	Hourly	
18	Program/Project Manager	Hourly	
19	Project Coordinator	Hourly	
20	Project Manager	Hourly	
21	Project-Program Coordinator	Hourly	
22	Senior Consultant	Hourly	
23	Senior Managing Consultant	Hourly	
24	Senior Project Manager	Hourly	
25	Service Desk Representative	Hourly	
26	Sr. App. Prog./Analyst	Hourly	
27	Sr. Business Analyst	Hourly	
28	Sr. Engineer I	Hourly	
29	Sr. IT Architect	Hourly	
30	Sr. IT Systems Consultant	Hourly	

Line Item	Description	Unit of Measure	Unit Cost
31	Sr. IT Systems Operator	Hourly	
32	Sr. IT Systems Specialist	Hourly	
33	Sr. Network Engineer	Hourly	
34	Sr. QA Engineer	Hourly	
35	Sr. Security Systems Specialist	Hourly	
36	Sr. Service Desk Representative	Hourly	
37	Sr. System Engineer	Hourly	
38	Sr. Systems Admin	Hourly	
39	Sr. Telecom Engineer	Hourly	
40	Subject Matter Expert (SME)	Hourly	
41	System Analyst	Hourly	
42	Telecom Engineer/Analyst	Hourly	
43	Travel Premium	Hourly	

ADDITIONAL POSITIONS - YEAR FIVE

Please enter the position name in the Comments Section. If not applicable, mark as NO Bid.

Line Item	Additional Positions	Unit of Measure	Hourly Rate	Comments
441	TBDAdditional Positions	Hourly		
452	TBDAdditional Positions	Hourly		
463	TBDAdditional Positions	Hourly		
474	TBDAdditional Positions	Hourly		
485	TBDAdditional Positions	Hourly		
496	TBDAdditional Positions	Hourly		
7	Additional Positions	Hourly		
8	Additional Positions	Hourly		
9	Additional Positions	Hourly		
10	Additional Positions	Hourly		

Greater Orlando Aviation Authority
Procurement and Purchasing
Fatima F Calkins, Assistant Manager, Purchasing-IT
ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827
FCalkins@goaa.org

ADDENDUM NO. 3

QUESTION & ANSWER REPORT

Solicitation No. 24-101-RFP

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

RESPONSE DEADLINE: September 13, 2023 at 11:00 am

Friday, August 25, 2023

1. RFP Document

Question: The current PDF file can't be printed, or text copied. Could you please provide Word version of the RFP or a PDF in which the text could be copied from?

Answer: The solicitation is password protected, and the Aviation Authority can't provide an MS Word copy.

2. Tab 5 - Approach and Methodology items A, B, and C

Question: "Tab 5 - Approach and Methodology" seems to require proposers to provide direct responses to sections A. Project Work Plan, B. Project Schedule, and C. Implementation Plan (referred to as "required information"). However, since the scope of services is a list of potential service areas and not a specific project with start dates and phases of work, it is challenging to understand what is desired for items A, B, and C. Could the Aviation Authority further clarify what they desire to see in response to sections A, B, and C?

Answer: Tab 5 - Approach and Methodology has been revised. Please refer to the Attachment "A-3".

3. 6. MWBE FORMS - Pg 44-45

Question: The "Letter of Intent/Affirmation" form on page 44 includes several spaces in which an estimated dollar value is to be entered and committed to for each MWBE firm (there is a table with headers of "scope of work, quantity, rates, and total" as well as lines for years 1-3, total term, and percentage). Also, the "MWBE Disbursement Form" on page 45 includes similar fields. Since this is an as-needed contract (with no exact budget or scope from which proposers could derive $ estimates), should proposers enter N/A under any fields dealing with estimated dollar values? (while still committing to the overall contract percentage goal as required under Tab 6)

Answer: The Respondent will submit with their submittal a MWBE Action Plan as described in the Solicitation. The plan must include the proposed MWBE firm with which the Respondent will partner. The Respondent will submit the Letter of Intent on a case-by-case basis for each engagement or task assigned.

4. Pricing Table - Required Fields

Question: The pricing table in OpenGov includes fields not shown by default that are also yellow (required, per instructions) which are "Quantity" and "Discount." It also includes white check box fields including "Taxable," "Total," and "No Bid." Are proposers required to fill any of these out? If so, could the Aviation Authority provide a description as to what they would like to see communicated in each field?

Answer: The Respondent is required to provide only the hourly rate.

5. Questionnaire - "2. Separate Cost Proposal*"

Question: The OpenGov questionnaire includes "2. Separate Cost Proposal*" that instructs, "Confirm that your fee proposal is not attached in your Proposal and is attached separately here." It then provides an upload prompt, and this field is required. What should proposers upload here, given that pricing is to be provided in the separate "Pricing" tab on OpenGov?

Answer: Item 2. of the Vendor Questionnaire has been removed. Please refer to Addendum No. 2 issued on August 23, 2023

6. Project Schedule

Question: Tab 5 Section B Project Schedule calls for a "timeline indicating tasks required and the start and completion dates for each" Section C Implementation Plan calls for an implementation plan, which provides for an overall plan for providing services. As this is an on-call, there is no specific project to which we can develop a project schedule. This then requires that we develop a generic project schedule, showing our process for any projects execution. Since the implementation plan is already an overall non-project specific approach to delivering work, can the Project Schedule section be removed, in favor of this detail provided in Section C - Implementation Plan? If not, please provide guidance on expectations for the differentiation between the sections.

Answer: Tab 5, Section B has been revised. Please refer to Attachment A-3.

7. Schedule of Fees

Question: Are Respondents able to add positions to the Schedule of Fees table provided within the e-Procurement Platform?

Answer: Yes. The Respondent may replace the "TBD" listings or add to the end.

8. Schedule of Fees

Question: Are Respondents allowed to make edits to the positions currently listed in the Schedule of Fees table provided within the e-Procurement Platform?

Answer: No. The Respondent may replace the "TBD" listings or add to the end.

9. Forms

Question: Can the Aviation Authority please clarify which forms must be filled out by the Respondent's subconsultants?

Answer: The Proposer/Respondent will submit with their proposal a MWBE Action Plan as described in the RFP. The plan will include the MWBE firm you propose to team up with. The Letter of Intent will be submitted on a case by case basis for each engagement or task assigned.

10. Financial statement

Question: Can the GOAA accept the non-Audited Financial statement supported by declaration from our CEO?

Answer: Yes, if audited financial statements are not available, the Aviation Authority will accept and review non-audited/internal financial statements (complete Balance Sheet, categorizing current assets and current liabilities, and Income Statement) from proposer.

11. Deadline to submit redlines of the Agreement and Questions

Question: When is the deadline to submit the redlines of the Agreement and questions?

Answer: The deadline to submit questions or any exceptions to the terms and conditions is September 1, 2023, at 5:00 p.m.

27. Submission Requirements

Question: Please specify which forms must be included with the Submission Requirements,

Answer: The Respondent must submit with the Proposal the Submittal Requirements in Section 4, Pages 31 through 46.

2. Describe the approach, means, methods, and procedures ~~to~~ ***that may*** be used to gather the data, analyze findings, and develop recommendations as requested.

3. Provide a detailed breakdown and description of the specific steps, services, and study products that ~~will~~ ***may*** be provided. Describe how the final product will be structured and presented upon completion.

4. Describe ***how your firm will approach*** any conditions, constraints, or problems that are unique to the scope of work that may adversely affect either the cost or work progress.

5. If your firm is subcontracting portions of this work, please indicate the firm with which you will be partnering along with the name, address, phone number, and email address of the contact person. Indicate the task ***or tasks*** that will be subcontracted and how the subcontract work will be managed and checked for quality control.

~~**B.** Project Schedule~~

~~Provide a timeline indicating tasks required and the start and completion dates for each. It is expected that the work will commence within 14 calendar days from the date the contract is awarded~~.

C. Implementation Plan

Each Respondent must submit an implementation plan, which clearly details Respondent's overall plan for providing the Services. The implementation plan must include the following:

1. A detailed description of the work the Respondent ~~will~~ ***may*** perform, showing Respondent's understanding of the Services and their role.
2. ***Sample of graphs***, charts, or other aids reflecting the start date, phases of work, and ending date (e.g., workflow diagram) ***that may be used to complete a project***.

Tab 6 - Additional Requirements of the Response

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

The Respondent shall provide a description of all prior or pending convictions, indictments, investigations, and regulatory investigations, either civil or criminal that relate to the services listed in **Section 2.0 Scope of Services**, in which Respondent or its affiliates, subsidiaries, parent company, directors, senior officers, senior regional officers, the Lead Individual, or Engagement Team members have been involved with in the

Notices

Addendum #2

Posted At:

Sun, Aug 6, 2023 6:00 AM

Sealed Bid Process:

Yes (Bids Sealed / Pricing Sealed)

Private Bid: No

5. Vendor Submissions

1. Respondent Submittals (without Cost)*

Please Upload your COMPLETE response, including any and all required forms listed in the solicitation and the corresponding attachments.

(Do not upload cost information in here)

Please upload your response

*Response required

2. ~~Separate Cost Proposal*~~

C~~onfirm that your fee proposal is not attached in your Proposal and is attached separately here.~~

P~~lease upload your response~~

*~~Response required~~

3~~.~~ Finance Form

Confirm that your Finance form is not attached in your Proposal and is attached separately here.

Please upload your response

4~~.~~3. Small Business Action Plan and Participation

Confirm that your Small Business Action Plan and Participation is not attached in your Proposal and is attached separately here.

Please upload your response

5~~.~~4. Certification and Acknowledgement*

I certify that I have read, understood and agree to the terms in this solicitation, and that I am authorized to submit this response on behalf of my company.

Yes

No

*Response required

6. Attachments

Project Documents

- 24-101-RFP-PS_IT_Continuous_Consultant_Services_-_MASTER.pdf

Attachments

- A - 24-101-RFP Compliance-Expertise Matrix

Greater Orlando Aviation Authority
Procurement and Purchasing
Fatima F Calkins, Assistant Manager, Purchasing-IT
ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827
FCalkins@goaa.org

ADDENDUM NO. 1

QUESTION & ANSWER REPORT

Solicitation No. 24-101-RFP

INFORMATION TECHNOLOGY (IT) CONTINUING CONSULTING SERVICES

RESPONSE DEADLINE: September 13, 2023 at 11:00 am

Monday, August 21, 2023

1. Budget

Question: What is the estimated budget or approximate spending on the current incumbent contract?

Answer: Estimated amount of $15,000,000.00 for five years

2. Required Forms

Question: In the RFP Page 22, subsection d., subsection 1. Response Forms to be turned in to the Aviation Authority. "The Response forms, (1 through 9) shall be completed and signed by the Respondents duly authorized representative". In the RFP we only see the following forms and required documents: 1) Respondents Certification Form 2) Addendum Receipt of Verification, 3) Conflict of Interest Disclosure Form 4) Cert Regarding Prohibition .. 5) E-Ver8ificaiton Cert Form, 6) MWBE Forms, 7) Current W9, and 8) Proof of Insurance. What is the additional form(s) required? Online it has a Financial Form and we don't see a Financial Form Attached. Is this our company financial documents?

Answer: 1. Additional Information - please refer to Tab 9 - Additional Information if needed. This section refers to any additional information that the Aviation Authority may require. 2. The Aviation Authority is requesting Respondent to submit the most recent audited annual financial statements. This financial documentation shall be uploaded as a separate attachment via the e-procurement platform and be clearly labeled as follows: "Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure." (Reference Florida Statutes Section 119.071(1)(c) for exemption on financial records.) Please refer to Section 3.1.e of the Solicitation.

3. Current vendor(s)

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

Answer: No. a. Advanced IT Concepts Inc. (AITC) b. Barich Inc. c. Faith Group Consulting, LLC d. Technology Management Corporation (TMC)

4. No subject

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

Answer: Please submit a Public Records request to the Aviation Authority's Custodia of Public Records at: www.orlandoairports.net/publicrecords.

5. Incumbent(s)

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

Answer: Please submit a Public Records request to the Aviation Authority's Custodia of Public Records at: www.orlandoairports.net/publicrecords.

6. Pain points

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

Answer: No. The term of the current contract will expire so we're putting it out for rebid.

7. Number of awards

Question: Please confirm the anticipated number of awards.

Answer: The solicitation will have multiple awards. If an award is made, the Aviation Authority may reserve the right to award to two or three Respondents.

8. Award

Question: How many Vendors are you planning to award?

Answered by Fatima Calkins: The solicitation will have multiple awards. If an award is made, the Aviation Authority may reserve the right to award to two or three Respondents.

9. No subject

Question: Does the contractor need broad experience in all the commercial products provided?

Answer: Due to the volume and broad scope of commercial products listed, it is expected that the proposing Consultant may augment their own experience by teaming with other 'sub-consultants' to cover the product experience requirements.

10. No subject

Question: Is one (1) vendor handling all of the commercial products?

Answer: No. The Aviation Authority utilizes many different commercial products supported by different Vendors.

11. No subject

Question: Will the Authority be willing to negotiate the terms of the contract outside of the Q&A period?

Answer: The respondent must submit the exceptions before the deadline for submittal of questions. Please refer to Section 1.12 - Exceptions to Terms and Conditions within the Solicitation.

12. No subject

Question: Will the Authority give the Consultant the right to terminate for the Authority's breach?

Answer: If the Aviation Authority breaches the contract, then the Consultant can pursue any legal rights.

13. No subject

Question: Will the Authority include an industry standard limitation of liability clause, excluding consequential and punitive damages and limiting the amount of the direct damages for Consultant's services to the amount of all fees paid by the Authority to Consultant?

Answer: No.

14. No subject

Question: Will the Authority limit indemnification to third party claims?

Answer: No.

15. Public Record Request

Question: Please provide the contact information for submittal of public records request relating to this solicitation.

Aug 17, 2023 12:48 PM

Answer: Respondents must submit public records requests related to this solicitation to www.orlandoairports.net/publicrecords.

Aug 21, 2023 8:58 AM

E-Procurement Platform

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

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

Registration and Notification of Solicitations

THERE IS NO COST FOR VENDORS TO REGISTER WITH OPENGOV

Receiving Electronic Responses to Bids/Responses

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

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AMERICANS WITH DISBAILITIES ACT

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

1.0 GENERAL INFORMATION

a. The Greater Orlando Aviation Authority (Aviation Authority) is soliciting interested parties to perform information technology continuing consulting services for the Aviation Authority at the Orlando International Airport.

b. The Agreement period, if an Agreement is awarded following the Solicitation process, will be for **five (5) years**, with the initial service to commence on or about **February 1, 2024**. The agreement between the successful Respondent and the Aviation Authority will be non-exclusive.

1.1 Intent and Purpose

a. It is the intent of the Aviation Authority that a Respondent will provide the services specified in the Scope of Services detailed in Section 2.0. The Aviation Authority intends to select the Respondent that it deems to be the most highly qualified, responsible, and responsive to the Aviation Authority to perform the required services after considering the evaluation criteria, in its exclusive discretion.

1.2 Objectives

The selected Respondents shall provide, for and on behalf of the Aviation Authority, information technology consultant services for the Aviation Authority Information Technology department.

1.3 Background Information

a. The Aviation Authority expects more than 54.4 million domestic and international passengers will travel through the Orlando International Airport (MCO) during the 2022-2023 fiscal year.

b. As of January 2023, MCO is served by 34 commercial airlines and six cargo carriers. In January 2022, the Airport was served by 30 commercial airlines and seven cargo carriers.

c. MCO, like all airports in the United States, is self-sustaining, with airport revenues being generated from user fees, concessions, and airline revenues. No local taxpayer dollars contribute to the operation of MCO.

1.4 Solicitation Information

a. Sealed electronic responses will be received for this solicitation through the Greater Orlando Aviation Authority e-Procurement Portal located at https://procurement.opengov.com/portal/goaa. By way of the e-Procurement Portal, responses will be locked and digitally encrypted until the submission deadline passes.

b. **Responses submitted by hard copy, e-mail, telephone or fax shall not be accepted. Responses submitted outside of the designated electronic submission portal shall be rejected as non-responsive regardless of where received.**

c. **The Aviation Authority shall not be responsible for delays caused by any occurrence, to include a result of a technology issue are still considered late and shall not be accepted.**

d. The time/date stamp clock located in the electronic submittal portal shall serve as the official authority to determine lateness of any response.

e. Vendors shall not be allowed to modify their Reponses after the opening time and date. Responses may be examined thirty (30) days after the solicitation opening or upon recommendation for award, whichever occurs first.

1.5 Submitting Questions and Receiving Responses

Respondents shall submit all inquiries regarding this Solicitation via the e-Procurement Portal, https://procurement.opengov.com/portal/goaa. Please note the deadline for submitting inquiries. All answers to inquiries will be posted on the Aviation Authority e-Procurement Platform. Respondents **may also click "Follow" on this Solicitation to receive an email notification when answers are posted.** It is the responsibility of the Respondent to check the website for answers to inquiries.

a. If a Virtual and/or Pre-Response Conference is held, please see the Cover Page of this solicitation for the location, date, and time. The purpose of any Pre-Response Conference is to review and discuss the solicitation (and any addenda) as published. Attendance is not mandatory but is highly encouraged. Bidders are expected to be familiar with the Solicitation Documents.

b. If the Purchasing Department determines that it is necessary to change the dates or times prior to the due date, the change will be announced and posted on the e-Procurement Portal

c. All prospective Respondents shall thoroughly examine and become familiar with the Solicitation package and carefully note the items, which must be submitted with the Solicitation as detailed in **Section 4, Response Submittals.**

d. Submission of a Response shall constitute an acknowledgment that the Respondent has read and understands the Solicitation Documents. The failure or neglect of a Respondent to receive or examine any Solicitation Document shall in no way relieve it from any obligations under its Response or the Contract. No claim for additional compensation will be allowed which is based upon a lack of knowledge or understanding of any of the Contract Documents or the scope of work.

e. **Unless otherwise noted, Respondents shall submit *one Response only*.**

1.6 Communications; Questions Regarding Specifications or Response Process

a. All communication and contact regarding this solicitation shall be made via the e-Procurement Portal, https://procurement.opengov.com/portal/goaa.

b. Any official communication from a Respondent during the Solicitation process should be submitted in writing to the Aviation Authority to the email address as directed during the Proposal process. A copy of the Administration Policies (Sections 180.01 and 180.03) are available upon request from the Manager of Board Services.

c. In accordance with the above-referenced policies, any communication directly or indirectly to seek to encourage any specific result in connection with an Aviation Authority selecting process, including but not limited to, written communications, any and all forms of electronic communications or messaging, including social media, oral communications either in person or by telephone, initiated by a Proposer or through a lobbyist, agent or third person, to any Aviation Authority staff and/or Committee/Board member who is a member of any committee constituted for the purposes of ranking Solicitations, making recommendations or making an award, is prohibited from the time that the Solicitation is released to the time that the award is made.

1.7 Withdrawal of Responses

No Response may be withdrawn after the scheduled Response opening time for a period of ninety (90) days. Any Respondent withdrawing or attempting to withdraw its Response prior to the expiration of the 90 day period shall be obligated to reimburse the Aviation Authority for all its costs incurred in connection with such withdrawal or attempted withdrawal including, without limitation, any increased costs for procuring the goods or services from another Respondent or all costs of advertising and re-procuring the goods or services, and all attorneys' fees, in addition to payment of the Aviation Authority's other damages.

A Respondent's submission shall be deemed the Respondent's acknowledgment of an agreement to the provisions of this Section.

1.8 Notice of Intent to Award Agreement

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

The Aviation Authority intends, but is not obligated, to enter into a non-exclusive agreement with the highest ranked Respondent to perform the required Services described herein. The Aviation Authority reserves its right to award any or all of the advertised services subject to the availability of funding.

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

1.10 Independent Consultant Status and Compliance with the Immigration Reform and Control Act

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

1.11 Code of Ethics and Business Conduct Policy

The Aviation Authority has adopted a Code of Ethics and Business Conduct Policy (Section 204.01) which addresses, the obligation of the Aviation Authority's Board members and employees to follow the Florida Statutes in reference to these issues. This includes, but is not limited to, the obligations of the Aviation Authority's Board members and employees with respect to having an interest in business entities, outside employment, gratuities, divulgence of information, unauthorized compensation and acceptance of gifts.

Please be aware that any violation of this policy by a Respondent and/or any attempt to influence an Aviation Authority Board member or employee to violate the policy is sufficient cause for the denial of the right of the Respondent to Response on any Contract or sell any materials, supplies, equipment, or services to the Aviation Authority for a period of time that is determined by the Chief Executive Officer. A copy of this policy is available upon request from the Chief Administrative Officer.

1.12 Exceptions to Terms and Conditions within the SOLICITATION

If the Respondent desires to take exception(s) to any portion of the terms and conditions of this Solicitation, 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. Respondents shall not substitute entire agreements or sets of terms

and conditions but discuss separately each term or condition that they take exception to or desire to change.

1.13 Waiver and/or Rejection of Irregular Request for Responses

The Aviation Authority reserves the right to waive informalities or irregularities in any Responses, to reject any or all Responses in whole or in part, with or without cause, and to accept that Response, if any, which in its judgment is deemed to be responsible and responsive, and in its sole discretion is deemed the most advantageous to the Aviation Authority to perform the required services after considering the evaluation criteria.

1.14 Lobbying Statement

All firms are hereby placed on notice the Aviation Authority Board and staff shall not be contacted about this Response. Firms and their agents are hereby placed on notice that they are not to contact members of the Aviation Authority staff and/or Committee/Board member (with the exception of designated Purchasing Liaison). Public meetings and public deliberations of the Selection Committee are the only acceptable forum for the discussion of merits of products/services requested by the Request for Response; and written correspondence concerning Solicitation's may be submitted to the Purchasing Department. An appropriate official or employee of the Aviation Authority may initiate communication with a Respondent in order to obtain information or clarification needed to develop a proper and accurate evaluation of the Solicitation. Any official communication from a Respondent during the Solicitation process should be submitted in writing to the Greater Orlando Aviation Authority, GOAA Annex Building, Purchasing Department, 5855 Cargo Road, Orlando, FL 32827-4399 or via the e-Procurement Platform as directed during the Solicitation 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 seventy-two (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))

1.15 Proprietary Information

a. In accordance with Chapter 119 of the Florida Statutes (Public Records Law) and except as may be provided by other applicable State and Federal Law, all Respondents should be aware that the Solicitation and the responses thereto are public records. However, the Respondents are requested to identify

specifically any information contained in their Response, which they believe to be exempt from disclosure, citing specifically the applicable exempting law. The Aviation Authority will consider a Respondent's opinions regarding the applicability of Chapter 119, Florida Statutes, but shall not be obligated to concur in such opinions.

b. All information and documents received from Respondents in response to this Solicitation will become the property of the Aviation Authority, will not be returned to the Respondents, and will be incorporated in the final Agreement in the event of Agreement award, with the exception of any financial information exempt from the Public Records Laws. Any work product produced as part of the Agreement will become the exclusive property of the Aviation Authority.

The remainder of this page is intentionally blank.

2.1. SCOPE OF SERVICES

The Aviation Authority is seeking one or more Information Technology (IT) Consultants to provide a broad range of services associated with the planning and implementation of IT projects and initiatives that are identified in the Aviation Authority's Capital Improvement Plan (CIP), Information Technology Master Plan (ITMP), the Aviation Authority's annual project planning process, and other IT projects and initiatives requested by the Aviation Authority. The Services may include project management; staff augmentation; research of specific technologies; research and concept development; IT business analysis; business case development; infrastructure and applications design, installation, configuration, development and testing; database management and administration; cyber and physical security; development of solicitation documents; functional, performance and interface requirements definition and documentation project planning; applications development, implementation and integration across multiple systems; operations and management of IT; assistance with IT roadmap or strategic plans; vendor and product evaluations and recommendations and other IT consulting services.

2.2. Research

The Consultant must conduct directed research on technologies and their uses or potential uses, and document the findings and conclusions; commercial products (hardware, firmware, and software) and services that incorporate those technologies, including fit for purpose, limitations, issues, and probable total cost of ownership; and related government and industry standards and best practices, methods, regulations, and policies. The Consultant must plan, execute, monitor, and document discoveries and conclusions from hands-on evaluations and demonstrations of services and products to determine the probable fit for the intended purpose or to determine compliance with pre-qualification requirements. Such evaluations and demonstrations must be performed in Consultant laboratories, independent laboratories, the Aviation Authority IT laboratories, or specific circumstances, in product source laboratories in a structured, controlled, and monitored environment.

2.3. Concepts Development:

The Consultant must develop and document solution options to meet the needs (e.g., functional, performance and interface requirements) of the enterprise at a conceptual level, but sufficient to describe possible commercial product and service components, custom designed and developed components, their inter-relationships, and an allocation of requirements to those components. Solution options and risks must also be defined.

2.4. Business Case Development:

The Consultant must develop and document a business case for each concept chosen for additional consideration to include: business impact assessment; technical

infrastructure impact assessment, including impacts due to fail-operational and cyber-security requirements; risks assessment; credible implementation timeline; cost-benefits assessment that must address both direct and indirect project costs and benefits (including Return-On-Investment (ROI), Internal Rate-of-Return (IRR), and intangible benefits).

2.5. Requirements Development:

a. Once a concept is selected for implementation and funded, the Consultant must develop and document complete functional, performance, and interface requirements, dependencies and limitations (e.g., financial, regulatory, technical, operational), and re-assess and amend the business case) above to reflect the additional information developed in this phase. Then the Aviation Authority will decide between one of the following approaches:

1) The Aviation Authority Personnel only.
2) The Aviation Authority and Consultant Personnel.
3) Consultant Personnel only.
4) Competition among Consultants.
5) Competition among Non-Consultants.

b. Factors to be considered in establishing the preferred approach include but are not limited to the resources the Aviation Authority or the Consultant can allocate to the effort at the time needed and dollar thresholds defined elsewhere. The services the Consultant must provide during the design, development and test phase for each approach are delineated in subsequent paragraphs.

1) The Aviation Authority Personnel Only: Provide assistance on an as needed basis.

2) The Aviation Authority and Consultant Personnel: The Consultant must provide qualified personnel to assist (augment) the Aviation Authority personnel with: definition of design requirements; design specification definitions; development of custom firmware; development of software; report development; acquisition of commercial software, firmware and hardware; installation, configuration and integration of commercial and custom developed products; unit, subsystem and system verification and validations testing; problem determination and resolution; and production of related documentation.

3) Consultant Personnel Only: The Consultant must submit a proposal to provide qualified personnel to perform the services described above in (2) in an independent, Consultant-responsible manner.

4) Competition among Consultants: Two (2) or more Consultants must respond to an Aviation Authority request for proposal based on the functional, performance and interface requirements listed above in

option two (2). The selected consultant must also perform the services described above in option two (2) in an independent, Consultant-responsible manner.

NOTE: In reference to option (3) and (4) above the role of the Aviation Authority will be one of a client; primarily in a review and approval role.

5) Competition among Non-Consultants: In cases of open competition from which the Consultants are excluded, the chosen Consultant must prepare or assist the Aviation Authority in the preparation of all documents required for the open competition and provide professional advice.

2.6. Operational Readiness:

The Consultant must perform or assist in performing those services required to bring a solution developed in the cases described above or acquired into an operational state, including but not limited to: readiness of facilities, systems and equipment; staff augmentation; training of the Aviation Authority IT personnel; and training of end users.

2.7. Project Management (PM) And Owner Authorized Representation (OAR):

The Consultant must be able to provide qualified personnel for PM and OAR services for IT projects or for IT portions of non-IT projects. These services include but are not limited to monitoring and reporting on compliance with resource allocations, schedules, technical and business issues and partner issues, and assistance in resolution of issues.

2.8. Resource Acquisition:

The Consultant must provide qualified personnel to assist in development of statements of need, rationale and methods for acquiring IT resources (e.g., facilities, systems, equipment, funds, personnel) needed to meet IT demands and commitments for services. Personnel acquisition assistance would include preparation of job descriptions and postings, review of resumes, interviews to validate qualifications, and support as requested during in-person interviews.

2.9. Maintenance:

The Consultant must be able to provide qualified personnel to assist in the operation of in-place systems, subsystems and applications, including but not limited to the installation and testing of software and firmware patches and releases, software and firmware version control, preventive and corrective hardware and software maintenance, and removal and repair or replacement of hardware. These in-place systems, subsystems and applications include but are not limited to the major items identified in Section 2.16 (Current Commercial Products) below.

2.10. Operations:

The Consultant must be able to perform the operation of in-place systems and subsystems, including but not limited to re-location, configuration, start-up, shutdown, backup, diagnostics and function and performance data collection, and other operational functions as an extension of the Aviation Authority IT Department personnel. These systems and subsystems include but are not limited to those identified in Section 2.16 (Current Commercial Products) below.

2.11. Planning:

The Consultant must be able to provide qualified personnel to create and update: IT Master Plans and Roadmaps; IT inputs to Airport Strategic, Master, and Improvement Plans; IT inputs to Facilities, Systems and Equipment Integration and Test Plans; and all other plans that require IT input.

2.12. Policies And Procedures:

The Consultant must provide qualified personnel to: draft and revise policies and procedures related to the services described within this document, monitor standards development, and monitor appropriate adoption of these items into policies, procedures and products.

2.13. Disaster Recovery And Business Continuity Plan (BCP):

The Consultant must provide personnel to assist in the development, updating and testing of requirements for the Aviation Authority's Disaster Recovery Plan and BCP components. This expertise will extend to those applications used to track plan components and should include experience with NFPA 1600, ISO 24762, and current techniques for disaster recovery and business continuity planning.

2.14. Security:

The Consultant must provide personnel to assist with ongoing security assessment and monitoring activities, security metrics, systems and application hardening and configuration, development of security policies, adherence to compliance standards such as PCI DSS, HIPAA, state and federal law, and internally driven regulatory requirements. Expertise must include vulnerability assessment, penetration testing, risk assessment, incident response, security mitigations, log management, forensic analysis for incident artifacts, and other activities in alignment with industry best practices.

2.15. Related Services:

Due to the rate of change in technologies, products and services, it is not possible to delineate each service that could be required during the term of the Agreement, including services that could be introduced during the term. The Consultant must be able to respond to change and describe their approach to maintaining or acquiring the expertise needed. The intent is to include such changes and introductions in services in the scope of this Agreement.

2.16. Technologies:

The term Technologies means the science, hardware and software systems, and equipment and components that incorporate the technologies.

a. Wireless technologies including both licensed and unlicensed bands for use in customer service, passenger processing, way finding, advertising, location-based services, queue management, network infrastructure redundancy, operations and airfield management, and other functions as needed.

b. Video technologies and analytics for security, passenger flow monitoring and modeling including but not limited to interactive multilingual video and voice on monitors and smart mobile devices for customer assistance and information, including way finding, parking and transportation, advertising, paging and visual paging.

c. Digital media content development including live data interfaces and interactive experiences displayed across variable digital canvas sizes.

d. Unified Communications technologies including but not limited to MS Exchange, MS Teams, video conferencing, Presence Services, language translation, digital messaging, remote agent information kiosk, and IP-PBX systems.

e. Airport information management technologies for airport operational management, reporting, and planning including but not limited to: airport operations and safety compliance, airport resource allocation and management, and airline flight information interfacing and displays.

f. Content and records management technologies for the storage, distribution and collaboration of documents along with related process automation via business process applications.

g. Parking technologies for revenue control, parking space monitoring, parking guidance, parking reservations, and method of payment.

h. Mobile technologies for customer service, airport operations, and other purposes.

i. Application development technologies for: Microsoft, Oracle, Web, iOS, Android and Angular platforms.

j. Business intelligence technologies providing: real-time situational awareness for operations; near real-time operations performance and financial management; operations simulation and monitoring; historical trend and predictive analysis using various reporting, data warehouse, data lakes, big data and data science tools.

k. IT systems and equipment monitoring and management technologies providing: proactive notification of risks and faults, security threats, automated resolution of potential faults, notification and reporting of system performance.

l. Building Information Management (BIM) system technologies including but not limited to: generation and management of 3D digital representations and modeling of physical and functional characteristics of a facility.

m. Geospatial technologies, including GIS, CAD, BIM and GPS for AC150 compliance, rates and charges, campus addressing, various map book creation, collaboration and distribution of maps and data both via intra and extranet architectures.

n. Information security processes, technologies, systems, and applications including but not limited to: monitoring / management of firewalls, intrusion prevention, vulnerability management and penetration testing, and compliance with Payment Card Industry (PCI) requirements and other security and privacy standards. Provide services to develop, implement, and enforce security policy.

o. Building automation and management system technologies for monitoring, management, and performance reporting for: elevators/escalators, UPS and generators, fire detection and alarm systems, HVAC, low voltage and electrical systems, lighting control, and other technologies as needed.

p. IT infrastructure technologies support including but not limited to: computer room design, physical and virtual servers, storage devices, communications devices, computer room HVAC and UPS, and copper and fiber optic cabling.

q. Airport trunk radio technologies and systems.

r. Passenger and baggage processing technologies including: self-service baggage check and boarding control, baggage tracking, rebooking, biometric identification, passenger movement sensors, and others as processing technologies evolve and are adopted.

s. Patron loyalty program technologies to enhance customer services to frequent parkers, frequent shoppers, and other repeat customers.

t. Point-of-sale technologies and integration.

u. Computer-based training technologies.

v. Asset life cycle management technologies for facilities, systems, equipment, and software.

w. System and data integrations using Service Orientated Architecture (SOA), Application Programmable Interface (API) Technologies, and Airport Application centric Point to Point interfaces following IATA and ACI best practices that include but are not limited to: Oracle SOA Suite, API management solutions, REST, SOAP, XML, and JSON.

x. Internet of Things (IoT) hardware, software, and system technologies and interfaces, standards and best practices.

