PART ONE – GENERAL

1.1 Scope of Work
1.2 Definitions
1.3 Regulations
1.4 Work Hours
1.5 Inclement Weather
1.6 Emergency Response
1.7 Contractor’s Personnel
1.8 Identification and Access Requirement
1.9 Items Provided by The Authority
1.10 Tools and Equipment
1.11 Communications
1.12 Quality Assurance
1.13 Warranty

PART TWO – PERSONNEL

2.1 General
2.2 Key Personnel
2.3 Contractor Provided Required Training

PART THREE – REPAIR PARTS

3.1 General
3.2 Repair Parts, Inventory and Storage
3.3 Withdrawing Parts from Authority Inventory
3.4 Consumables Incidentals

PART FOUR – CONTRACTOR PERFORMANCE AND MEASUREMENT

4.1 Performance Measurement and Tracking
4.2 Performance Measurement Exceptions
4.3 Restoration of Service in a Timely Manner
4.4 Library
4.5 Preventative Maintenance
4.6 Predictive Maintenance
4.7 EAMS Maximo (for GSE specific site) – Utilization and Data Entry Requirements
4.8 Historical Records
4.9 Safety and Protection
PART FIVE – COMPENSATION AND ADJUSTMENT

5.1 Minimum Pay Scale
5.2 Removing Equipment from Service
5.3 Adding or Replacing Equipment
5.4 Compensation Adjustment
5.5 Deductions Based on Equipment Non-Operational Time
5.6 Deductions and Adjustments

PART SIX – CLEANING OF PBB AREAS

6.1 Cleaning of PBB Areas
1.1 SCOPE OF WORK:

1.1.1 The Contractor will provide all labor, supervision, management oversight, training, parts, materials, tools, equipment, submissions, reports, consumables, uniforms and all other items and services necessary, proper for, or incidental to performing twenty-four (24) hours per day, seven (7) days per week, on-site maintenance and repair, Corrective Maintenance (CM), Preventative Maintenance (PM) and Predictive Maintenance (PdM), corrosion control, painting, of loading bridges and Associated Ground Support Equipment in the South Terminal (Terminal C) of Orlando International Airport (OIA). The contractor must utilize, generate and maintain data into the specified GSE site of the Authority’s Enterprise Asset Management System EAMS Maximo, the management of all maintenance actions and spare parts inventory for the Passenger Boarding Bridges (PBB) and Associated Ground Support Equipment Maintenance and Repair Services at OIA in accordance with the Contract Documents.

1.1.2 The Contractor shall be responsible for the parts, operation, inspections, maintenance, corrosion control, painting, troubleshooting and diagnosing, adjustments, repairs, and replacement of parts, for all of the equipment and systems covered under this Contract.

1.1.3 The Contractor is expected to plan in advance, and utilize PdM techniques/tools, so that the replacement of wearing/worn-out parts can be scheduled for off-peak times rather than necessitating replacement during scheduled equipment operating periods or as a reaction to an unexpected breakdown. The replacement of wearing parts can be scheduled or predicted based on manufacturer’s data for life-expectancy in terms of hours-in-operation, number-of-cycles, operating environment, maintenance/care, age, and/or similar measurement. The Contractor shall use PdM techniques/methods and routine inspection so as to replace wearing/worn-out parts prior to actual failure. The Contractor will utilize trend analysis of EAMS Maximo information as well as other predictive means to accomplish PdM. System availability/performance will be measured and deductions may be taken for failing to meet minimum performance requirements pursuant to Parts Four (4) and Five (5) hereof.

1.1.4 The Contractor shall perform all its obligations and functions under this Contract in accordance with the requirements and standards contained in this Contract in a professional and businesslike manner. The Contractor shall use its best efforts to coordinate its activities with, and adjust its activities to, the needs and requirements of the various users of the airport and to perform its activities so as not to annoy, disturb, endanger, unreasonably interfere with or delay the operations or activities of any passengers, tenants, or occupants of the premises; or be offensive to others at the airport.

1.1.5 Any work required beyond that which is specified herein shall be reported in advance to the AAR. At no time, shall the Contractor work beyond the scope of this Contract without prior written authorization from the AAR.
1.1.6 No materials, tools or equipment shall be left unattended or stored in public or non-designated space at any time without prior approval from the AAR.

In addition to the requirements specified elsewhere in this Contract, the Contractor shall perform the work identified below with respect to the equipment identified as covered under this Contract.

**PBB AND AFFILIATED EQUIPMENT SCOPE OF WORK:**

1.1.7 The Contractor will also be responsible for maintenance, tools, equipment, submissions, reports, consumables, preventative maintenance, painting, cleaning and all other items and services necessary to maintain two (2) ADA Passenger Assist lifts located on either side of South Terminal C. Contractor shall also be responsible for the providing and management of the spare parts inventory as described in Part Three herein.

1.1.8 PBB and their related ancillary (affiliated) equipment includes PBB, Air Handler Units (AHU), Ground Power Units (GPU), Potable Water Cabinets (PWC), PBB Belt Loaders, rooftop PBB cooling PCAir units and emergency mobility access vehicles (lifts for access for mobility impaired egress), and all PBB and affiliated equipment monitoring systems. Certain other systems associated with the bridges such as lead in lights or docking systems are also included. A list of the equipment/items to be covered in this Contract is to be developed but the current project is expected to include 30 or less passenger boarding bridges and affiliated equipment.

1.1.9 Ball screws (jack screws, Saginaw screws) in JBT bridges require initial inspection at ten (10) years from original installation and inspection at five (5) year intervals thereafter. The Authority has determined that its maintenance program will require that the ball screws be replaced every ten (10) years and that replacement procedures will be the Contractor’s responsibility.

1.1.10 In addition to the requirements specified elsewhere in this Contract, the Contractor shall provide all personnel, labor, supervision as necessary to perform the work, and shall perform the work, identified below with respect to the equipment identified as covered under this Contract. Contractor shall perform the following:

1.1.10.1 Scheduled PM and PdM of all the equipment and systems covered under this Contract.

1.1.10.2 Unscheduled and scheduled CM for all the equipment and systems covered under this Contract. Contractor shall strive to make all scheduled repairs during non-peak times and/or when the system/equipment is not scheduled for use.

1.1.10.3 Corrosion control and painting of all equipment included in this Contract.

1.1.10.4 In compliance with manufacturer’s guidelines and the Contractor’s Safety Plan, conduct a safety inspection of all equipment and devices on a regular basis and promptly report all current and/or potential issues to the AAR.
1.1.10.5 Conduct daily inspections of the PBBs, the PBB belt loaders, GPUs, Air Handlers, Water Cabinets and all affiliated equipment to identify any potential or developing problems. This is to be a visual and audible “walk-through” inspection, which is not as detailed an inspection as a PM inspection.

1.1.10.5.1 The inspection shall begin prior to operation startup for each PBB, PBB Belt Loader (identifying such problems as torn conveyor belting, belt misalignment, belt lacing issues, identifying any unusual noises from bearings, motors, etc.), Air Handler Units and Water Cabinets. Utilize available reports to rectify any identified discrepancies. The ultimate goal of these daily inspections remains remedying any conditions that could potentially affect performance and operations prior to any negative impact to our airline customers.

1.1.10.6 The Contractor shall possess a sufficient number of infrared (IR) cameras at the Contractor’s expense in the performance of PdM (Predictive Maintenance). It is expected that these cameras will be used to identify, benchmark, and track high or increasing heat that may indicate an impending failure so that this condition can be cured before the equipment fails. These cameras can be used on, but not be limited to, Main Control Cabinet (MCC) panels, electrical connections, bearings, motors and reducers etc. By using these IR images as a baseline and comparing them to future images, possible internal breakdowns can be caught before failure occurs. No less than quarterly, thermal imaging shall be completed on each PBB and appropriate affiliated equipment.