2.17. Current Commercial Products in Use by the Aviation Authority

1. Oracle Financial Applications, including e-Business Suite and Oracle Fusion Middleware
2. Oracle Planning and Budget
3. Oracle Database + Dataguard
4. Oracle OBIEE
5. Oracle SOA Suite
6. Oracle WebLogic
7. SplashBI Reporting
8. Amadeus PROPworks
9. UKG Workforce Central
10. UKG Telestaff
11. ESRI ArcGIS, Portal & Mobile Apps On-Premise and On-Line
12. Autodesk AutoCAD, Collaborate Pro & Revit
13. IBM Maximo
14. IBM WebSphere
15. Prometheus DataSplice
16. SITA Com-Net Multi User Flight Information Display System (MUFIDS)
17. Skidata and GateKeeper Parking Revenue Control System
18. SITA Common Use Passenger Processing (CUPPS)
19. SITA Common Use Self-Service (CUSS)
20. SITA Biometric E Gates
21. Queue Management System
22. Veovo Resource Management System
23. VRC/VDGS/VIBES (STC BHS) – do we need to list these?
24. Fire Alarm Monitoring
25. Motorola RF Communications
26. Jervis B. Webb/Siemens Baggage Handling System(s)
27. MC2/Schneider Electric Building Operating System – Lighting and HVAC monitoring and control

28. Eaton Power Xpert Electrical Power Monitoring
29. Siemens Airfield Solution/ADB airfield lighting system
30. Schindler LiftNet Elevator Management System
31. Bombardier and Mitsubishi Automated Ground Transportation (AGT) monitoring and control
32. Softwarehouse CCure Access Control System (ACS)
33. HID SAFE physical identity management System
34. Qognify (Nice) Video Management Systems, Digital Video Recording Systems and Situator / PSIM
35. IED Paging System
36. Civix Airport IQ Operations Centers
37. SSI ASSP computer based training
38. Avaya PodFx
39. Avaya CM
40. Avaya Aura Messaging
41. Avaya Experience Portal
42. Avaya Aura Conferencing
43. Mutare Message Mirror
44. Mutare Voice Forms
45. Microsoft Azure Services and M365 Suite
46. Microsoft Certificate Services
47. Microsoft Defender for Endpoint
48. Microsoft Exchange Services
49. Microsoft SharePoint On-Premise and On-Line
50. Microsoft SQL Server
51. DH2i DX Enterprise
52. Microsoft System Center Configuration (SCCM) & Operations Manager (SCOM)
53. Microsoft Internet Information Services (IIS)
54. Mobile Device Management Services (Airwatch)
55. Microsoft Windows Operating System servers, including clusters, virtual servers and blade servers
56. Netplus Telemanagement System
57. Linux based servers
58. Juniper and Palo Alto Software for intrusion prevention, detection, correction and reporting (e.g., Intrusion Prevention Systems (IPS) and firewalls)
59. F5 Load Balancer/applications delivery controller
60. Cisco core switches
61. Cisco edge switches
62. Cisco security platforms
63. Aruba 802.11 wireless controllers, Clearpass, location engine, access points, and beacons
64. HPE Meridian platform and SDK
65. Solar Winds performance monitoring and trends, control and diagnostics
66. ServiceNow IT Asset and Work Management, and Governance, Risk and Compliance (GRC)
67. Salesforce Service Cloud

68. K2 Blackpearl
69. Contentful CMS
70. WordPress
71. YCD Cnario digital signage products
72. Synect multi monitor content creation, management and delivery systems
73. Native iOS and Android platform development
74. Angular development platform
75. Splunk (Enterprise, Security, UBA, Cloud)
76. Rapid7 Nexpose, Metasploit Pro
77. ProofPoint
78. CyberTriage Incident Response System

2.18. Additional Services

If during the contractual period additional services are needed, the selected Proposer, also referred to as Consultant may, at the option of the Aviation Authority, be engaged to perform additional services. The selected Consultant, shall upon receipt of the written request from the CEO, perform such additional services based upon the hourly rates in the Professional Services Agreement. All additional work will be documented by amendment to be approved following the Aviation Authority policies prior to the performance of any additional services.

2.19. Non-Exclusive Services

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

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3.0 RESPONSE REQUIREMENTS

3.1 Respondent's Mandatory Requirements

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

a. Respondent must be registered/qualified to do business in the State of Florida. Provide a copy of such registration/qualification to the Aviation Authority with the Response submission.

b. Respondent shall have a minimum of five (5) years' experience providing services of the type described in the Scope of Services above. Respondent shall provide an affirmative statement and/or documentary proof of such experience with the Response submission.

c. Proposers and associated team members must demonstrate that they are able to perform a variety of assignments and tasks as described in Attachment "A" – Compliance Expertise Matrix.

d. Return of Required Response Forms to include Proof of Insurance.

1. **Response Forms to be turned in to the Aviation Authority**

The Response forms, (1 through 9) shall be completed and signed by the Respondent's duly authorized representative. Failure to return the forms with the submittal may cause the Response to be deemed as non-responsive.

2. **Proof of Insurance**

The submittal shall contain proof of insurability issued by a company currently authorized to do business in the State of Florida and with an A.M. Best Company rating of at least B+ and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating for the required insurance(s) listed in Section 3.4 Insurance Requirements.

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

This financial documentation shall be uploaded as a separate attachment via the e-procurement platform and be clearly labeled as follows: **"Confidential**

Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure." (Reference Florida Statutes Section 119.071(1)(c) for exemption on financial records.)

f. Respondent shall affirm their willingness to execute an agreement substantially in the form attached hereto as Exhibit 1 - Form of Professional Services Agreement.

3.2 Evaluation of Submittals

a. Respondent(s) must meet the requirements as stated in Section 3.1 and demonstrate the capability required to provide the services described in Section 2.0 Scope of Services.

b. Responses will be evaluated using the following criteria:

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

c. The Aviation Authority, in its sole discretion, may award the Contract to the responsible and responsive Respondent submitting the Response, which is deemed the most advantageous to the Aviation Authority, price and other factors being considered.

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

e. The Aviation Authority reserves the right to solicit from available sources relevant information concerning a Respondent's past performance and may consider such information in its evaluation and selection of Respondents.

3.3 Selection Process

a. Responses to this Solicitation will be evaluated by the Committee based upon the Evaluation Criteria per Section 3.2 and as supported by the Respondent has provided all required information per Section 4.0 Response Submission Requirements. The recommendation of the Committee will be considered by the Aviation Authority Board for award.

b. The Committee will evaluate the responses and may, at its discretion, invite one or more of the Respondents that appear to be the most advantageous to the Aviation Authority to perform the requested services to present/interview with the Committee. The purpose of such an interview would be to allow Respondents to elaborate upon their Response before a recommendation for ranking of the Responses is made. Interviews, along with the written Response will become part of the Respondent's response to be evaluated by the Committee.

c. The Committee may conduct a presentation and interview session with each of the short-listed Respondents. Following presentations/interviews, or in the event Committee determines that presentations/interviews are not necessary, the Committee 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 to the Aviation Authority to perform the requested services.

d. The Aviation Authority shall have the right, but not the obligation, to award all or any portion of the services. The extent and scope of the Services, along with the fees for such services, will be subject to final approval by the Aviation Authority. The Aviation Authority intends, but is not obligated, to enter into a non-exclusive agreement with the highest ranked Respondent to perform the required Services described herein. The Aviation Authority reserves its right to award any or all of the advertised services subject to the availability of funding.

e. The Aviation Authority reserves the right to waive any informality in the Solicitations, to reject any or all Solicitations, and to re-advertise or elect not to proceed with the services for any reason.

f. 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 PC and Aviation Authority Board are public meetings.

g. All parties desiring information regarding the award of the Contract may visit http://Orlandoairports.net

3.4 Insurance Requirements

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

a. **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 Consultant's covenants, with a limit of liability not less than One Million Dollars ($1,000,000) per occurrence; and

2. **Automobile liability insurance** covering each motor vehicle, including but not limited to owned, non-owned, or hired, used in conjunction with providing Services on Authority property resulting in property damage or bodily injury, including death with a limit of not less than Three Hundred Thousand Dollars ($300,000) combined single limit per accident;

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

c. **Workers' Compensation and Employer's Liability.** The following insurance shall apply to all Consultant's employees who will be engaged on 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 Consultant is self-insured, the Consultant shall provide proof of self-insurance and authorization to self-insure as required by applicable Florida laws and regulations.

d. **Professional Services / Errors & Omissions Liability Insurance.** Insurance covering Consultant for claims, losses and expenses resulting from wrongful acts or omissions committed in the performance of, or failure to perform, all Services under this Agreement with limits not less than One Million Dollars ($1,000,000) per claim.

e. **Other Insurance Requirements.** Consultant agrees to the following as it relates to all above required insurance:

1. **Self-Insured Retention and Deductibles**. Consultant'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 Authority's Chief Executive Officer. The above deductible limits may be exceeded if the Consultant's insurer is required to pay claims from the first dollar at 100% of the claim value without any requirement that Consultant pay the deductible prior to its insurer's payment of the claim.

2. Insurance policies shall be primary insurance and not contributory to any other valid insurance the Aviation Authority may possess, and that any other insurance the Aviation Authority does possess shall be considered excess insurance only.

3. Insurance shall be carried with an insurance company or companies with a financial stability rating by A.M. Best of B+ VI or better and said policies shall be in a form acceptable to the Aviation Authority.

4. Any liability insurance maintained by Consultant written on a claims-made form basis will maintain coverage for two (2) years to cover claims made after the Consultant 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 contract or prior to any start of services, whichever comes first, and each renewal thereafter during the term of this Agreement and its renewal/extension. Consultant 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. Consultants 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 Consultant 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. Consultants will respond as

directed in the introductory letter as well as any further instructions they may receive.

8. The Consultant shall provide the Aviation Authority immediate written notice of any adverse material change to the Consultant'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 Consultant's self-insured retention and any non-renewal or cancellation of required insurance.

9. If any insurance coverage is canceled or reduced, Consultant 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 Consultant fails to obtain or have such insurance reinstated, Aviation Authority may, if it so elects, and without waiving any other remedy it may have against Consultant, immediately terminate this Contract upon written notice to Consultant.

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 Consultant shall comply with all reasonable requests of the Chief Executive Officer with respect thereto.

3.5 Small Business Action Plan and Participation

a. The Aviation Authority is seeking a detailed Small Business Action Plan ("Action Plan") that the Proposer will commit to implementing in order to maximize Small Business participation and development in a robust, meaningful matter, reduce barriers of entry for Small Businesses, and promote development of Small Business. This action plan may be a material factor in the shortlisting evaluation process.

b. All Proposers are hereby notified that they must comply with the Small Business participation requirements for this Contract, as set forth herein and as referenced in the Aviation Authority's Small Business Participation Program. The Policies, Forms and certified Small Business Directory are available on-line at the Aviation Authority's web site: http://www.orlandoairports.net/small_business.

c. The Aviation Authority's Professional Service participation program goal is 17% for Goods and Services. For this RFP Small Business participation will be assessed on a case by cases basis, based on each project actual scope of work and availability.

d. The Action Plan shall at a minimum address the following factors relevant to maximizing MWBE participation on the Project:

1. Key Personnel: Name, title and contact information of the person responsible for the management of the small business program plan.

2. Outreach: How many and what type of outreach efforts will the proposer have throughout the life of the contract to ensure they have a pool of qualified and certified small business to utilize in the event they have to notify the small business community organizations about contracting and subcontracting opportunities;

3. Growth/Development: Provide a narrative for each proposed small business where you clearly state the plan to grow and develop the small business. Identify the matrix used to track achievement.

4. Identify Opportunities: Identify opportunities for small businesses based on current or revised contract scope.

5. Bond and Insurance: How the proposer plans to assist the small business in securing Bond or Insurance.

6. Prompt Payment: Describe the invoice/payment process to ensure that the small business is paid within a reasonable time after submitting an invoice.

7. Change Orders/Amendments: Affirm that all change orders and contract amendments are fully executed before starting the work.

8. Apprenticeship, mentorship or other training programs: Please describe successful programs you have implemented and provide information about programs to which you will commit on this Project.

e. The Proposal will be considered non-responsive to the solicitation 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.

f. Successful Proposer are required to submit, with each engagement, the Letter of Intent/Affirmation information by completing the form for each MWBE Firm. The successful Proposers may make duplicates of this form as needed. Both the MWBEs and the Proposers are required to affirm the information provided by signing the form prior to submittal. The successful Proposer shall enter into subcontract(s)/purchase orders with the MWBEs identified in the Letter of Intent. The Contractual arrangements with the MWBEs shall incorporate such reasonable terms as are required to complete the work described therein while furthering the Aviation Authority's MWBE policy. The successful 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)/purchase order(s) may result in loss of the award to Proposer.

g. A Proposer shall not breach any of its obligations with the MWBEs. 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.

h. 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 MWBEs since the previous invoice.

i. Failure to carry out the requirements set forth herein or the commitments made by the Proposer (e.g. failure to subcontract with and use MWBEs, to pay MWBEs 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.

j. Questions concerning the Small Business Program can be addressed to the Aviation Authority's Office of Small Business Development, Greater Orlando Aviation Authority, Orlando International Airport, 5850-B Cargo Road, Orlando, FL 32827; contact Orlando Santiago at OSantiago@goaa.org.

k. Proposers shall be solely responsible for confirming Small Business subcontractors' experience, capacity, certification and any other information related to the Proposal.

3.6 Good Faith Effort for MWBE Participation Program

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

b. Indicating the name and title of the person responsible for the Respondent's good faith efforts to reach the participation goal;

c. Provide evidence of attendance at Pre-Solicitation meeting, if any, scheduled by the Aviation Authority to inform MWBE firms of subcontracting opportunities under a given Contract;

d. Provide a list of MWBE firms contacted; Provide copies of written correspondence to MWBE firms that their Response 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 Respondent 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 Respondent provided MWBE firms prompt notice of addenda affecting specific trade Contractors;

j. Provide evidence that Respondent made follow-up inquiries after initial solicitations of interest from MWBE firms. Respondent 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 Responses were submitted, the Respondent 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 the Solicitation Opening will not in itself excuse a Respondent's failure to meet participation goals. It is incumbent upon the Respondent 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.

3.7 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 Agreement.** By submission of a Response 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 complying with this requirement.

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4.0 SUBMISSION REQUIREMENTS

Vendors interested in providing the services shall submit their responses via e-Procurement Platform system. Once Vendors register with OpenGov, Vendors will submit their response securely before the solicitation deadline:

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

By clicking the **PARTICIPATE BUTTON** under the solicitation. Responses submitted on the e-Procurement Platform with OpenGov, the response will remain locked and inaccessible by the Aviation Authority's Purchasing Staff until the solicitation deadline.

4.1 Preparing Responses in Required Format

a. The Submission requirements in this section are not to limit the creativity in the presentation of a Response, but rather to list the elements of a response that the Aviation Authority deems most important to its evaluation process.

b. It is the Respondent's responsibility to incorporate all pertinent information effectively, to communicate the Respondent's concept and meet the requirements listed in Section 3.1 Respondent's Requirements and Section 3.2 Evaluation of Award. The Respondent should prepare its Response simply and economically, providing a straightforward, concise description of the Respondent's capability to satisfy the conditions and requirements of this competitive solicitation.

Tab 1 - Table of Contents

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

Tab 2 - General Company Information

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

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

B. Cover Letter

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

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

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

C. Financial Statements

1. Respondent shall provide a statement certifying that they are financially stable and have the necessary resources and financial capabilities to provide the services at the level required by the Aviation Authority.

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

3. Respondent shall attach financial as a separate attachment via the e-procurement platform and be clearly labeled as follows: **"Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure."** (Reference Florida Statutes Section 119.071(1)(c) for exemption on financial records.)

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

Tab 3 - Respondent's Experience and Qualifications

A. Experience and Qualifications

Respondent shall demonstrate the specialized experience and technical competence of the firms comprising the team (including a joint venture, associate, or professional subconsultant), considering the type of services required. Include information such as firm's past record of performance on contracts with other government agencies or public bodies and with private industry, including such factors as quality of work, ability to meet schedules, cooperation, and responsiveness.

1. Describe recent services provided by Respondent's firm and proposed subconsultants to illustrate the firm's ability to perform the requirements of this Contract. Responses shall include at a minimum the following information: a. Client name and location including address and phone number of Client's project manager or primary contact; include location where services were provided if different from client location.

2. Brief description of the services provided including description of the services provided by the firm; total cost of the contract; completion date; etc.

3. Provide detailed narrative using three (3) recent examples/

4. A list of similar projects completed in the past five (5) years.

B. References

Respondents' references should demonstrate that the Respondent and the key individuals have the experience required, and reasonably has the reputation to perform the Scope of Services. **References shall be able to validate the Respondent's capabilities and experience.** It is the Respondent's responsibility to provide references and information that most closely demonstrates their experience with organizations (airports, counties, municipalities, or universities) of similar size, complexity, and risk exposure as the Aviation Authority.

1. Provide a minimum of three, but no more than five, references of airports and/or governmental entity clients. Respondent shall provide the following information for each reference:

   a) Organization's Name
   b) Address
   c) Contact person
   d) Telephone number and email address of contact person
   e) Brief Description of Project
   f) Respondent's Role and Identify the Lead Individual
   g) Date of Services/Status (current or past client)

2. The Respondent authorizes the Aviation Authority, its staff or consultants to contact any of the references provided in the response and specifically authorizes such references to release either orally or in writing, any appropriate data with respect to the Respondent and its Engagement Team members.

3. **Respondent bears full responsibility for naming references, which will respond to the Aviation Authority's reference checks. If the Respondent's references do not respond to the Aviation Authority's reference checks, the Respondent's evaluation will be adversely affected by non-responsive references.**

Tab 4 -Knowledge and Experience of Key Individuals and Team

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

1. Identify the Lead Individual, highlighting their qualifications and experience. Include the length of time and number of projects the Respondent has with the proposed Lead Individual.

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

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

4. Proposed organization chart for the Project that identifies the proposed client management team and any proposed subcontractors or subconsultants. Identify by name and title: the primary staff person who will oversee the Aviation Authority's account; Key Personnel; and other individuals who will support the Aviation Authority's account. Explain how the firm's management and primary staff person will direct and supervise the team.

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

Tab 5 - Approach and Methodology

Respondent shall demonstrate the firm's capacity, available additional resources, and ability to provide the required services. This should be demonstrated through the firm's understanding of the Aviation Authority's needs, the Scope of Work to be provided in order to manage and complete the work, and submittal of the following required information.

A. Project Work Plan

1. Provide a concise but detailed description of the Respondent's understanding of the project, detailed work approach and methodology. Include how the Respondent's team will address specific and unique aspects of this project.
2. Describe the approach, means, methods, and procedures ~~to~~ ***that may*** be used to gather the data, analyze findings, and develop recommendations as requested.

3. Provide a detailed breakdown and description of the specific steps, services, and study products that ~~**will**~~ ***may*** be provided. Describe how the final product will be structured and presented upon completion.

4. Describe ***how your firm will approach*** any conditions, constraints, or problems that are unique to the scope of work that may adversely affect either the cost or work progress.

5. If your firm is subcontracting portions of this work, please indicate the firm with which you will be partnering along with the name, address, phone number, and email address of the contact person. Indicate the task ***or tasks*** that will be subcontracted and how the subcontract work will be managed and checked for quality control.

~~**B.** Project Schedule~~

~~Provide a timeline indicating tasks required and the start and completion dates for each. It is expected that the work will commence within 14 calendar days from the date the contract is awarded~~.

C. Implementation Plan

Each Respondent must submit an implementation plan, which clearly details Respondent's overall plan for providing the Services. The implementation plan must include the following:

1. A detailed description of the work the Respondent ~~**will**~~ ***may*** perform, showing Respondent's understanding of the Services and their role.
2. ***Sample of graphs***, charts, or other aids reflecting the start date, phases of work, and ending date (e.g., workflow diagram) ***that may be used to complete a project***.

Tab 6 - Additional Requirements of the Response

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

The Respondent shall provide a description of all prior or pending convictions, indictments, investigations, and regulatory investigations, either civil or criminal that relate to the services listed in **Section 2.0 Scope of Services**, in which Respondent or its affiliates, subsidiaries, parent company, directors, senior officers, senior regional officers, the Lead Individual, or Engagement Team members have been involved with in the last five (5) years immediately preceding the date of Respondent's response to this Solicitation, **or provide an affirmative statement that there are none.**

2. Claims Information

Disclose all lawsuits, arbitrations and claims filed or raised by or against the Respondent over the last five (5) years, specifically identifying the project involved, the parties involved, the nature of the claim(s), amount at issue, disposition or status and litigation, case style, number, and jurisdiction, **or provide an affirmative statement that there are none.**

3. Conflicts of Interest

Describe any conflicts of interest with the Aviation Authority that the Respondent's firm has or may have and how that conflict of interest would be mitigated or **provide an affirmative statement that there are none.**

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

4. MWBE Participation

Include the level of MWBE participation that will be provided, and what services will be performed by the MWBE firm.

Tab 7 - Schedule of Fees

Use the pricing table provided within the ***e-Procurement Platform to provide*** the professional fees in association with the Scope of Services.

Tab 8 - Information Technology Functional Requirements and Capabilities Matrix

The Proposer shall provide:

1. A narrative describing the overall **Experience and Qualifications** of the Proposer's and Proposer's Subconsultant personnel to address each service, technology and commercial product requirement enumerated in the matrix

2. A description of the Proposer's specific **Knowledge and Experience** (including its team and key personnel), technical expertise and ability to deliver the services required and related to the technologies and commercial products identified in the attached Matrix. When available, include the name of the Proposer's customers and the scope of services provided to each (mainline strategic customer versus opportunistic niche customer). You may reference sections/pages in main proposal document.

3. **Proposer shall attach the Information Technology Functional Requirements and Capabilities Matrix as a separate attachment via the e-procurement platform and be clearly labeled as follows: Tab 8 - Attachment "A" - Information Technology Functional Requirements and Capabilities Matrix.**

Tab 9 - Additional Information If needed

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

The remainder of this page is intentionally blank.

Detail by Entity Name

Foreign Profit Corporation
TECHNOLOGY MANAGEMENT CORPORATION - 1 INCORPORATED

Cross Reference Name

TECHNOLOGY MANAGEMENT CORPORATION

Filing Information

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Principal Address

4790 LAKEWAY TERRACE
SHOREWOOD, MN 55331

Mailing Address

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SHOREWOOD, MN 55331

Registered Agent Name & Address

O'BRIEN, CHERYL A
80 ROGERS STREET
UNIT BL-1
CLEARWATER, FL 33756

Name Changed: 02/03/2014

Officer/Director Detail

Name & Address

Title C/VC

O'BRIEN, CHERYL A
4790 LAKEWAY TERRACE
SHOREWOOD, MN 55331

2023 FOREIGN PROFIT CORPORATION ANNUAL REPORT

FILED
Jan 04, 2023
Secretary of State
3862677071CC

DOCUMENT# F13000000808

Entity Name: TECHNOLOGY MANAGEMENT CORPORATION - 1 INCORPORATED

Current Principal Place of Business:

4790 LAKEWAY TERRACE
SHOREWOOD, MN 55331

Current Mailing Address:

4790 LAKEWAY TERRACE
SHOREWOOD, MN 55331

FEI Number: 41-1619066

Certificate of Status Desired: Yes

Name and Address of Current Registered Agent:

O'BRIEN, CHERYL A
80 ROGERS STREET
UNIT BL-1
CLEARWATER, FL 33756 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE: CHERYL O'BRIEN 01/04/2023

Electronic Signature of Registered Agent — Date

Officer/Director Detail :

Title	C/VC	Title	D/O
Name	O'BRIEN, CHERYL A	Name	O'BRIEN, CHERYL A
Address	4790 LAKEWAY TERRACE	Address	4790 LAKEWAY TERRACE
City-State-Zip:	SHOREWOOD MN 55331	City-State-Zip:	SHOREWOOD MN 55331
Title	P/VP	Title	S/T
Name	O'BRIEN, CHERYL A	Name	O'BRIEN, CHERYL A
Address	4790 LAKEWAY TERRACE	Address	4790 LAKEWAY TERRACE
City-State-Zip:	SHOREWOOD MN 55331	City-State-Zip:	SHOREWOOD MN 55331

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: CHERYL O'BRIEN FOUNDER & PRESIDENT 01/04/2023

Electronic Signature of Signing Officer/Director Detail — Date

GREATER ORLANDO AVIATION AUTHORITY

REQUEST FOR RESPONSE
No.: 24-101-RFP

INFORMATION TECHNOLOGY CONTINUING CONSULTING SERVICES

Submitted by:

TMC
Technology Management Corporation

Technology Management Corporation (TMC)
Cheryl O'Brien – Founder & President
FL Office: 80 Rogers Street, BI-1, Clearwater, FL 33756
Corp office: 4790 Lakeway Terrace, Shorewood, MN 55331
952-470-0217
cobrien@tmc-1.com

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TAB 2 – GENERAL COMPANY INFORMATION

Technology Management Corporation
FL DBA: Technology Management Corporation-1 Incorporated
Lead: Cheryl O'Brien, Founder & President | cobrien@tmc-1.com | 952-855-8585
Type of Organization: S Corporation
EIN: 41-1619066

Cover Letter

Thank you for your consideration of Technology Management Corporation (TMC) for this RFP. We have reviewed the RFP in its entirety and are pleased to present our qualifications and approach to the IT Continuing Consulting Services for the Greater Orlando Aviation Authority.

TMC has successfully been delivering IT Consulting projects since 1987. TMC, as well as our subcontractors, bring these decades of experience in all aspects of IT to each new project. The new challenges of collaboration and speed at which technology is touching the lives of all users, requires the need for technology to operate at maximum efficiency with the utmost reliability, security, accessibility and collaboration capabilities. Starting with research, concept development and case/requirements development, to planning, operations, project management and resource acquisition, and even further to security, policies/procedures and disaster recovery/business continuity, we enhance the user's experience and outcome to meet and exceed GOAA's desired technology initiative.

Our team has performed technology services for airports, transportation facilities, government agencies (Federal, State and Local), and enterprises both nationally and internationally. TMC has been an IT Master Contract holder for GOAA since 2013. Many of our subject matter experts who have successfully serviced GOAA over the past 10 years have continued and remain a part of our team, while also expanding our capabilities to bring to this new contract opportunity. As such, we have a very deep understanding of GOAA's environments and IT operations. When looking at our GOAA experience, it can we seen that our team touches all major aspects of the GOAA IT core backbone systems; LAN, ServiceNow, SharePoint, Help Desk, Firewalls, Load Balancing, Back Up systems, Staff augmentation, to mention a few. Our domestic and international airport experience allows us to bring best practice to all aspects of the GOAA projects. We also leverage our team's large venue, campus and enterprise multi-national client experience to complement emerging technologies and also the use of those technologies for GOAA.

Our goal for this master contract is to align with GOAA's values, missions, visions and strategic priorities across the globe to become a leader for change. Whether that's through optimizing efficiency, connecting Florida and global communities to GOAA, innovating through new technologies or even improving responsiveness and leveraging emerging technologies. We have the tools and expertise to help GOAA get there.

We are registered to do business in the State of Florida through Sunbiz.org. A copy of our registration is provided in Tab 9 – Additional Information. We have reviewed the agreement in Exhibit 1 and affirm we are willing to execute the agreement.

Financial Statements

We have provided our company Balance Sheet, Income Statement and Cash Flow statement for the last 2 years (2021 and 2022) as a separate attachment via the e-procurement platform marked as “Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure” (Florida Statues Section 119.071(1)(c).

TAB 3 – EXPERIENCE AND QUALIFICATIONS

Experience and Qualifications

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

Our team has performed technology services for airports, transportation facilities, government agencies (Federal, State and Local), and enterprises both nationally and internationally. TMC has been an IT Master Contract holder for GOAA since 2013. Many of our subject matter experts who have successfully serviced GOAA over the past 10 years remain a part of our team, while also expanding our capabilities to bring to this new contract opportunity. We have a deep understanding of GOAA's environments and IT operations. We understand GOAA's 2023 mission to seamlessly connect Florida and the world through exceptional experiences, collaboration and creativity. We also understand the vision of being a global leader in the mobility evolution.

Our domestic and international airport experience allows us to bring best practice to all aspects of the GOAA projects. In addition to our aviation experience, we also leverage our team's large venue, campus and enterprise multi-national client experience to complement emerging technologies and also the use of those technologies for GOAA. Our team also has helped airports and enterprise clients become hubs for innovation, connectivity, integration across industries and economic prosperity leaders.

Our experienced, dedicated team will work together with GOAA to seamlessly achieve each technology initiative. We believe in the need to consistently be learning and improving the skills of our consultants with the ever-changing technology complexities. We proudly bring some of the most talented IT professionals to the table, including certified design and technology specialists such as RCDD, PMP, CTS, CISSP and other technology system-specific certifications (MS, Cisco, Avaya, Oracle, etc.).

Our goal for this master contract is to align with GOAA's values, missions, visions and strategic priorities across the globe to become a leader for change. Whether that's through optimizing efficiency, connecting Florida and global communities to GOAA, innovating through new technologies or even improving responsiveness and leveraging emerging technologies. We want to help GOAA get there.

Company bios for each firm are included in Tab 9 – Additional Information.

Recent Work Examples

1. **Greater Orlando Aviation Authority / Orlando International Airport**
   Name & Title: Pete Pelletier, Director of IT
   Email & Phone: ppelletier@goaa.org / 407-825-3902
   Address: 5855 Cargo Road, Orlando, FL 32827
   Lead Individual: Cheryl O'Brien
   Date/Status: Current
   Project Description:
   - IT Infrastructure Standardization for 200 network infrastructure communication rooms throughout the airport facilities in support of all mission critical systems such as CCTV, Access Control, fiber/copper, LAN, Wi-Fi, Common Use and Airport Systems and all other systems including:
     - On-site room inventories of network and full documentation for GOAA's Top 50 Rooms
     - Surveys of each communications room to document all conditions
     - Develop budget estimates for top priority Communications Rooms
     - Plans and specifications for the work to be performed. Assist with the creation of the specifications and associated drawings for release of bid documents
   - Commvault - IT Systems Back Up Replacement research, concept development, requirements development, sizing, design, spec, training and TCO plus award to Commvault
   - F5 - Load Balancing Replacement design, spec and award to F5 and implementation
   - Palo Altos - Core Firewall replacement and implementation of redundant Palo Altos
   - IT Network Operations Center (ITOC) requirements and ongoing implementation of ServiceNow application development tools
   - Fiber Duct - Complete design and specification of new fiber communications duct bank to provide data service to the tenants who are located on the west side of the campus
   - Dark Fiber Lease analysis and recommendations
   - Cisco LAN Multi-year Strategic Plan & Gap analysis to determine risks, design analysis for current design vs. best with accompanying funding sources (IT, O&M, CAPEX, OPEX, Engineering, construction, etc.)
   - Triple MPOE facilities, design, site selection, specifications and bid documents for each facility with capabilities for 6 diverse carrier cages plus GOAA server rooms to serve the entire airport
   - Small Business Department cellular application requirements and recommendations
   - Full long-haul airfield Wi-Fi analysis, design, specifications and RFP to bid for coverage of the entire GOAA campus
   - On-site Hyatt Hotel Wi-Fi heat mapping, design, specification and implementation drawings
   - PCI DSS v2 gap remediation tasks/deliverables and IT/IT security policies, standards, procedures, and guidelines documentation

- SharePoint Administration, security, business process automation and workflow
- Avaya Level 1 end-user support, trouble shooting and configurations
- ServiceNow System Development, Information Technology Infrastructure Library (ITIL) in order to integrate People, Processes, & Technology (PP&T) into a cohesive, service delivery model and framework, process automation and scripting
- Terminal C PM and inspections for structured cable, racks, Network Comm Rooms and LAN
- Terminal Link APM Station PM and inspections for structured cable, racks, Network Comm Rooms and LAN
- Design, specification and bidding for conversion of paper process for all concessionaires to full electronic Merchant Processing
- Redesign of Security Badge payment system and PCI compliance
- Creation of full CSIRT plan, policies and procedures, training, implementation and roll out of CSIRT
- Business Impact Analysis (BIA) and Business Continuity Planning
- QSA assessment and audit
- IT staff augmentation for: ITOC, IPT, ServiceNow development, PMs, CCTV design, SharePoint, Structured Cable standardization, documentation and PM

2. **Broward County Aviation Department**
   Name & Title: William Castillo, Airport Planning Manager
   Email & Phone: 954-359-2291 / wcastillo@broward.org
   Address: 220 SW 45th Street, Suite 101, Dania Beach, FL 33312
   Lead Individual: Doug Boyd, Arora Engineering
   Date/Status: 2014 to 2022
   Project Description: Arora provided professional GIS solutions and services to the Broward County Aviation Department (BCAD) for the implementation, development, and maintenance of its Enterprise GIS Program at FLL and HWO. Arora assisted BCAD in the development and implementation of both off-the-shelf and customized applications, leveraging GIS data and technology across multiple BCAD departments and functions. Arora also led GIS integration with other systems including Maximo, PROPworks, SharePoint, and BIM. The implementation of these solutions was augmented by Arora's onsite support and extension-of-staff, enterprise stakeholder engagement, collaboration and information gathering.
   - Enterprise stakeholder engagement, collaboration & information gathering.
   - Development & enhancement of geospatial data standards (GIS/CAD/BIM).
   - Assessment, development and enhancement of BCAD's geospatial data workflows, including terminal floor plans, utilities, and airport properties for data governance.
   - GIS/CAD data acquisition, development, conversion, maintenance.
   - Management of master geodatabase, compliant with FAA AGIS standards.

- Design and deployment of technical architecture, including production and development environments of Portal for ArcGIS and applications, plus ArcGIS Online for mobile data collection and viewing using Collector for.
- Development, third-party systems integration, and deployment of Portal applications.
- Assessment, development and enhancement of BCAD's geospatial data workflows, including for terminal floor plans, utilities, and airport properties for data governance.
- Onsite GIS support and extension-of-staff.

3. **U.S. Bank Stadium & Super Bowl**
   Name & Title: James Farstad, Former Director
   Email & Phone: james@farstad.us / 612-669-2318
   Address: 401 Chicago Ave, Minneapolis, MN 55415
   Lead Individual: Cheryl O'Brien
   Date/Status: 2016 to 2019
   Project Description: Technology consulting in support of new construction of the multi-use US Bank Stadium which held Super Bowl LII. This project involved coordination of the politicians, NFL executive team, architectural team, MEP team, Owner Reps, Broadcasters, all major network television stations, CIA, FBI, Homeland Security, MSP Airport IT and Police, City staff and other design team members. Given all of the coordination, emergency timelines, changes due to the award of the Super Bowl LII, we were also able to accomplish:
   - Data Center and Telecom Rooms layouts and elevations; LAN Design
   - Converged IP Data Network all hardware – routers, firewalls, switches, servers – to support approximately 10,000 IP enabled devices for the new stadium
   - Design, capacity planning, full specification creation, bidder analysis and negotiations of bids and implementation project management
   - Conduct full assessment of risk levels for FEMA designations, crowd control, compliance of interaction between all security groups such as FBI, City Police, private security details, etc. along with Press and operations
   - Determination of levels of redundancy for full operational needs, placement of IT equipment for survivability and risk mitigation
   - Clarifying information and creating an "apples to apples" comparison for Review Committee; driving a truly viable comparison of vendors offering the same platform
   - Implementation of IPT system will follow construction readiness
   - Robust 140GB LAN infrastructure speeds
   - IP Telephony with full UC/UM and presence
   - High Density Wi-Fi for Super Bowl capacity of 85,000 users
   - 1,300 HD Wi-Fi access points (expandable to Washington Ave, 5th Ave, 8th St & I-35) and 850 DAS antennas
   - Facility-wide IP TV feeding all public and team/facility areas of over 2,000 4K HD IPTV large format monitors
   - Dual data centers and WAN carrier connectivity for full broadcasting and crowd Facebook, social media and interaction for all concessions

- Stadium platform is Cisco's Digital Network Architecture, and it uses Cisco Connected Stadium Wi-Fi for a high-density wireless network
- Over 9,000 ports (devices) report to the stadium LAN
- Cisco access lights carried over the LAN
- 700 Cisco handsets for the phone system
- 1,200 access points on the high-density Wi-Fi side
- Six - 10 Gbps circuits coming into the stadium
- 550 miles of fiber into the stadium
- 6,200 miles of Cat6 Ethernet copper wiring into the stadium
- 1,200 antennas for DAS
- 122 additional new or enhanced AT&T cell sites and 230 Verizon small cell sites in the Minneapolis-St. Paul-Bloomington area
- New DAS systems at 16 locations throughout the area, including at nearby hotels, mall of America, arenas and convention centers
- MatSing (short for multi-beam base station antenna) balls aloft, each carrying dozens of cellular antennas for ground cover
- New neutral host DAS at the Minneapolis-St. Paul International Airport with new 4G LTE coverage in tunnels, to boost Verizon's network capacity at the airport by more than 1,000%
- An estimated (depending on how the usage was counted) 15 to 24 TB for one day inside the US Bank Stadium itself successfully delivered

Airport Experience

Combined, our team has serviced nearly every international and regional airport in the United States, as well as many abroad in Europe, Asia, Middle East and more.