1.1.10.7 Providing escort services to specific areas or components related to the PBB to perform inspections, equipment assessments, etc., and/or for any other reason deemed appropriate by the AAR, when such service is related to the equipment covered under this Contract.

1.1.10.8 Contractor’s Work and Storage Space:

1.1.10.8.1 The Contractor is required to keep clean the Boarding Bridge area, removing all of the Contractor’s residual debris in a timely fashion.

1.1.10.8.2 The Contractor is responsible for proper storage of flammables, corrosives, high pressure commodities, other dangerous items/liquids/gels used for servicing PBB equipment. All such storage must meet segregation requirements and be in compliance with all Authority, Fire Department and applicable governmental and environmental regulations.

1.1.10.8.3 The Contractor is required to maintain all work areas in a neat and orderly fashion.

1.1.10.8.4 The Authority, at its sole discretion, is permitted to direct the Contractor to remove specific debris, clean its parts storage and workshop area, and/or undertake additional cleaning efforts.
SPECIFICATIONS (Continued)

when the Contractor’s work and storage area appears unkempt.

1.1.10.9 Maintenance, inspection, and repair of all PBBs and affiliated equipment. Such equipment includes, but is not limited to, PBB, GPU, AHU, PBB Belt Loaders, PBB cooling rooftop PCAir, aircraft docking system(s) as well as the parts and wires of the Authority’s ACS located in the PBBs.

1.1.10.10 Providing equipment operator familiarization, initial and refresher, to Authority, Airline, and/or Contractor’s staff for all ground support equipment maintained to include but not be limited to passenger boarding bridges including AHU, GPU, PBB Belt Loaders and PWC.

1.1.10.11 Coordinating planned and unplanned operation, maintenance, and repair scheduling of the PBB with the Authority’s Airline Operations Center (AOC). Modifying and adjusting Contractor’s work schedules as necessary to accommodate airline and Authority activities.

1.1.10.12 Maintaining, utilizing, and updating the Authority’s EAMS Maximo program database for all PBB and affiliated equipment assets. This includes entering/updating asset attribute data, tracking asset maintenance and repair expense, and maintaining a list of repair parts and approved alternate parts specific to each asset.

1.1.10.13 Service calls to restart equipment, verify correct operation, reset equipment or circuit-breakers or motor overloads, and/or to instruct operators in the proper use of the equipment. This includes responding to Authority or airline requests to check all equipment for proper operation even if the root cause of the service call is due to operator error, lack of operator training, knowledge, or due to an operator’s action or inaction such as not following the proper startup sequence, not resetting an E-stop on a conveyor line, or driving a PBB past its limit switch including repeat calls to same equipment location to verify proper equipment operation where the equipment is found to be operating properly each time or cannot be checked or tested when the technician arrives because the condition no longer exists, etc.

1.1.10.14 Readjustment and realignment of any photo-eyes, regardless of the cause of the photo-eye misalignment.

1.1.10.15 The repair or replacement of any part or item. This is regardless of the duration, time between the parts or items previous installation date and the date of failure. For example, if an electric motor is replaced and then the replacement motor fails a short time later before the end of the item’s life-expectancy or design-life, the Contractor shall replace the failed part.

1.1.10.16 Performing ramp/airfield debris clean up, equipment storage and other maintenance and repair functions following Authority declared emergency situation(s), severe weather events and other circumstances requiring unscheduled or non-routine attention (including but not limited to loading bridge tie down and tie down removal) and/or response (“Atypical Maintenance and Repair Services”).
1.1.10.17 Communicate with the AAR and other Authority staff the condition of equipment including that which is out of service, reason for out of service, expected return to service, status of repairs, and if status of needed parts are not immediately available, expected delivery date of ordered parts. This communication may take many forms and frequency depending on the severity of the situation but at a minimum once per day. The contractor should also plan to provide a daily response log to indicate equipment calls, times called and returned to service as well as statements as to what caused the failure or reason for the service request/e-call.

1.2 DEFINITIONS:

1.2.1 **ACS** – Advanced Card System. The Card Reader System utilized by the Greater Orlando Aviation Authority at South Terminal C, which shall be programmed by the Authority, but which the Contractor will maintain all parts and wires located in the bridge.

1.2.2 **AAR** – The Greater Orlando Aviation Authority’s Authorized Representative.

1.2.3 **Air Handler Units (AHU)** - Aircraft cooling units mounted on the PBBs. Sizes (nominal cooling capacity) range from 45 Ton and larger where applicable. AHU units may include a PBB pre-cooling feature. The AHU includes the aircraft connection hoses, hose baskets, reels, and/or affiliated containment systems, related controls and temperature probe(s). South terminal uses Air handling Units (AHU) mounted to the PBB connected to a central chiller plant which supplies chilled glycol to the AHU for cooling. For the central system connected AHU units, the Contractor is responsible for the AHU mounted to the PBB and is not responsible for the central plant chillers or main glycol lines that loop around the exterior of the building. The contractor will be responsible for the glycol lines from the isolation valves on the main line to the individual air handler units and back to the main line isolation valves. In this Contract, the term PCA also refers to the Air Handler Unit (AHU). Replacement of the hoses TAD tube and AHU to aircraft temperature probe, replacement/repair of the hose storage system, and the resetting of tripped breakers related to the AHU shall fall to the Contractor. Also included in this Contract, maintenance of mobile PCAir units, should they be purchased.

1.2.4 **AOC** – Airport Operations Center. The AOC is staffed by Authority personnel 24/7 to provide information and coordinate Authority activities with the airlines. The AOC phone number is 407-825-3840. When the AOC receives calls from an air carrier, they will notify the Contractor of boarding bridges, ground power units, AHUs, PBB Belt Loader, PBB cooling rooftop PCAir, Visual Docking Guidance Systems (VGDS), water cabinets, and other issues requiring Contractor attention. At times they may relay other pertinent information and requests.

1.3 **Bench Stock** - Parts and materials that are stored in the Contractor’s storage room(s). Bench Stock refers to parts/items as well as unused parts that are still on the shelf available for support of PBB maintenance through the term of the agreement. Bench Stock parts must be on hand for PM, PdM, and day-to-day CM, to reduce repair and down times.

1.3.1 **Consumables** – Nuts, Washers, lubricants, rags, gloves etc. Items provided for the Contract that the Contractor is expected to provide.
1.3.2 Contractor’s Storage Rooms – Authority will provide parts storage areas, secured rooms, caged, or fenced areas, etc. located in the airport terminal(s) for the Contractor’s use to store its repair parts/items. These storage areas are secured and lockable and under the Contractor’s control. Only the Contractor and specific Authority personnel, e.g. fire department will have access to the areas. The Contractor assumes responsibility for the safeguarding of all inventory and items stored within.

1.3.3 Corrective Maintenance (CM) – also referred to as Repairs, includes the replacement of all worn out or broken parts and performance of associated labor for all the equipment and systems covered under this Contract. CM is the corrective action taken through the adjustment of, or replacement of, parts or components for the purpose of reestablishing equipment operation and services, restoring equipment design-life expectancy, and/or to maintain the original level of safety and/or performance characteristics of the equipment as was designed and intended by the original equipment manufacturer. The replacement of these parts or components may be scheduled or unscheduled, as determined or discovered during the observation, inspection and testing of components, through PdM, PM or due to equipment failure or breakdown.