- Asheville Regional Airport
- Allegheny County Airport
- Arlington Municipal Airport
- Atlantic City International Airport
- Atlanta-Hartsfield Jackson International Airport
- Austin-Bergstrom International Airport
- Baltimore-Washington International Thurgood Marshall Airport
- Birmingham-Shuttlesworth International Airport
- Boise Airport
- Boston Logan International Airport
- Bradley International Airport
- Broward County Aviation Dept
- Buffalo Niagara International Airport
- Capital City Airport
- Charleston International Airport
- Charlotte Douglas International Airport
- Chicago Romeoville Lewis University Airport
- Cincinnati/Northern Kentucky International Airport
- Cleveland Hopkins International Airport
- Coleman A. Young International Airport
- College Park Airport
- Colorado Springs Airport
- Columbia Metropolitan Airport
- Dallas/Fort Worth International Airport
- Delta Regional Airport
- Denver International Airport
- Des Moines International Airport
- Detroit Metro Airport
- Fort Lauderdale International Airport
- Fresno Yosemite International Airport
- George Bush Intercontinental Airport
- Gerald R. Ford International Airport
- Greenville-Spartanburg International Airport

- Hammonton Municipal Airport
- Harrisburg International Airport
- Harry Reid International Airport
- Hayward Executive Airport
- Heathrow Airport
- Houston Airport Systems
- Huntington Tri-State Airport
- Huntsville International, Alabama
- Jackson-Medgar Wiley Evers International Airport
- Jacksonville International Airport
- John F Kennedy International Airport
- John Glenn Columbus International Airport
- John Wayne Airport
- Kansas City International Airport
- LaGuardia Airport
- Lehigh Valley International Airport
- Los Angeles International Airport
- Louis Armstrong New Orleans International Airport
- Lynchburg Regional Airport
- Manchester-Boston Regional Airport
- Martin County Airport
- Memphis International Airport
- Miami-Dade International Airport
- Mid-Ohio Valley Regional Airport
- Minneapolis-St. Paul International Airport
- Mobile Downtown Airport
- Monterey Regional Airport
- Morgantown Municipal Airport
- Munich Airport
- Myrtle Beach International Airport
- Nashville International Airport
- Newark Liberty International Airport
- Newport News/Williamsburg International Airport
- Norfolk International Airport
- Northeast Ohio Regional Airport
- Northwest Arkansas Regional Airport
- North Perry Airport
- Oakland International Airport
- Ogdensburg International Airport
- Ontario International Airport
- Orlando International Airport
- Oslo Airport
- Paine Field/Snohomish County Airport
- Palm Beach International Airport
- Palm Springs International Airport
- Philadelphia International Airport
- Philadelphia Northeast Airport
- Phillips Army Airfield
- Piedmont Triad International Airport
- Pittsburgh International Airport
- Phoenix International Airport
- Pocono Mountains Municipal Airport
- Pompano Beach Airpark
- Portland International Jetport
- Raleigh-Durham Intl. Airport
- Regina International Airport
- Reno–Tahoe International Airport
- Republic Airport
- Republic of Greece (37 Regional airports)
- Richmond International Airport
- Rickenbacker International Airport
- Ridgeland Airport
- Roanoke-Blacksburg Regional Airport
- Ronald Reagan Washington National Airport
- Sacramento International Airport
- Salisbury Regional Airport
- Salt Lake City International Airport
- San Diego International Airport
- San Franscisco International Airport
- San Jose International Airport
- Sarasota Manatee Airport Authority
- Seattle-Tacoma International Airport
- Singapore Changi International Airport
- Schiphol Amsterdam Airport
- Southwest Florida International Airport
- St. Louis Lambert International Airport
- St. Pete-Clearwater International Airport
- Sussex County Airport
- Syracuse Hancock International Airport
- T. F. Green Airport
- Tampa International Airport
- Toronto Pearson International Airport

- Tucson International Airport
- Tulsa International Airport
- Tweed-New Haven Regional Airport
- University Park Airport
- Victoria International Airport
- Westchester County Airport
- Wheeling Ohio Airport
- Wilkes-Barre Scranton International Airport
- William P. Hobby Airport
- Winnipeg James Armstrong Richardson International Airport
- Worcester Regional Airport

MCO Specific Experience

Some of the major projects underneath the last two master contracts have included:

- IT Infrastructure Standardization for 200 network infrastructure communication rooms throughout the airport facilities in support of all mission critical systems such as CCTV, Access Control, fiber/copper, LAN, Wi-Fi, Common Use and Airport Systems and all other systems including:
    - On-site room inventories of network and full documentation for GOAA's Top 50 Rooms
    - Surveys of each communications room to document all conditions
    - Develop budget estimates for top priority Communications Rooms
    - Plans and specifications for the work to be performed. Assist with the creation of the specifications and associated drawings for release of bid documents
- Commvault - IT Systems Back Up Replacement research, concept development, requirements development, sizing, design, spec, training and TCO plus award to Commvault
- F5 - Load Balancing Replacement design, spec and award to F5 and implementation
- Palo Altos - Core Firewall replacement and implementation of redundant Palo Altos
- IT Network Operations Center (ITOC) requirements and ongoing implementation of ServiceNow application development tools
- Fiber Duct - Complete design and specification of new fiber communications duct bank to provide data service to the tenants who are located on the west side of the campus
- Dark Fiber Lease analysis and recommendations
- Cisco LAN Multi-year Strategic Plan & Gap analysis to determine risks, design analysis for current design vs. best with accompanying funding sources (IT, O&M, CAPEX, OPEX, Engineering, construction, etc.)
- Triple MPOE facilities, design, site selection, specifications and bid documents for each facility with capabilities for 6 diverse carrier cages plus GOAA server rooms to serve the entire airport
- Small Business Department cellular application requirements and recommendations
- Full long-haul airfield Wi-Fi analysis, design, specifications and RFP to bid for coverage of the entire GOAA campus
- On-site Hyatt Hotel Wi-Fi heat mapping, design, specification and implementation drawings

- PCI DSS v2 gap remediation tasks/deliverables and IT/IT security policies, standards, procedures, and guidelines documentation
- SharePoint Administration, security, business process automation and workflow
- Avaya Level 1 end-user support, trouble shooting and configurations
- ServiceNow System Development, Information Technology Infrastructure Library (ITIL) in order to integrate People, Processes, & Technology (PP&T) into a cohesive, service delivery model and framework, process automation and scripting
- Terminal C PM and inspections for structured cable, racks, Network Comm Rooms and LAN
- Terminal Link APM Station PM and inspections for structured cable, racks, Network Comm Rooms and LAN
- Design, specification and bidding for conversion of paper process for all concessionaires to full electronic Merchant Processing
- Redesign of Security Badge payment system and PCI compliance
- Creation of full CSIRT plan, policies and procedures, training, implementation and roll out of CSIRT
- Business Impact Analysis (BIA) and Business Continuity Planning
- QSA assessment and audit
- IT staff augmentation for: ITOC, IPT, ServiceNow development, PMs, CCTV design, SharePoint, Structured Cable standardization, documentation and PM

Government & Other Related Experience

The below is a partial list of clients our team has serviced that range from government to transportation to applicable enterprise clients and projects. Each encompasses a similar scope or portions of the scope to this RFP.

- Bakersfield Federal Courthouse
- Billings Federal Courthouse
- CDC Headquarters and EOC
- City of Blaine
- City of Carver
- City of Eagan
- City of Little Rock
- City of Minneapolis
- City of Miramar
- City of North Augusta
- City of Orlando
- City of Vero Beach
- City of Victoria
- City of Waconia
- City of West Hollywood
- Dallas Area Rapid Transit
- Davenport Federal Courthouse
- Great Falls Federal Courthouse
- Hennepin County 625 Building
- Hennepin County ACF Master Plan
- Hennepin Sheriff's Facility Relocation
- Hennepin County
- Jackson Federal Courthouse
- Little Rock Federal Courthouse
- MacDill Airforce Base Special Operations Command and Control Headquarters
- Matthew J Perry US Courthouse
- Miami Federal Courthouse
- Minneapolis City Hall
- Minneapolis Courthouse
- Minneapolis Federal Reserve 9th District
- Minneapolis Central Public Library

- Minneapolis Public Service Building
- Olmsted County
- Orange County Transport Authority
- Palm Beach County
- Ramsey County
- San Diego Metro Transit System
- Sioux Falls Federal Courthouse
- State of Tennessee
- Target Center
- Toledo Federal Courthouse
- US Bank Stadium
- U.S. District Court of Eastern Missouri
- U.S. District Court of Middle of Florida
- U.S. District Court of Northern Ohio
- U.S. District Court of South Carolina
- Veteran's Administration
- Virginia State Capitol
- Wisconsin State Capitol

References

1. **Greater Orlando Aviation Authority (TMC)**
   Name & Title: Pete Pelletier, Director of IT
   Email & Phone: ppelletier@goaa.org / 407-825-3902
   Address: 5855 Cargo Road, Orlando, FL
   Lead Individual: Cheryl O'Brien
   Date/Status: Current
   Project Description: TMC is a current contract holder for the IT Continuing Consulting services. Under this current five-year contract and the previous five-year contract, the TMC team provided strategic master planning, Infrastructure Design and Management, Wi-Fi Design, Application Development, Fiber Outside Plant Design, MPOP/APOP/MPOE Facility Design, Gap Remediation and Cyber Security, Policy and Procedure Creation, Help Desk ServiceNow Development and staff augmentation to the key IT Departments and systems. ***Additional descriptions given above in MCO Specific Experience section.***

2. **Orange County Transportation Authority, California (TMC)**
   Name & Title: Michael Beerer, Senior Section Manager IS Department
   Email & Phone: mbeerer@octa.net / 714-560-5352
   Address: 550 South Main Street, Orange, CA 92863
   Lead Individual: Cheryl O'Brien
   Date/Status: Current client
   - Project Description: The goal of this project was to study the available WAN communication constraints, issues, methods, provide a detailed cost and benefit analysis of each service (TCO, ROI, IRR, intangibles) including detailed cost and benefits of each resulting in a through recommendation to the Authority of the best alternatives for securely and reliably communication operational data between each facility and the primary colocation data center in Las Vegas in support of an upcoming hosted cloud voice system, CCTV, cloud and colo data and day to day operations. Full and complete creation or expansion of documentation of the entire network including our best in class, proven documentation set.

- Identify possible WAN communication methods suitable for Authority environment. This will be based on the key areas of reliability, security, performance and costs. We have an entire team which tracks and also has been heavily involved in the analysis of the current platforms from a cyber security perspective, therefore able to bring that knowledge to bear on the vulnerabilities of the carrier platforms. This includes engineers and instructors of instructors of the major cyber certifications such as CISSPs who can drive down to the packet level of network routing.
- Analyze WAN communication methods identified and determine recommended topology for implementation to Authority. TMC has a very deep level of understanding of the entire arena of the carriers; how the networks were built, stages of the carrier upgrades, especially in the Orange County Region, which we utilize to conduct the analysis of the topologies which will best fit the Authority.
- Create and provide a detailed cost estimation and analysis for each identified suitable WAN communication method. Our cost estimates include all elements of CAPEX and 1, 3 and 5-year OPEX modeling using our analysis tools including comparisons of the technology methods.
- Create a list of identified communications methods along with recommendation of suitability for the Authority.
- Develop suitable reasons why Authority should consider each method along with a list of pros and cons, impacts for each method on: reliability, security, performance and cost.
- Develop a cost analysis to implement each suitable method including any out of pocket and time to implement.
- Assuming you have an element of the First Responder category then options for use of the FirstNet infrastructure.
- Determine feasibility and impacts on the different methods or platforms of carrier delivery for expandability and associated costs on all CAPEX and OPEX areas should additional sites be added to the topology.
- Expected, accurate timeline for implementation verses carrier stated expectations based on areas of impact.
- Provide final recommendation of implementation plan with a full detailed cost estimate of the implementation to the Authority.
- Prepare final report (10 hard copies and an electronic copy) for 2-hour face to face presentation and Q&A session with Authority IT Management team. This report will include the best alternatives for a secure and reliable communications network between all sites.
    - Optimization opportunities and resultant savings, should the move of data to the cloud retention be achieved at the stated 1 hour/night which would allow for potential utilization of the 95% rules of some carriers with that percent further decreasing well below the 95% rule should dual carriers and/or circuits be utilized.
    - Impacts on IP addressing should a change in carriers be recommended.

3. **Olmsted County Telecom Consortium (Olmsted County, City of Rochester, Rochester Public Schools) (TMC)**
   Name & Title: Matt Peabody, Director of IT
   Email & Phone: matthew.peabody@olmstedcounty.gov / 507-328-7779
   Address: 151 4th Street SE, Rochester, MN 55904
   Lead Individual: Cheryl O'Brien, Ted Siska
   Date/Status: 2019-2022
   Project Description: The Telecommunications Consortium was looking to have a technology and financial analysis to determine the Consortium's roadmap for the future of the telecommunications environment. The Telecommunications Consortium has been in existence for over 30 years and has provided Centrex and now Avaya Voice services to its members. The conversion from Centrex to Avaya occurred approximately 10-12 years ago and was the current system shared across the three networks to the current project resulting in the award of three distinct cloud/hosted solutions. This Consortium has three members: Olmsted County, City of Rochester and the Rochester School System. The scope was all accomplished despite the pandemic impacts on labor, supply chain and unrest. Scopes included:
   - Phase 1 - Discovery and focus group sessions to determine if the current voice communications system and associated costs which are shared across 3 different networks (Olmsted County, The City of Rochester, and Rochester School System) and was purchased through the Telecommunications Consortium should continue into the future or if all three entities should follow different solutions. TMC laid out three scenarios of potential roadmaps on how the Consortium could move forward with the result of three distinct systems. It is worth mentioning that these scenarios are not mutually exclusive – each of the entities could independently choose any of the solutions, irrespective of what the other two entities chose to do.
   - Phase 2 - This phase included full discovery and interviews with key groups, detailed design, creation of three distinct RFPs, coordination with the three Purchasing Departments for release, RFP/purchasing process and award of three distinct cloud/hosted solutions. Upon award, TMC implemented, in conjunction with the IT Departments and awarded vendors for the City of Rochester and Rochester Public Schools and was available for consultation on an as needed basis for Olmsted County which had a most robust IT Dept.
   - Vendor/System Selected: City – 8 x 8; County - Ring Central; Rochester Schools – Cisco Webex Calling
   - Size: 4,800 extensions across the 3 entities

4. **Tampa International Airport SkyCenter (Arora Engineering)**
   Name & Title: Douglas Wycoff, Sr. Manager
   Email & Phone: 813-870-7847 / dwycoff@tampaairport.com
   Address: 4100 George J Bean Pkwy, Tampa, FL 33607
   Lead Individual: Doug Boyd, Arora Engineering
   Date/Status: 2019 to 2022
   Project Description: The Hillsborough County Aviation Authority constructed a new, 35-acre SkyCenter development at Tampa International Airport (TPA), a

central component of the airport's Master Plan, a three-phased capital program and vision to increase the airport's annual capacity from 23 million passengers in 2014 to 34 million passengers upon program completion. The SkyCenter is located adjacent to the newly constructed consolidated rental car center (ConRAC) at TPA and includes an office tower, connecting atrium, pedestrian bridge, and remote commercial curb and trail. Future site developments included a hotel and other commercial real estate opportunities. The 275,000SF, nine-story office tower boasts 30,000SF per floor and contains a conference center, dining cafe, fitness center, and an outdoor event space on the first level as well as connection to the atrium/pedestrian bridge and APM Station. The Authority occupies three stories of the new building and relocated their offices and TPA employees as well as the nerve centers for all airport operations to the newly constructed SkyCenter office tower. This allowed the airport to demolish its previous offices next to the main terminal and repurpose the space to allow for more passengers in support of its vision. The SkyCenter is TPA's first LEED platinum certified new construction project built with 100% low-emitting materials. The project included the fit-out of three levels of new space, which became the new home to the Authority's administrative staff and offices on level 3 and consisted of various airport authority departments on levels 4 and 5 of the building. Level 3 of the office tower became home to the departments of IT, Operations, Airport Operations Center, and Emergency Management. Level 4 housed a state-of-the-art boardroom, DPS, Finance, Maintenance, P&D, Procurement, and HR. Level 5 seated the departments of Executive, Communications/ Government Affairs, Marketing, Air Service Development/ Research, Concessions, Internal Audit, Risk Safety/ Central Records, GA, Guest Services, Administration, Legal, Business Diversity and Real Estate.

5. **Mpls-St. Paul Intl Airport / Metropolitan Airports Commission (ServiceTec)**
   Name & Title - Eduardo Valencia - Vice President/CIO
   E-mail & Phone - eduardo.valencia@mspmac.org / 612-467-0961
   Address: 4300 Glumack Drive, St. Paul, MN 55111
   Lead Individual: Brian Curtis, Pietro Como
   Date/Status: 2005 to present
   Project Description: Starting in April of 2005, ServiceTec began supporting the MAC's common-use system at MSP. In July, we added three team members for the full administration of MAC's SITA common use environment and support/ administration of MAC's InFax flight information displays. In 2006, the ServiceTec team worked closely with the MAC to vet and recommend a new common use platform provider that would incorporate a new Airport Operational Database (AODB) and resource management system (RMS) as well as a new flight information display system in T2-Humphrey. Beginning in 2009, the AODB FIDS (now MUFIDS) was expanded to include flight information displays in T1 and T2. In 2010, ServiceTec played a major role in the IT design of their new Emergency Communications Center. In 2016, ServiceTec was selected to become the MAC's new Frontline Support Services provider with 14 onsite team members.

TAB 4 – KNOWLEDGE & EXPERIENCE OF KEY TEAM

Lead Individual

Our team is exactly that, a team, that will work in conjunction with GOAA personnel to achieve the goals and objectives as defined in the task order.

Cheryl O'Brien (Lead Individual) - Bio

Ms. Cheryl O'Brien is the Principal and Founder for Technology Management Corporation (TMC) headquartered in Minneapolis, MN. Ms. O'Brien provides IT consulting services for governments, international airports, multi-national large enterprises, large venue facilities, financial, manufacturing, multi-national religious ecclesiastical, healthcare, and retail verticals around the world. Ms. O'Brien has specific expertise and extensive experience in enterprise WAN, IP data networking infrastructures, converged communications including VoIP and SIP, business continuity and diversity planning and design for outside plant, fiber rings, data centers and failover sites, cloud/hosting/colocation and enterprise risk assessment, and network operations centers (NOC). In addition, Ms. O'Brien leads all physical and legal contract risk assessment and mitigation, and compliance consulting services for both public and private sector clients globally and nationally.

Ms. O'Brien has over 40 years of industry experience and has spent the past 32 years building a highly respected technology consulting firm that is entrusted to plan, design, implement, and manage multiple technology services for national and international organizations with locations around the globe including those areas with state-of-the-art technology resources as well as those with little or no resources.

Cheryl was educated at the University of Minnesota's Institute of Technology for Architecture and Structural Engineering and also trained as one of the few female pilots including simulator training at NASA in California. Cheryl is also a current Board Member of the Society of Communications Technology Consultants, as well as a former Board Member of the Cloud Security Alliance of Minnesota.

Engagement Team

Our primary engagement team has three levels. Each level includes a subset of consultants and subject matter experts to represent the team as whole.

1. TMC – Five (5) TMC SMEs that are representative of TMC's (Prime Consultant) capabilities and key team members.
2. Subconsultants – One to two (1-2) SME/Consultants that are representative of each subcontractor's capabilities.
3. Additional support staff that are representative of the TMC PMO to support GOAA, this contract and the team as whole.

Each firm has extensive experience and knowledge across GOAA's scope of services and technologies.

Resource	TMC	Arora Engineering	ServiceTec	Waveguide	KOINO IT	Wi-Fi Hotshots	JD Solve IT	Diverse Hiring
Scopes of Service	**Expertise by Firm**							
Research	x	x	x	x	x	x	x	x
Concept development	x	x	x	x	x	x	x	x
Business case development	x	x		x	x	x	x	
Requirements development	x	x		x	x	x	x	
Operational readiness	x	x	x	x	x	x	x	x
PM & OAR	x	x	x	x	x	x	x	x
Resource acquisition	x	x	x	x	x	x	x	x
Maintenance		x	x				x	x
Operations		x	x	x			x	x
Planning	x	x	x	x	x	x	x	x
Policies and procedures	x		x	x	x	x	x	
Disaster recovery and business continuity	x				x			x
Security	x	x	x		x			x
Technologies	**Expertise by Firm**							
Wireless technologies	x	x	x	x	x	x		x
Video technologies	x	x	x	x				x
Digital media content development		x	x	x	x			x
Unified Communications technologies	x	x	x	x				x
Airport information management technologies	x	x	x				x	
Content and records management technologies	x		x	x	x		x	x
Parking technologies	x	x	x					
Mobile technologies	x	x		x	x	x	x	x
Application development technologies			x		x		x	x
Business intelligence technologies	x	x	x		x		x	x
IT systems, equipment monitoring/management technologies	x	x	x	x	x	x	x	x
Building Information Management (BIM) system technologies	x	x	x	x	x	x		x
Geospatial technologies, including GIS, CAD, BIM and GPS		x	x		x			x
Information security processes, technologies, systems, and apps	x		x		x			x
Building automation and management system technologies	x	x	x	x	x			x
IT infrastructure technologies	x	x	x	x	x	x	x	x
Airport trunk radio technologies and systems	x	x	x					
Passenger and baggage processing technologies	x	x	x					
Patron loyalty program technologies	x	x	x		x			x
Point-of-sale technologies and integration	x	x	x		x			x
Computer-based training technologies	x		x		x		x	x
Asset life cycle management technologies	x	x	x	x	x	x	x	x
System and data integrations	x	x	x	x	x		x	x
Internet of Things (IoT) system technologies	x	x		x	x			

Bios for lead individual and engagement team are included here, but complete resumes for all key team members are provided in the Tab 9 – Additional Information section.

Engagement Team Bios

Cheryl O'Brien – TMC - W/DBE/SBE

Provided above in Lead Individual section.

Ted Siska – TMC – W/DBE/SBE

Mr. Ted Siska has 35 years of experience in the IT industry, principally in system design/analysis, but also encompassing competencies in the operations side of the business (Project Management, Installation and Maintenance management). He has designed systems and networks for the most demanding environments. These design efforts have included a mix of on-premises physical infrastructure, hosted (cloud) services and carrier network facilities and encompass specific technologies such as physical infrastructure, physical access control (ACS), video surveillance (CCTV, NVR), audiovisual (AV), telephony (analog, digital, and VoIP/SIP), Contact Center (ACD, CX, FCR, ICR, IVR and SBR), Radio Frequency (RF) technologies, Workforce Optimization (WFO), wireless (WLAN), Data networking (LAN, WAN) and network security (Cybersecurity). With a large background in the public-sector, he brings a high level of expertise to the technology system design of any project.

Toward that end, Ted has been one of the most highly credentialed individuals in the industry and has implemented systems for some of the largest public and private organizations in the country. Ted has worked with and been certified with a variety of manufacturers and technologies for all aspects of a technology scope.

Jason Ellmore – TMC – W/DBE/SBE

Mr. Ellmore is a BICSI RCDD with over 20 years of experience in data, telecommunications infrastructure and special systems design and implementation. He has specific experience in Information Technology planning as well as design and implementation of Premises Distribution Systems (Active & Passive Infrastructure), RF and Optical Wireless, Communications Rooms/Data Centers, VoIP, Network and Cable Management Systems, Computerized Maintenance Management Systems(CMMS), Parking Access Revenue Control Systems(PARCS), Internet Protocol Television Systems, (IPTV) Video Surveillance (CCTV), Access Control Systems and Audio/Visual Paging Systems. Mr. Ellmore has acted as a consultant/project manager for IT projects at 30+ airports worldwide including master planning for entire countries as well as acting as designer/project manager for the design-build of Operations Centers, Call Centers and Data Centers throughout North America prior to his entry into the transportation industry. He currently holds several FEMA certifications to enhance his knowledge and experience.

Jason Kaufman – TMC – W/DBE/SBE

Mr. Kaufman is a highly accomplished and results-driven professional with extensive experience in leading Sales Engineering and Operations teams. Jason presently holds prestigious Solutions Architect certifications with Azure and AWS, alongside a CISSP, CCSP, and CISM. Additional certifications include Fortinet Network Security Associate, FinOps Certified Practitioner, CompTIA Security+ and FBI Infragard Member. He has proven experience designing, documenting, implementing and supporting mobility, IoT, Networking, UC, Cloud, BCP and a heavy concentration in cyber security. He also has strong understanding and experience in Change Management, Strategic Operations Roadmaps, Cloud Infrastructure, and DevOps.

Technology proficiencies: VoIP, Linux, Windows, OSX, Business Communication Platforms (GSuite, Microsoft Teams/Outlook, Zoom, Verizon Bluejeans, Cisco WebEx),

Unified Communications (UCaaS), Contact Center (CCaaS), SD-WAN, Firewall (NGFW, Cloud Firewall), Secure Access Service Edge (SASE), Cloud Access Security Broker (CASB), Connectivity (DIA, Broadband, MPLS, Fixed Wireless, Microwave, LTE, Private LTE, 5G, Satellite), Cloud (Public, Private, Hybrid, Hyperscaler), Disaster Recovery (DRaaS), Backup (Veeam, Zerto), Infrastructure (IaaS), Colocation, Express Route, Direct Connect, Virtual Desktop (VDI, DaaS, Citrix, VMWare, WVD), Microsoft 365, Cloud Migrations, Serverless, Cybersecurity (Policy, procedures, RTO, RPO, Data Classification, DLP, PEN Testing, Phishing Simulation, Cyber Training, Vulnerability Scanning, Hardening, RMM, SOC, EDR, XDR, NGAV, SIEM, SOAR, NGSIEM, NIST Framework, Supply Chain), Mobility (SIM, eSIM, Staging/Kitting, Telecom/Technology Expense Management (TEM), Mobile Device Management (MDM), Managed Mobility Service (MMS), Voice over LTE (VoLTE), MVNO, Device Certification), Internet of Things (IoT) (LoRaWAN, BLE, LTE-M, Sensors, Cameras, Facial Recognition (FRS), License Plate Recognition (LPR))

Edward Nunn – TMC – W/DBE/SBE

Mr. Nunn has over 15 years of industry experience with multi-location, multi-national, multi-lingual clients, dealing with multi-campus NEC, Microsoft and Cisco phone systems and the associated SIP/IP trunking, contact center and computer systems for thousands of concurrent users. He has installed and maintained wired, wireless and fiber optic networks for clients in 5 countries. He specializes in voice communication systems, design and creation of contact centers, computer networks, firewall, peripheral devices, connectivity for softphones/cloud integration, WAN and IT.

He has dealt with virtualizing Remote Desktop environments, all facets of nomadic and blended in-site/virtual office work forces, contact center design and implementation, migrating customer active directory to new domains to server infrastructure for clients. He also has extensive knowledge of system assessment and documentation of intricate networks setups. Rack designs and layouts goes hand in hand with documentation.

David Kim – TMC – W/DBE/SBE

Mr. David Kim, B.S.E.E., has provided IT security, governance, risk, and compliance services for government, US-based international airports, banking, financial, manufacturing, healthcare, and retail verticals around the world. Mr. Kim has specific expertise in the area of Internal & External Vulnerability Assessments & Network Penetration Testing, Governance & Compliance Audits & Gap Analyses (HIPAA, EHNAC, MU, OMNIBus, PPACA, GLBA, FERPA, PCI DSS v3, SOX, SSAE-16, etc.), Security Risk Assessments/Risk Management (ISO17799, NIST 800-Series, OCTAVE, ISO 27001-27005), Pre & Post Implementation VoIP & SIP Network and Security Assessment, IT Infrastructure Security Architecture & Framework Assessment (Policies, Standards, Procedures, and Guidelines, CoBIT, GATE), Security Incident Response Team Plans / CSIRT Training, Business Continuity & Disaster Recovery Planning and Public & Private Virtual Clouds (Migration, Testing, Security Assessments).

Edward Hart – Arora Engineering - MBE

Ed has nearly two decades of experience with Arora, across various disciplines in the IT, Design, and construction fields. He is responsible for leading the design team in

project oversight, QA/QC, hands-on design, and management of the technical team for delivery of national special systems projects focused in Aviation and Transportation. He has extensive design experience with information technology systems including the design and maintenance of Local/Wide Area Networks, Telecommunication Device Distribution, Universal Communication Distribution Systems, Public Address Systems, Common Use Terminal Equipment, Voice over IP Systems, Wireless Ethernet Systems, Access Control and Security Systems, and Closed-Circuit Television Surveillance System. He specializes in Digital Signage and Digital Information Display Systems including LED/LCD displays and Direct View LED signage, interactive signage, network architecture, content management systems, and video distribution systems. Certifications include RCDD, Digital Signage Certified Expert, CompTIA Security+, Microsoft Windows Server, Creston Digital Media Certified Designer.

Thomas Tiner – Arora Engineering - MBE

Tom has over 30 years of professional experience in the planning and implementation of geospatial services and data governance for Aviation, Transportation, Public Works, and Utility industries. Tom is a certified photogrammetrist and Certified GIS Professional (GISP) that specializes large-scale asset inventories (pavement and other transportation assets), including the design and development of enterprise-level asset management systems that leverage web and mobile technologies to map and manage transportation infrastructure, and the expertise to support the business workflows of managing public asset infrastructure investments. Mr. Tiner's extensive expertise in ArcGIS products solutions, services and content were instrumental in securing Arora's approval as both an Esri System Ready Specialty Partner as well as an ArcGIS Indoors Specialty Partner. Mr. Tiner serves as the Chair of the Airport Geospatial Data and Technologies Subcommittee of the Transportation Research Board Aircraft/Airport Compatibility committee, which focuses on issues related to aircraft and their compatibility with airport airside areas, which include the regions that aircraft interface with during ground movements: airport aprons, taxiways, runways, and their environs. The committee emphasizes the use of and evaluation of data from geographic information systems to support airside operations.

Pietro Como – ServiceTec

Pietro is the Operations Support Manager for the Americas with extensive experience in managing Airports IT operations. He works directly with our customers at airports where a Site Manager is not part of the business requirement, making sure to exceed their expectations and to maximize the service provided value. He is also responsible for assisting the Operation Directors managing the overall Americas operation. Pietro's certifications include CCNA, A+, NET+, SEC+, ITIL V3 Foundation. Pietro's hands-on system administrator experience translate to his operational experience, including a background in CICS/ISPF/Mainframe, UNIX, Windows 9X/NT/2000/XP/2K3/VISTA/7/8, Novell NetWare, Mac OS X, Oracle, ADB2, Relational Databases, Visual Basic, SQL, HTML, ASP, C++, CGI, Perl, Java, O365,

B. Shane Long – Waveguide

Shane Long, CTS-D, PMP, is a principal and director of Atlanta operations with Waveguide and manages corporate enterprise, education, performing arts, health care and medical education, house of worship and government facility AV, IT and acoustics

projects. His decades of business development and corporate project experience provide guidance to corporations desiring to implement enterprise class AV standardization. Additionally, Shane is an adjunct faculty member with AVIXA – teaching certification courses at the trade association's annual conference. Past clients include Asurion HQ, Norfolk Southern HQ, McDonald's HQ, Coca-Cola HQ, CoStar HQ, Mercedes-Benz HQ, Truist HQ, BlackRock Innovation Hub, Pfizer HQ, Fiserv HQ and Vanguard Majestic Building Renovation.

Paul Chaney – KOINO IT - Pending DBE/SBE

Paul has over 30 years of helping organization work smarter and faster, using data analytics experience and successful management. With extensive knowledge and experience in data analytics processing, development programming and providing end-to-end solutions for; Accounts Payable / Travel & Entertainment Expense, General Ledger, Procurement Processes/Systems/Technology, Segregation of Duties, and Tableau Reporting. Paul's robust knowledge and understanding of tools and systems include ACL Analytics Exchange, ACL Analytics (desktop analytics tool), ACL GRC, Excel/VBA, Salesforce, SAP and SAP Ariba. Having serviced hundreds of billion-dollar corporations in the enterprise, manufacturing/distribution, governments and transportation.

Eric Stewart – Wi-Fi Hotshots

Eric has over 20 years of experience in LAN, WAN, wireless architecture, network deployments, and wireless data systems. He holds certifications in CCNA Wireless, CCNA Routing & Switching, CCDA, CCNP Routing & Switching, Cisco Certified DevNet Associate, ECSE Design, ECSE Advanced. Having performed services for cities, counties, transportation agencies, enterprise work environments, school districts, hospitals and specialize sheriff borderless networks, Eric's knowledge and experience speaks to a full understanding of wireless and associated technologies.

Joe DeLima – JD Solve IT - MBE

Joe is a software development life cycle expert, working both in functional and technical capacities with ERP teams on implementation, integration, testing, securing, support, and migration. Joe's expertise lies in SharePoint 2013, 2016, and 2019 implementations, remediations and support. Within the client-server solutions arena, Joe has worked as both designer and developer in mainframe, UNIX (SCO, Linux, and AIX), and Windows server/desktop operating systems. Other system developments and implementations include O365, Oracle Web-Center Content Management, IBM Global Services, IBM WebSphere 5 application services, Java Script, Kronos Workforce Timekeeper and PeopleSoft ERP systems.

From the initial implementation through the migration efforts, Joe's role persisted as the technical lead for the Project Costing module within Miami-Dade Aviation Department (MDAD) while evolving to include functional lead roles in deciding how to implement project-tracking needs for the $6 billion Capital Improvement Program (CIP), along with the technical implementation to provide the integration with legacy applications and external systems. At each step of the way, with each change, Joe led the effort for testing with the users after contributing extensively to the development. The solutions required

extensive integration with other applications where the data is either on a mainframe, an ERP system, or a relational database; and designed the means of surfacing the information within SharePoint in real time to enhance user productivity and where necessary, developed the web services necessary for the SOA integration on either end.

Stan J. Alachniewicz – Diverse Hiring – Pending VBE/MBE

Stan has over 15 years of technology experience and a passion for developing innovative solutions to complex problems, with certifications as a Salesforce Certified Administrator, Salesforce Certified JavaScript Developer, Platform Developer, Cloud Consultant and Marketing Cloud Email Specialist. He is a salesforce expert for enterprise and not-for-profit brands and is adept at streamlining processes and creating efficiencies through his experience with Salesforce APIs. His expertise lies in Salesforce Data Cloud, Sales/Service Cloud, Marketing Cloud (Exact Target), Lightning Web Components, Fuel SDK, JavaScript, CSS3, Sass, Bootstrap, PHP, SOAP, REST, Drupal 8, Symfony, MVC and Twig.