1.3.4 Enterprise Asset Management System EAMS Maximo - references the Authority’s IBM Maximo System, currently operating on version 7.6 or future upgrades may be made as applicable. EAMS Maximo is a software program licensed by the Authority to be utilized by the Contractor for asset management, which includes scheduling jobs or work, assigning personnel, recording costs, and tracking relevant work repair information such as the cause of a problem, downtime involved, and labor hours and parts used to make repairs. EAMS Maximo allows the tracking of PM inspections, PdM, CM, and recording of data about assets, including their specifications, meter readings, warranty information, spare parts, approved alternate parts, purchase date, expected lifetime, etc. EAMS Maximo is also used in the management of spare parts inventory, such as recording where parts are stored, the value of inventory, determining when to restock materials and the turnover rate of inventory. The Authority will provide the Contractor access to the Authority’s EAMS Maximo GSE site only for tracking all work performed under this Scope of Work including software for laptops, PDA’s, Tablets, etc., utilized by technicians. Damaged or loss of computer equipment must be replaced by the Contractor with the exception of normal wear and tear.

1.3.5 GOAA – Greater Orlando Aviation Authority – Also referenced as “Authority”.

1.3.6 Ground Power Unit (GPU): The 400Hz system that supplies electrical power to the aircraft. The GPU is attached to the PBB as a point-of-use system where the GPU receives 480V AC, 60Hz power and the conversion to 400Hz occurs in the GPU. The output power ranges from 90KVA to 180KVA. The GPU includes the cables, cable winch, and related controls.

1.3.7 Operational – For equipment to be considered “operational” the equipment must be performing at the fully designed (manufacturer specification) capacity. Equipment operating below manufacturer specification will not be considered “operational”.

1.3.8 Operational Period - The “operational period” is defined as the period during which a mechanical system is operational in a fully functioning manner acceptable to its operator, user and or appropriate Authority personnel. Operational periods can be variable and are most often based upon the operating airline’s flight schedule.
1.3.9 **Passenger Boarding Bridge (PBB):** Also called Passenger Loading Bridge or Jetway.

1.3.10 **PBB Belt Loader** – Motorized belt loader affixed to the loading bridge utilized for transitioning baggage and or passenger assist devices from ramp level to bridge level or reverse.

1.3.11 **PBB Cooling Rooftop Units** – Self-contained air conditioning units mounted on the rooftop to the loading bridge with the intent of providing cooled air for the comfort of individuals transiting the loading bridge.

1.3.12 **Predictive Maintenance (PdM)** – Activities involving continuous or periodic monitoring and diagnosis in order to forecast component degradations so that as needed, planned maintenance can be performed in accordance with this Contract prior to equipment failure. The Authority will require use of a PdM program. This process will include but not be limited to IR camera usage and trend analysis for identification of predicted failures. While some Contractors may take a “run to failure” approach, the Authority requires that a PdM program be utilized to avoid failures of the passenger boarding bridges and affiliated equipment. The Authority will not accept a “run to failure” program.

1.3.13 **Preventive Maintenance (PM)** – PM is defined as regularly scheduled inspections, tests, servicing, repairs, replacements, cleaning, lubrication, adjustment, calibration, tracking, alignment and other tasks meeting or exceeding manufacturer’s specifications to reduce the frequency and impact of equipment failures. Preventive maintenance is not a Corrective Maintenance or breakdown maintenance which includes repair or replacement activities not occurring on a regular schedule. PM includes scheduled preventive maintenance activities, predictive maintenance activities, and inspection activities. The objectives of our PM program are: 1) Minimize corrective and breakdown maintenance, maintain satisfactory, safe equipment conditions, and improve reliability through the use of PM activities, PdM activities, and inspection activities; and 2) Identify maintenance actions on equipment, and incorporate into the PM program those maintenance activities that result in the greatest reliability benefit.

1.3.14 **Third-Party Damage** – equipment damages and/or failures resulting from, but not limited to, uncontrollable events or conditions, accidents/damages, misuse of equipment, vandalism/abuse, and/or other causes that directly or indirectly affect the operation of the equipment, and which have not been caused by the Contractor’s employees or its subcontractors.

1.3.15 **Potable Water Cabinet (PWC):** A cabinet housing the hose that provides potable water to the aircraft. The PWC are located near the rotunda of the PBB and are mounted in a stainless steel cabinet with a motorized hose reel. Maintenance and repair of the PWC shall be in accordance with the requirements set forth by this contract and the Food and Drug Administration (FDA) Department of Health and Human Services for such equipment/services. Maintenance and/or repair of the backflow preventer and feed lines up to the backflow preventer attached to the water inlet of each PWC, is not included in this Contract. All equipment and lines from the backflow preventer toward the aircraft service connection are covered under this Contract.

1.3.16 **Trend Analysis** - the practice of collecting information and attempting to spot patterns, or trends, in the information. It is expected that the Contractor will utilize trend information available through EAMS Maximo and other sources to determine failure
trends. Trending can be utilized to determine if proper repairs are or are not being completed. Trend analysis reports will be provided to the AAR in an agreed format and frequency as determined by the AAR.

1.3.17 **VDGS – Visual Guidance Docking System.** Automated or manual systems utilized to assist in the proper parking of aircraft at specified gate parking positions.

### REGULATIONS:

1.4.1 The Contractor shall comply with all applicable federal, state and local laws, ordinances, rules and regulations pertaining to the performance of the work specified herein. This will include all applicable safety rules including OSHA, NFPA and Authority mandated safety and work practices.

1.4.2 The Contractor shall obtain all permits, licenses and certificates, or any such approvals of plans or specifications as may be required by Federal, State and local laws, ordinances, rules and regulations, for the proper execution of the work specified herein.

1.4.3 Contractor shall comply with Federal and State right-to-know laws if hazardous materials are used. The Safety Data Sheets (SDS) shall be made available to all workers and Authority's representatives. Contractor shall report immediately to: the Authority's Communication Center (911) and the AAR, followed as soon as practical to the Airport Operations Center (AOC) any spillage or dumping of hazardous materials by the Contractor's employees on Authority property. The Contractor shall be responsible for the cleanup and any costs incurred for all such incidents.

1.4.4 During the performance of this Contract, Contractor shall keep current and, if requested by the Authority, provide copies of any and all licenses, registrations or permits required by applicable governing agencies. Contractor shall keep a copy of any and all licenses, registrations and permits on the job site while performing the Contract work.

1.4.5 The Contractor shall comply with all American Society of Mechanical Engineers, Underwriter’s Laboratories, National Fire Protection Association, Occupational Safety and Health Administration, and manufacturers' specifications/standards as applicable for PM, PdM and repair of the equipment specified herein.

1.4.6 All work is to be coordinated with the AAR, or his designee. All contact information will be provided at Contract startup. The AAR shall have no authority or liability to amend the Contract on behalf of the Authority.

### WORK HOURS:

1.5.1 The Contractor shall be solely responsible for the assignment and utilization of employees to ensure all required work is conducted as specified herein. The Contractor’s employees engaged to perform work under this Contract shall be regular full-time personnel. The use of “short term temporary” and/or casual “day labor” employees will not be permitted, except as authorized by the Authority on a case-by-case basis in situations such as employee illness or disability, or unusually high traffic flow. This prohibition shall extend to the use of any temporary help or placement agencies. For the purpose of this Contract, regular full-time employees are those
employees that are regularly scheduled to work a minimum of thirty (30) hours per week.

1.5.2 The Contractor shall maintain a staff on-site, twenty-four (24) hours per day, seven days (7) per week, including Holidays in quantities and with qualifications sufficient to perform the work described herein.