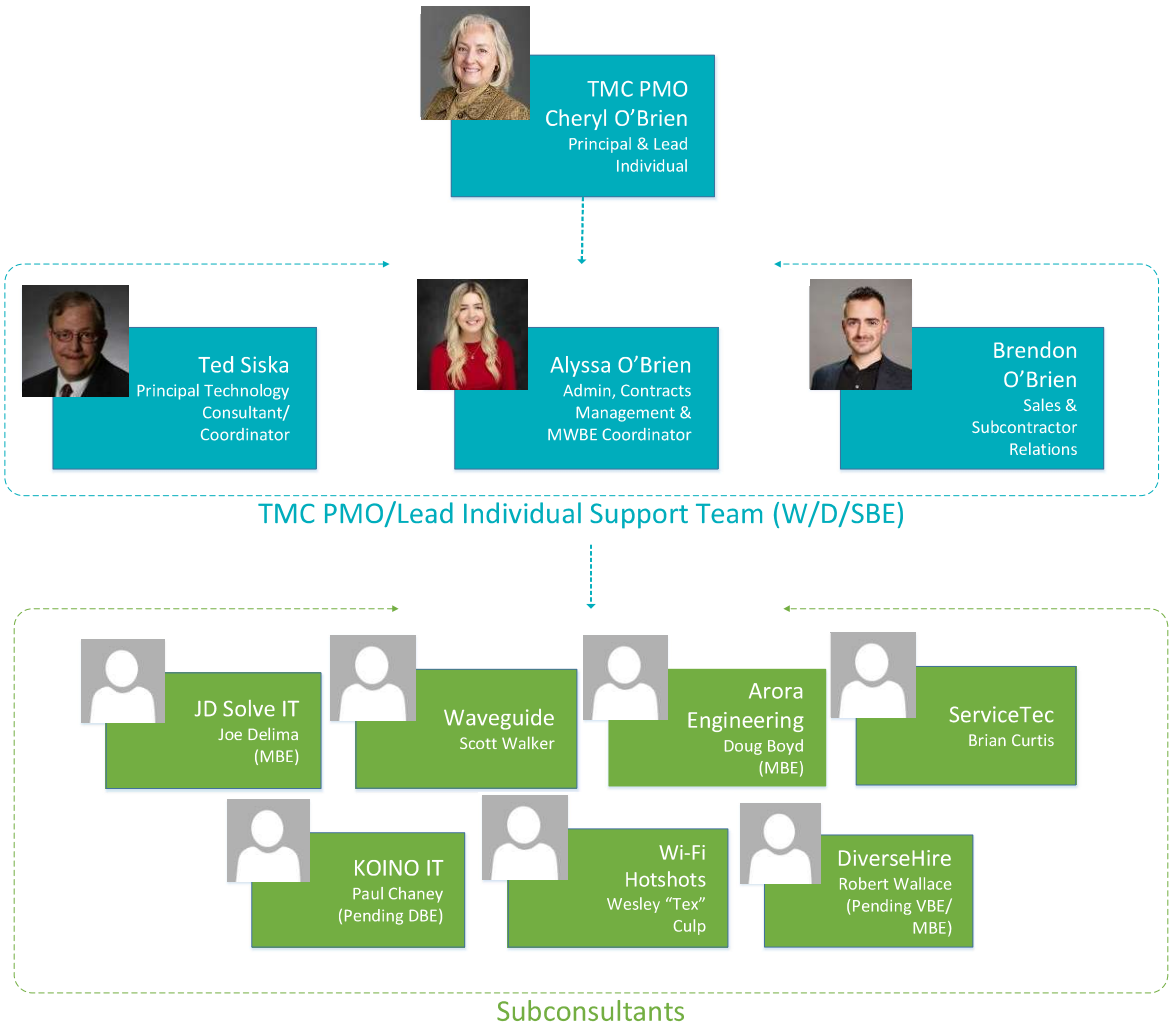
Harshad Kove – Diverse Hiring – Pending VBE/MBE

Harshad has more than 15 years of successful experience in Data Warehouse and development (including physical and logical data modeling utilizing star schemas and their variants), solution architecting, implementation, and deployment (via Business Intelligence & Reporting tools) in various domain - Finance, Pharmaceutical, Retail, Telematics & Supply chain analytics etc. He has a deep understanding of Information Technology Software Development Life Cycle (SDLC). With extensive work experience as a BI & OBIEE Analytics Solutions Architect, Harshad is extremely proficient with Oracle Analytics Cloud, OBIEE 12c, 11g and 10g, Power BI, SAP Business Objects, Informatica, ODI, SQL/PL-SQL, Python and Azure.

Org Chart & Client Management Team

The TMC Project Team is also comprised of niche subcontractor team members, each with their own areas of expertise and M/W/DBE/LDB certifications. Every firm has extensive experience in the IT and airport/transportation industry.

This Organizational Chart details the staff structure for the TMC PMO office and related support for both GOAA and subcontractors, as well as all subcontractor members.



Team Management & Supervision

Quality assurance and team supervision information is also covered in Tab 5 - Subcontractor Management & Quality Control.

The TMC Project Team will never leave GOAA hanging or waiting. Our problem escalation and resolution approach are defined below:

- 1st Level Escalation (8-Hour Response or Less): Assigned to one of the TMC Support Team (Ted, Brendon or Alyssa). Team member will then contact all team members including subs to drive towards a solution acceptable to GOAA.
- 2nd Level Escalation (4-Hour Response or Less): Assigned to TMC Team Contract Manager (Alyssa O'Brien). She will define an immediate solution and present to GOAA for acceptance.
- 3rd Level Escalation: (Immediate Response): Assigned to TMC Principal (Cheryl O'Brien). Principal will define an immediate solution and present to GOAA for acceptance.

TAB 5 – APPROACH AND METHODOLOGY

Project Work Plan

We understand that the purpose of this RFP is to select a consultant that can provide a broad range of technology services and projects established by initiatives from the CIP, ITMP, Annual Project Planning Process and others. These services could range from project management, staff augmentation, research and concept development, IT business analysis, case development, infrastructure and application design, installation, configuration, development and testing, database management and administration, cyber and physical security, development of solicitation documents, project planning, app development, implementation across multiple systems, operations and management, IT road mapping, vendor and product evaluations, and other IT consulting services.

Our goal for this master contract is to align with GOAA's values, missions, visions and strategic priorities across the globe to become a leader for change. Whether that's through optimizing efficiency, connecting Florida and global communities to GOAA, innovating through new technologies or even improving responsiveness and leveraging emerging technologies. We want to help GOAA get there.

The following criteria will be the pillars of this contract given the Aviation Authority's background. Understanding and adding to these pillars/objectives allow our team to address both specific and unique aspects to this contract.

- **Scalability:** With the Aviation Authority expecting more than 54.4 million domestic and international passengers to travel through MCO, the chosen Consultant(s) would need to have a deep history of scaling technology and maximizing technology optimization to meet the high demands of continuous growth, much like MCO experiences year after year. From the time TMC was awarded our first GOAA IT Master Contract back in 2013 to present day in 2023, MCO's traffic went from around 26.5 million total passengers to more than 54.4 million total passengers.
- **Reliability:** Having 34 commercial airlines and 6 cargo carriers as of January 2023, MCO requires that all internal and external (traveler-facing) technology systems remain stable and reliable 24/7. This includes reliability through natural disasters, potential cyber-attacks and economic downturns. Technology systems has to run even when everything else might not be.
- **Self-Sustaining Revenue Generation:** Similar to an enterprise with international reach, MCO generates its own revenue through the various fees, concessions and airline fees. In order to fully understand this business model, a consultant has to have an understanding of both for-profit enterprises and airport environments. Our team is unique in that it brings both to the table along with an extensive list of clients of airports, government agencies, transportation facilities, and enterprises with international reach. Our knowledge and experience in self-sustaining revenue generation clientele gives us a unique perspective to the services for this contract.
- **Knowledge and Experience:** The Aviation Authority demands and deserve top subject matter experts in their related technology systems. Having serviced hundreds of airports nationally and internationally, we provide a deep understand

the airport-specific technology and also GOAA specific technologies. Through the last 10 years, our team has performed a number of projects alongside GOAA's IT department. The areas of these projects include cyber security, software/app development, staff augmentation, infrastructure design, development of solicitation documents, vendor/product evaluations, business analysis, project management, case development and more.

- **Small Business Participation & Action Plan:** With the overall participation goal of 17%, we understand this is an important aspect of this contract with GOAA. Our goal has always been to generate as much involvement from the small business community as possible. As a small business ourselves, we understand the impact of an opportunity to perform services on a contract such as this and it's our goal to help bring the opportunity to other small business.

Approach, Means & Methods

A full detail of our approaches, means, methods and procedures are provided in the Implementation Plan section here in Tab 5.

We use electronic files and Secure SharePoint project sites for all clients to ensure version control of documents, provide secure access to all project documentation in an IT Rules Based environment, and finally allows for a fresh and newly updates set of documentation for all items being created, updated and downloaded from vendor requests. This gives a massive advantage for any current and future projects in that the documentation will not have to be created in the future, only updated. Imagine having up to date documentation on the IT infrastructure environment.

This digital approach also mitigates the use of paper and other materials that could be wasteful or inefficient. When we do use physical materials, we use sustainably sourced and/or recycled materials.

Proprietary and custom-built information gathering and documentation processes. We have been perfecting this set of tools and documentation for over three decades and the result is that it gives a full set of documentation for the given project and also is turned over to the client, you, for use moving forward. Some of these tools include:

- Technology Readiness Checklists
- Information Technology Infrastructure Library (ITIL) service delivery model and framework
- Custom query tools for search functions Reporting Services/SSRS reports
- LAN/WAN Traffic Engineering
- NIST Cyber Security Framework
- Agile/Scrum methodology
- System Development Life Cycle (SDLC)
- Standardize rack, data center and cable management templates
- Independent Laboratories for product sourcing
- Financial Analyst tools for ROI, IRR and TCO

- Business process automation and/or workflow tools such as K2
- System/Process Automation and Orchestration tools
- ERRC Emergency Radio Responder Coverage signal mapping and strength
- Ekahau Survey tools for wireless spectrums
- BIM/CAD modeling
- Policy and Procedure and Work flow templates
- MS Project

We also use some good, old fashioned standard best practices in areas of:

- Meeting Agendas
- Meeting minutes
- Timelines and targets
- Project charts
- Matrix pricing to back up all projection budget building tools

In all cases, the most valuable asset to any airport is their full-time employees (FTEs). This requires an understanding of their work environment and matching the flexibility of all IT features and functionality to meet their needs. A needs analysis includes a full analysis of all related elements: including but not limited to the current, in-place potentially limiting supporting infrastructures such as capacity to instantly and design a solution to securely support GOAA's needs, such as a nomadic workforce, technology interdependencies, infrastructure backbone, network topology, current limitations of the servers, storage, maintenance and support.

Detailed Breakdown

A full breakdown of our approaches, specific steps, services and study products are provided in the Implementation Plan section here in Tab 5.

In summary, we follow two types of phases to projects depending on if the project is aligned with an Architectural/Mechanical/Electrical/Construction project or an IT project which is not dependent on the phases of a design and construction project. In both cases, we have detailed deliverables at each phase which need to be signed off on by GOAA to ensure we are meeting and exceeding the GOAA expectations.

Our hallmark and a total differentiator to all other teams is that we literally deliver full and complete documentation sets to be used as living documents which can we added to the ongoing management of that given IT system. GOAA has many examples of our full documentation which are in use and have added to the streamlining of GOAA IT and knowledge set for all systems we have been involved. To name just a few: we turn over all study products such as traffic engineering, heatmapping, CAD/BIM files, drawings, rack elevations, plans, specifications, spreadsheets of all inventories, documentation of pricing, support and coverage dates of equipment, Teams meeting recordings, agendas, meeting minutes, summaries and findings. These are all turned over using cyber security protocols with CCI markings as required.

When we are aligned to a design and construction projects, we follow the building phases:

- Pre-Schematic Design
- Schematic Design
- Design Development
- Construction Documents
- Construction Administration
- Commissioning and Acceptance

When we are aligned to a specific IT project, we follow the phases listed below:

- Phase 1 – Information Gathering, Documentation, Needs Analysis, Assessment
  - (Research, Concepts Development, Business Case Development)
- Phase 2 – Requirements and Design Development for Specification Docs
  - (Requirements Development, Operational Readiness)
- Phase 3 – Bidding Process, Negotiations and Award
  - (Resource Acquisition)
- Phase 4 – Implementation, validation of all deliverables and testing
  - (Planning, Maintenance, Operations, PM, OAR, P&Ps, BCP)

Conditions & Constraints

Any conditions, constraints or problems have always been overcome. Over the last ten years, our team has been able to work solutions with positive outcomes for all global and national impacts which have been presented to GOAA projects. A few examples are: COVID restrictions requiring immediate and effective new working requirements, drastic passenger count reduction causing massive budgetary constraints requiring solutions to budgets and effectiveness, supply chain challenges were met with new strategies for reuse/redeployment of inventories. When vendors push for added scope and money, we protect GOAA and negotiate methods to get the scope done without added fees and/or very limited budget or timeline modifications.

Subcontracting

We will assign each project/task to the relevant subconsultant depending on the scope and services called for. Each subconsultants has their own areas of expertise to bring value to our overall team.

1. Arora Engineering (MBE)
   Doug Boyd
   484-842-0865 / dboyd@aroraengineers.com
   6900 Tavistock Lakes Blvd, Suite 400, Orlando, FL 32827

2. ServiceTec International
   Brian Curtis
   703-259-4016 / brian.curtis@servicetec.com
   950 Herndon Parkway, Suite 380, Herndon, VA 20170

3. JD Solve IT (MBE)
   Joe DeLima
   305-772-0885 / joe@jdsolveit.com
   7004 Tavistock Lakes Blvd, #910, Orlando, FL 32827

4. KOINO IT (Pending DBE)
   Paul Chaney
   817-680-7303 / paul.chaney@koinoits.com
   901 SW Martin Downs Blvd, Palm City, FL 34990

5. Waveguide LLC
   Scott Walker
   678-575-9562 / swalker@waveguide.com
   19909 US Hwy 41, Lutz, FL 33549

6. Wi-Fi Hotshots
   Wesley "Tex" Culp
   951-473-4465 / tex.culp@wifihotshots.com
   44128 Ruthron Street, Lancaster, CA 93536

7. Diverse Hire Recruiting Services (Pending VBE/MBE)
   Robert Wallace
   304-685-2704 / rob@diversehiringservices.com
   433 Central Ave, 4th Floor, St. Petersburg, FL 33701

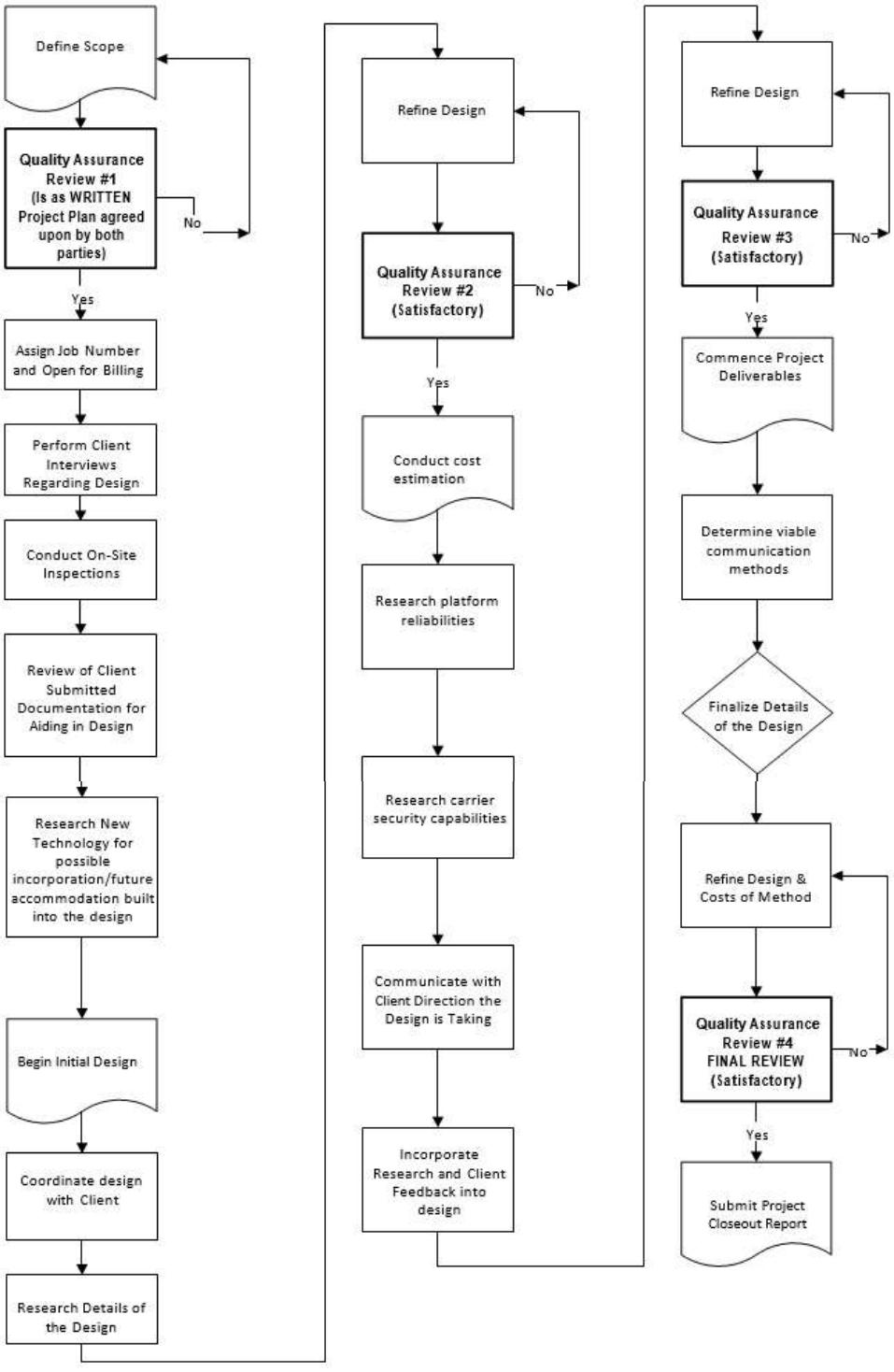
Subcontractor Management & Quality Control

A quality product is one that meets all the specific contractual requirements of our client. To achieve this, work must be prepared in exact accordance with the accepted standard of care of a professional practice. The TMC Team is responsible for planning and executing assignments so quality work results. Quality is only achieved when the work is planned exactingly, assigned to the best possible individual, executed with due care, and checked thoroughly. TMC in its role as Project Manager places quality control at the forefront of its priorities. To achieve high standards for accuracy, a four-level approach will be implemented to ensure that standards will be met at all stages of the project life cycle.

A. Quality is achieved by accurate selection of individuals with the required County and systems experience, and a history of success and accuracy to comprise the working team. A common planning, coordination, supervision, and technical meeting will then be held to ensure specific expectations of the product to be produced are defined. The individual to complete the task will then be given the resources and time to successfully accomplish the work with due attention to avoidance of errors and omissions.
B. Quality is assured through checking, reviewing, and surveying of work activities by individuals in the chain of responsibility at set intervals and when requested.

C. Quality is controlled by designating a single individual as responsible for all QC functions with sufficient County and experience to make alterations to the work and guide future results. This individual is the Project Manager.
D. Quality is verified through independent reviews by qualified team members not directly linked to the current task who can review the procedures, processes, and documentation developed.

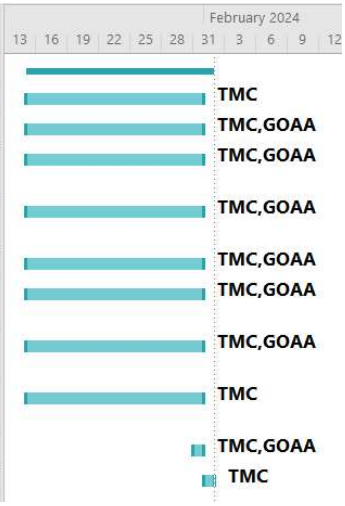
Design will be coordinated by the Project Manager and the assigned System Specialist. They will be responsible for reviewing all documents for correctness and thorough cross-references between disciplines. Weekly coordination meeting will also be held to ensure that the designs are proceeding on schedule and cost, the work developed will not exceed cost projections in subsequent stages, and that conflict between different design tasks will not emerge. Design schedule control will be tightly maintained by setting milestones for each task and measuring them against the progress shown and reported at the weekly coordination meeting. Microsoft Project integrated with timesheets will allow both costs and timetables to be tracked against the original projections and will report those tasks which are over-budget and time at an early stage.



Project Schedule

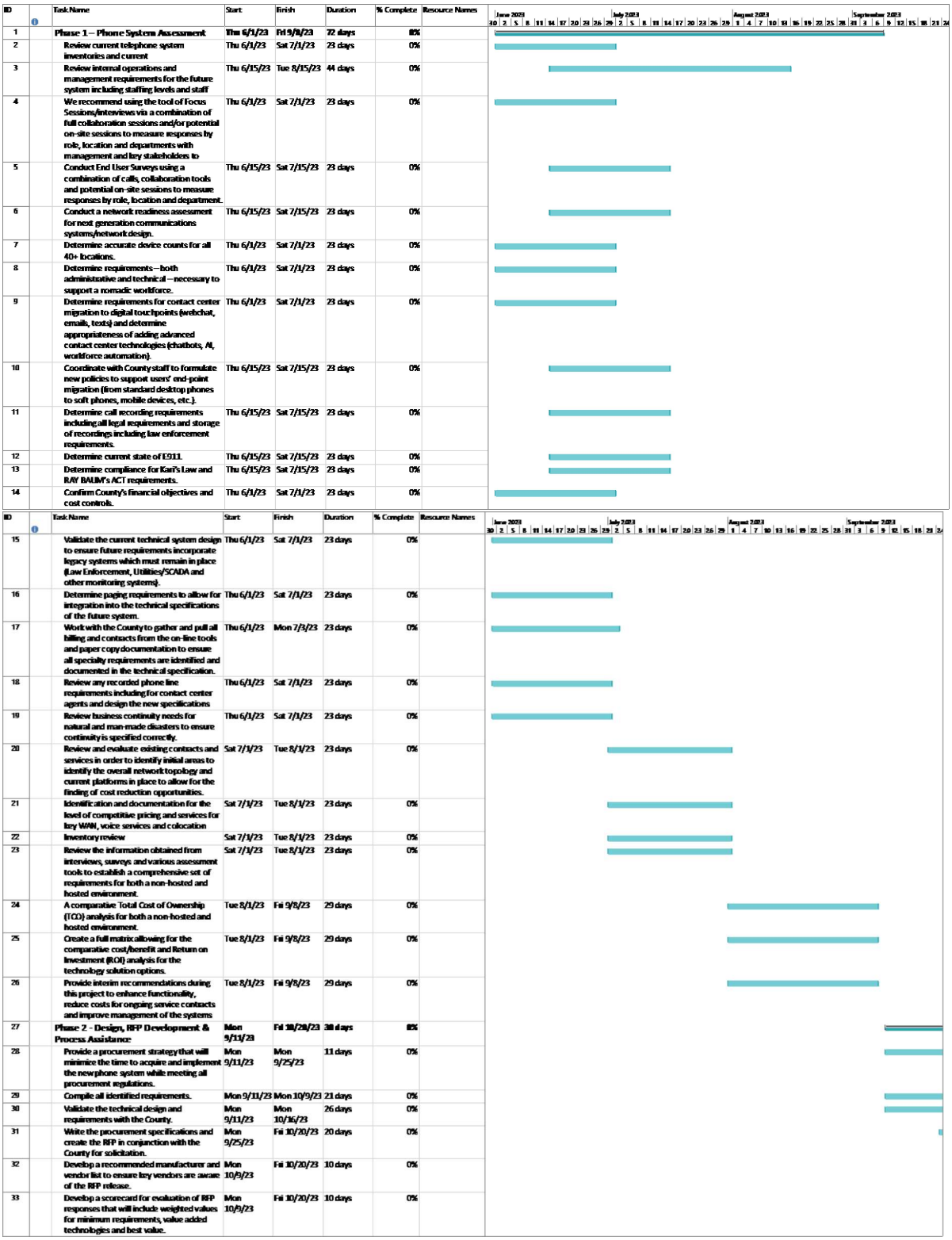
Below is an estimation of tasks and efforts post-award that will occur in order to execute and start projects under this contract. We have created a project schedule for the period between post-award and start of projects.

Task Name	Start	Finish	Duration	Resource Names
Post Contract Award				
Provide certificate of insurance	Mon 1/15/24	Wed 1/31/24	13 days	TMC
Verify and confirm hourly rates	Mon 1/15/24	Wed 1/31/24	13 days	TMC,GOAA
Confirmation and verification of all subconsultants under this contract	Mon 1/15/24	Wed 1/31/24	13 days	TMC,GOAA
Confirmation of MWBE action plan and good faith efforts	Mon 1/15/24	Wed 1/31/24	13 days	TMC,GOAA
Verification of all sign forms	Mon 1/15/24	Wed 1/31/24	13 days	TMC,GOAA
Verification of employee status for any required individuals	Mon 1/15/24	Wed 1/31/24	13 days	TMC,GOAA
Confirmation of compliance on all GOAA requirements	Mon 1/15/24	Wed 1/31/24	13 days	TMC,GOAA
Verify all subs have their resources ready and available	Mon 1/15/24	Wed 1/31/24	13 days	TMC
Review & execute agreement (Exhibit 1)	Wed 1/31/24	Wed 1/31/24	1 day	TMC,GOAA
Receive first work order/task order from GOAA	Thu 2/1/24	Thu 2/1/24	1 day	TMC



Each resultant project from this contract will have its own Microsoft Project schedule created according to each project's specific steps, timelines, goals and GOAA specified project requirements.

Below is an example schedule we created for a Florida County project to analyze their current phone system, perform requirements gathering and specification document creation, design a new cloud-based phone system and create a migration.



ID	Task Name	Start	Finish	Duration	% Complete	Resource Names
1	**Phase 1 – Phone System Assessment**	**Thu 6/1/23**	**Fri 9/8/23**	**72 days**	**0%**	
2	Review current telephone system inventories and current	Thu 6/1/23	Sat 7/1/23	23 days	0%	
3	Review internal operations and management requirements for the future system including staffing levels and staff	Thu 6/15/23	Tue 8/15/23	44 days	0%	
4	We recommend using the tool of Focus Sessions/Interviews via a combination of full collaboration sessions and/or potential on-site sessions to measure responses by role, location and departments with management and key stakeholders to	Thu 6/1/23	Sat 7/1/23	23 days	0%	
5	Conduct End User Surveys using a combination of calls, collaboration tools and potential on-site sessions to measure responses by role, location and department.	Thu 6/15/23	Sat 7/15/23	23 days	0%	
6	Conduct a network readiness assessment for next generation communications systems/network design.	Thu 6/15/23	Sat 7/15/23	23 days	0%	
7	Determine accurate device counts for all 40+ locations.	Thu 6/1/23	Sat 7/1/23	23 days	0%	
8	Determine requirements – both administrative and technical – necessary to support a nomadic workforce.	Thu 6/1/23	Sat 7/1/23	23 days	0%	
9	Determine requirements for contact center migration to digital touchpoints (webchat, emails, texts) and determine appropriateness of adding advanced contact center technologies (chatbots, AI, workforce automation).	Thu 6/1/23	Sat 7/1/23	23 days	0%	
10	Coordinate with County staff to formulate new policies to support users' end-point migration (from standard desktop phones to soft phones, mobile devices, etc.).	Thu 6/15/23	Sat 7/15/23	23 days	0%	
11	Determine call recording requirements including all legal requirements and storage of recordings including law enforcement requirements.	Thu 6/15/23	Sat 7/15/23	23 days	0%	
12	Determine current state of E911.	Thu 6/15/23	Sat 7/15/23	23 days	0%	
13	Determine compliance for Kari's Law and RAY BAUM's ACT requirements.	Thu 6/15/23	Sat 7/15/23	23 days	0%	
14	Confirm County's financial objectives and cost controls.	Thu 6/1/23	Sat 7/1/23	23 days	0%	
15	Validate the current technical system design to ensure future requirements incorporate legacy systems which must remain in place (Law Enforcement, Utilities/SCADA and other monitoring systems).	Thu 6/1/23	Sat 7/1/23	23 days	0%	
16	Determine paging requirements to allow for integration into the technical specifications of the future system.	Thu 6/1/23	Sat 7/1/23	23 days	0%	
17	Work with the County to gather and pull all billing and contracts from the on-line tools and paper copy documentation to ensure all specialty requirements are identified and documented in the technical specification.	Thu 6/1/23	Mon 7/3/23	23 days	0%	
18	Review any recorded phone line requirements including for contact center agents and design the new specifications	Thu 6/1/23	Sat 7/1/23	23 days	0%	
19	Review business continuity needs for natural and man-made disasters to ensure continuity is specified correctly.	Thu 6/1/23	Sat 7/1/23	23 days	0%	
20	Review and evaluate existing contracts and services in order to identify initial areas to identify the overall network topology and current platforms in place to allow for the finding of cost reduction opportunities.	Sat 7/1/23	Tue 8/1/23	23 days	0%	
21	Identification and documentation for the level of competitive pricing and services for key WAN, voice services and colocation	Sat 7/1/23	Tue 8/1/23	23 days	0%	
22	Inventory review	Sat 7/1/23	Tue 8/1/23	23 days	0%	
23	Review the information obtained from interviews, surveys and various assessment tools to establish a comprehensive set of requirements for both a non-hosted and hosted environment.	Sat 7/1/23	Tue 8/1/23	23 days	0%	
24	A comparative Total Cost of Ownership (TCO) analysis for both a non-hosted and hosted environment.	Tue 8/1/23	Fri 9/8/23	29 days	0%	
25	Create a full matrix allowing for the comparative cost/benefit and Return on Investment (ROI) analysis for the technology solution options.	Tue 8/1/23	Fri 9/8/23	29 days	0%	
26	Provide interim recommendations during this project to enhance functionality, reduce costs for ongoing service contracts and improve management of the systems	Tue 8/1/23	Fri 9/8/23	29 days	0%	
27	**Phase 2 - Design, RFP Development & Process Assistance**	**Mon 9/11/23**	**Fri 10/20/23**	**30 days**	**0%**	
28	Provide a procurement strategy that will minimize the time to acquire and implement the new phone system while meeting all procurement regulations.	Mon 9/11/23	Mon 9/25/23	11 days	0%	
29	Compile all identified requirements.	Mon 9/11/23	Mon 10/9/23	21 days	0%	
30	Validate the technical design and requirements with the County.	Mon 9/11/23	Mon 10/16/23	26 days	0%	
31	Write the procurement specifications and create the RFP in conjunction with the County for solicitation.	Mon 9/25/23	Fri 10/20/23	20 days	0%	
32	Develop a recommended manufacturer and vendor list to ensure key vendors are aware of the RFP release.	Mon 10/9/23	Fri 10/20/23	10 days	0%	
33	Develop a scorecard for evaluation of RFP responses that will include weighted values for minimum requirements, value added technologies and best value.	Mon 10/9/23	Fri 10/20/23	10 days	0%	

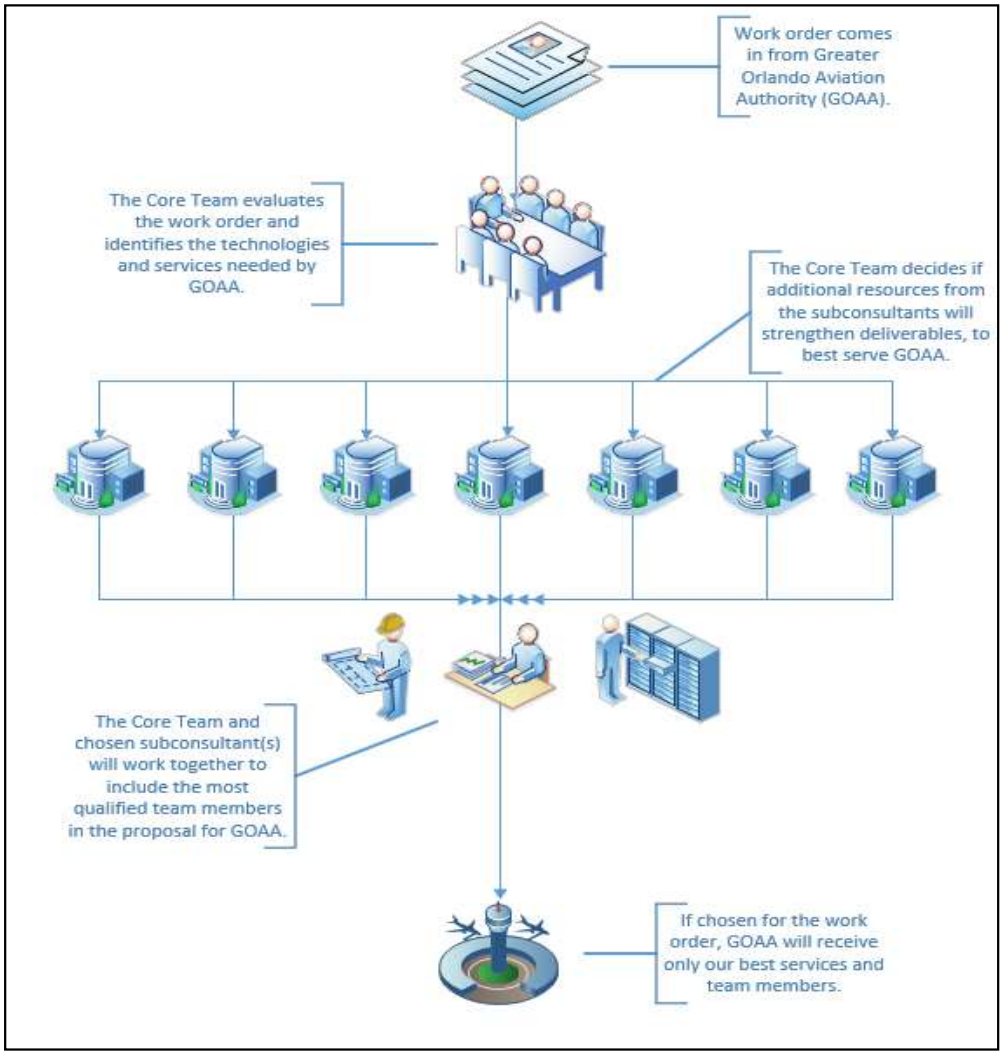
Implementation Plan

The TMC Project Team is multi-faceted and strives to maintain a continuity of operations approach to providing professional IT services and resources to GOAA. The prime and

leading faucet to all projects is: GOAA is first in importance and all elements/phases need to drive to the delivery of the product and results as promised to GOAA using PMI™ methodology. Our team has listed the key elements and phases in approaching a project. The success of each sub-product below results in overall success of the project goals.

Approach to Assigning Team Personnel to the Work Order

The TMC Team is dedicated to determining, assigning, and in the case of staff augmentation, acquiring, the best and most qualified professionals for each individual task order. The TMC Team takes the following approach for each individual task order:



The TMC Team has a strict process in vetting individual personnel to be assigned to any given work order.

The TMC Team matches the most qualified individual(s) for subject matter expertise and consultant skills in all areas of information technology services for GOAA work orders.

These results are based on the successful combination of technical, business and interpersonal skills which are specified in each GOAA work order.

The TMC Team uses a combination of procedures and processes based on the type of work the given work order requires. As an example, a work order may require additional government standard security clearances including background checks against the DOD, FBI, Homeland Security and TSA records and finger printing for badging.

Approach to Requests for Resource Acquisition/Staff Augmentation from GOAA
Applicable to these scopes: Resource Acquisition and their subsequent duties such as Maintenance, Operations, Project Management, etc.

The following project approach is used for the acquisition of qualified personnel to assist the Authority meet IT demands. Upon completion of assistance of job description creation and postings the following procedures are followed. We interview candidates, check deliverable samples, and check references both professionally and personally. Depending on the position level desired we also use various tools including the detailed and in-depth tools as required based on the requirements of the position. Our professionals focus on the following steps for candidate searches:

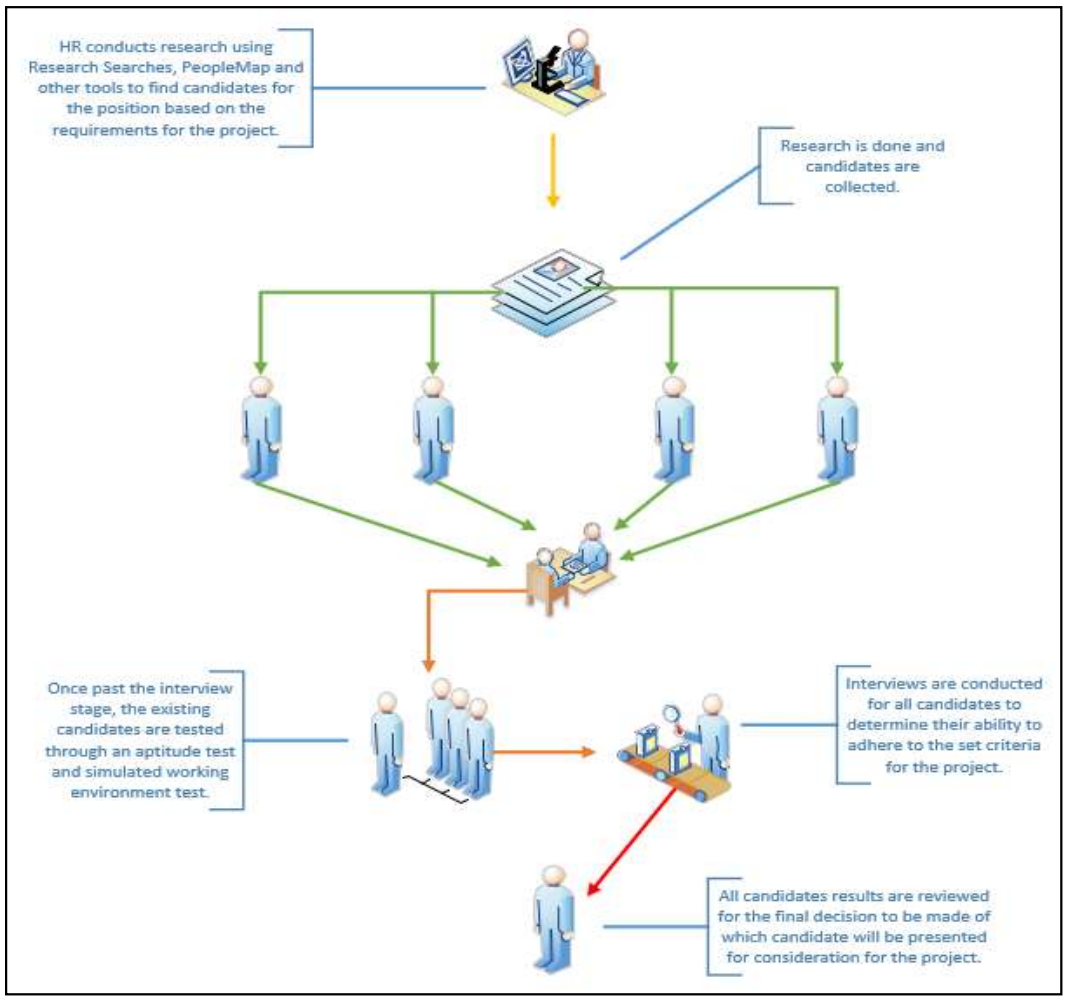
- Set criteria to obtain the best candidates for the given position.
- A thorough understanding of the given department where the candidate will be working in to ensure a strong understanding of the prospective job functions.
- Preparation of the candidate whom is being reviewed for the prospective job.
- Setting of expectations from the Authority and candidate side to determine best fit.
- Searching for the best candidate including those which may be currently employed.
- Review and screening of the candidate's work records, performance, education and qualifications.
- Initial interviews and evaluation of the candidate.
- After pre-review, evaluations and assessments have been completed then the qualified candidates will be brought forward to GOAA for consideration.
- Should GOAA wish to interview the candidate, we support the phone interview and on-site interviews as well. This preparation includes everything from schedule coordination, pre-day interview preparation, day-of interview coordination, review of social media information in advance of those at GOAA conducting the interview and full review of the Authority web site for knowledge of how the given IT demand dovetails in with the overall goals and targets GOAA.

Accordingly, the TMC Team engages in a structured, PMI™ (Project Management Institute) - inspired HR process where we follow the following IT Resources-related steps for each work order:

1. Develop an IT Resources Management Plan
2. Acquire the Project Resource
3. Develop the Project Resource
4. Manage the Project Resource

As our client, GOAA will be the key project stakeholder and the TMC Team will solicit GOAA's approval of each project's IT Resources Management plan, as we verify the Scope Baseline, Schedule Management Plan, Cost Management Plan and overall Project Management Plan.

The following Flow Chart represents our standard recruiting and acquiring process for GOAA requested resource acquisition/staff augmentation:



Approach to Delivering Consulting Services
Applicable to these scopes: Research, Concept Development, Business Case Development, Requirements Development, Operational Readiness, PM, Planning

TMC has built our successful consulting business around our unique four-phase approach. We've provided an example of what our four-phase approach includes below.

- **Phase 1 – Analysis, Assessment and Information Gathering**
  (Research, Concepts Development, Business Case Development)
  Example of tasks under this phase:
  - Review current system inventories and current applications/licenses.
  - Review internal operations and management requirements for the future system including staffing levels and staff descriptions.
  - Focus Sessions/interviews to measure responses by role, location and departments with management and key stakeholders to determine business requirements.
  - Conduct End User Surveys using a combination of calls, collaboration tools and potential on-site sessions to measure responses by role, location and department.
  - Conduct a technology readiness assessment for next generation systems/design.
  - Determine requirements – both administrative and technical – necessary to support the workforce.
  - Confirm financial objectives and cost controls.
  - Validate the current technical system design to ensure future requirements incorporate legacy systems which must remain in place.
  - Review and evaluate existing contracts and services in order to identify initial areas to identify the overall network topology and current platforms in place to allow for the finding of cost reduction opportunities.
  - Identification and documentation for the level of competitive pricing and services for key services and elements.
  - Review the information obtained from interviews, surveys and various assessment tools to establish a comprehensive set of requirements.
  - A comparative Total Cost of Ownership (TCO) analysis.
  - Create a full matrix allowing for the comparative cost/benefit and Return on Investment (ROI) analysis for the technology solution options.
  - Provide interim recommendations during this project to enhance functionality, reduce costs for ongoing service contracts and improve management of the systems and services.

- **Phase 2 – Requirements and Design Development for Specification Docs**
  (Requirements Development, Operational Readiness)
  Example of tasks under this phase:
  - Provide a bid strategy that will minimize the time to acquire and implement the new system while meeting all procurement regulations.
  - Compile all identified requirements.
  - Validate the technical design and requirements.
  - Write the specifications and create the RFP in conjunction with GOAA.
  - Develop a recommended manufacturer and vendor list to ensure key vendors are aware of the RFP release.
  - Develop a scorecard for evaluation of RFP responses that will include weighted values for minimum requirements, value added technologies and best value.

- **Phase 3 – Bidding Process, Negotiations and Award**
  (Resource Acquisition)
  Example of tasks under this phase:
  - Verify all vendors proposals for basic requirements.
  - Conduct competitive analysis and ensure equal comparisons.
  - State short- and long-term financial implications.
  - Analyze unit pricing, manufacturers and project plan submitted by vendors.
  - Evaluate, negotiate terms/conditions to meet the requirements.
  - Evaluate standards of performance in order to meet the requirements.
  - Create spreadsheets of itemized costs to determine site accommodations given in the vendor responses and finalize the decision matrix.
  - Negotiate, to the levels allowed by GOAA, the best total offering and conduct contract negotiations with the vendor to represent the performance, service and financial concerns for the client.
  - Final agreements are presented to GOAA for review and signature.
  - Prepare the final report and recommendation of the appropriate vendor for delivery to GOAA stakeholders.
  - Provide all information and documentation required for the GOAA to award the contract.

- **Phase 4 – Implementation**
  (Planning, Maintenance, Operations, PM, OAR, P&Ps, BCP)
  Example of tasks under this phase:
  - Establish standards of performance for the selected vendor and coordinate the installation of the proposed system. These standards will be defined and fine-tuned with the selected vendor and will govern the vendor's activities during the installation process as well as set the parameters for the relationship that will exist between the vendor and GOAA.
  - Coordinate meetings/conference calls with vendor staff and GOAA personnel to develop a project plan that will assign responsibilities and establish a timeline for the conversion for minimal disruption to GOAA.
  - Establish details of the implementation plan including schedule/timeline, training, cutover schedules, vendor/system acceptance.
  - Monitor equipment and orders as appropriate to the project.
  - Manage all change orders submitted by the vendor to ensure they are absolutely necessary and were not part of the original proposal.
  - Perform budget reconciliation throughout this phase.
  - Ensure pre-conversion and post conversion acceptance testing documents are established by the vendor.
  - Ensure that training resources are available and that the vendor provides appropriate training pre-conversion as well as on-site support during conversion and first day of service along with help desk support until any and all issues are resolved. Monitor the completion of all requirements for final acceptance of the systems.
  - Inform GOAA when all acceptance requirements have been met.
  - Supply a checklist to be used by the current vendors for termination of network, maintenance, and equipment obligations for previous systems.

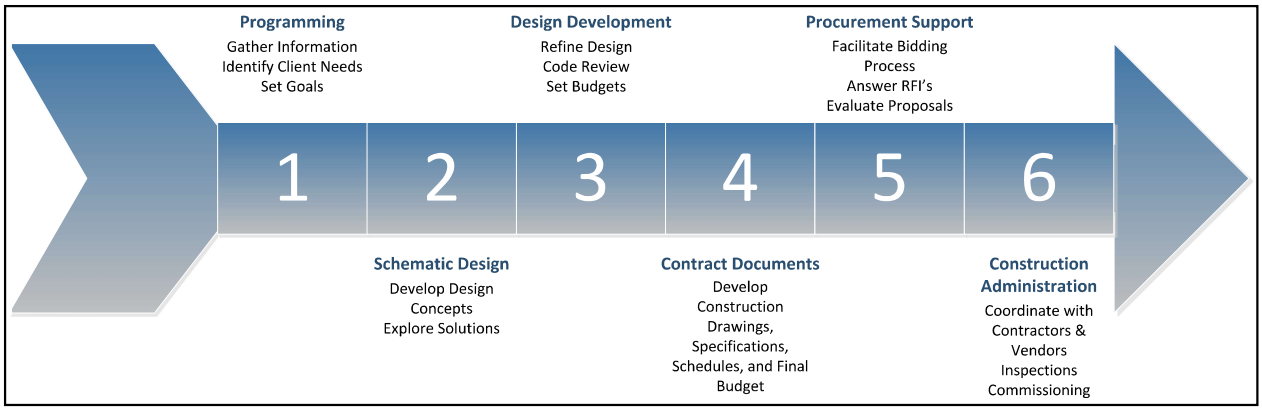
Approach to Delivering Design Services

Applicable to these scopes for design/construction services: Concept Development, Requirements Development, Planning, Project Management & OAR

The TMC Project Team's experience includes coordination on numerous airport projects, and more importantly, with all of the disciplines that exist at an airport. This experience allows our IT consultants and Project Managers to foresee potential coordination issues and address them before they become issues or problems. This experience will help mitigate any project inefficiencies or ineffectiveness in performing the tasks and deliverables required for the GOAA.

The TMC Team is diversely located throughout the country with offices in Florida, Minnesota, Virginia, Texas, and Washington. Our team resources will be assigned to specific work orders for GOAA based on individual experience and expertise with the attributes and requirements of each individual task order. Services performed for GOAA will be staffed using a variety of methods based on the attributes – including size and complexity - of the specific project activity. Tasks will be performed remotely when possible and on-site either via travel to GOAA when required, or by temporary relocation if required and is deemed feasible. The TMC Team will respond upon receipt of a Notice to Proceed, allowing for reasonable travel time when required. Emergency situations requiring immediate attention will be serviced by our personnel available in our southern Florida, Orlando and Tampa locations. Exact response times and, if needed, acceptable travel accommodations will be agreed upon between TMC and GOAA upon contract.

Information Technology (IT) at the Greater Orlando Aviation Authority plays a significant role in the operations and business functions in all of the departments within the organization. Airports are always looking for opportunities to consolidate common data and leverage Information Technology as an enabler for new and improved business processes, as well as looking for areas where a strong IT infrastructure and supporting organization could provide a foundation for expanded services and support to Airport customers, while simultaneously exploring opportunities for revenue enhancement from non-aeronautical sources. It is essential for GOAA to have the right IT consulting partner on hand to assist with solving airport business challenges.



Sound project management, using PMI™ methodology, always starts with appropriately defining the project scope and asking the question "What business challenges are we trying to solve?". The TMC Project Team has extensive experience working with clients to answer this critical question. The basic premise of our approach to IT deployment is that business requirements, taking into account the enterprise's environmental factors and organizational process assets, must drive the development of the Project Scope Baseline, so the first major task is to identify the business requirements and explore opportunities where an IT or services solution is needed to solve the identified business challenge.

Every GOAA work order will start with a business requirements definition task such that GOAA and the TMC Team have a crystal-clear understanding of the business requirements and goals and objectives for the work order or project.

Our broad knowledge of our clients' business and organizational process needs, coupled with our understanding of IT capabilities, allows us to serve as guides through the maze of technology choices. Through years of experience, and many successful airport technology projects, our team has refined and perfected our approach to ensure that our clients' business needs and associated project expectations are met and that your projects are successfully closed out without variances.

The following steps have been used before by the TMC Team to perform technology project planning and studies services for various airport systems and applications:

1. *Scope Meeting* - The goal of the scope meeting is to define the project's scope baseline and associated deliverables expected with the airport representative. Time and budget goals are also obtained, in order to develop Cost and Schedule Baselines for the project.

2. *Scope Development* - Once the Scope Baseline is approved, a Project File will be built to track time and budget against the project metrics. Resource assignments are reviewed to ensure that the selection is appropriate to the tasks and do not conflict with the Cost or Schedule Baselines. A list of input documentation to be collected is then developed.

3. *Input Collection* - Site visits, stakeholder meetings, data requests, legal research (codes, regulatory compliance, etc.), previous plan reviews, industry comparisons, and feasibility studies are conducted as required to gather all the necessary information to develop a coherent plan.

4. *Expert Analysis* - Once collected, raw data is compiled and analyzed through a combination of SME Analysis, benchmarking and modeling techniques to create the necessary document outputs. The TMC Project Manager compiles the

appropriate outputs to ensure proper development of the subsequent project documents.

5. *Planning Document Development* – Project Planning documents (Project Management Plan, Schedule Management Plan, Cost Management Plan, etc.) are then developed as required to act as advisory support to the airport, more accurately model future costs and scheduling, support bond issues, and show the impact of future decisions.

6. *Final Planning Meeting* - A final meeting is then held to discuss the findings of the planning stage with airport authorities, present the Project Plans, define the approval process and discuss the next steps (assuming approval), providing answers to questions as they arise.

7. *Finalize Scope and Schedule* Baselines - Based on the results of the final planning meeting and subsequent communications, the project Plans are updated as necessary by the assigned Project Manager. Activity resource allocations and activity dependencies are finalized in concert with the work packages and required document outputs; project plans are appropriately updated.

8. *Field Surveys* - Field surveys are conducted to view the affected (influenced) systems and facilities, and to identify any points of interest or concern before IT system design development begins. Extensive notes are taken, and meetings are held with stakeholders to be affected by the system modifications to ensure scope expectations and project deliverables are understood, approved and documented by and to all project stakeholders.

9. *Conceptual Development/Business Case* - The conceptual system design is developed and documented so all project stakeholders understand and approve of all desired system outcomes, project expectations, assumptions and exclusions.

10. *Internal Conceptual Development/Business Case Review* - The conceptual system design is reviewed by SME's (Subject Matter Experts) and subjected to Expert Analysis to ensure conformity to the client's environmental factors, organizational process assets, and project expectations (scope definition).

11. *GOAA Review* - The conceptual system design is sent to GOAA for review, approval and validation to proceed to the next stage.

12. *Design Specifications/Requirements Development* - Major system design concepts, systems, materials, and features are correlated to cost estimates, scheduling milestones, and activity sequencing/precedencies; the project plan documents are appropriately updated and disseminated.

13. *Requirements Development Design* - The development design is developed showing the size and system interrelationships of the entire system design,

including architectural and structural drawings, and other appropriate document outputs.

14. *Internal Requirements Development Design Review* - The development design is subjected to Expert Analysis for conformity to scope expectations.

15. *GOAA Review* - The developed system design is sent to GOAA for inspection and subsequent approval to proceed to the next stage.

16. *35%, 65%, & 95% Design* - The 35%, 65% & 95% designs are developed.

17. *Internal 35%, 65% & 95% Design Review* - The 35%, 65%, & 95% designs are reviewed for conformity to the specifications and accuracy.

18. *GOAA Review* - The 35%, 65%, & 95% design are sent to GOAA for comments and approval to proceed to the next stage.

19. *Final 100% Design* - The final 100% design is developed.

20. *Final 100% Design Review* - The final 100% design is reviewed for conformity to the specifications and accuracy.

21. *GOAA Review* - The final 100% design is sent to the airport for comments and approval to proceed to the next stage such as funding, resource acquisition, operational readiness, implementation and project management.

Each GOAA service order no matter how small or large, will have a project management function, project plan, and assigned project manager. On-going project management meetings/updates will be performed either on a weekly or bi-monthly basis, depending on the project. Each project team will have a designated TMC Team Project Manager, along with other appropriate project resources. Each individual on a project is given the opportunity to inform the team as a whole as to their status, present an updated timeframe, and raise any concerns they might have regarding costs or scope overrun. These weekly or bi-monthly project status updates will cover all aspects of each GOAA project including activities/work packages/deliverables completed, critical success factors, GOAA decision points, and rolling variance analysis against cost and schedule milestones.

Approach to Delivering Compliance, Security, & Privacy Services

This approach applies to these scopes: Policies & Procedures, Disaster Recovery and Business Continuity, Security

The TMC Team has significant experience and resources to support any GOAA regulatory compliance, security, or privacy requirement. Our team members are experts in Governance, Risk, & Compliance (GRC) supported by a highly-skilled, hand-on security team that can perform hands-on security configuration on GOAA security

devices, security risk assessments, security testing services (vulnerability assessments and penetration testing), data sensitivity assessments, and incident response.

The TMC Team has extensive experience working with GOAA IT and IT Security resources on performing regulatory compliance, security, and privacy solutions, remediation support, and tactical hands-on security services or vendor. Whether it is providing vendor certified security professionals (Cisco, Palo Alto, F5, NexPose Symantec, etc.) for hands-on troubleshooting or implementation or a certified security principal consultant (CISSP, SSCP, PCI DSS QSA, CISA, CISM), the TMC Team has a deep bench of security professionals and resources to bring to any project scope.

TAB 6 – ADDITIONAL REQUIREMENTS

Prior or Pending Convictions

TMC does not have any prior or pending convictions, indictments, investigations or regulatory investigations, either civil or criminal, related to the services listed in Section 2.0 Scope of Services.

Claims Information

TMC does not have any lawsuits, arbitrations or claims filed, either raised by or against TMC over the last five years.

Conflicts of Interest

TMC has no conflicts of interest. A signed copy of the Respondent's Certification Form and Conflict of Interest Disclosure Form has been provided in the Additional Information section.

MWBE Participation

As per the M/WBE goals and objectives, we understand the requirement to comply with the Minority and Women Business Enterprise (MWBE) program requirement as defined in the GOAA MWBE policy as well as the Local Developing Business (LDB) program requirement as defined in the GOAA LDB policy. Our project team consists of existing WBE, MBE, LDB and DBE certified companies in Florida and other states.

TMC is proud to include some of the best M/W/DBE/LDB firms to successfully deliver projects to GOAA. With the team we have comprised, we will be able to meet and exceed the 17% participation goal. We go beyond the incorporation of M/W/DBE/LDB firms, to ensure that within each company, we are well diversified and highly skilled.

Our subcontractors will provide a variety of services underneath this contract and are not limited to one area.

Our exact participation percentages and Small Business Action Plan have been attached separately as per the RFP and OpenGov format.

TAB 7 – SCHEDULE OF FEES

TMC has provided the pricing table within the e-Procurement Platform.

TAB 8 – IT FUNCTIONAL REQUIREMENTS & CAPABILITIES MATRIX

TMC has provided the matrix as a separate attachment via the e-Procurement Platform, clearly labeled “Tab 8 – Attachment A – Information Technology Functional Requirements and Capabilities Matrix”.

TAB 9 – ADDITIONAL INFORMATION

Attached on the following pages:

1. Firm Bios
2. Resumes for Key Personnel
3. Respondent's Certification Form
4. Addendum Receipt Verification
5. Conflict of Interest Disclosure Form
6. Certification Regarding Prohibition Against Contracting with Scrutinized Companies
7. E-Verification Certification Form
8. MWBE Forms – to be submitted with each subsequent project/task assigned
9. W-9
10. Insurance Certification
11. SunBiz Verification

Firm Bios

Technology Management Corporation (DBE/WBE/SBE)

Technology Management Corporation (TMC) was founded in 1987 as a technology consulting firm. TMC has grown over the last 35 years to specialize in IT consulting, design and project management for a multitude of technologies for highly complex, large venue projects. We are an objective team of experienced IT professionals with a specialty in transportation and government/public. TMC has specific depth expertise and experience in VoIP/IP and unified communications, wide area networks, data centers, structured cable infrastructure, fiber rings, Wi-Fi and wireless, CCTV and access control and aviation specific technology systems.

Our focus is maximizing the utilization of technology systems, services and equipment to enhance efficiency and bottom line by expert management of projects and initiatives for the customer. TMC has developed an extensive network of IT professional partners and collaboration processes that have had a successful history in client engagements and deliverables when partnering with others firms to deliver a client engagement, such as this one.

We have consulted on and designed sophisticated converged technology infrastructures for airports, sports stadiums, hospitals, government facilities, Fortune 500 companies, K-12 school districts and higher education colleges/universities. Our team of consultants and designers are among the most experienced and highly qualified in our industry. Our experienced, dedicated team works together with you and your team to seamlessly achieve your technology goals. We believe in the need to consistently be learning and improving the skills of our consultants with the ever-changing technology complexities. We proudly bring some of the most talented IT professionals to the table, including certified design and technology specialists such as RCDD, PMP, CTS, CISSP and many more. Whether they're supporting you from our headquarters or one of our many offices across the U.S., our team's first priority is making sure your technology meets your goals.

Arora Engineering (MBE)

For over 37 years, Arora Engineers has been serving clients focused in the aviation industry, designing billions of dollars of construction on airside and landside projects at some of the largest airports in the United States having worked at over 99 airports and completed over 1,000 aviation projects. Arora has 15 offices, including our local Orlando office, and over 200 Aviation Centric staff. We are airport people who understand that aviation facilities are among the most complex and dynamic environments for systems design. Continuously evolving user needs, security concerns, and technology demand that airport system architectures be open to facilitate change, as well as the exchange of information with users and other systems. Arora consistently ranks amongst the top airport engineering firms, earning #7 on Building Design+Construction (BD+C) 2022 Airport Sector Giants list, and ranking as one of BD+C's 2022 Top 80 engineering firms.

Arora has provided Special Systems and technology, MEP, and Airfield Electrical design, review, assessment, project and program management, and inspection services for projects ranging from small renovations to greenfield terminals. We have re-thought the role played by a traditional MEP engineering provider, and our practice has evolved to emphasize the technology that connects systems infrastructure, improves operations and longevity, and makes life safer and easier for those who use it. Arora's comprehensive engineering practice includes oversight, project management, and design of new and existing mechanical, electrical, plumbing, fire/life safety, and special systems (security, access control, CCTV, communications, digital signage, and information technology) building and airfield systems. With data, location, and operations & maintenance growing in importance for Airports, our industry leading practices in GIS, BIM, and Asset Management can assist from planning through retirement of your critical infrastructure. Arora also provides construction management and facilities maintenance services.

ServiceTec

Established in 1989 and operating globally from bases in the USA, Canada, UK, Germany, Netherlands, Norway and Japan, ServiceTec is the world's largest and most highly respected independent IT managed systems support organization, specializing in the airport/airline environment. Our services range from solving the IT problems of today - hardware, software, desktop, server, network or user helpdesk - to consultancy, project management, best practices and supporting the needs of the future. Across our client base, our objective is to develop strong, sustained and beneficial partnerships. In this we believe that we have been successful, by the fact that our contracts are regularly extended, re-awarded and expanded to include additional services.

Over the years, ServiceTec has built an international network of experienced, vetted and highly qualified Administrators, Engineers and Technicians who as a whole, have supported well over 50,000 system devices and 1,500 self-service devices - amassing over 5 million-man hours of experience on multiple vendor systems and platforms. This vendor-independence has allowed us to design, develop and implement entire systems and solutions for many of our clients, as well as to deliver world class support that is free from any bias. As an airport IT specialist, ServiceTec maintains the IT equipment and systems used for check-in, ticketing, information display, networking, biometric and security centers, data management and baggage control at major airports including; AMS, BNA, DEN, GSP, JFK, LAX, LHR, MCO, MSP, OAK, OSL, SFO and YYZ airports.

Additionally, ServiceTec is the only independent IT Service Provider to support all the main Common Use Passenger Processing Systems (CUPPS) industry platforms. Given this, we maintain strong working relationships with Systems Integrators in order to achieve service objectives. Our experience in other aviation related systems includes, but is not limited to Airline Hosts and TE's (Terminal Emulators), DCS (Departure Control Systems), Applications & Specialty Systems Support, Network Management, Biometric

Access System Support, FIDS/BIDS/GIDS/PIDS, BRS (Baggage Reconciliation Systems), CUSS (Common Use Self Service) Kiosks, APC (Automated Passport Control) Kiosks and E-Gates.

Finally, ServiceTec is certified in ISO9001:2008 Quality Management and we are also members of itSMF, dedicated adopters of the ITIL® V3 IT Managed Service best practice framework. By holding ourselves to these standards, we have created a culture of excellence among staff of all levels in the organization. Technology Management Corporation can be confident that ServiceTec will deliver the highest level of service for the client – each and every time.

Waveguide LLC

Founded in 1996, Waveguide LLC is an internationally renowned independent consultant in audiovisual design, information technology design, acoustics consulting, on-site technology management and workplace data analytics. Waveguide is headquartered in Charlotte, North Carolina, with regional consulting locations in Atlanta, Los Angeles, New York, Chicago, Houston, Raleigh, Tampa and Portland.

Waveguide designs and operates advanced communication environments that make our clients' daily technology experience better. Making that magic happen takes thoughtful planning, creative problem-solving and effective execution.

Our award-winning designers and consultants create world-class communication environments that look as good as they perform. And our data analytics solutions empower facility managers with the resource insights they need to optimize building performance and our clients' technology investment.

KOINO IT

KOINO IT Solutions, LLC was founded in 2012 by Paul Chaney, a former data analytics and strategy/vision leader at FedEx, Southwest Airlines, Walmart, and other organizations. Over the past 10 years, KOINO has provided data analytics and automation solutions for many different organizations, including numerous Internal Audit, compliance, and risk management functions. KOINO has added value for hundreds of organizations in its history, including contributions to data analytics communities and keynote speaking engagements. In addition, KOINO's team of contractors includes some of the best audit data analytics professionals in the world, and each of those individuals brings a diversity of experience that helps us find the most cost-effective, efficient, and valuable solutions for our customers. Our team has an award-winning track record of demonstrating excellence and consistently exceeding customer expectations.

JD Solve IT (MBE)

JD Solve IT was founded in August 2012 to provide SharePoint 2013, 2016, and 2019 implementations, remediations and support services. Further extending our expertise, we have experience in Office 365 (implementing, developing and migrations with focus on security), Oracle Web-Center Content Management, Kronos Workforce Timekeeper implementations, PeopleSoft ERP systems, relational databases, and legacy data platforms. We specialize in systems with extensive integration with other applications where the data is either on a mainframe, an ERP system, or a relational database; and design the means of surfacing the information within SharePoint in real time to enhance user productivity and where necessary, developed the web services necessary for the SOA integration on either end. Our architects and developers are extensively efficient in their subjects and can train users in the new systems.

Wi-Fi Hotshots

Wi-Fi Hotshots' expertise extends beyond wireless technologies to cover the entire network stack, ensuring seamless integration and optimal performance at every layer. From firewalls, routers, and core switches to distribution and access switches, we provide comprehensive networking solutions. We also offer unlicensed point-to-point (P2P) connectivity options for specialized networking needs. This all-encompassing approach positions us as a one-stop solution for robust, reliable, and high-performing network infrastructures tailored to each client's unique requirements.

Diverse Hiring Services

Founded by a former USAF combat veteran, Diverse Hire is known for its unparalleled recruitment services. The realm of Information Technology (IT) is a dynamic mosaic of innovation, evolution, and transformation. In this digitized age, where technology is the linchpin of global business success, it's imperative to have a workforce that is not only skilled but visionary. At Diverse Hire, our IT recruitment transcends the conventional. We don't just match skills to roles; we align visions to the future of technology. Our specialized focus in the IT domain ensures that we're always ahead of the curve, understanding the intricacies of software, data, cloud engineering, and more. Whether it's the finesse of coding, the strategy of data analytics, or the leadership of project management, we're poised to bring you the crests of the industry.

Cheryl O'Brien

Technology Management Corporation

Key Skills

- Program Strategic Management
- Master Planning and Design
- Project Management
- IT Planning
- Contract Ts & Cs, Compliance and Negotiations
- Campus Wide Connectivity Designs
- Telecommunications Infrastructure
- RFP Process
- Low Voltage IT & AV

Education

University of Minnesota –Institute of Technology

Architecture & Structural Engineering

Affiliations

Building Industry Consulting Service International (BICSI)

Consultant Liaison Programs

- Avaya
- Alcatel
- Cisco
- I3
- Mitel
- NEC
- UC Strategies
- Unify
- Hewlett Packard
- Veeam

Board Member of the Society of Communications Technology Consultants (SCTC)

Principal Consultant/PIC

Ms. Cheryl O'Brien is the Principal and Founder for Technology Management Corporation (TMC) headquartered in Minneapolis, MN. Ms. O'Brien provides IT consulting services for governments, international airports, multi-national large enterprises, large venue facilities, financial, manufacturing, multi-national religious ecclesiastical, healthcare, and retail verticals around the world. Ms. O'Brien has specific expertise and extensive experience in enterprise WAN, IP data networking infrastructures, converged communications including VoIP and SIP, business continuity and diversity planning and design for outside plant, fiber rings, data centers and failover sites, cloud/hosting/colocation and enterprise risk assessment, and network operations centers (NOC). In addition, Ms. O'Brien leads all physical and legal contract risk assessment and mitigation, and compliance consulting services for both public and private sector clients globally and nationally. Ms. O'Brien recently is or has lead projects in the following areas:

- IT Infrastructure Security Architecture & Framework Assessment (Policies, Standards, Procedures, and Guidelines)
- Business Continuity Planning (BCP) and Disaster Recovery Planning Strategy and Vision
- Data Center strategic regional and global placement for primary and backup, relating to cyber policy, natural disaster regional weather phenomenon, governmental policy risks and adjacencies to high-risk target sites
- Translation of Business Requirements into Solutions that involve IT for optimum CAPEX and OPEX and uptime
- Risk Management and Design Requirements for Physical Infrastructure for the LAN: firewall, core, distribution, server and access layer of the network
- Risk Assessment and mitigation for Cloud, Hosted and Enterprise deployments
- Legal Contract Analysis, Negotiations and Assessments of terms and conditions for SLAs, MTTR and MTTF along with protection and compliance during lifecycle of the products
- Internal & External Risk Assessments for all physical failure points: security, campus, building, outside plant, carrier diversity routing within country and internationally
- Carrier Network Central Office, Peering, Hub, Diversity & Vulnerability Assessment on WAN/MAN
- Fiber routes, Data Center and Distribution Node and Telecommunications Rooms strategic planning and design for large, diverse campus and multi-site environments
- Pre & Post Migration and Implementation VoIP & SIP Network and Security Assessment
- Risk Management, Business Impact Analysis (BIA) and Security Incident Response Planning Services (CSIRT)
- Real-time data networking & IP multicasting design and planning (i.e., VoIP, SIP, Unified Communications, CCTV IP, IPTV, high density WiFi)

Ms. O'Brien has over 40 years of industry experience and has spent the past 32 years building a highly respected technology consulting firm that is entrusted to plan, design, implement, and manage multiple technology services for national and international organizations with locations around the globe including those areas with state-of-the-art technology resources as well as those with little or no resources.

Cheryl was educated at the University of Minnesota's Institute of Technology for Architecture and Structural Engineering and also trained as one of the few female pilots including simulator training at NASA in California. Cheryl is also associated with Building Industry Consulting Service International (BICSI).

Former Board Member of the Cloud Security Alliance of Minnesota (CSAMN)

Building Industry Consulting Service International (BICSI)

Project Management Institute (PMI)

AIA Minnesota

MN Healthcare Information & Management Systems Society (HIMSS)

MN Technology & Engineering Association (MTEA)

AVIXA (A/V Association)

Women Business Enterprise National Council (WBENC)

Certifications

Studying for PMP, CISSP, CSSP and other Cisco Certs

Previous to founding TMC Cheryl worked for the City of Minneapolis as the Minneapolis Community Development Agency and Minneapolis Public Housing Authority Telecommunications and Facilities Manager which included the RFP process for selection of providers and technology under the detailed legal and bidding environment of a government. Cheryl has a comprehensive understanding of interaction with and direction of key team members. Her knowledge of international technology and international market rates coupled with her professional negotiating skills has allowed her to negotiate technology contracts which have reduced her clients' costs by an average of 42% over the years.

Cheryl has brought her depth of experience and insight from founding a business to growing it to ensure survival for all economic environments. Cheryl has mentored thousands, including clients, on the needed skills to succeed as a WBE in a male dominated industry through speaking, seminars and panel discussion events.