1.6 INCLEMENT WEATHER:

1.6.1 The Contractor will be expected to direct all of its available personnel to assist with securing tie down and un-securing Passenger Board Bridges (PBB) when weather conditions and the Authority procedures necessitate doing so. Generally PBBs are secured in advance when wind speeds are expected to reach sixty miles per hour (60 mph) and airline flight activities have ceased. The AAR shall notify the Contractor when to begin such tie-down activity.

1.6.2 Post storm cleanup of debris in equipment storage and other maintenance and repair functions following Authority declared emergency situation(s), severe weather events, and other circumstances requiring unscheduled, or non-routine attention and/or response, will be required. All of the Contractor's available personnel shall be tasked to assist with restoration of Loading Bridge service after storm events.

1.6.3 Other situations where extra personnel other than those already scheduled are desired may result in the AAR requiring an increase in staffing.

1.7 EMERGENCY RESPONSE:

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

1.8 CONTRACTOR'S PERSONNEL:

1.8.1 Contractor will abide by all State and Federal regulations on wages, hours and health insurance benefits, of an employee dealing with the employment relationship between Contractor and its subsidiaries or related parties and its employees, including but not limited to the Florida Human Relations Act, the Federal National Labor Relations Act, the Federal Fair Labor Standards Act, the Federal Civil Rights Act of 1964, as amended, the Americans with Disabilities Act and the Federal Affordable Care Act.

1.8.2 Contractor shall require all prospective employees to show proof of citizenship, or proof from the United States Immigration and Naturalization Service of valid entry permits and/or work permits for legal aliens and proof that such legal aliens are eligible to be employed in the United States.

1.8.3 The Contractor shall engage employees who are literate in English. All Contractor and Sub-Contractor employees who perform services pursuant to this Contract shall be able to read, write, speak and understand the English language.

1.8.4 Contractor shall maintain a drug-free workplace within the meaning of the Florida Drug-free Workplace Act. No employee shall be hired by a Contractor for work on Authority's premises prior to such employee having tested negative for drugs.
addition, existing employees of the Contractor must be subject to drug testing by the Contractor upon reasonable suspicion of drug use. Results of all such drug tests are to be retained by the Contractor. Copies shall be provided to the Authority, if requested.

1.8.5 Contractor shall transfer promptly from the airport any employee or employees that the Authority advises are not satisfactory, and replace such personnel with employees satisfactory to the Authority; but in no event shall Authority be responsible for monitoring or assessing the suitability of any employee or agent of Contractor. Replacement of unsatisfactory personnel will be the sole financial responsibility of the Contractor and the Authority will have no burden of reimbursement to Contractor for these personnel.

1.8.6 The Contractor’s employees shall be instructed that no gratuities shall be solicited or accepted for any reason whatsoever from the tenants, customers or other persons at Orlando International Airport. The Contractor shall be responsible for ensuring that all articles found by its employees on Authority’s premises are turned over to the Authority or the Authority’s designated agent in charge of such articles.

1.8.7 A valid Florida driver license (Commercial Driver License, if applicable) will be required of all personnel operating motor vehicles or motorized equipment on roadways in or around Orlando International Airport.

1.8.8 The Contractor and its subcontractors shall provide and maintain identifying uniforms for the PBB and affiliated equipment personnel, Supervisors and Maintenance Employees, at no additional cost to the Authority. The choice and selection of the uniforms are subject to approval from the AAR. The uniform shall consist of trousers, (shorts not allowed), long and short sleeve shirts and/or T-shirts, appropriate safety shoes, coats, jackets, and rain gear for outdoor work in all seasons. All uniforms shall present a neat and professional appearance at all times and shall have the name of the Contractor or subcontractors represented along with a name identifying the employee clearly marked and visible on the shirt and jacket. Selected uniforms must meet OSHA, NFPA, Authority and applicable safety regulator’s requirements. Personnel performing services in aircraft movement areas, taxiways and/or gates shall wear high visibility reflective vests while performing duties covered by this contract. Authority reserves the right to approve or disapprove of company uniforms.

1.9 IDENTIFICATION AND ACCESS REQUIREMENT:

1.9.1 Contractor is required to conduct an employee background check, or require its subcontractors to perform an employee background check, in accordance with the requirements herein on each person proposed for employment at Orlando International Airport in connection with this Contract, if such person is an employee of Contractor or an employee of a subcontractor for whom Contractor is required under Section 1.8.7 below to sign the Authority’s badge application (“Contractor Responsible Employees”). Such background check must be successfully completed prior to such person applying for an access control identification badge with the Authority. Each background check shall be performed to the following minimum requirements:

1.9.1.1 Each employee must provide a ten (10) year work history.
1.9.1.2 Contractor must confirm the last five (5) years of each employee's work history. Any gaps in employment of thirty (30) days or more during such five year period must be explained in writing by the employee and must be confirmed by Contractor through W-2s, student transcripts, medical records, or written references of stay-at-home situations from credible local persons such as pastors or priests (which reference must indicate personal knowledge of employee's general work history during the gap period).

1.9.1.3 Contractor must check each employee's criminal history for the immediately preceding five years, with such check to be conducted in each county where the employee has lived or worked in such five year period.

1.9.2 Contractor shall not present any Contractor Responsible Employee to the Authority's Access Control Office for badging if such person has any unexplained gaps in their work history, has a criminal record that would disqualify them from receiving an access control badge or US Customs seal or has an unacceptable termination record.

1.9.3 The Authority will issue, for a fee, as stated below in Sections 1.8.4 and 1.8.5, to all Contractor Responsible Employees an identification badge that will display their picture, name, and other applicable information; and any key(s) required in the performance of the Contract, provided that such person meets the minimum criteria established to receive a badge. At all times while on airport property, the Contractor Responsible Employees are required to display such badges prominently on their uniforms (outermost garment above the waist) in accordance with Authority’s guidelines. Every new employee requiring unescorted access to a secure area of the airport must be electronically processed by the Authority’s Access Control Office for a Criminal History Records Check and Security Threat Assessment before an identification badge is issued. In addition to this records check, the employee will be required to attend security training class (approximately 1 hour), and in the case of operating a vehicle on the Airport Operating Area (AOA) the employee will also be required to attend a driving safety class (approximately 1 hour); both training classes are provided by the Authority. The Contractor shall maintain, and shall require its subcontractors to maintain, a permanent record in its files of the background information, including drug screening tests, on all current and former employees who are utilized in the performance of this Contract and, when requested, shall provide such information to Authority, TSA, or such other entity as deemed appropriate by the Authority. The Contractor further agrees to perform, or require its subcontractors to perform, such additional employee background checks, fingerprinting, or other identification measures as may be required by any future security rules or applicable federal regulations.

1.9.4 Fees Associated with Identification Badges:

- Security Background Check $11.00
- New Issue $25.00
- Renewal/Defaced $25.00
- Name Change $25.00 (paid at time of issuance)
- Addition $25.00 (i.e. adding company name, driver, etc.)
- Deletion $25.00
- Lost $50.00
- Stolen No Charge with proper documentation
- Fingerprinting $27.00 (every 2 years)
- AOA Vehicle Decal $25.00 per vehicle
1.9.5 **Fees Associated with Keys:**

<table>
<thead>
<tr>
<th>Key Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Hard Key</td>
<td>$10.00</td>
</tr>
<tr>
<td>Lost Hard Key</td>
<td>$50.00</td>
</tr>
</tbody>
</table>

*Note: No personal checks are accepted. Companies will be assessed a $100.00 fee for each non-returned identification badge and 50.00 for each key.*

1.9.6 Contractor must maintain all information described above for a period of four (4) years following expiration of this Contract. Such information is subject to audit by the Authority and must be sufficient in scope and detail to permit verification of compliance by Authority audit. Actual damages to the Authority resulting from a breach by Contractor of its obligations hereunder will be difficult or impossible to determine. As a result, Authority shall be entitled to recover liquidated damages of Two Hundred-Fifty Dollars ($250.00) for every Contractor Responsible Employee presented to the Authority for access control badging (a) for whom the above background check has not been completely and accurately performed, or (b) who should not have been presented per the above guidelines. The Contractor remains responsible for any/all regulator deductions associated with the Contractor’s failure to properly conduct/complete the required background check. The amount payable hereunder by Contractor is not a deduction, is in addition to any access control badging application fee paid by the employee and is payable whether or not such employee is issued an access control badge by the Authority.

1.9.7 Contractor must co-sign with the subcontractor all badge applications for any employee of a temporary employment agency engaged as a subcontractor to provide personnel to Contractor on this Contract. All employees provided by temporary employment agencies for this Contract shall be Contractor Responsible Employees. Before submitting a badge application for an employee provided on this Contract by a temporary employment agency, Contractor or the temporary employment agency must submit to the Authority’s AAR for prior approval of such employee, a contract between the temporary employment agency and such employee reflecting an intended assignment of such employee to the Contract for the remaining duration of the Contract or the duration of the Contractor’s need for such position.

1.9.8 **The U.S. Customs and Border Protection required badge for the purposes of performing duties under the Contract is a hologram badge.** The Contractor will comply with all U.S. Customs Service requirements in order to obtain and maintain a hologram to be affixed on the Authority badge. Currently a bond must be posted with U.S. Customs and Border Protection before any holograms are issued. Contractor should verify bond cost with U.S. Customs and Border Protection. The bond amount could change if the Contractor commits U.S. Customs and Border Protection violations or if the U.S. Customs and Border Protection changes its rules or procedures.

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

<table>
<thead>
<tr>
<th>Employee Range</th>
<th>Bond Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 15</td>
<td>$25,000.00</td>
</tr>
<tr>
<td>Between 15 and 25</td>
<td>$50,000.00</td>
</tr>
<tr>
<td>More than 25</td>
<td>$100,000.00</td>
</tr>
</tbody>
</table>
1.9.10 The CF 301 Bond can be designated as an import/broker bond, warehouse bond, international carrier bond, or a non-specific Airport Security Bond.

1.9.11 All staff must be badged with Federal Inspection Station (FIS) (US Customs and Border Patrol) credentials, as required by local US Customs and Border Patrol Officials.

1.10 ITEMS PROVIDED BY THE AUTHORITY:

1.10.1 The Authority shall provide the Contractor with reasonable job-related workshop, storage, and office space on a space available basis.

1.10.2 The Authority shall provide at least two (2) computers, or shall have the Contractor purchase computers, as approved by the Authority and with reimbursement from the Authority, for the purpose of accessing the Authority’s EAMS Maximo, for entering and retrieving work order information and records keeping. These computers will be on the Authority’s internal network and shall only be used for accessing the EAMS Maximo as described herein. EAMS Maximo could be integrated to the Authority’s Oracle Financials suite of applications for obtaining inventory item, balance and cost information. This data is updated upon receipt of items through an automated process. EAMS Maximo software will also be utilized by technicians approved devices.

1.10.3 Ownership of the EAMS Maximo including all data shall be and shall remain the sole property of the Authority. This includes all data standards such as the issuing of part and asset numbering along with standards regarding the inventory, problem codes, and any other items that are not site specific or can cause a record conflict with other sites in Maximo. The Authority shall provide all licensing and incidentals required for the Contractor to operate and maintain/support the EAMS Maximo during the term of this Contract.

1.10.4 The Authority shall provide licenses for the Contractor’s use to access the Authority’s EAMS Maximo program. The Authority shall retain ownership of the software, hardware and data; and allow the Contractor access to enter data and retrieve required information. Contractor will not have delete privileges to any global data.

1.10.5 The Authority will supply wired desktop service to Contractor, however, all long distance phone charges must be pertaining to the service and maintenance of the PBB and affiliated equipment. Charges must be reviewed monthly and any charges found to not pertain to the operation of this Contract must be reimbursed to the Authority. Authority personnel retain the right to review monthly phone invoices to ensure compliance. At minimum, the Contractor shall have office phone service for the On-Site Manager, PBB Assistant Manager, Office Assistants, EAMS Maximo Specialist, Parts Logistics, Inventory, Accounting and Supervisor(s).

1.10.6 While on duty, the on-site Supervisor, and key service technicians shall be equipped with two-way radios. The Contractor’s employees and subcontractors shall abide by the Authority’s established radio use procedures and etiquette requirements at all times. Radios provided by the Contractor must be suitable/programmable to the Authority’s radio frequency.
1.10.7 Within the Authority provided space, the Contractor shall not store, stock, maintain or otherwise co-locate any parts or items that are not for use in the performance of this Contract. Additionally, within the Authority provided space, the Contractor shall not solicit, conduct or otherwise engage in business not pertaining to this Contract.

1.10.8 Utility cost associated with this Contract, such as electric, water, and sewage will be covered by the Authority.

1.10.9 The Authority shall coordinate the pickup and disposal of non-hazardous solid waste generated from the maintenance and repair of the PBB covered under this Contract from an AAR designated common pickup point. The Contractor shall place all waste materials in the Authority’s dumpster or other such common trash pick-up point as approved by the AAR. Items too large for or prohibited in, the Authority’s dumpster shall be delivered by the Contractor to an alternate location on the airport as specified by the AAR. The Contractor shall dispose old parts in accordance with AAR directions.

1.10.10 The Authority shall provide for the maintenance and repair of the Contractor’s office, storage, and workshop space which is limited to the maintenance, repair, and/or replacement of electrical (excluding light bulbs), plumbing, HVAC equipment, fire and smoke alarm systems, and communication infrastructure provided such repairs are not the result of the Contractor’s action or inaction. The Contractor is responsible for the housekeeping and cleaning in a neat and professional appearance of the supplied space. Any modifications or improvements to the space must be approved in advance in writing by the AAR and the cost of any such improvement is the sole responsibility of the Contractor.

1.10.11 The AAR shall provide Contractor, the Authority’s procedures and documents such as Emergency procedures, Radio use protocol, Electrical Safety Standards and procedures, etc.

1.10.12 The Contractor shall develop, maintain during the Contract, and return to the Authority, updated manuals and other pertinent documentation in relation to PBB and affiliated equipment covered by this Contract at Contract termination.

1.10.13 The Authority shall provide parking permits for each of the Contractor’s on-site employees in the Authority’s remote employee parking lot and Company vehicle parking permits for access to the AOA and/or the necessary loading dock(s) while performing under this Contract at no cost to the Contractor.

1.10.14 The Contractor shall, at its sole expense, repair or replace at like value promptly to the AAR’s satisfaction, any damage or loss caused by the Contractor to Authority property. In the event the Contractor has not repaired or replaced any such damage or loss within fourteen (14) days after the AAR’s written notice, the Authority may repair or replace such damage or loss at the cost and expense of the Contractor and deduct such cost from the next amounts due the Contractor under the Contract. The Contractor shall be liable to the Authority for all damage or loss costs, which are in excess of the amount deducted by the Authority from payment amount(s) due the Contractor.