Cheryl represents clients to ensure maximum technology design impact while still achieving favorable business terms for Capital and Operating Expenses. Her firm consults on IP Voice, WAN/LAN, Wi-Fi, Cable Infrastructure and Security from design/specifications, negotiations to project management implementation. She is able to bring the finances, operations and multi-faceted options and opportunities for social interaction to the table. Her business knowledge completes the overall integration of technology with the business operations.

Select Project Experience

Greater Orlando Aviation Authority **Orlando, Florida**
Network Communications Room Project (TRs)
Network Comm Room project identified all risks, non-compliance and service concerns for all fist tier (first 50 of the 250 TRs). All TRs have been documented; priorities identified and budgets prepared.

- Determination of all risk factors for the physical infrastructure, creation of field surveys required to capture and document current TR Layouts and infrastructure assessment for 200 plus TRs
- Performed on-site inspection of current conditions of all Communications Room across the GOAA campus to document related to current conditions, risks, non-compliance to standards
- Creation of all documentation for rack and cabinet layouts including equipment (patch panels, LAN switches, CCTV, voice communications gear, air blown fiber, etc.) to determine risk assessment, priorities and steps for mitigation of risk
- Developed cost estimates for the upgrading of critical TRs mechanical, electrical and security requirements
- Recommend, scoring of risk levels and budgets to bring to compliance

North Loop Fiber Ring

- Developed, in conjunction with IT, the route selection and capacity of the north loop fiber ring connecting the GOAA campus for maximum security, access threat mitigation and future construction risks
- Developed estimates for the implementation of the duct banks and fiber implementation costs
- Creation of specifications, site drawings and requirements for bidding by GOAA Engineering and Construction

Minimum Point of Entry Project (MPOE)

- Development of the tech requirements documents for: security, capacity for 7 carriers plus internal IT capacity, power, cooling, fiber and uptime
- Developed design criteria for physical infrastructure and the secure division of responsibility for carriers participation
- Development of fiber capacity requirements and access to facilities
- Assessment of facility options for risk factors, threat levels for non-secure access non-authorized entrance, man-made accidents and terrorist threats and also survivability to storms or other natural disasters

- Performed inspection, analysis of existing conditions, upgrade requirements to harden facilities and recommendations on best site solution based on all requirements

Backup Replacement Project

- Evaluation of the current backup environment to determine the next generation backup replacement system for the aging current system to cover all critical airport systems and data.
- In depth interviews of all IT system groups and departments to accurately determine full requirements of backup of all mission critical data.
- Full matrices of all solutions including training, staffing requirements, patching, software, hardware, functional requirements formations and integration equipment requirements for the new solution.
- Creation of budget requirements for replacement system.
- Design of replacement system including: hardware, software, professional services, staff training requirements and implementation requirements.

Minneapolis/St Paul International Airport (MSP) - Metropolitan Airports Commission (MAC) **St Paul, Minnesota**
New Data Center Project

- Entire Data Center greenfield site selection for risk mitigation all the way through design, build, commissioning and migration planning of equipment replacement, server virtualization, quote generation, budgets, power and rack requirements, segmentation of network for PCI/DSS, police, homeland security and back office requirements for 24x7 mission critical operation. A gradual migration was performed to minimize risk exposure and downtime to meet the requirements.
- Design of sizing of data center requirements, electrical loads, modeling of cabinet loading for current/future systems for building and data center.
- Performed a consolidation and server virtualization to identify all existing servers, storage, LAN for production/non-production stages to determine facility capacity for racking, cabinets, electrical loads and cooling.
- Fiber connectivity review and continuity for all systems within the data center and lab raised floor spaces. Inter-racking, cabinet security segmentations, physical access and compliance for PCI/DSS separation, firewall and core LAN separations and documented/audited access controls
- Building connectivity requirements for maximum failover and resiliency to ensure 100% uptime for all campus systems, federal requirements, FEMA, threats and connectivity to all applications running all airport systems
- Delivery of all T-Layer Specifications, T-layer drawings, construction management for security, all MPOE, APOP, MPOP, fiber termination fields and connectivity to all building systems for all structured cabling systems

Telecommunications Room (TR) Equipment Continuity Project

- Completion of documentation for risk assessment, compliance, gap analysis against QSA PCI/DSS audit and findings report for the 175 current Telecommunications Rooms
- Creation of standards and guidelines for all TRs throughout the MAC
- Cabinet, rack and room segmentation and security designs for mission critical systems and high-profile LAN assets
- Creation of revised Division 27 specifications for structured cabling projects and outside plant cabling projects including air blown fiber system
- Management and coordination with architects and engineers on construction and implementation of TR requirements and their adherence to MAC standards including PCI/DSS compliance

Ted Siska

Technology Management Corporation

Key Skills

- IT/Low Voltage Systems
- A/V Systems
- Security systems
- Network
- Physical infrastructure
- Communications technologies
- Disaster recovery/ business continuity

Certifications

Fortinet Network Security Expert - Levels I, II & III

Avaya Professional Design Specialist

Former Special Deputy on Emergency Services Squad

Member of Building Industry Consulting Services International (BICSI), working towards RCDD certification

Member of AVIXA and pending CTS & CTS-D certification

Member of PMI

Other Projects

Veterans Administration

Multiple colleges including student housing

Lead IT/AV Consultant

Mr. Siska has 35 years of experience in the IT industry, principally in system design/analysis, but also encompassing competencies in the operations side of the business (Project Management, Installation and Maintenance management). He has designed systems and networks for the most demanding environments, including the small representative sample listed below. These design efforts have included a mix of on-premises physical infrastructure, hosted (cloud) services and carrier network facilities and encompass specific technologies such as physical infrastructure, physical access control (ACS), video surveillance (CCTV, NVR), audio/visual (AV), telephony (analog, digital, and VoIP/SIP), Contact Center (ACD, CX, FCR, ICR, IVR and SBR), Radio Frequency (RF) technologies, Workforce Optimization (WFO), wireless (WLAN), Data networking (LAN, WAN) and network security (Cybersecurity). With a large background in the public-sector, he brings a high level of expertise to any government facility technology/low voltage design.

Mr. Siska has an extensive background in public sector projects, having worked on dozens of such IT projects with City-, County-, State- and Federal-level projects. Local public-sector projects of note include the then-new Federal Reserve Bank building on Hennepin Avenue, Hennepin County office facilities, Sheriff facilities, Correctional facilities, City of Minneapolis PSB and City Hall and various IT projects with almost all of the 7 metro-area counties.

Select Project Experience

- **City of Minneapolis – Public Service Building**

  Low Voltage Strategist/Advisor Consultant - develop City's objectives and strategies for all IT systems, oversee and coordinate all IT/AV, Security, confirm interface between systems, conduct peer review of MEP/Arch IT adjacent design. IT/AV Low Voltage Design Consultant – design, specification and bid documents, award recommendations and construction administration of all IT systems.

- **City of Minneapolis/MBC – City Hall Renovation (Phase 1 & 2)**

  The Municipal Building Commission (MBC) and City of Minneapolis (City) requested the renovation of the high visibility spaces totaling approximately 27,000 square feet at the Minneapolis City Hall/Hennepin County Courthouse facility. TMC as the IT/AV Low Voltage Design Consultant conducted design, specification and bid documents, award recommendations and construction administration of all IT systems for Phase 1 & 2.

- **Hennepin County Sheriff Facility Relocation & Renovation**

  Technology/low voltage relocation and design for all phases of the New Sheriff's Law Enforcement Center and ACF Work Release building. The project encompasses the new facility construction for the Law Enforcement Center and the relocation of the current center into the new building. It also included the demolition of the ACF Work Release building which required a full low voltage assessment of existing infrastructure to determine a cost-effective demolition strategy for the low voltage systems.

- **Hennepin County 625 Building Renovation**

  Hennepin county purchased a 17-story office building 539,000 GSF. Our scope of services includes the Technology (Structured copper and fiber cable, Low Voltage, AV, Security and coordination of the DAS and lighting infrastructure). Ted is the IT Designer/Engineer for this project. Cost: $42M budget.

Jason T. Ellmore, RCDD

Technology Management Corporation

Key Skills

- Project Management
- Strategic Planning
- Communications Room/Data Center Analysis & Design
- Infrastructure Analysis & Design
- IT/Security Systems Analysis & Design
- Procurement
- Implementation
- Estimating

Education

Montgomery College

A.A.S. Environmental Technology

Certifications

Building Industries Consulting Services International (BICSI)

Registered Communications Distribution Designer (RCDD)

Federal Emergency Management Agency/Emergency Management Institute

Business Continuity Program Manager

Emergency Operations Center Management and Operations

National Incident Management System

IT Infrastructure Consultant

Mr. Ellmore is a BICSI Registered Communications Distribution Designer with over nineteen years of experience in data, telecommunications infrastructure and special systems design and implementation. He has specific experience in Information Technology planning as well as design and implementation of Premises Distribution Systems(Active & Passive Infrastructure), RF and Optical Wireless, Communications Rooms/Data Centers, Airport Integrated Systems (AODB, CUPPS, CUSS, FIDS, BMS, PMS, LCDS), VoIP, Network and Cable Management Systems, Computerized Maintenance Management Systems(CMMS), Parking Access Revenue Control Systems(PARCS), Internet Protocol Television Systems, Video Surveillance, Access Control Systems and Audio/Visual Paging Systems. Mr. Ellmore has acted as a consultant/project manager for IT projects at 30+ airports worldwide as well as acting as designer/project manager for the design-build of Operations Centers, Call Centers and Data Centers throughout North America prior to his entry into the transportation industry.

Select Project Experience

- **Greater Orlando Aviation Authority (GOAA)** **PCI DSS 2.0 Compliance**
  Orlando, Florida **Feasibility Assessment**
  Gap Analysis & Cost Magnitudes
  Gap Remediation Strategy

  GOAA required assistance performing its PCI DSS v2 compliance assessment audit. Our team acted as the lead IT security consulting firm providing GOAA with a feasibility assessment regarding the pursuit of Service Provider or Merchant Level certification. Then a PCI DSS v2.0 SAQ gap analysis was performed identifying already in-place security controls and gaps that need remediation. Cost magnitude estimates were provided to include:

  - Man-hours and work-effort required to fill the identified gaps
  - CAPEX investments required to achieve compliance by June, 2014
  - OPEX funding required to maintain compliance on-going for next 5-years

  Our project team assisted GOAA with gap remediation efforts leading up to certifying for Service Provider status. This gap remediation effort included the following tasks/deliverables:

  - Design and development of a new, PCI DSS v2 policy framework definition
  - Creation of 22 new PCI DSS v2 policies, standards, procedures, and guidelines and assistance with implementation
  - Documentation of existing GOAA IT standards for HW, SW, and configurations throughout the 7-domains of a typical IT infrastructure
  - Completion of the GOAA CSIRT team organization and plan
  - Development and delivery of a GOAA CSIRT training course using table-top exercises and various scenarios

- **Phoenix Sky Harbor International Airport** **Distributed Antenna System**
  Principal Consultant
  Responsible for all activities associated with the design and development of a campus-wide Distributed Antenna System for cellular communications and emergency radio coverage, including contract and business term development.

- **Greater Orlando Aviation Authority (GOAA)** **Network Comm. Room (TR)**
  Orlando, Florida **MPOE**
  Outside Plant (OSP)
  Design, Specification, Standardization & Expansion
  Principal Consultant
  Redesign and standardization of existing TRs including documentation of critical infrastructure: fiber, copper, cabinets, power, cooling and equipment and new

National Response Framework

Critical Infrastructure and Key Resources Support Annex

National Infrastructure Protection Plan

Workplace Security Awareness

Corning Fiber Optic Systems
Certified Designer

Certified for design & installation of various other infrastructure solutions

Professional Affiliations

American Association of Airport Executives
(Member)

Airports Council International
(Member)

Airports Consultants Council
(Information Technology and Systems Committee Member)

Industry Recognition

Airport Business Magazine, Top 40 Under 40, 2012

standards for entire campus and future expansion. Creation of redundant fiber infrastructure. Design, specification, route and project management and budgeting for campus fiber North Loop project to interconnect critical node equipment rooms. Design and implementation of redundant MPOE for service providers.

- **Ashville Regional Airport** **PCI Compliance Assessment**
  Principal Consultant
  Provided consulting services to identify areas of concern and allow AVL staff to mirror security best practices in order to comply with PCI DSS and to avoid the potentially severe consequences of a security breach.

  In order to facilitate full compliance and avoid associated non-compliance consequences, the following tasks were performed:

  - Distributed questionnaires targeting appropriate areas of concern to AVL Tenants, Information Technology Personnel, and applicable Non-IT Personnel;
  - Conducted a series of interviews with concerned individuals regarding their specific roles in ensuring data security;
  - Performed a physical inspection of the premises in order to inspect and identify potential risks in the data security environment;
  - Developed discovery findings and compliance matrix;
  - Produced recommendations including a full compliance assessment and procedure for remediation in published report form for distribution to AVL personnel along with compilation of network diagrams and documentation, client surveys/questionnaires, and applicable authority policies.

Jackson-Evers International Airport ***IT/Security Systems Design***
Project Manager
Information Technology Master Plan and Shared Tenant Services Infrastructure Analysis. Provided the design of a campus wide Premises Distribution System including active and passive infrastructure including Communications Room analysis and design. Provided the design for point-to-point wireless utilizing free space optics terminals as a quickly deployable high speed solution. Provided design services for an airport wide security systems upgrade project including IPTV Surveillance, Access Control, Perimeter Intrusion, Airport Operations Center telecommunication unification and Emergency Operations Center.

- **San Jose International Airport** ***Information Technology Program***
  Design Manager
  Information Technology Master Plan, Airport Integrated Systems (AODB, CUPPS, CUSS, FIDS, BMS, PMS, LDCS, LAN, VoIP) design, procurement and implementation. Airport Operations/Communications Center analysis, design, and construction. Premises Distribution System design and implementation including design and CM for all Communications Rooms airport-wide. Procurement and Implementation of Maximo Computerized Maintenance Management System. Analysis and design of a new Parking and Revenue Control System, Access Control System, IPTV System and Audio/Visual Paging system airport wide. Oversight of PCI Compliance implementation.

- **Hellenic Republic** ***Privatization of Regional Airports of Greece***
  Principal Consultant
  Technical Advisory Services to the Hellenic Republic in relation to the privatization of 37 regional airports of Greece as part of a technical consortium with Lufthansa Consulting and Doxiadis Associates. Analysis of current state of regional airports technological infrastructure, special systems, capacity analysis, systems life-cycles, capital expenditure requirements, replacement and operational costs; data gathering with Hellenic Civil Aviation Authority responsible for all technology deployment, maintenance and upgrades to regional airports; contribute to the Master Plan for the development of airports portfolio and the National Airports Policy Report.

- **Philadelphia International Airport** ***On-call Security Consultant***

Project Manager
Responsible for all activities associated with an on-call Security and Special Systems consulting contract handling design review, and implementation oversight of all IT/Security related projects as well as acting as Owner Representative and liaison between PHL and various government agencies. Vendor implementation and testing oversight for TSA implementations including baggage screening systems, CCTV, and AIT deployments. Oversaw the development of a Security Systems Master Plan, including analysis of EOC systems and operations.

- **Tampa International Airport** ***Premises Distribution System***
  Lead Designer
  Responsible for all activities associated with the design and development of a campus-wide Premises Distribution System including analysis and design of all Communications Rooms.

- **Cleveland International Airport** ***Information Technology Master Plan***
  Project Manager
  Oversaw the activities of Project Manager and team for the development of an Information Technology Master Plan.

- **Fort Lauderdale International Airport** ***IT Systems Design***
  Sr. Systems Consultant
  Designed and provided quality control for the new Airport Integrated Systems including CUPPS, FIDS, AODB, RMS, and LDCS. Also provided design services for required PDS upgrades including active and passive infrastructure.

- **Manchester-Boston Regional Airport** ***Infrastructure Analysis***
  Project Manager
  Responsible for all activities associated with the development of a Shared Tenant Services infrastructure analysis and a Continuity of Operations Plan. Project included the analysis and redesign of all airport and tenant Communications Rooms.

- **San Diego International Airport** ***Information Technology Master Plan***
  Sr. Systems Consultant
  Assisted in document creation associated with the development of an Information Technology Master Plan. Systems in the analysis included: Cabling Infrastructure, Integrated Airport Data Network, Airport Operational Database, Electronic Visual Information Display System, Common Use Passenger Processing System, Telephony, Resource Management System, Procurement and Implementation of Maximo Computerized Maintenance Management System., and Audio Paging System. In addition, business cases were developed for providing shared tenant telephony services, augmented cellular services, and wireless Ethernet services.

- **Calgary International Airport** ***Information Technology Program***
  Project Manager
  Design of Premises Distribution System, Administrative and Security LAN, Flight Information Management System, and Distributed Antenna System for new International Facility.

- **Tucson International Airport** ***Information Technology/Security***
  Technical Consultant
  Information Technology Master Plan development, including Security Systems and Emergency Operations sections. Design and implementation of Access Control, Security Network, Flight Information Display, and Audio/Visual Paging Systems.

- **Detroit International Airport** ***Infrastructure Analysis***
  Information Technology Systems

Project Manager
Responsible for all activities associated with the development of a Shared Tenant Services infrastructure analysis. Provided direction of on-site Project Management team overseeing the implementation of IT systems in new North Terminal complex.

Jason Kaufman

Technology Management Corporation

Technical Skills

- Cybersecurity (Policy, procedures, RTO, RPO, Data Classification, DLP, PEN Testing, Phishing Simulation, Cyber Training, Vulnerability Scanning, Hardening, RMM, SOC, EDR, XDR, NGAV, SIEM, SOAR, NGSIEM, NIST Framework, Supply Chain)
- Firewall
- Secure Access Service Edge (SASE)
- Cloud Access Security Broker (CASB)
- Internet of Things (IoT) - LoRaWAN, BLE, LTE-M, Sensors, Cameras, Facial Recognition (FRS), License Plate Recognition (LPR)
- Linux, Windows, OSX
- VoIP & Unified Communications
- Contact Center
- SD-WAN
- Connectivity
- Cloud Migrations – DRaaS, BaaS, IaaS
- Virtual Desktop
- Microsoft 365

Certifications

CISM

CISSP

CCSP

CompTIA Security+

FinOps Certified Practitioner

AWS Certified Solutions Architect

Microsoft Certified Azure Solutions Architect Expert

Fortinet NSE3 Network Security Associate

Cyber Security/Cloud/IoT SME

Mr. Kaufman is a highly accomplished and results-driven professional with extensive experience in leading Sales Engineering and Operations teams. Jason presently holds prestigious Solutions Architect certifications with Azure and AWS, alongside a CISSP, CCSP, and CISM. Additional certifications include Fortinet Network Security Associate, FinOps Certified Practitioner, CompTIA Security+ and FBI Infragard Member. He has proven experience designing, documenting, implementing and supporting mobility, IoT, Networking, UC, Cloud, BCP and a heavy concentration in cyber security. He also has strong understanding and experience in Change Management, Strategic Operations Roadmaps, Cloud Infrastructure, and DevOps.

Proficient Technologies:

- VoIP, Linux, Windows, OSX, Business Communication Platforms (GSuite, Microsoft Teams/Outlook, Zoom, Verizon Bluejeans, Cisco WebEx), Unified Communications (UCaaS), Contact Center (CCaaS), SD-WAN, Firewall (NGFW, Cloud Firewall), Secure Access Service Edge (SASE), Cloud Access Security Broker (CASB), Connectivity (DIA, Broadband, MPLS, Fixed Wireless, Microwave, LTE, Private LTE, 5G, Satellite), Cloud (Public, Private, Hybrid, Hyperscaler), Disaster Recovery (DRaaS), Backup (Veeam, Zerto), Infrastructure (IaaS), Colocation, Express Route, Direct Connect, Virtual Desktop (VDI, DaaS, Citrix, VMWare, WVD), Microsoft 365, Cloud Migrations, Serverless, Cybersecurity (Policy, procedures, RTO, RPO, Data Classification, DLP, PEN Testing, Phishing Simulation, Cyber Training, Vulnerability Scanning, Hardening, RMM, SOC, EDR, XDR, NGAV, SIEM, SOAR, NGSIEM, NIST Framework, Supply Chain), Mobility (SIM, eSIM, Staging/Kitting, Telecom/Technology Expense Management (TEM), Mobile Device Management (MDM), Managed Mobility Service (MMS), Voice over LTE (VoLTE), MVNO, Device Certification), Internet of Things (IoT) (LoRaWAN, BLE, LTE-M, Sensors, Cameras, Facial Recognition (FRS), License Plate Recognition (LPR))

Select Project Experience

Telarus **Technology Engineer & Growth Consultant**

- Acted as the Mobility and IoT Solutions Architect
- Designed the breakout sessions for the most prestigious yearly event held by the company (Telarus Partner Summit) as well as topics, speakers, hosts, abstracts, layout, and overall content.
- Redesigned the supplier onboarding and vetting process to eliminate over a year's worth of backlog
- Led discovery calls for agents and identified areas of improvement for their customers in all aspects of business operations and technology.
- Experience with Cloud, Cybersecurity, Contact Center, Business Process Automation, Unified Communications, Mobility, IoT, Networking, etc in all customer verticals.
- Strategically aligned providers to solve customer's business needs including growth, remote workforce, M&A, security breaches, staff augmentation, and many more use cases.
- Trained regularly to remain up to date on existing and emerging provider's products and services as well as market trends including cloud migrations, EDR, SIEM/SOAR, BCP Planning, etc.
- Led training webinars for agents and internal employees on sales and discovery tactics as well as provider products and services.

FBI Infragard Member

Provider certifications:

8x8, Airespring, Aryaka, Cato Networks, CBTS, Edify, Equinix, Fortinet, iLand, IntelePeer, Lumen, Nextiva, Nice CXOne, Rapidscale, Ring Central, Star2Star, Talkdesk, The Things Network, Sharpen, UJET

Education

Bachelor of Science - Information Technology – University of South Florida, Tampa, FL.

Bachelor of Arts - Anthropology – University of Florida, Gainesville, FL

- Consulted with all level positions including C-Suite to assist in budget priority planning, technological advancement, cybersecurity insurance controls, quarterly business reviews (QBRs) and building out single to multi-year operational roadmaps.
- Led in-person events with agents and providers to educate on the latest technology and trends to drive company revenue and growth.
- Assist in growth and development of the Mobility and IoT business within Telarus by recognizing gaps, vetting potential providers, implementing an OT cybersecurity practice, and developing a go to-market strategy for rapid growth within the vertical.

Star2Star Communications **Technical Manager & Project Coordinator**

- Acted as and referred to as the "Director of DaaS Operations"
- Designed and implemented successful Desktop-As-A-Service support, implementation, and Agile DevOps teams developing skills in writing business plans, measuring KPIs, rapid CI/CD development, and sprint tracking/reporting.
- Implemented a Change Management board and designed necessary controls like documentation requirements, approval processes, rollback procedures, and communication plans.
- Ensured successful Patch Management operations for server hardening with a defined schedule and documentation for all relevant operating systems and applications.
- Average between 90-95% issues solved by Tier 1 with less than .5 days Mean Time to Repair.
- Increased productivity from the Implementation team of Virtualization Engineers by 300% with a decrease in personnel.
- Developed and executed a Strategic Operations Roadmap with measured deliverables, increasing efficiency and aligning with the Desktop-As-A-Service Product Roadmap.
- Successfully executed reorganization of the National Sales Engineering team to increase efficiency and provide support for a 40% increase in sales reps and territories without increasing personnel.
- Performed as a direct overlay for the Sales Engineering team in Enterprise (Strategic) accounts assisting in technical design, business strategy, executive meetings, and ensuring a complete and thorough Sales cycle for Contact Center, SD-WAN, and Desktop-as-a-Service opportunities.
- Simultaneously performed as the Enterprise Sales Engineer directly responsible for all large and complex accounts in the U.S. and volunteered to act as the Regional Sales Engineer for Florida (largest sales region) and Gulf States due to budget cuts.
- Designed many network architectures for voice and data convergence to ensure optimal PBX performance as well as mitigating security threats.
- Experienced in selling, designing, documenting, implementing, and supporting technologies such as Business Communications (UCaaS, VoIP, Messaging, Mass Notification, Collaborations and Teams), Business Process Automation, Desktop-as-a-Service (Active Directory, Citrix, Office 365, GPOs, Atria, Azure), Platform-as-a-Service (Automation), Networking, SD-WAN, and Contact Center; all in CapEx and OpEx models to customers and channel partners to realize their business technology goals.
- Some Verticals include: Local Government, Healthcare, Financial, Hospitality, Retail, MSP, etc.

David Kim

TMC
Technology Management Corporation

Key Skills

- Principal Consultant
- Cyber-Security Consultant
- VoIP/SIP/UC Consultant
- IT Governance
- IT Compliance
- PCI DSS QSA Security Risk Assessor
- IP Data Networking & Engineering
- NOC/SOC/ITILv3 Service Delivery Models Design & Implementation
- Cloud Computing (Private / Public) Security Assessments (FedRAMP & CSA)

Education

University of Illinois, Champaign

Bachelor of Science in Electrical Engineering

Specializing in Digital Communications & Data Networking

IEEE Member, 2005

Publications

***Fundamentals of Networking Communications*, 2012**

Co-Authored a next-generation Ethernet and IP data networking book for Jones & Bartlett Learning.

***Fundamentals of Information Systems Security*,**

Cyber Security & IPT Consultant

Mr. David Kim, B.S.E.E., has provided IT security, governance, risk, and compliance services for government, US-based international airports, banking, financial, manufacturing, healthcare, and retail verticals around the world. Mr. Kim has specific expertise in the following areas:

- Internal & External Vulnerability Assessments & Network Pene Testing
- Governance & Compliance Audits & Gap Analyses (HIPAA, EHNAC, MU, OMNIBus, PPACA, GLBA, FERPA, PCI DSS v3, SOX, SSAE-16, etc.)
- Security Risk Assessments/Risk Management (ISO17799, NIST 800-Series, OCTAVE, ISO 27001-27005)
- Pre & Post Implementation VoIP & SIP Network and Security Assessment
- IT Infrastructure Security Architecture & Framework Assessment (Policies, Standards, Procedures, and Guidelines, CoBIT, GATE)
- Security Incident Response Team Plans / CSIRT Training
- Business Continuity & Disaster Recovery Planning
- Public & Private Virtual Clouds (Migration, Testing, Security Assessments)

Select Project Experience

- **Minneapolis/St. Paul International Airport** **PCI DSS 2.0 Compliance**
  Metropolitan Airport Commission (MSP/MAC)
  Minneapolis/St. Paul, MN

  Lead IT Security & PCI DSS v2.0 Compliance Consultant
  MSP/MAC had an emergency PCI DSS v2.0 gap analysis performed in Summer, 2011 upon which TMC was brought in to assist with the gap analysis and gap remediation implementation. David Kim assisted with the gap analysis and identified several gaps in the MSP/MAC PCI DSS v2.0 compliance effort. Security policies, file integrity monitoring, security awareness training, and the creation and development of the MSP/MAC Security Incident Response Team (SIRT) was formed. Security awareness training was provided to all MSP/MAC employees and contractors along with MSP/MAC SIRT training to practice identifying incidents and/or security incidents and the proper handling and documentation of the security incident. Mr. Kim was the lead IT Security & PCI DSS v2.0 Compliance Assessor and brought in a team of 3 individuals to assist with the gap remediation effort.

- **Minneapolis/St. Paul International Airport** **IP Data Network Design**
  Metropolitan Airport Commission **Dedicated Internet Access**
  Minneapolis/St. Paul, MN **RFP Procurement Assistance**

  Lead IP Data Network Engineer & Internet Consultant
  We assisted MSP/MAC with the design and technical requirements for a next-generation, IP data networking infrastructure. The design incorporated a campus backbone, building backbone, and LAN connectivity at the edge. Layer 2 and Layer 3 sub-second resiliency was required, along with technical performance and functional requirements for high-speed trunking and data backbone connections. The design and technical requirements were accompanied by technical questions for incorporation into a Request for Proposal (RFP) procurement document. David Kim also assisted with the MSP/MAC Ethernet, Dedicated Internet Access (EDIA) design and technical requirements for a dual-homed, load-balanced EDIA connection. Technical requirements and technical questions were incorporated into a Request for Bid (RFB) procurement document. Mr. Kim was the lead IP data network engineer and crafted the design, technical requirements, and technical questions for these procurement projects.

2011

Co-Authored a fundamentals book on information systems security and (ISC)²'s SSCP® credential.

***Unified Communication Solutions*, 2009**

Co-Authored this book on emerging voice communication solutions including unified messaging and unified communications that are positioned to uniquely solve business communication challenges.

***Inside Network Security Assessments – Guarding Your IT Infrastructure*, 2005**

Co-Authored this book which discusses recent compliance laws and their impact on IT infrastructures, conducting risk and security assessments, and implementing proper security controls (policies, standards, procedures, and guidelines) pertaining to confidentiality, integrity, and availability.

Certifications

- PCI DSS v3 QSA/ASV
- Cisco Certified Instructor, 1993
- CISSP® Certified Instructor, 2003
- SSCP® Certified Instructor, 2003
- Nortel/Avaya Certified Instructor, 2006
- NSA 4011
- NSA 4013-Advanced

- **Greater Orlando Aviation Authority** — **PCI DSS Feasibility Assessment**
  MCO International Airport — **PCI DSS v3 Gap Remediation**
  Orlando, Florida — **CSIRT Plan & CSIRT Training**
  QSA Audit & Assessment

  PCI DSS v3 QSA Consultant Assisting GOAA with PCI DSS v3 Compliance

  To Hold Card Holder Data (CHD) or Not? That is the Question? A GOAA-wide Merchant Level vs. Service Provider feasibility assessment was performed as an initial first step to assess if GOAA should comply with Merchant, Service Provider, or both requirements for PCI DSS SAQs. In this case GOAA must comply with both.

  Prior to actually performing the QSA audit, attestation, and report of compliance, GOAA knew it had gaps in its overall PCI DSS v3 compliance initiative. Thus, performing a PCI DSS v3 gap analysis was key to assess the depth and scope of the gap remediation effort.

  From the results of the PCI DSS v3 gap remediation effort, GOAA was able to identify those gaps, cost magnitude estimate the cost to remediate the gaps, and the work-effort required to implement new policies, standards, procedures, and guidelines as it pertains to PCI DSS v3 and a submitted report of compliance. Extensive gap remediation work was needed across the core 12 requirements of the SAQs.

  With Mr. Kim's PCI DSS gap remediation team, we were able remediate all our gaps in less than six months meeting every milestone and completing the PCI DSS v3 gap remediation and Service Provider compliance on time and under budget. This included, but was not limited to, revising existing policies and procedure, writing new policies, standards, procedures, and guidelines and implementing new layered security controls, etc.

- **Arete Healthcare Services, LLC** — **Private Virtual Cloud RFP**
  Healthcare Service Provider — **Migration & Implementation**
  Wilmington, DE

  Developed & Crafted an RFP for Private Virtual Cloud Infrastructure & Assisted with Migration & Implementation

  This project consisted of designing and developing functional, operational, technical, service delivery requirements that could be incorporated into an RFP document for procurement of a new Private Virtual Cloud (PVC) solution. Arete Healthcare Service's existing IT infrastructure consisted of a stand-alone server farm (Microsoft and Linux) with IP networking and layered security in a managed, hosted service offering. Scope of services included the following elements:

  - Performed Microsoft and Linux server CPU, RAM, and Storage analysis
  - Performed Microsoft and Linux server performance assessment and capacity planning
  - Designed layer 2 / layer 3 IP networking schema to accommodate and minimize UDP broadcasts for client-server/Windows terminal server protocol behavior isolation
  - Designed a layered security solution consisting of SIEM, IDS/IPS, IP stateful firewall, audit trails, logging, and alerts/alarms
  - Designed a new PVC server farm consisting of CPU, RAM, Storage tweaked to design and performance parameters
  - Designed a Layer 1 – Layer 2 – Layer 3 – ITIL v3 service delivery model to support the existing customer base and 500+ end-users
  - Built a real-time, server CPU, RAM, STORAGE monitoring dashboard with alerts/alarm thresholds to track and monitor the production environment

Naresh Cherukumalli

Technical Skills

- ServiceNow Administration and Integration
- ITSM and ITIL
- CMS, SCR, SAM and LDAP
- Programming Languages including C, C++, Java, J2EE, SQL, PL/SQL
- Software Methodologies including SDLC, Waterfall, Agile, XP, Scrum
- Databases including Oracle 10g, MySQL, SQL Client, TOAD, SQL Developer
- Web/Application Servers including IBM Web Sphere, Web Logic, Apache Tomcat, SOAP, REST
- Google Cloud
- Cloud Management
- MS Office

Education

Bachelors from Jawaharlal Nehru Technological University, India

Masters in Computer Science at Northwestern Polytechnic University

Certifications

ITIL v3 Certified

Certified ServiceNow Administrator

ServiceNow Developer/Administrator

Naresh has over 12 years of experience in Information Technology and 9 years of experience exclusively in designing, customization, enhancing, workflow configuration, integrating and supporting ServiceNow suite of products such as Incident Management, Problem Management, Change Management, Asset and Service Request Management systems. He has proven experience configuring applications using ServiceNow tool used in ITIL Management. He also has strong understanding of ITIL V3 and deep functional and technical knowledge of the ServiceNow platform as well as experience in delivering medium to large-scale ServiceNow implementations.

- Proven experience in working with wide variety of ITIL tools like BMC Remedy and various ServiceNow modules, CMDB, ITIL tools, integrations within complex ITSM environment.
- ServiceNow experience in implementation, design, development, documentation, deployment, and post-production support following Software Life-cycle using SDLC with Agile.
- Expertise in debugging and optimizing the performance of Client Scripts, Catalog Client Scripts, UI Scripts and UI Policies.
- Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project management skills and experience working directly with customers and clients.
- Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
- Extensive experience in activities related to SFDC Configuration like Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Process.
- Conceptual and strategically analytical with an ability to understand information system and thoroughly analyze and address business needs.
- Extensive experience in activities related to SFDC Development like creating visual force page and creating business logic using apex.
- Good knowledge on Cloud Management components.
- Experience in creating blueprints for the Google Cloud platform.
- Work on set up MID Servers to connect Cloud Management to an AWS account.
- Experience in configuring Data Sources, Import Sets, LDAP and Transform Maps.
- Involved in Data Integration and Migration with the existing Legacy systems using data loader.
- Excellent hands-on experience in Client and Server-side Scripting.
- Worked on Various Web Services Integrations using SOAP and REST.