1.10.15 The Contractor shall notify the AAR promptly in writing of any damage that the Contractor discovers whether or not such damage was caused by the Contractor, the Contractor’s officers, employees, subcontractors or agents.
**SPECIFICATIONS (Continued)**

1.11 **TOOLS AND EQUIPMENT:**

1.11.1 Based upon the Contractor’s experience, industry standards and any recommendations from parts and/or service manuals, and/or from the manufacturers of the equipment, the Contractor shall provide, maintain, and store on-site, at the Contractor’s risk of loss, all necessary tools, equipment, and supplies including specialized tools and any other diagnostic equipment necessary to perform the work specified herein and shall have such on hand at the beginning and throughout this Contract.

1.11.2 The Contractor shall furnish all of its administrative supplies, office furniture, telephones, file cabinets, miscellaneous office equipment, work tables, chairs, benches, personnel lockers, storage shelves, cabinets, and any and all other items necessary to perform the work under this Contract, at no additional cost to the Authority.

1.11.3 The Contractor shall furnish all equipment, materials, supplies, and tools necessary for the efficient performance of the work of this Contract, at no cost to the Authority. This may include any specialty tools and equipment including but not limited to, all electronic test equipment, all types of ladders, mechanical or electrical lifts, welders, grinders, measuring equipment, etc.

1.11.4 The Contractor shall provide and maintain a sufficient number of motorized vehicles and electric carts to move its staff and materials so as to not delay its response to any service or repair for the systems and equipment covered in this Contract. The Authority suggests as a minimum Contractor provide at least two (2) pickups or vans for material and personnel movement and at least ten (10) electric golf type carts. All Contractor vehicles shall be kept clean, and all of the Contractor’s vehicles shall be in good working condition, with no leaking fluid and no mechanical problems. Vehicles shall have appropriate exterior insignia that meets the approval of the Authority.

1.11.5 The Contractor shall provide, at its expense, all necessary personnel lifting equipment and safety apparatus and harnesses, which shall include a sufficient number of operational scissor lifts (man-lifts) or equivalent type lifts to be stored on-site at South Terminal C for the maintenance and repair of the PBB and affiliated equipment. The Contractor must have properly trained and licensed employees for the operation of all motorized equipment.

1.11.6 The Contractor shall provide (i) a forklift capable of moving PBB equipment (estimated at 5,000 pounds) and (ii) a lull capable of moving parts or pieces of PBB and affiliated equipment (estimated at 15,000 pounds). The Contractor shall be required to provide all equipment lifting devices and supporting safety stand devices as required for performing the PM, PdM, and/or CM tasks, corrosion control and painting related to the PBB and affiliated equipment covered under this Contract. The Contractor shall be responsible to repair any damages it causes to Authority property at Contractor’s sole expense.

1.11.7 Should, during the course of this Contract, the Contractor determine that it is necessary to replace, supplement, modify, add, or update any necessary tools or equipment, including without limitation any specialized tools or equipment, the cost of such replacement, supplementation, modification, addition, or update shall be the sole responsibility of the Contractor.

1.11.8 For purposes of identification, Contractor’s provided power tools, toolboxes and non-motorized equipment brought onto the Authority’s premises shall bear a permanent
and non-removable distinctive marking, identification, or engraving exclusive to the Contractor.

1.11.9 For purposes of identification, all of the Contractor motorized vehicles brought onto the Authority's premises shall be individually and prominently marked, on both front doors of such vehicles, with the Contractor's business name and/or logo. All vehicles must be in working order and maintained to meet Authority required appearance standards.

1.11.10 The AAR shall have the right, but not the obligation, prior to the Contractor's commencement of work, and any time thereafter, to inspect and approve any tools, equipment, and vehicles, to include any specialized tools, and equipment, the Contractor intends to or has placed into use on the Authority's premises. If, at the discretion of the AAR or designee, any of such tools, equipment or vehicles becomes unsafe or not in good working condition, the Contractor shall remove said equipment, tool or vehicle from service and repair or replace it promptly.

1.11.11 The Contractor is responsible to maintain at its sole cost and expense, insurance to protect against losses due to theft, vandalism or other events which might result in damage or loss of the Contractor's tools, equipment, vehicles, materials, or supplies.

1.12 COMMUNICATION:

1.12.1 The Contractor shall provide, at its sole cost, all communications equipment necessary to properly and efficiently perform its obligations under this Contract to include sufficient radios (programmable to interface with GOAA radio system), smart/cell telephones, pagers, facsimile machines, office computers, including all maintenance and repair services for its communications equipment, and all connectivity and retransmission requirements for same.

1.12.2 On the date of the Contract commencement, and as needed to reflect changes thereafter, the Contractor shall provide a list of all employees including name, position, and radio and/or smart cell phone contact numbers to the AAR. The Contractor shall assign a specific radio call number or ID (“call sign”) to all its employees assigned radios so that the Authority can contact specific Contractor personnel directly by radio. The Contractor shall assign a universal radio call number or ID for the on-duty supervisor position and other key personnel in the organization structure that can be used on each shift so that the same radio call sign can be used to contact or dispatch the on-duty supervisor regardless of who the actual person on duty is. The AAR reserves the right to approve or deny any or all radio call signs.

1.12.3 For computer needs other than accessing EAMS Maximo, the Contractor shall be responsible to supply its own IT equipment including computers, copiers, modem, printers, etc. to its staff for normal business purposes. The Contractor's computers shall not be permitted access to the Authority’s internal network. Employees will communicate via the Contractors email system to Authority Personnel.

1.12.4 The Contractor shall provide contact information for the On-Site Manager, Assistant Managers, Office Managers, Supervisors and others as required where information requests can be forwarded or other exchanges of information may occur. E-mail services shall be on the Contractor's company provided e-mail system and shall be at the sole cost of the Contractor. If the Contractor chooses to have Internet Access available for its use, all costs shall be at the Contractor's sole expense. The Contractor shall ensure only appropriate, business related websites are accessed from any computers located on the Authority premises.
1.12.5 The Contractor shall be responsible for any damage to, or loss of, any Authority provided equipment and shall return all such equipment to the Authority at the expiration of the Contract or earlier termination. The Contractor shall be responsible to reimburse the Authority for any lost or damaged equipment at its replacement cash value which is calculated as the cost of new replacement equipment less depreciation, if depreciation is warranted, as determined by the AAR.

1.13 QUALITY ASSURANCE:

1.13.1 The Contractor shall perform the services required hereunder in accordance with industry standards and any applicable manufacturer’s instructions so that the manufacturer’s warranty is not in any way void.

1.13.2 The Authority operates a Quality Assurance Program in which completed PM, CM PdM, corrosion control or painting may be inspected by Authority or third party personnel for completeness. The program allows for a score to be applied to the inspection. Deficiencies may lead to deductions and corrective actions imposed by the Authority as described in Section 5. Inspected items may include but not be limited to timely and proper completion of all required tasks, cleanliness, safety items, other required tasks and work orders properly completed.

1.14 WARRANTY:

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

1.14.2 The Contractor shall be responsible to track, maintain and enforce any and all applicable manufacturer’s parts, equipment and system warranties for all equipment, parts or systems maintained, installed and/or placed into use by the Authority during this Contract.

1.14.3 For those parts and items that the Contractor is responsible for replacing which are covered by a manufacturer’s or installer’s warranty, it is Contractor’s responsibility to notify the warranty provider and collect any reimbursements due directly from the warranty provider. The Contractor shall be solely responsible for all efforts associated with seeking additional compensation or reimbursement from the warranty provider, to include but not be limited to, any cost associated with the replacement of warranted parts.

1.14.4 Available warranty information such as warranty provider contact information, equipment installation dates, and terms of warranty must be maintained in the EAMS Maximo.

1.14.5 In the event that new, warranted equipment is added to this Contract, Contractor shall perform all maintenance and repairs to such additional equipment as required by this Contract, to include but not be limited to, services related to the warranty of the new equipment.

1.14.6 The Contractor shall enter the installation and purchase date and warranty terms and information of all new warranted equipment or items in the Authority’s EAMS Maximo, including those repair parts or rebuilt or remanufactured items with warranties, when placed into use by the Contractor in the performance of this Contract.
1.14.7 In the event that the Contractor performs, or fails to perform, any action that voids the manufacturer’s warranty, the Contractor shall assume the full liability and responsibility of the voided warranty and shall make all the necessary repairs including replacement parts through the end of the original warranty period.

1.14.8 The repair or replacement of any system component part either new or existing, which is covered under the manufacturer’s and/or Contractor’s warranty shall be a part of the work CM, PdM, or PM under the Contract as specified herein.

1.14.9 This warranty provision shall not serve as a limitation on any manufacturer’s product warranties for parts and equipment installed on the Authority’s premises.

PART TWO - PERSONNEL

2.1 GENERAL:

2.1.1 The Contractor shall provide adequate staffing on each shift as shown in its Staffing Plan submitted as part of the Contractor’s Statement of Qualifications.

2.1.2 The Contractor shall familiarize its employees and subcontractors with the operational and maintenance procedures and responsibilities for the equipment covered under this Contract.

2.1.3 Staffing levels:

2.1.3.1 The Contractor shall continuously provide a sufficient number of qualified technicians, operations personnel and other key skilled and support personnel to ensure that all operations, PM, PdM corrosion control, painting and CM is performed in accordance with the Authority and manufacturer specifications and that there are a sufficient number of qualified personnel available on-site at all times to respond in a timely manner in the event of multiple equipment failures, or other unanticipated problems. The Contractor understands that time is of the essence and shall have a sufficient number of appropriately skilled and trained staff available at all times.

2.1.4 The Contractor shall notify the AAR as soon as possible if a vacancy in the staffing plan occurs and shall provide the AAR with the Contractor’s plan and timetable to refill such vacancy.

2.1.5 Upon request, a copy of the staffing schedule, time sheets, and or employee time cards shall be provided to the AAR or other Authority representatives who may have need for this information.

2.1.6 The Contractor shall be prepared to provide staffing beyond what would be considered normal hours due to late flights or irregular operations that might arise. These activities may extend the labor hours of the contracted personnel and consequently shorten the available maintenance downtime. The Contractor shall also increase staffing during peak travel periods as requested by the AAR.
2.1.7 Adequate Supervisor coverage is required for all shifts twenty-four (24) hours per day, seven (7) days per week inclusive of holidays. Final work schedules will be approved by the AAR.

2.2 KEY PERSONNEL:

2.2.1 The AAR will require that “key personnel” provide certifications, and/or resumes indicating their experience knowledge and ability to perform the requirements of their positions. The Authority reserves the right to deny any employee selected for any position at any time.

2.2.2 The number one responsibility of all management, supervisors, support personnel and front line personnel is safety of the public, employees, facilities, and equipment while supervising and operating (during maintenance actions) PBB and affiliated equipment.

2.2.3 The Authority reserves the right to approve or disapprove a Contractor employee’s qualifications to serve in contracted positions. The Authority reserves the right to require adjustment or replacement of any Contractor position or personnel at any time at the sole discretion of the AAR.

2.2.4 The Contractor must advise the AAR in writing within twenty-four (24) hours of receipt of a notice of resignation or the termination of personnel in the positions of Site Manager, Assistant Site Manager or Supervisor.

2.2.5 The following list of positions includes but is not limited to all personnel necessary to satisfactorily meet the requirements of this Contract. The Contractor must also provide any other personnel deemed necessary to meet the requirements of the Contract.

2.2.6 On-Site Manager:

2.2.6.1 The Contractor shall employ at the Airport an experienced On-Site Manager, authorized to represent and act on behalf of the Contractor in matters pertaining to Contractor’s operations and activities and otherwise carry out the provisions of this Contract on a daily basis. All instructions and notices given by the Authority to the On-Site Manager shall be as binding as if given to the Contractor, and all statements made by the On-Site Manager or acting On-Site Manager shall be as binding as if made by the Contractor.

2.2.6.2 The On-Site Manager for this Contract shall be a full-time employee of Contractor based at the terminal complex and shall devote his/her time exclusively to managing Contractor’s operations related to this PBB Contract at the Orlando International Airport.

2.2.6.3 The On-Site Manager shall, have overall responsibility for the work to be performed by the Contractor under this Contract. When the On-Site Manager is off airport property, an acting On-Site Manager shall be designated and always available to the Authority to act in the capacity of the On-Site Manager. In the event the permanent On-Site Manager is required, the On-Site Manager shall be able to respond to the site at the airport within sixty (60) minutes.
2.2.6.4 The Authority shall be advised, in writing, of the names of all acting On-Site Managers, which may include Assistant Site Managers or other similar positions. Because of the importance of management in the performance by the Contractor hereunder, the On-Site Manager proposed by the Contractor shall be subject to the approval of the Authority. The Contractor shall advise the Authority in writing of the name and qualifications of its intended On-Site Manager, at least two (2) weeks before hiring any substitute or replacement of the existing On-Site Manager.

2.2.6.5 The primary responsibility of the On-Site Manager is to ensure the safety of the public, employees, facilities, and equipment while managing the operation and maintenance of all equipment covered herein.

2.2.6.6 The Contractor shall furnish a full-time On-Site Manager for forty (40) hours per week, Monday through Friday, 8:00 a.m. to 5:00 p.m. The On-Site Manager shall have at least seven (7) years’ experience in managing maintenance service operations with at least five (5) years’ experience in the aviation and/or passenger boarding bridge industry. The On-Site Manager shall have experience in managing Contracts of similar size and scope as anticipated herein, including managing supervisory staff and personnel, handling employment issues, inventories, and utilizing computerized maintenance management software.

2.2.6.7 More than one (1) consecutive week of the named On-Site Manager being away from the office for sick, vacation, and/or other vacancy requires the assignment of an official designee On-Site Manager.

2.2.6.8 On the twenty-second (22nd) consecutive calendar day (and all subsequent days) of absence by the permanent site manager, for any reason, a deduction of Three Hundred Fifty Dollars ($350.00) per calendar day may be imposed at the discretion of the AAR. This deduction may be imposed even though a temporary site manager has been designated.

2.2.6.9 The On-Site Manager shall be fully responsible per the Specification of this Contract for the maintenance of the PBB and affiliated equipment inclusive of all aspects of repair and maintenance actions. The On-Site Manager shall:

2.2.6.9.1 Serve as the on-site manager representing the Contractor and shall be responsible for the supervision and training of his/her employees to ensure compliance with all provisions of this Contract.

2.2.6.9.2 Must ensure safety of all of the Contractor employees, airport and airline employees and the public in all actions and decisions of the Contractor.

2.2.6.9.3 Must develop and oversee an effective work safety program. Program shall be presented to the AAR.

2.2.6.9.4 Will maintain ultimate responsibility for adherence to all safety regulations and standards as prescribed by OSHA,
SPECIFICATIONS (Continued)

NFPA, NEC as well as all other federal, state, local and Authority mandated safety requirements.

2.2.6.9.5 Is responsible for all day-to-day operations and maintenance, performance, supervision, and control of services provided under this Contract and ensure that these services are performed in an effective and efficient manner.

2.2.6.9.6 Must be fully familiar with the requirements of the Contract, the schedules and ensure the proper skilled staffing levels are met.