Select Project Experience

Greater Orlando Aviation Authority **ServiceNow Developer**

- Configured application related fields, forms, views, dashboards and homepages
- Configured email notifications, acceptance roles and access controls
- Configured relationship of application to other ServiceNow modules/applications
- Assisted in the expansion of the ServiceNow knowledge base for use either directly or through links to the new Electronic Content Management-SharePoint.
- Coordinated and continue to develop the active ServiceNow modules as stated above to align with recommendations and procedures outlined by the Information Technology Infrastructure Library (ITIL) in order to integrate People, Processes, & Technology (PP&T) into a cohesive, service

delivery model and framework (e.g. ISO20000, ITIL v3, etc.) for GOAA's IT infrastructure and environment.
- Expanded ServiceNow through working sessions and one-on-one activities to define functional requirements for the Asset Management Module.
- Creation of ServiceNow training requirements for airport and IT department staff.
- Greater Orlando Aviation Authority (GOAA) Service Delivery Model Training: developed, expanded and implemented the GOAA service delivery Standard Operating Procedures (SOP) manual: roles, responsibilities, and accountabilities throughout the GOAA service delivery model.
- Conducted one-on-one training and group training on-site to ensure that ServiceNow is a success and delivers as expected for the organization.
- Performed other related duties as assigned.

Lumen **ServiceNow Developer**

- Involved in creation of Functional and Technical Design Documents as per the requirements from the business team.
- Development of Service Catalog which includes creating new catalog items, designing workflows and execution plans.
- Created functional and technical specifications documents for various ServiceNow modules.
- Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in ServiceNow.
- Coordinating the instance upgrade activities.
- Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
- Worked on Change Management Module by enhancing the tool to the stakeholders and made it easy to understand.
- Experience in configuring Data Sources, Import Sets, LDAP and Transform Maps.
- Worked on integration using RESTful APIs.
- Configured multiple Catalog Items Front-end web / GUI components using JavaScript,
- AngularJS, Soap web services, CSS, HTML5.
- Good Knowledge on Cloud Management components.
- Experience in creating a blueprint for the Google Cloud platform.
- Work on Set up MID Servers to connect Cloud Management to an AWS account.
- Worked on UI Macros to create pages as templates on requirement from the stake holders.
- Configured multiple forms for Asset Module using Configuration Management Database.
- Resolving typical users access and roles issues by checking active directory and users table.
- Creating database views to pull the reports on variables which are being used by catalog items.
- Writing Catalog client scripts and UI policies to make client-side changes.
- Creating the UI pages to use them in catalog items, implemented using UI scripts.
- Creating Knowledge articles to document the steps in creating the catalog items.
- Working on different kinds of variables and variable sets.
- Working on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
- Re-designed workflows using Workflow Editor, Reconciled complicated workflows to simpler form.
- Writing script includes invoking them in reference qualifiers or variable scripting.
- Integrating Service Catalog Module with "Netcool" monitoring tool using Web Services and fixing the issues which come up while the tolls are getting interacted.

Fifth Third Bank **ServiceNow Developer**

- Assisting client implementing the MSP (Managed Service Provider) instance for Service-Now and Domain separation for Service-Now Instances.
- Working with client and functional requirements within ServiceNow.
- Facilitating rollout of new applications and modules.
- Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
- Service Catalog and Request Workflow Design and Configuration.
- Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
- The service we also provide to clients is a semi managed service for administering their Service desks that has been implemented. This includes various administration tasks within Service desk software.
- Created Buttons and context menus both on form and lists using UI actions
- Designed many email templates by using html and jelly scripting and used them in notifications
- Worked with windows team, network team and Asset team in order to check for the data collected through discovery is accurate.
- Involved in loading the data from Remedy tool to ServiceNow instance in various forms like using RESTful API And SOAP API's.
- Communicating with the end users and understanding the difficulties and as per that improving automation and efficiencies in ServiceNow.
- Created new Business Rules/Script Includes/Client catalog script/Client Script.
- Configured chat functionality for Service Desk ticketing queue
- Created transform maps for importing CMDB data.
- Written script includes and invoked them in business rules and client scripts
- Imported Active Directory to Service now using data sources.
- Created data sources and loaded the Service-Now tables with different data formats
- Created transform maps both automatic field mapping and scripting
- Worked on Asset Management and loaded the data into it.
- Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.
- Used JMS integration to fulfill this requirement, worked on Scheduled Jobs and Mid Server Script Includes to fulfill the requirements.

Devis **ServiceNow Developer**

- Provide day to day support in resolving production support issues.
- Responsible for developing technical solutions on the ServiceNow platform to satisfy the business needs of the IT department.
- Managed Projects /tasks activities using Agile /Scrum within ServiceNow.
- Managed / Organized daily standup calls for project team members.
- Participated in Project management / planning discussions, tasks and activities.
- Provided feedback to Project managers on project activities, tasks, milestones, status reports.
- Provided feedback to Project managers on project activities, tasks, milestones and in ensuring work is performed within scope, time and on budget for various agencies.
- Identified critical paths, critical tasks and identified strategies/ solution in mitigating them.
- Activated domain separation plugins in a multi company / MSP environment.
- Configured domains to separate company data in a multi tenancy environment.

- Configured Business rules, Filters, UI & Data policies specific to each domain.
- Created reports specific to each domain /data specific to each company/domain.
- Configured security rules and policies specific to each domain / company data.
- Have created categorizations/ Choice lists specific to each domain/ company.
- Create, develop, and implement workflows, custom reports, and prototypes.
- Identify system deficiencies and recommend solutions.
- Design and implement new requirements and new features based on business needs.
- Migrate data from Remedy ITSM 7.6.04 to ServiceNow.
- Understand and convert business process / workflows from Remedy ITSM 7.6.04 to ServiceNow.
- Understand and Email Communications/ Notifications from Remedy ITSM 7.6.04 to ServiceNow.
- Create and/or review various ServiceNow objects, data integrations, reports using Service-Now platform.

Chevron **ServiceNow Developer**

- Worked with client and functional requirements within ServiceNow.
- Involved in developing Technical Requirement Document by providing suggestions.
- Facilitating rollout of new applications and modules.
- Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
- Created various workflows for Incident Management, Change Management, Service Requests and SLAs.
- Successfully handled Service Catalog workflow and Request workflow design.
- Knowledge on creation of workflows for Service Catalog items in ServiceNow.
- Performed configurations and customizations of ServiceNow applications like Service Catalog, Incident and Change.
- Contributed to the architecture and technical aspects of the ServiceNow implementation and operation project by providing project status reports.
- Created the new Applications and Modules, Custom Tables in ServiceNow.
- Worked on Workflow Customizations as per the user and process requirements.
- Worked on customizing Incident, Problem and Change management screens using Client Scripts, UI Policies, UI Actions and Business Rules.
- Created new Business Rules/Script Includes/Client Catalog Script/Client Script.

Edward Nunn

Technology Management Corporation

Key Skills

- LAN/WAN
- Network Design & Compliance
- Master Planning and Design
- Wide Area Network Design
- IT Infrastructure
- Voice Communication Systems
- Project Management
- IT Planning
- Contract Ts & Cs, Compliance and Negotiations
- Campus Wide Connectivity Designs
- Telecommunications Infrastructure

IT Network Engineer

Mr. Nunn has over 15 years of industry experience with multi-location, multi-national clients, dealing with multi-campus IT systems, design and creation of contact centers for thousands of concurrent users. He has designed and implemented servers, mass storage arrays, firewalls, LANs, wired, wireless and fiber optic networks for clients in 5 continents. He specializes in service and pricing analysis of outsourced services for computer networks, firewall, peripheral devices and connectivity for softphones and cloud integration, WAN and IT infrastructure. He has dealt with server infrastructure for clients, from virtualizing Remote Desktop environments to utilize equipment better to migrating customer active directory to new domains. Mr. Nunn has extensive knowledge of system assessment and documentation of intricate networks setups.

Select Project Experience

Olmsted County Consortium | Rochester, MN

The Telecommunications Consortium was looking to have a technology and financial analysis to determine the Consortium's roadmap for the future of the telecommunications environment. The Telecommunications Consortium has been in existence for over 30 years and has provided Centrex and now Avaya Voice services to its members. The conversion from Centrex to Avaya occurred approximately 10-12 years ago and was the current system shared across the three networks to the current project resulting in the award of three distinct cloud/hosted solutions. This Consortium has three members: Olmsted County, City of Rochester and the Rochester School System. The scope was all accomplished despite the pandemic impacts on labor, supply chain and unrest. Scopes included:

- Phase 1 - Discovery and focus group sessions to determine if the current voice communications system and associated costs which are shared across 3 different networks (County, City & School) and was purchased through the Telecommunications Consortium should continue into the future or if all three entities should follow different solutions. TMC laid out three scenarios of potential roadmaps on how the Consortium could move forward with the result of three distinct systems. It is worth mentioning that these scenarios are not mutually exclusive – each of the entities could independently choose any of the solutions, irrespective of what the other two entities chose to do.
- Phase 2 - This phase included full discovery and interviews with key groups, detailed design, creation of three distinct RFPs, coordination with the three Purchasing Departments for release, RFP/purchasing process and award of three distinct cloud/hosted solutions. Upon award, TMC implemented, in conjunction with the IT Departments and awarded vendors for the City of Rochester and Rochester Public Schools and was available for consultation on an as needed basis for Olmsted County which had a most robust IT Dept.

City of Des Moines | Des Moines, IA

The City of Des Moines was looking for an assessment of their current phone system, ancillary telephony services and business requirements, and the development of UC and CC platform specifications and implementation plan to replace the current phone system and contact center system. Note that this project has recently been started therefore we are still in the initial phases of this project.

- Conducted a needs analysis, network and IP readiness. The overall objective of this phase was to research and identify the requirements of a new voice communications system including the readiness of the impacting and adjoining infrastructures with the voice system will be reliant on.
- Specifications for a new Voice system(s) to be utilized by the City for the selection of new cloud-based UC and CC platforms.
- Budgetary projections for purchasing UCaaS/CCaaS and all professional services, technology products or services and hardware that would support the replacement of the existing PBX.

EDWARD W. HART, RCDD, DSCE

VP, Special Systems Discipline Lead

Mr. Hart has nearly two decades of experience with Arora, across various disciplines in the IT, Design, and construction fields. He is responsible for leading the design team in project oversight, QA/QC, hands-on design, and management of the technical team for delivery of national special systems projects focused in Aviation and Transportation. He has extensive design experience with information technology systems including the design and maintenance of Local/Wide Area Networks, Telecommunication Device Distribution, Universal Communication Distribution Systems, Public Address Systems, Common Use Terminal Equipment, Voice over IP Systems, Wireless Ethernet Systems, Access Control and Security Systems, and Closed Circuit Television Surveillance System. He specializes in Digital Signage and Digital Information Display Systems including LED/LCD displays and Direct View LED signage, interactive signage, network architecture, content management systems, and video distribution systems.

Education

BS, Corporate Communications, Drexel University, 2013

Certifications

Registered Communications Distribution Designer

Digital Signage Certified Expert

Crestron, Digital Media Certified Designer 4K

CompTIA, Security + Certified

Microsoft, Windows Server 2008: Network Infrastructure/Active Directory

Project Experience

Hillsborough County Aviation Authority, SkyCenter Authority Offices Data and Operations Center, Tampa International Airport, Tampa, FL | Lead Designer. Ed was one of the lead designers on the $66 million SkyCenter Offices Data and Operations Center fitout at Tampa International Airport (TPA). The 270,000 square foot (sf) nine-story office tower is 30,000 sf per floor and contains a conference center, dining cafe, fitness center, and an outdoor event space on the first level as well as connection to the atrium/pedestrian bridge and APM Station. The project included the fit-out of three levels of new space that became the new home to the Authority's administrative staff and offices on Level 3 of the new SkyCenter office tower and consistent of various airport authority departments on levels 4 and 5 of the building.

Hillsborough County Aviation Authority, TPA Airsides A and E Checkpoint Expansion, Tampa International Airport (TPA) Tampa, FL | Project Manager. Arora provided Special Systems engineering services and Construction Administration Phase Services for the TPA Airsides A and E checkpoint expansion project.The information communications and technology (ICT) work included investigation and design of data systems for the expansion of the SSCP in Airsides A and E. Our team identified integration needs with other systems such as EVIDS/CMS for Visual Paging or other emergency system. We provided existing/demo floor plans and developed new conditions floor plans for speaker zones to determine amplifier quantities and power requirements. Arora provided overall single line functional diagrams and tie-in points with the existing system.

Hillsborough County Aviation Authority, TPA ConRAC and APM, Tampa International Airport, Tampa, FL | Lead Special Systems Designer / Deputy Project Manager. HCAA relocated the existing rental car facility at Tampa International Airport located at the main terminal. Connecting the main terminal to the new consolidated rental car facility (ConRAC) is an Automated People Mover System (APM), which includes a station at each facility and the existing Economy Parking Garage as well as a station for tramcar maintenance. The ConRAC facility is a four-level garage consisting of over 620,000 SF per level, including the customer service center on the top level. Its purpose was to provide up to 14 rental car agencies, making it the most state-of-the-art facility currently operating in the country. Mr. Hart was the Lead Special Systems Designer and Deputy Project Manager for the design and planning of a new Public Address Paging System and digital signage system including the Electronic Video Information Display System (EVIDS), direct view LED dynamic signage, and touchscreen directory system. All new telecom room layouts were included for both HCAA and rental car tenants in the new facilities. Duties included design of all systems, coordination with stakeholders, weekly coordination meetings, and site walk-throughs.

Education

BS, Biology/ Environmental Science, East Stroudsburg University, 1987

Certifications

Certified Photogrammetrist, New Jersey, 1998

Certified GIS Professional, New Jersey, 2009 #1166

THOMAS TINER, CP, GISP

Geospatial Practice Solutions Manager

Mr. Tiner has over 30 years of professional experience in the planning and implementation of geospatial services and data governance for Aviation, Transportation, Public Works, and Utility industries. Tom is a certified photogrammetrist and Certified GIS Professional (GISP) that specializes large-scale asset inventories (pavement and other transportation assets), including the design and development of enterprise-level asset management systems that leverage web and mobile technologies to map and manage transportation infrastructure, and the expertise to support the business workflows of managing public asset infrastructure investments. Mr. Tiner's extensive expertise in ArcGIS products solutions, services and content were instrumental in securing Arora's approval as both an Esri System Ready Specialty Partner as well as an ArcGIS Indoors Specialty Partner.

Mr. Tiner serves as the Chair of the Airport Geospatial Data and Technologies Subcommittee of the Transportation Research Board Aircraft/Airport Compatibility committee, which focuses on issues related to aircraft and their compatibility with airport airside areas, which include the regions that aircraft interface with during ground movements: airport aprons, taxiways, runways, and their environs. The committee emphasizes the use of and evaluation of data from geographic information systems to support airside operations.

Project Experience

Broward County Aviation Department, Wayfinding Solution Mobile App Development and Integration Task Order, Ft. Lauderdale-Hollywood Int'l Airport (FLL) /North Perry Airport (HWO), Fort Lauderdale, FL | Technical Lead. Serving as the prime consultant, Arora developed and implemented ArcGIS Indoors for 3M square feet of floor space including points of interest and a wayfinding network to enhance BCADs customer experience. Mr. Tiner served as technical lead providing overall direction, troubleshooting, and quality control including testing oversight and coordination to ensure quality, on-time, and on-budget deliverables. The final product was a published mobile application which can be downloaded from the Apple/Google store to provide passengers with access to parking lot information, flight information, ability to order food through GRAB, and an ArcGIS Indoors integration to support wayfinding.

Port of Oakland, GIS Strategic Plan/Roadmap, Okland, CA | Project Manager. Arora was selected to assist the Port of Oakland (Port) in the evaluation of geospatial data, systems, and governance, with the goal of developing a geospatial strategic roadmap to leverage, organize, and distribute the Port's current and future spatial data. The Port manages the Oakland Seaport, Oakland International Airport, and about 20 miles of waterfront, which together with its business partners support a tremendous number of regional and national jobs across the United States. Duties/Responsibilities: As the Project Manager, Mr. Tiner facilitated a series of stakeholder workshops to gather organizational details and sample data for evaluation of existing data assets, software platforms, applications, and business workflows. Findings were documented from these meetings, as well as follow up calls to solidify the understanding of current data-driven practices and set the stage for organized and prioritized recommendations put forth as a Path Forward strategy as part of the Strategic Plan and Roadmap report. These recommendations were designed to lead the Port toward the development and implementation of a successful and sustainable Geographic Information System (GIS) solution. Arora delivered a comprehensive GIS Strategic Plan and Roadmap report from which the Port is now leveraging to develop their enterprise GIS.

Pietro Como

ServiceTec
World Class Support for IT Systems at Airports

Key Skills

- CICS/ISPF/Mainframe, UNIX, Windows 9X/NT/2000/XP/2K3/VISTA/7/8, Novell NetWare, Mac OS X
- Oracle, ADB2, Relational Databases
- Visual Basic, SQL, HTML, ASP, C++, CGI, Perl, Java
- MS Project, MS Visio, MS Office

Education

B.S. in Computer Science, 2009 (Florence, Italy)

Certifications

CCNA

A+

NET+

SEC+

ITIL V3 Foundation Course

Operations Support Manager

Pietro is the Operations Support Manager for the Americas with extensive experience in managing Airports IT operations. He works directly with our customers at airports where a Site Manager is not part of the business requirement, making sure to exceed their expectations and to maximize the service provided value. He is also responsible for assisting the Operation Directors managing the overall Americas operation.

Select Project Experience

Operation Support Manager - ServiceTec

- Ensure the onsite team fulfils the obligations of the contract and exceeds the customer's expectations in service delivery.
- Maintain a good understanding of the roles and responsibilities of each of his sites, enabling training needs to be identified and extra support to be provided for project work, as required.
- Assist Business Relation Management with new and existing client relationships through personal account support.
- Assist with new product/services development planning and management.
- Assist Operation Directors with the day by day operations.
- Lead recruitment activities for any staff vacancy on assigned sites.

IT Systems Administrator - ServiceTec

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

Ramp Controller

- Setting up daily operation Gate Assignment for arrivals and departures flights in Terminal 1.
- Controlling Terminal's Taxi-ways (November, Mike Alpha) over aircraft traffic.
- Helping management staff on a daily operation.
- Assigning baggage claims and laterals for each flight.
- Maintenance of Company computer.

waveguide

Key Personnel

B. Shane Long | Principal

Shane Long, CTS-D, PMP, is a principal and director of Atlanta operations with Waveguide and manages corporate enterprise, education, performing arts, health care and medical education, house of worship and government facility AV, IT and acoustics projects. His decades of business development and corporate project experience provide guidance to corporations desiring to implement enterprise class AV standardization. Additionally, Shane is an adjunct faculty member with AVIXA – teaching certification courses at the trade association's annual conference.

Education:

- Music Business Institute, Associate of Arts, Business Management

Accreditations:

- Certified Technology Specialist in Design (CTS-D)
- Project Management Institute Project Management Professional (PMP)

Affiliations:

- AVIXA
- Project Management Institute

Team Member Experience:

- Asurion, New Headquarters, Nashville, Tennessee
- Norfolk Southern, Headquarters Relocation, Atlanta, Georgia
- The Coca-Cola Company, Workplace 2020 and Global Standardization, Atlanta, Georgia
- Georgia-Pacific, Headquarters Renovation and Re-stack, Atlanta, Georgia
- Interface, Headquarters Relocation, Atlanta, Georgia
- CoStar, Research and Technology Center Expansion, Richmond, Virginia
- Fiserv, Headquarters, Alpharetta, Georgia
- Mercedes-Benz, Headquarters, Atlanta, Georgia
- Truist, Headquarters Relocation, Charlotte, North Carolina
- BlackRock, Innovation Hub, Atlanta, Georgia
- Pfizer, AV Standards, New York, New York
- Pfizer, multiple projects, nationwide
- Anthem, Technology Center, Atlanta, Georgia
- Carlyle Investment Management, LLL, Global AV Standards and APAC/EMEA Conference Rooms, Worldwide Mattress Firm, Headquarters Relocation, Houston, Texas
- Fiserv, Office Relocation, Alpharetta, Georgia
- Vanguard, Majestic Building Renovation, Philadelphia, Pennsylvania
- Aspen Dental, Headquarters Renovation, Chicago, Illinois

Paul Chaney, ACDA, CISA

EDUCATION December 1998
B.B.A. in Management Information Systems
University of Texas at Arlington, Arlington, TX

MOST RELEVANT PROFESSIONAL EXPERIENCE

2012 – Present KOINO IT Solutions, LLC – Founder and CEO

- Started KOINO with a focus of helping people work smarter and faster, using 30+ years of data analytics experience and 20+ years of successful management background
- Highlighted at the 2017 ACL Connections conference as an opening keynote speaker by invitation from ACL's CEO Laurie Schultz; recognized at the same conference as part of the ACL Hero inaugural class
- Consulted with a $450 billion retail company regarding data analytics processing, tools, and infrastructure
- Provided consulting and data analytics development services across 20+ projects to a $12.5 billion financial services and technology company, primarily for Anti-Bribery/Anti-Corruption and Internal Audit departments, using ACL Analytics Exchange, ACL Analytics (desktop analytics tool), ACL GRC, Excel/VBA, Salesforce, SAP and SAP Ariba, custom internal systems and other tools to create end-to-end solutions with innovative programming techniques; areas covered include Accounts Payable / Travel & Entertainment Expense, General Ledger, Procurement Processes/Systems/Technology, Segregation of Duties, and Tableau Reporting
- Managed or assisted with dozens of data analytics projects for a $2.5 billion Silicon Valley software company, using ACL Analytics Exchange, ACL Analytics, ACL Direct Link (for SAP imports), Excel/VBA, and SAP (including BusinessObjects); work included scripting of GL interrogation logic in ACL, analysis of data integrity as part of a major revenue recognition system implementation, creation of fraud detection analytics for active investigations, and support of Internal Audit/Compliance, Sales/Revenue, Tax, and other departments
- Developed and managed ongoing analytics for an $8 billion steel distribution services company in areas of Bank Statements, Key Performance Indicators (16 monthly KPIs in Accounts Payable, Cash, Credit, and Shared Services), and Travel & Entertainment Expense; created approximately 20 Tableau dashboards for monthly reporting
- Provided consulting services and training on ACL products, including Analytics, Analytics Exchange, and ACL GRC, for a $7.8 billion food and beverage company, assisting the corporate purchasing card and information technology departments
- Created a segregation of duties solution using ACL and Oracle data from the following areas: Accounts Payable, Accounts Receivable, Cash Management, Fixed Assets, General Ledger, Inventory, Payroll, and System Administration for a $1.8 billion restaurant company
- Validated 401K data using ACL for a $1.1 billion sales and marketing company, providing client reports to ensure benefits were distributed appropriately (e.g., no person was added to closed 401K plans)
- Compared data between source systems and a data warehouse for a metropolitan government district providing services for 1.4 million people with a budget of approximately $400 million

- Provided Sarbanes-Oxley (SOX) general computer controls testing services for a $1.1 billion construction company, including automation of testing and coordination with Deloitte to ensure their reliance on Internal Audit's IT control assessments, for both SOX and financial attestation purposes

- Performed assessments of IT general computer controls, process effectiveness, and regulatory compliance for a bank with $18 billion in assets

- Managed engagement with an $18 billion electric and gas utility company to automate SOX controls using ACL/Analytics scripting, Robots, and HighBond Results, including notifications/triggers and various direct and indirect imports of data for approximately 40 different applications and databases

2012 – 2012 Advisory Financial Group, LLC – Senior Manager – Data Analytics

- Launched a Data Analytics practice, including development of client strategies, business lines, marketing materials, press release communication, and website content

- Obtained ACL licenses, installed ACL software on Advisory hardware and a server in the client environment; provided internal Team training and mentored others on use of ACL software

- Led an Accounts Payable Data Analytics project for a $2.1 billion shipping company (approximately 14 million records imported from Oracle into ACL for analysis), identifying more than $65,000 in duplicate payments and several recommendations for process and data integrity improvements

- Created data analytics presentations or proposals in areas such as forensic accounting, government, healthcare, private equity, and retail

- Fielded three requests to speak at 2012 Technology and IT Audit conferences, focusing on the topics of desktop computing efficiency, data analytics automation, and IT security

2008 – 2012 Dycom Industries, Inc. – IT Audit Manager

- Managed and led testing of SOX general computer controls, including significant automation of testing and coordination with Deloitte to ensure their reliance on Internal Audit's IT control assessments, for both SOX and financial attestation purposes

- Worked with the IT department to facilitate SOX evidence collection using online methods, such as an Intranet site, secure FTP location, shared network drives, and SharePoint

- Created a 55-page IT Audit Vision & Strategy document and three-year plan, which included automation of SOX testing; process improvement using tools such as ACL and Excel; and integration of analytics output with SharePoint

- Obtained authorization for direct access to all major production SQL Server databases within the company (100+) by Internal Audit; set up and maintained read-only ODBC connectivity for these databases using ACL

- Automated manual segregation of duties tests using ACL, which reduced processing time from between 4 and 8 hours to 3 seconds (roughly 5,000 to 10,000 times faster). The overall process covered 20 databases, took between 80 and 160 hours per year, and now runs in approximately 3 minutes, including import of real-time production data and automatic formatting of 80 Excel spreadsheets (cell alignment and shading, clean-up of headings, single printable page display, etc.).

- Automated testing (general risk and/or fraud detection) in the areas of Accounts Payable, Change Management, Firewall/Security Logs, General Ledger, Network Settings, Payroll, Segregation of Duties, User Access, and Wage/Hour Reporting, among others

- Trained and mentored several people in use of ACL, both inside and outside of Internal Audit

- Requested and managed an upgrade to ACL AuditExchange, including acquisition and configuration of two servers, as well as creation of a data analytics methodology from planning through direct data access, scripting, and various output methods

- Identified, implemented, and used tools to improve effectiveness of company personnel, inside and outside of Internal Audit, including:

    - ACL Desktop and ACL AuditExchange
    - ADP (human resources and payroll data)
    - DOS batch and command line processing
    - Microsoft products, such as Access, Communicator, Excel, Outlook, PowerPoint, Project, SharePoint, Visio, and Word
    - Snagit and Mercury Screen Recorder (screen capture software)
    - VBScripting (mainly Excel VBA, or Visual Basic for Applications)
    - Windows Group Policy Management Console

- Created SharePoint lists to manage:

    - Risk Universes for financial, IT, and operational areas
    - 200+ CAATs (Computer Assisted Audit Tools)
    - Control Self-Assessments, Best Practices, Follow-Up Items, Audit Checklists, Time Entry, and other topics

- Created and delivered presentations on the following topics, among others:

    - *Better, Faster, Smarter: Using Automation to Improve Your Audit Process* to a record audience at the IIA World Class Audit Departments seminar in Miami, Florida

    - *The Hidden Risk of Audit Inefficiency: How Robust Is Your Toolbox?*, which demonstrated techniques for desktop processing efficiency and automation at ITAC 2011 (Information Technology Audit & Controls conference) in Atlanta, Georgia

    - *Enhancing the Auditor's Technology Toolbox*, an interactive demonstration of desktop efficiency techniques that included active audience participation and information sharing at Audit World 2012 in Orlando, Florida

2007 – 2008 Wal-Mart Stores, Inc. – Senior Manager Information Systems (IS) Audit – Infrastructure & Tech Strategies

- Created a data analytics vision and strategy document for a Fortune 1 Internal Audit team (500+ Associates), including:

    - Effective consideration and use of CAATs
    - Training curriculum and technical education programs
    - ACL license planning, installation, and monitoring
    - Budget management
    - Growth of the Tech Strategies team (resources dedicated to CAAT development and technical support of Internal Audit)

- Led annual risk assessment to determine the IS Audit Plan, which included documentation of the IS Audit Universe, ranking of potential audits/projects based on various risk factors, and noting areas of coverage (compliance, privacy, security, etc.)

- Worked with Deloitte Consulting and Ernst & Young in areas such as control self-assessments, a data conversion project, and SOX testing plans and documentation

- Managed several CAAT projects, including:
    - Automation of manual inventory processes, improving productivity by 1,000+ hours per year ongoing
    - Use of Microsoft Access VBA to streamline SOX exception reporting and documentation
    - Independent validation of a JD Edwards Real Estate data conversion, covering approximately $85 billion in Fixed Assets
    - Replacement of special characters in data for easier import into ACL, with a detailed audit trail

- Managed a Program Management Office Implementation audit, focusing on the Information Systems Development Life Cycle

- Led security-related engagements and meetings, including:
    - Cisco and IBM security reviews and vulnerability assessments
    - Systems Incident Response Team audit reporting
    - Information Assurance Team weekly meetings, to discuss data security, communication, and similar topics

- Provided input on Human Resources topics, including:
    - Organization structure of IS Audit
    - Rewrites of all IS Audit job descriptions and core competencies
    - Revised salary banding (minimum/maximum salary levels per position)
    - Promotion readiness of Associates and career planning
    - Interviews and candidate discussions
    - Onboarding process for new Associates
    - Associate Opinion Survey action plans

2005 – 2007 FedEx Corporation – Senior Auditor

- Earned a Five Star Award (the most prestigious individual award at FedEx) primarily for leadership in the company's innovative use of ACL for data analysis, as well as multiple awards through the Bravo Zulu program and other department recognition

- Performed key roles in areas related to data analytics, including:
    - Creation of a data analytics vision and strategy document, then presentation of the material to Internal Audit Executive Leadership
    - Development and implementation of ACL training programs
    - Establishment of a data analysis information forum for approximately 150 auditors
    - Expansion and improvement of overall data analytics within the Internal Audit department, including Active Directory access testing and periodic fuel card monitoring
    - Consultation on ACL licenses, including support payments, tracking distribution of parallel port keys, and communication with ACL regarding potential upgrades and future hardware/software/license growth

- Worked with Internal Audit management to develop annual audit plans, improve the annual risk assessment process, and coordinate and document interviews with Executive Leaders in the company

- Partnered with FedEx Kinko's Field Operations to improve compliance with Standard Operating Procedures and to train team members on control self-assessments

- Provided technical support for the Plano, Texas Internal Audit team (approximately 10 employees), which included wireless networking and Microsoft Outlook/Exchange Server connectivity across two network domains

- Led several audits of FedEx Kinko's Office and Print Centers, as well as special projects and application reviews in the areas of Point of Sale, Production Management, and Transaction Database systems

- Conducted audits of FedEx Freight control environments, including appropriate use of wheel blocks, compliance with OSHA and DOT rules and regulations, documentation of equipment maintenance, parts inventory, and tests for required permits and licenses in each vehicle

2004 – 2005 Robert Half Management Resources – Sarbanes-Oxley IT Lead

- Managed a team of approximately 50 contractors (total engagement) to ensure SOX IT compliance and alignment with COBIT and COSO frameworks at various insurance subsidiaries, with coverage of application controls, end-user computing, general controls, Prepared By Client documentation for KPMG, and skills assessments (all for eight distinct business units)

- Provided feedback regarding IT Audit strategy and organization, including use of ACL for data analysis

1998 – 2004 Southwest Airlines Co. – Senior Information Systems Auditor

- Provided data and analysis for Herb Kelleher, Secretary Mineta, and President Bush as part of a rapid response team in charge of ensuring airport security days after September 11, 2001; recommendations from this team led to federal management of airport security services (and the Transportation Security Administration or TSA); a major expansion of the Federal Air Marshal Program; and the deployment of the National Guard to augment existing security staff at all airport check points

- Developed ACL CAATs programs for continuous auditing of Southwest Airlines' payroll and Internal Audit time reporting, in addition to ad hoc data analyses requested by other departments, Executive Leaders, the company President, the Chief Executive Officer/Chairman of the Board, and the Board of Directors

- Received the Employee of the Quarter award by department peers twice, an honor only one other person was given more than once; was also given multiple commendations by company executives

- Tested data accuracy among Southwest Airlines' accounting system, financial reporting system, frequent flyer system, reservation system, and Ticketless system (assigns confirmation numbers for Ticketless passengers) interfaces

- Evaluated controls pertaining to backup processing and testing, capacity and performance management, itinerary processing for the Ticketless system, and server availability

- Documented and tested IT controls for SOX compliance, including code reviews for legacy mainframe systems

- Led several technical audits, including a firewalls audit, an audit of **southwest.com**, and General Controls Reviews of Southwest Airlines' data center

- Worked as liaison between Ernst & Young and Southwest Airlines' Technology department to determine reporting requirements

- Created and maintained a database and front-end application to track audit issues and schedule follow-up work

- Conducted information systems audits in the following areas, among others:

  - Business Continuation / Disaster Recovery / Disaster Response
  - Finance
  - Flight Operations
  - Ground Operations
  - Inflight (Flight Attendants)
  - Interactive Marketing
  - Maintenance
  - Network Management
  - POS (Point of Sale)
  - Properties and Facilities
  - SAAS (Reservation system)
  - Technology Department

- Managed technical support for Internal Audit, which included budget input, purchase of new computers and upgrades for the entire department, and troubleshooting

EMPLOYMENT SUMMARY

• Founder and CEO	**KOINO IT Solutions, LLC**, Granbury, TX	2012 - Present
• Senior Manager - Data Analytics	**Advisory Financial Group**, Fort Lauderdale, FL	2012 - 2012
• IT Audit Manager	**Dycom Industries**, Palm Beach Gardens, FL	2008 - 2012
• Senior Manager IS Audit & Tech Strategies	**Wal-Mart**, Bentonville, AR	2007 - 2008
• Senior Auditor / ACL Trainer	**FedEx**, Plano, TX	2005 - 2007
• Sarbanes-Oxley IT Lead	**Robert Half Management Resources**, Fort Worth, TX	2004 - 2005
• Senior IS Auditor / Audit Technology Specialist	**Southwest Airlines**, Dallas, TX	1998 - 2004
• Senior Sales Associate	**Computer City (Tandy Corporation)**, Arlington, TX	1997 - 1998
• Assistant Manager	**Barnes & Noble Booksellers**, Arlington, TX	1992 - 1997
• Various responsibilities: Bartender Buffet Prep Busser Customer Service Counter Dishwasher Fry Cook Pizza Oven	**Shakey's Pizza Parlor**, San Angelo, TX	1990 - 1991

References available upon request

Eric Stewart

[redacted]
linkedin.com/in/ericstewart09

Summary

Built By Engineers, So Engineers Can Build For You!

WiFi Hotshots is an enterprise level and beyond, complete wireless solutions provider. We will survey and evaluate your wireless data needs and custom engineer solutions to provide the most comprehensive technically advanced wireless data systems that are robust and scalable to meet the most demanding needs.

Experience

President
WIFI HOTSHOTS
Aug 2021 - Present (2 years 1 month)

President
LA Wireless LLC
Nov 2019 - Present (3 years 10 months)
• Cisco Wireless Design and Implementation for ResMed Global.
• Cisco Wireless Design and Implementation for Prime Healthcare Hospitals.
• Cisco Wireless Design and Troubleshooting for Antelope Valley Hospital.
• Cisco Wireless Design and Implementation for Lancaster School District.
• Cisco Wireless Design and Implementation for San Diego MTS

Principal Solutions Architect - NAS Wireless
NAS WIRELESS, INC.
Oct 2009 - Nov 2019 (10 years 2 months)
• California School for the Blind VLAN Segmentation Design and Implementation.
• San Diego MTS Trolley Yard Wireless Redesign
• Children's Hospital Los Angeles Wireless Redesign and Migration
• Lancaster School District Guest ISE Design & Implementation
• Support SAIC LAUSD Erate Y10 Wireless of 20 Schools
• Provide Wireless Installation and Configuration of Alcatel Controller Based systems
• Provide Quality Control of the Wireless LAN before Customer Testing and Acceptance
• Provide onsite Wireless Surveying/Analysis and benchmark testing.
• Provide technical support during the Customer Testing and Acceptance of the product
• Provide Close-Out Documentation. i.e. Heat maps and reports via Airmagnet Software
• Provide Wireless Design, Configuration and Implementation of Cisco & Ruckus Controller Based systems for various Government Systems/Bases, K-12, Higher Education, Hospitals and Product Distributers and Manufactures.
• DoD/Federal Environment Network Implementation/Troubleshooting
• Senior Wireless Engineer for ATT-AOC Superior Courts deployment throughout California.
• Design and Implement multivendor Surveillance Systems

• Senior Wireless Engineer for ATT-City of Stockton Surveillance Deployment
• Senior Design and Implementation Engineer for ATT-West Contra Costa School District Wireless Erate Program.
• Senior Engineer for NAS- Golden State Foods Infrastructure Upgrade project
• Senior Wireless Engineer for Shalimar Palace in Los Altos Hills, CA Ruckus Wireless Design and Implementation
• Senior Wireless Engineer for Western Milling in Goshen, CA Ruckus Wireless Design and Implementation
• Senior Wireless Engineer for Harris Ranch in Selma, CA Ruckus Wireless Design and Implementation

Senior Wireless Engineer

ConvergeOne

Dec 2015 - Jan 2018 (2 years 2 months)

• Senior Wireless Engineer for Petco Distribution Centers Cisco Network
• Senior Wireless Engineer for Total Terminals Port of Long Beach Cisco Network
• Senior Wireless Engineer for Aqua Caliente Casino, Resort and Golf Courses design
• Senior Wireless Engineer for Golden State Foods support and design
• Senior Wireless Engineer for Huntington Library Outdoor Wireless
• Senior Wireless Engineer for Tamalpias USHD
• Senior Wireless Engineer for Pittsburg USD
• Senior Wireless Engineer for ViaSat Wireless Remediation
• Senior Wireless Engineer for Stater Bros design and implementation
• Senior Wireless Engineer for County of San Diego Administration Wireless design

Solutions Architect - Mobility

Dimension Data

Dec 2012 - Dec 2015 (3 years 1 month)

• Implemented Wireless Architecture for Coast USD to support all campuses. Including very heavy Bonjour use.
• Borderless Solutions Architect for Harvard Westlake schools Cisco Network
• Borderless Solutions Architect for Hueneme Schools Erate Cisco Network
• Solutions Architect for Ignition Creative High Density Wireless support with Voice/Video/Data.
• Solutions Architect for LA County Fire Borderless Network built to support 200+ remote locations.
• Solutions Architect for LA County Sheriff Borderless network. The Network is using RFID tracking along with full Jabber support.
• Site Survey and Design for Mattel Global Wireless Infrastructure.
• Borderless Solutions Architect for Ocean View schools Cisco Network.
• Design and Deployment of a Secure Wireless network for OneStop
• Global Wireless Infrastructure Design for Red Hawk Security
• Implementation Architect for Redondo Beach USD Cisco Borderless Network across all campuses
• Deployment of HA Cisco Wireless for Northern Inyo Hospital.
• Implementation Architect for Castaic USD Cisco Borderless Network across all campuses.
• Solutions Architect for Westside Union School District Indoor/Outdoor RTLS Network.
• Solutions Architect for Curacao Nationwide Cisco Wireless Deployment.
• Solutions Architect for East Side Union School District Cisco Wireless Deployment.
• Solutions Architect for Lancaster School District Cisco Wireless Deployment.
• Solutions Architect for LA County DHS MLK Hospital Cisco Wireless Deployment.
• Solutions Architect for LA County DHS High Desert Hospital Cisco Wireless Deployment.

• Solutions Architect for Herbalife Cisco Wireless Remediation.
• Solutions Architect for City of La Mesa Public Meraki Wireless Deployment.
• Solutions Architect for ReachLocal Cisco Wireless Deployment.

Senior Wireless Network Engineer
Day Wireless Systems
Sep 2012 - Dec 2012 (4 months)
Lead New Enterprise Wireless Division @ Day Wireless Systems.

Network Engineer 2
CACI International Inc
Aug 2006 - Apr 2009 (2 years 9 months)
• Supported AT&T LAUSD Erate.
• Reviewed and inspected contractors work prior to LAUSD inspection.
• Cisco Switch and Router configuration.
• Assisted in VOIP school cutovers.
• Built Windows 2003 servers to support the AT&T Hawthorne offices.
• Designed and Implemented a 12tb Storage and Backup Solution.
• Integrated CAD printers and scanners with the AT&T network.
• Asset and project documentation review for project closeout.
• Instructed AT&T's Wireless Design class which was presented to LAUSD Network OPs.
• Lead Wireless Survey/Design/Implementation for AT&T Erate Years 10 & 11.
• Supported AT&T County of San Diego.
• Designed and Implemented TACACS+ for over 1200 devices.
• Provide emergency network support for AT&T during the massive San Diego Fires.
• Implemented emergency disaster recovery solution for County wide Internet access.
• Configure Cisco Switches for the entire County including DA's Office, Sherriff Office, Courts, Child Services and Social Services. Perform Network Inventory of the entire network.
• This project ran concurrent with the AT&T Erate Project.
• Supported the Los Angeles Unified School District (LAUSD).
• Supported the LAUSD K-12 campus networks by creating, maintaining, and troubleshooting the Cisco, Xylan, and Alcatel equipment with emphasis on router configuration, virtual local area network (VLAN) implementation and TACACS+ implementation.

Owner
Reliable Networks
Aug 2004 - Aug 2006 (2 years 1 month)
• Design/Maintain Windows/Cisco network for 7 Remax Locations
• Service Remax Agents PC’s
• Maintain Windows 2000/2003 Server, SBS and Exchange for multiple sites.
• Maintain Veritas Backup Exec 8-10d for multiple sites.
• Cisco Pix Configuration
• Symantec Corporate Deployments
• Network Deployments
• Emergency Network Response
• Spam & Malware Prevention
• Recommend Upgrades as needed

• Inventory Software, Hardware, and Network Equipment
• Update Active Directory
• Implement GPO’s

Field Engineer
Computer Network Innovations
Jun 2001 - Aug 2004 (3 years 3 months)
• Lead Rosemead School District E-Rate Network Installation for 6 Schools SBC
• Lead LAUSD E-Rate Network Installation for 35 Schools SBC\Verizon
• Field Tech for LAUSD E-Rate Network Installation for 200+ Schools SBC\Verizon
• Field Tech for 30+ Compton Unified E-rate Network Installations with SBC
• LAN & WAN Design, Configuration and Implementation for Various Small Business

Education

Chatsworth High School
HS Diploma, High School
1994 - 1998

Licenses & Certifications

Cisco Certified Network Associate Wireless (CCNA Wireless) - Cisco

Cisco Certified Network Associate Routing and Switching (CCNA Routing and Switching) - Cisco

Cisco Certified Design Associate (CCDA) - Cisco

Cisco Certified Network Professional Routing and Switching (CCNP Routing and Switching) - Cisco

Cisco Certified DevNet Associate - Cisco
Issued Nov 2020 - Expires Nov 2023

DevNet Class of 2020 - Cisco

ECSE Design - Ekahau
Issued May 2021 - Expires May 2024
3065

ECSE Advanced - Ekahau
Issued Apr 2022 - Expires Apr 2025

Writing a Proposal - LinkedIn

Critical Thinking for Better Judgment and Decision-Making - LinkedIn

Implementing and Operating Cisco Enterprise Network Core Technologies - Cisco

Building a Superstar Brand - LinkedIn

Starting a Memorable Conversation - LinkedIn

How to Sell Anything with Confidence - LinkedIn

Skills

Cisco Technologies • Switches • WAN • Wireless Networking • CCNA • VoIP • Networking • CCNP • LAN-WAN • Wireless

Honors & Awards

Engineer Of The Quarter - Q3 2014 - Nexus - A Dimension Data Company

Oct 2014

Engineer Of The Quarter - Q3 2014

Valencia Office

Professional Services Team

Joe DeLima

[redacted]

The attached resume contains the work history and educational experience that should serve as an introduction on my work experience.

My work history reflects the varying degrees of responsibility I have had in the software development life cycle. Through it all, I have worked both in functional and technical capacities with ERP teams on implementation, integration, testing, securing, support, and migration. Within the client-server solutions arena, I have worked as both designer and developer. As for the platforms, I have extensive experience with mainframe, UNIX (SCO, Linux, and AIX), and Windows server/desktop operating systems.

My consulting experience through my company JD Solve IT, LLC which I started in August 2012 includes SharePoint 2013, 2016, and 2019 implementations, remediations and support. I have also worked on Office 365 as an implementor, developer and on migrations with focus on security. I also have experience with Oracle Web-Center Content Management and Kronos Workforce Timekeeper implementation. Additionally, I have been on engagements for creating integration solutions for accessing PeopleSoft ERP systems, relational databases, and legacy data platforms. I have architected, developed, tested, and trained users on the use of these custom solutions for "Project Order Management", "Employee Evaluations", "Notice of Violations Tracking" and a document management implementation to facilitate and improve the routing and tracking of vendor invoices throughout the organization for improved efficiencies in both labor and computing resources. Most significant of all is the fact that all these solutions required extensive integration with other applications where the data is either on a mainframe, an ERP system, or a relational database; and I designed the means of surfacing the information within SharePoint in real time to enhance user productivity and where necessary, developed the web services necessary for the SOA integration on either end. In addition to being the architect/developer in this effort, I also bore the responsibility of coordinating the testing and training of users.

The SharePoint development arose from the extensive work I did with respect to my responsibilities in support of the PeopleSoft Financials implementation that I took part in. From the initial implementation of version 8.8 through the migration efforts to 9.2, my role persisted as the technical lead for the Project Costing module within Miami-Dade Aviation Department (MDAD) while evolving to include functional lead roles in deciding how to implement project-tracking needs for the $6 billion Capital Improvement Program (CIP), along with the technical implementation to provide the integration with legacy applications and external systems. At each step of the way, with each change I led the effort for testing with the users after contributing extensively to the development. In developing the integration with legacy applications, I leveraged the skills I had developed while working on a joint application development java project with IBM Global Services targeting the IBM WebSphere 5 application servers. I leveraged the web services development capabilities exposed through PeopleSoft Integration Broker and developed external web services that exposed the logic of legacy application as distinct endpoints for add, update, and find operations.

Prior to that, I was tasked with leading a 2-member team of consultants in the migration of MDAD's Revenue Accounting System from a mainframe environment to the AIX Unix environment by outlining a development standard for retooling JCLs to Korn shell scripts (in addition to the necessary changes to the COBOL code.) With that engagement, I provided the design, unit testing and user acceptance testing structure.

In my most recent engagement, I converted the document management system used at Orlando International Airport from Oracle WebCenter Content to SharePoint 2013 using custom .NET code to transform document metadata from the Oracle system retaining all the key attributes – document creation and modified dates as well as other key metadata – while transferring and uploading nearly a million documents. Additional enhancements included developing an 'Out-of-Office' delegation workflow like what I had done within the Oracle system in a prior engagement.

Essentially, I can play a strong role within any software development project based on my strong and varied development skills that have always been thoroughly demonstrated in the design, development, integration, unit testing, and user acceptance testing that I have conducted thereafter.

I look forward to joining your team.

Objective

I seek software development engagements that are both challenging and rewarding in the sense that they contribute to the greater good of my community.

Experience

SharePoint Design, Development, Implementation and Upgrade – Multiple Airports and Engineering Firms
2018 - Present

- Office 365
- SharePoint 2019
- SharePoint 2016, 2013, 2010, 2007
- Disaster Recovery Scripts
- Implementing security best practices

Senior Engineer - Insight Global/Interval International/Interval Leisure Group, Miami 2016 - 2018

- Windows DevOps
    - Kronos Clocks Upgrade Project
    - PowerBuilder EAS to IIS Conversion Project
    - Portal Redesign project
    - IIS Web-Farm implementation and deployment automation
- SharePoint Administration
    - Office 365 Migration planning
    - Outlining On-premises SharePoint 2013 and file shares migration options
    - Provide guidance on Office 365 Security Policy with Office of Information Security
    - Resolved long-standing issues with search service that went unresolved with prior Microsoft engagement
    - Maintenance and management of 4 separate production farms (4 servers each) along with their reduced scale QA and DEV counterparts/clones
- PCI compliance/remediations

SharePoint Design, Development, Implementation, Upgrade, and Support - Orlando International Airport
January 2015 - Present

- Performed side-by-side Upgrade for SharePoint 2016 from SharePoint 2013 leveraging existing farm hardware with minimal outage on same servers of load balanced machines.
- Architected the Farm layout in 3-tiers to support employee collaboration with 800 off premise non-domain users (Kerberos authentication and Forms-Based Authentication)
- Performed installations and configurations for Web-Application Proxy, ADFS, SharePoint 2013 through 2019 (services configurations for Search, Distributed Cache, Business Connectivity Services (BCS) and optimizing their placement at the various tiers in the farm.)
- Designed Metadata Catalog: transformed legacy data lookups used in Oracle WebCenter to Metadata Catalog in SharePoint
- Added Out-of-Office attribute to User Profile and developed a customization to the OOTB Approval Workflow to leverage the attributes to reroute task assignments to a delegate during the Out-of-Office period
- Designed Content-Types for Records Management based on Content-Type Hub distribution and associated Information Management Policies that tag content for retention based on State Retention Scheduled.
- Developed the necessary workflows to achieve lookup and tagging of State Retention Schedules based on Content Type and metadata attributes.
- Database design and development to support Business Connectivity Services and CSOM applications written in C# for interactions with SharePoint
- BPM/Workflow solution evaluations and assessments to compare Appian, Skelta Wonderware, Nintex, and K2
- Developed PowerShell scripting for backups, migration, and monitoring and maintenance

Oracle WCC BPM/Workflow Developer -- Orlando International Airport **January 2014-December 2014**

- Developed custom workflow solution (using HTML, IDoc Script and Java) to allow dynamic assignment of multiple users with Out-of-Office delegation
- PL-SQL development for Oracle Database 12g

Website and Collaboration Portal Architect and Development -- Express ACA, Miami-Lakes. **July 2014 – December 2014**

- Website Project Manager
- Portal Architect – used Dot Net Nuke as the collaboration portal and developed the database to support the venture in brokering Healthcare.gov enrollment services as offered to Tax Agencies across the US with file uploads and User Enrollment details
- Server Configuration across multiple tiers that tied a GoDaddy website hosting to Amazon Web Services hosted servers for the Express ACA Portal and Database running on 2 Windows 2012 Servers – one for Dot Net Nuke and custom code and one for SQL Server 2012 Standard
- Designed the security profiles to separate and isolate the multiple tax preparation agencies that were submitting documents and enrollment information for collaboration with Express ACA staff

PeopleSoft Development and SharePoint Integration Consultant, Miami-International Airport **March 2013 – March 2015**

- Mentoring on integration strategies in for leveraging application messaging and SharePoint business connectivity services
- Development of live integrated data solution to combine Primavera P6 scheduling data with PeopleSoft financials surfaced within SharePoint in real time
    - Developed SQL views to transform P6
    - SharePoint Business Data Connectivity Services Development for SharePoint 2010
    - PeopleSoft Financials 9.2 Custom PeopleSoft Records and Integration Broker for payment data

Systems Analyst/Programmer 2, Miami-Dade County Aviation Dept. **May 1998 – July 2012**

- Lead developer supporting the database used for tracking the $6 billion capital improvement project
- Designing integration systems for connecting and surfacing data from ERP systems, PropWorks and mainframe applications as necessary for Aviation operations and business intelligence, reporting, analysis, and decision support. Used C#, WCF, SQL SSIS Packages, PeopleSoft Integration Broker to implement the integrations
- Technical Lead for PeopleSoft Financials Project Costing with responsibilities for functional integrations with Commitment Control, General Ledger and Accounts Payable modules.
- On-Call Support for PeopleSoft HR, Omegaware (Durasys Parking Revenue Control System)
- Technical and architectural lead for SharePoint 2007 and 2010 for document management, systems integration, and business intelligence.
- Custom Web-Parts developed in C#
- Integration, testing and training lead for PeopleSoft Financials Project Costing, SharePoint development using .Net Framework 4.0, Visual Studio 2010, PeopleTools 8.5, SQL Server 2012, Oracle 10g, T-SQL, PL/SQL.
- Revenue Accounting System Lead (SAS, Cobol, Korn Shell)
- Lead Developer in IBM MVS Migration to AIX Unix GEAC Cobol, PDL, JCL to MicroFocus Cobol and Korn shell

Education

University of Illinois Urbana-Champaign MBA Candidate Global Leadership and Data Analytics Winter 2021 – Present

Nova Southeastern University, Davie, FL Candidate for Masters in Computer Information Systems with Information Security Concentration (NSA Certified Program.) Winter 2009 – Winter 2013

Florida International University, Miami, FL Liberal Studies and Computer Science December 2000

Skills.

Very strong proficiencies in PowerShell, C#, Java, PeopleSoft PeopleCode, PowerBuilder, database design and development using Transact-SQL, PL-SQL. Professional development experience with Java, Objective C, PHP, C/C++, KornShell, SAS, McCormick & Dodge PDL, JCL, JS2, REXX and Cobol. Extensive database development in PL/SQL on Oracle (versions 7 through Current Version,) MySQL (versions 3 through 5) and T-SQL on Microsoft SQL Server (versions 6. 5 through current version), SSIS (SQL Server Integration Services (SSIS) and its predecessor, DTS.) Operating systems platforms Microsoft Windows, Mac OSX, AIX, and Linux, SCO UNIX, BSD. With respect to implementation and integration, highly adept at outlining testing scenarios for testing system functional implementations. Additional skills with toolsets such as: Adobe Photoshop, Microsoft Visual Studio, ASP.NET, Eclipse IDE, Rational Application Developer (WebSphere) and Documentum Fundamentals.

- Content Management Systems and Enterprise Resource Planning systems implementations, and systems integration with a focus on data mining, business intelligence and collaboration systems design and development.
- Platforms include PeopleSoft Financials and Integration Broker for web-services based integrations across the Microsoft SharePoint sphere: 2010, 2013, 2016 and Office 365.
- Strong database design, development and support skills for Oracle, MS-SQL, and MySQL and their hosting operating systems.
- System design, implementation, testing, and support using .Net Framework 4.0 through 4.7, Visual Studio (2010, 2012, 2013, 2015) PeopleTools 8.5, SQL Server (2012, 2014), Oracle 10g, T-SQL, PL/SQL, PHP.

Accomplishments and Technologies used.

- Experience in all phases of the software development life cycle from design to implementation at the enterprise level and with custom applications as well as their deployment into the operations.
- Designed and developed a Collaboration management solution for gathering PeopleSoft Financials and construction project management information (scheduling data from Primavera Project Planner 6, project tracking from numerous custom applications and data sources) for presentation within a single SharePoint environment.
- Designing and developing conversion programs for extract, transform and load (ETL) operations.
- Conducting Business Analysis, Fit-Gap sessions, and providing detailed design specifications to clients.
- Creating test scripts for unit testing, application function tests, database tests, transaction tests, and regression testing.
- Recommending and implementing the resultant approaches for various business processes within the Aviation Department.
- Developing conversions and modifications to meet the needs of clients.
- Creating web services for integrating and sharing data between (to and from) custom applications and PeopleSoft.
- Leveraging PeopleSoft Integration Broker for loading Projects, Activities, Project Budgets and Primavera scheduling details into PeopleSoft Project Costing.
- Analyzing issues within various PeopleSoft application modules: HR, Accounts Payables, Purchase Orders, and e-Procurement modules.
- Excellent Functional and Technical skills in PeopleSoft Program Management, Project Costing, General Ledger, Commitment Control, Accounts Payables, Purchasing and e-Procurement.
- PeopleSoft upgrade experience: People Tools (8. 48 to 8.5) and Financials (8. 8 to 9.1)
- Microsoft SQL Server upgrades from 6. 5 to 2000; 2000 to 2005; 2005 to SQL 2008.
- Extensive experience in database design, optimizing and creating stored procedures for both MS-SQL and Oracle platforms (as well as Oracle packages.)
- SharePoint custom development: Web Part development using C# and custom SharePoint Workflows.
- Designing SharePoint taxonomies (informational and structural layouts.)
- Created a virtualization environment for SharePoint development and testing.
- Model Driven Design using UML (Argo UML and Rational Rose.)
- Excellent SQL skills including developing code for deployment within the database (PL -SQL, T-SQL, SSIS)
- Trainings in Documentum Fundamentals, SharePoint Development, SharePoint Administration, PeopleSoft Project Costing, PeopleSoft Commitment Control, PeopleSoft General Ledger, PeopleSoft Accounts Payables/Procurement (Accelerated Course), PeopleSoft Tools, PeopleSoft Integration Broker, JSP Development with IBM Websphere Application Developer, Servlet Development with IBM Websphere Application Developer, Microsoft SQL Server Database development using Transact -SQL, Oracle Process Modeling, Oracle PL/SQL Development.

Stan J. Alachniewicz

CERTIFICATIONS

- Salesforce Certified Marketing Cloud Email Specialist
- Salesforce Cloud Consultant
- Platform Developer 1
- Salesforce Certified Administrator 201
- Salesforce Certified JavaScript Developer

SUMMARY

Over 15 years of technology experience and a passion for developing innovative solutions to complex problems. Salesforce expert for enterprise and not-for-profit brands. Adept at streamlining processes and creating efficiencies. Experience with Salesforce APIs.

EXPERTISE: Salesforce Data Cloud, Sales/Service Cloud, Marketing Cloud (Exact Target), Lightning Web Components, Fuel SDK, JavaScript, CSS3, Sass, Bootstrap, PHP, SOAP, REST, Drupal 8, Symfony, MVC, Twig

EDUCATION

California State University Hayward BA, MAJOR: Multimedia - **MINOR:** Video
Delta Chi Fraternity - Hayward, CA Chapter - Executive Board Member / Alumni Director

EXPERIENCE

Salesforce
Technical Architect / Developer

- Customized internal Salesforce hiring CRM to meet business requirements using combination of Lightning Web Components (LWC), Visual Force, Apex, Flows and Process Builder
- Supported cross-department assessment and migration/implementation of new recruiting CRM, including building an API connection between Beamery, Marketing Cloud and Data Cloud (CDP, Genie)
- Wrote script that used Bulk API and Server-Side JavaScript (SSJS) to create or update thousands of records to Sales Cloud CRM as Journey Builder activities were bogging down connected systems
- Reconfigured an inefficient model for web-to-lead forms which used content blocks for pre-set forms and one CloudPage for each form; Now uses a single, dynamic page and data extension for all forms
- Explored opportunities for enhanced integration with recruiting CRM; Slack API; Zoom API; Asana API
- Improved existing Marketing Cloud configuration by unifying email templates, implementing Einstein

Cloud For Good
Senior Salesforce Cloud Consultant

- Partnered with clients to collect business requirements for new CRM builds and deliver fully configured end-to-end builds; Maintain and enhance existing Sales and Marketing Cloud instances for clients
- Worked with Sales Cloud, Marketing Cloud and Pardot API's to create a backend tool to retrieve data and create items within each system.

- Used Salesforce and Marketing Cloud APIs to develop Upload Form hosted on Heroku that allowed users without a Salesforce license to match or create Contact records in CRM and load into a data extension
- Developed innovative solutions to address Marketing Cloud limitations, such as inability to loop journey emails and Individual Email Results low resolution thumbnail
- Functioned as lead architect in several Marketing Cloud implementations for large non-profit clients

Vibable
Technical Architect

- Working with sales leads to gather requirements, scope, and design client solutions, then implement overly complex, data driven integrations and automation needs in Marketing/Sales/Service Cloud.
- Served as lead architect for clients including Salesforce, Conn's, KIND, Tastefully Simple, B.A.S.S.
- Created robust course registration app in Marketing Cloud featuring user and admin portals/actions; Project included Landing Pages, Journeys, TriggeredSends, JSON, jQuery and AMPScript
- Used Journey Builder to create complex journeys such as Abandon Cart, Nurturing, Registration

Visit Orlando
CRM Manager / Marketing Cloud Developer

- Oversaw 6M record database and utilized Salesforce Marketing Cloud to implement enterprise level automation and reporting solutions. Managed one direct report and intern.
- Built multi-touch welcome series (Journey Builder) with dynamic content based on subscriber preferences; Data pulls directly from Sales Cloud lead object and delivers personalized content; Utilizes data extensions as content source and file drop automation so no technical staff are needed for updates
- Created CloudPages preference center which synchronizes with Sales Cloud via the Marketing Cloud Connector
- Developed a method for content performance tracking; CloudPages form to easily tag links with URL variables, then SQL queries are used after a send to pull out Category, Subcategory and Position

San Diego Tourism Authority
Web Developer / Interactive Manager

- Managed digital landscape including email marketing, Google Analytics, and multiple websites (WordPress, Sitecore, and Drupal). Added front-end enhancements as needed. Deployed over 200K emails monthly.
- Used Marketing Cloud SOAP API, PHP, JQuery and AJAX to develop drag and drop, Content Builder like app for non-technical staff that synchronized and worked with Marketing Cloud
- Managed weekly email program and collaborated with members for dedicated paid emails
- Created front-end enhancements for sandiego.org using JavaScript, JQuery and CSS3

HARSHAD KOVE

SUMMARY

- Result-driven and goal-oriented professional with superb skills and more than 15 years of successful experience in Data Warehouse and development (including physical and logical data modeling utilizing star schemas and their variants), solution architecting, implementation, and deployment (via Business Intelligence & Reporting tools) in various domain - Finance, Pharmaceutical, Retail, Telematics & Supply chain analytics etc.
- Deep understanding of Information Technology Software Development Life Cycle (SDLC).
- Overcome complex business challenges and make high-stakes decisions using experience-backed judgment, strong work ethic, and irreproachable integrity. Respected as a proponent of empowerment and accountability.

WORK EXPERIENCE

BI & OBIEE ANALYTICS SOLUTION ARCHITECT - Mastec

BI report modelling for oracle EBS GL, FA, AP, AR modules

- Discuss with Business Users and SMEs to understand the business problems with perspective of existing OBI Reports.
- Implement Financial Analytics solution published with General Ledger, Payables, Cash Management, Receivables data dashboards in Oracle analytics server and management reports on cloud.
- Prepare accurate and timely financial and business analyses, research, and forecasts including demand forecasting, financial and expense performance, rate of return, working capital and investments optimization, project benefit tracking.
- Involved in Optimization of Power BI Dashboards with a focus on Visualization, Usability and Performance
- designing and developing the power BI Data model using multiple DAX expressions to build calculated columns and calculated measures.
- Manage & Lead Team for entire BI Analytics Project. Track detailed activities of project schedule and provide timely update to the PMO team/Key Stake holders.
- Develop rich interactive visualizations integrating various reporting components from multiple data sources using Microsoft Power BI tool.
- Design and Development of ETL Jobs in Informatica and implementing the corresponding DAC Task in the existing execution plan. Uses data lineage to analyze data flow and troubleshoot data transformation errors.

LEAD OBIEE SYSTEM CONSULTANT - Verizon, *Atlanta, GA*

- Solution Architecting, Researching, Consulting, Analyzing and Evaluating OBI Apps Solution for Telematics Domain.
- Collaborate with customers and various businesses and Information Technology teams to effectively address and resolve production issues in OBIEE, DW, BI areas.
- Research reported production Data load, data issues. Determine and document root cause of issues through partnership with the development teams and resolve production, customer reported data warehousing issues.
- Designing and developing applications using OBIEE, Informatica, IDD, IDQ, Oracle BI, Oracle PL-SQL, Unix Shell Scripting, Data modelling and Dimensional Modelling.
- Design, develop, deploy, and support Tableau dashboards on Tableau server deployed enterprise-wide Infrastructure performance databases.
- Created adhoc reports to users in Tableau by connecting to multiple data sources.
- SOA/AIA/ODI, Oracle EBS, ERP & Web Portals, BRM and Business Data Analysis.
- Continue to investigate and evaluate emerging BI technologies.

SENIOR OBIEE CONSULTANT - Infosys

- Interact with business key users to gather report requirements for HR Analytics Implementation.
- Design functional and technical specifications documents (High level and low-level designs) for reports as per different metrics and KPIs.
- Work extensively on BMM (Business Model and Mapping) layer to develop various business models like Human Resource - Workflow Profile, Compensation, Performance, Recruitment, Retentions, Span of Control, Turnover.
- Ad-hoc reporting using OTBI HCM subject area Absence Management, Benefits, Compensation.
- Customizing BI Apps 7.9.6.4 Informatica ETL based on business requirement with appropriate task schedule changes in DAC.
- Implement Human Resource Primary employee/Position hierarchy-based data level security.
- Identify and resolve the issues encountered during daily data load activity provided with issue root cause analysis.
- Facilitated training session for business users on HR Analytics DW/BI Reports.

TECHNICAL SKILLS

BI Tools

- Oracle Analytics Cloud
- OBIEE 12c, 11g, 10g
- Power BI
- SAP Business Objects

Data Integration Tools

- Informatica
- ODI

Programming Language

- SQL/PL-SQL
- Python

Cloud Services

- Oracle
- Azure

EDUCATION

Bachelor of Engineering

Electronics & Telecommunication at SRTMU University India

1. Respondent's Certification Form

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

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

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

I certify, under oath, that this Solicitation is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a Solicitation for the same product or service. I further certify that no officer, employee or agent of the Aviation Authority or any other Respondent has a financial interest in this Solicitation. I further certify that the undersigned executed this Respondent's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

Company
Technology Management Corporation

Bidder's Signature

Print Name and Title
Cheryl O'Brien

Address:
4790 Lakeway Terrace, Shorewood, MN 55331

Date 9/11/2023

Duns Number
[redacted]

Federal Tax Id Number
[redacted]

Email: Cobrien@tmc-1.com

Sworn to and subscribed before me by means of:

☑ ***physical presence or ☐ online notarization***
this day of September 11 ***20*** 23

by Cheryl O'Brien ***who is***
☒ **Personally Known; or ☐ Produced Identification. Type of identification produced:**
[Check applicable box to satisfy identification requirement of FLA. Stat. §117.05)

STATE OF FLORIDA) **Seal**

COUNTY OF Pinellas)

ALYSSA M O'BRIEN
Notary Public, State of Florida
My Comm. Expires Jan. 06, 2025
No. HH 77863

Notary Public My Commission Expires: 1/6/2025

Printed, typed or stamped commissioned name of Notary Public) Alyssa M O'Brien

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

2. Addendum Receipt Verification

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

Addendum No.	1	Dated	8/21/2023
Addendum No.	2	Dated	8/25/2023
Addendum No.	3	Dated	8/25/2023
Addendum No.	4	Dated	9/4/2023
Addendum No.	5	Dated	9/5/2023
Addendum No.		Dated	
Addendum No.		Dated	
Addendum No.		Dated	

Technology Management Corporation
Company

Signature

Cheryl O'Brien
Print Name

Founder + President
Title

3. Conflict of Interest Disclosure Form

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

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

Comments: No conflicts of interest.

Acknowledged by:

Firm Name: Technology Management Corporation

Signature of Authorized Representative:

Name and Title (Print or Type): Cheryl O'Brien, Founder + President

Date: 9/11/2023

4. Certification Regarding Prohibition Against Contracting with Scrutinized Companies

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

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

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

Name of Respondent: Cheryl O'Brien, Technology Management Corporation

By: _____
(Authorized Signature)

Title: Founder & President

Date: 9/11/2023

5. E-Verification Certification Form

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

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

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

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

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

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

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

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

Company Name: Technology Management Corporation

Authorized Name: Cheryl O'Brien Title: Foundr + President

Signature: _____ Date 9/11/2023

****

State of Florida

County of Pinellas

This instrument was acknowledged before me on 9/11/2023 (Date)

Notary Public Signature _____

ALYSSA M O'BRIEN
Notary Public, State of Florida
My Comm. Expires Jan. 06, 2025
No. HH 77863

TMC will submit this form with each project under this contract. [Addendum #5, Question 9]

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

Bidder: Name_____

Address_____

City_____ State_____ Zip_____

MWBE Firm: Name_____

Address_____

City_____ State_____ Zip_____

MWBE Contact: Name: _____ Phone ( ) _____

Email: _____

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

Scope of Work	Quantity	Rates	Total

Year 1: $_____

Year 2: $_____

Year 3: $_____

Total Term Value: $_____ Percent of Total _____%

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

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

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

By: _____
(Respondent's Authorized Signature) (Title) (Date)

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

TMC will submit this form with each project under this contract. (Addendum #5, Question 9)

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: B05-22 Landside Terminal Landscape Maintenance I Irrigation Services

(Number and Name)

PAYMENTS	Current Year (A) Current Payment	Current Year (B) Previous Payments	Current Year (C) Cumulative Payments	Previous Years Totals (D) 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 (E) Current Payment	Current Year (F) Previous Payments	Current Year (G) Cumulative Payments	Previous Years Totals (H) Amount
TOTALS				

Summary

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

Contract Goal:

Cumulative Goal Achieved:

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

Remarks:

SAMPLE

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

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

Print or type. See **Specific Instructions** on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Technology Management 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.
4790 Lakeway Terrace

Requester's name and address (optional)

6 City, state, and ZIP code
Shorewood, MN 55331

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
[redacted]

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 ▶** Cheryl [signature] **Date ▶** 09/12/2023

General Instructions

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

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

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

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

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

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

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 12/30/2022

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

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

PRODUCER	CONTACT NAME: DANIEL FRAISSE	
DANIEL FRAISSE INSURANCE SVCS INC 3857 Foothill Blvd #23 La Crescenta, CA 91214	PHONE (A/C, No, Ext): (818)541-9975	FAX (A/C, No): (818)541-1715
	E-MAIL ADDRESS: dfia@fraisseinsurance.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : HARTFORD CASUALTY INSURANCE COMPANY	0091
INSURED Technology Management Corporation-1 Incorporated 4790 LAKEWAY TERRACE SHOREWOOD, MN 55331	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

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

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	[X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: [X] POLICY [ ] PRO-JECT [ ] LOC [ ] OTHER:	X	X	57SBABN8770	1/1/2023	1/1/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 300,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
A	AUTOMOBILE LIABILITY [ ] ANY AUTO [ ] OWNED AUTOS ONLY [ ] SCHEDULED AUTOS [X] HIRED AUTOS ONLY [X] NON-OWNED AUTOS ONLY			57SBABN8770	1/1/2023	1/1/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
A	[X] UMBRELLA LIAB [X] OCCUR [ ] EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [X] RETENTION $ 10,000			57SBABN8770	1/1/2023	1/1/2024	EACH OCCURRENCE AGGREGATE	$ 4,000,000 $ 4,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N [Y] If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	X	57WECAC5M93	1/1/2022	1/1/2023	[X] PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 500,000 $ 500,000 $ 500,000
A	Business Owners Professional Liability			57SBABN8770	1/1/2023	1/1/2024	CONTENTS	11,700 2,000,000 2,000,000

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

GREATER ORLANDO AVIATION AUTHORITY- CONSTRUCTION IS ADDITIONAL INSURED

CERTIFICATE HOLDER

Greater Orlando Aviation Authority - Construction
c/o Vertikal RMS, Inc.
1001 E 101st Terr, Ste 235
Kansas City, MO 64131

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

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