2.2.6.9.7 Must meet with the AAR, Authority and the Contractor's corporate management on matters relating to the services performed with a view toward obtaining effective coordination of all operations and maintenance.

2.2.6.9.8 Shall implement policies and procedures of the Authority and the Contractor relating to all services covered by the application of specifications.

2.2.6.9.9 Shall issue reports and summaries to the AAR as required and upon request.

2.2.6.9.10 Shall develop and implement with the AAR’s written approval, long-range maintenance and repair plans for equipment and systems.

2.2.6.9.11 Shall be responsible for training of the Contractor’s and subcontractor’s personnel in the performance of their duties.

2.2.6.9.12 Must ensure that the work responsibilities are allocated properly among subordinates by the development and implementation of manpower schedules.

2.2.6.9.13 Shall establish and coordinate PM, PdM, CM, work methods, procedures, and work-scheduling programs to result in a safe, reliable, efficient operation ensuring the ability to meet required goals.

2.2.6.9.14 Shall be responsible for the establishment of performance standards for each phase of work.

2.2.6.9.15 Shall be responsible for the adherence to standard practices and quality specifications for all work performed.

2.2.6.9.16 Shall establish and maintain a program for the acquisition, storage, and accountability of all operating materials, parts, tools, and equipment.

2.2.6.9.17 Shall when necessary, acquire the services of outside subcontractors, evaluate bids, make recommendations to
2.2.6.9.18 Shall make regular inspections of the condition of all equipment and systems under this Contract. Report to the AAR findings, and the actions required in correcting any deficiencies.

2.2.6.9.19 Shall serve as the point of contact for manufacturers of equipment in use at the Airport including adherence with safety bulletins, notices and maintenance and operational manuals.

2.2.6.9.20 Shall perform any additional duties on an as required basis where such duties are required by the AAR.

2.2.6.9.21 Shall be capable and licensed to drive a motor vehicle.

2.2.7 PBB Assistant Manager(s):

2.2.7.1 The primary responsibility of the Assistant Manager is to ensure the safety of the public, employees, facilities, and equipment while managing the operation and maintenance of all equipment covered herein.

2.2.7.2 The Contractor shall provide two (2) full-time on-site PBB and affiliated equipment Assistant Managers. Each PBB Assistant Manager shall be scheduled for a minimum of forty (40) hours, five (5) days per week, responsible exclusively for the PBB and affiliated equipment maintenance and operation.

2.2.7.3 The Assistant Managers shall assist the On-Site Manager in achieving management coverage of twenty-four (24) hours a day, seven (7) days a week. The PBB Assistant Managers will also cover as the On-Site Manager for times the Manager is not on site including weekends, nights and vacations and as needed.

2.2.7.4 Any absence, in which any PBB Assistant Manager will be gone for more than two (2) consecutive weeks due to sickness, vacation or vacancy, etc., Contractor shall assign an acting Temporary Assistant Manager.

2.2.7.5 On the twenty-second (22nd) calendar day and every day thereafter with an Assistant Manager not in place (minimum of six required) a deduction of Three Hundred ($300.00) per calendar day may be applied at the discretion of the AAR.

2.2.7.6 The PBB Assistant Managers are responsible for safety and day-to-day oversight of maintenance and operation of the PBB systems including direction, supervision, performance and control of all administrative, operation, maintenance, repair, and related services of the Contract and shall include but not be limited to the following:

2.2.7.6.1 Must be familiar with the requirements and schedules of this Contract. Must implement and adhere to the Authority’s policies and procedures.
SPECIFICATIONS (Continued)

2.2.7.6.2 Maintain and adjust staffing and personnel levels to provide the level of service that meets or exceeds requirements of the Contract.

2.2.7.6.3 Assist with establishment of PM, PdM and CM programs work methods, procedures, and schedules and coordinate programs for effective and efficient operation.

2.2.7.6.4 Oversee the assigned PBB portion of EAMS Maximo **(GSE site only)** through work order generation, initiating, tracking, scheduling, updating, planning, reconciling, etc.

2.2.7.6.5 Establish and implement a quality control program to include tracking and reviewing all work orders.

2.2.7.6.6 Establish and implement a materials and parts usage procedure from work orders to update inventory.

2.2.7.6.7 Coordinate agendas of monthly meetings among the Authority and the Contractor, ensuring follow through of actions and timelines of meetings.

2.2.7.6.8 Maintain and reconcile accurate quarterly inventories of Authority issued keys; tools and any other Authority owned or issued equipment as needed to ensure availability. Inventory schedule is subject to change as required and at AAR discretion.

2.2.7.6.9 Shall be capable and licensed to drive a motor vehicle.

2.2.7.6.10 Perform any additional duties on an as required basis where such duties are required by the AAR.

2.2.8 **Finance/Inventory Manager/Warranty Manager:**

The Finance/Inventory Manager will:

2.2.8.1 Provide oversight and guidance to on-site staff charged with the planning, procurement, stocking, control, distribution and allocation of the contract's spare parts inventory.

2.2.8.2 Ensure required parts are on hand and readily available for any necessary repairs to PBB, GPU, Water Cabinets, AHUs and any other items that fall within these specifications.

2.2.8.3 Prepare and analyze data to anticipate future material/parts needs.

2.2.8.4 Research parts/materials costs and determine best value purchasing.

2.2.8.5 Devise methods to optimize inventory control procedures.

2.2.8.6 Coordinate warranty repairs and reimbursements.

2.2.8.7 Utilize Maximo for parts inventory availability.
SPECIFICATIONS (Continued)

2.2.8.8 Record deliveries and shipments to reconcile inventory.

2.2.8.9 Organize and participate in semi-annual parts audits.

2.2.8.10 Organize and prepare contractual billing documents.

2.2.8.11 Other duties as assigned.

2.2.8.12 On the twenty-second (22nd) calendar day and every day thereafter with a Finance/Inventory Manager not in place (minimum of one required) a deduction of Three Hundred ($300.00) per calendar day may be applied at the discretion of the AAR.

2.2.9 Safety Coordinator:

Safety Coordinator responsibilities include but are not limited to:

2.2.9.1 Inspect, evaluate and monitor operations, the environment, equipment, and processes in working areas to ensure compliance with, government safety regulations, Authority safety procedures and industry standards.

2.2.9.2 Protecting employees, customers, aircraft, equipment and the environment by eliminating hazardous conditions/activities shall be the primary focus of the Safety Coordinator.

2.2.9.3 Recommend policy/procedure changes to protect workers, educate employees on how to prevent health problems/accidents through the use of safety training programs and assist with safety regulation enforcement.

2.2.9.4 Ensure that Occupational Safety and Health Administration training is completed by all employees before the employee is allowed to perform initial duties.

2.2.9.5 Ensure and coordinate recurrent required safety training. The Safety Coordinator will assist in investigations of accidents to identify their root cause(s) and determine/recommend potential changes to prevent similar occurrences in the future.

2.2.9.6 On the twenty-second (22nd) calendar day and every day thereafter with a Safety Coordinator not in place (minimum of one required) a deduction of Three Hundred ($300.00) per calendar day may be applied at the discretion of the AAR.

2.2.10 Training, Quality Assurance and Quality Control Coordinator:

The Training, Quality Assurance and Quality Control Coordinator will:

2.2.10.1 Be responsible for ensuring all performed services meet the established standards of quality including reliability, usability and performance.

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

2.2.10.4 Develop and Implement Quality Assurance and Quality Control Programs.

2.2.10.5 Participate in internal and external quality control inspections.

2.2.10.6 Prepare reports to communicate outcomes of quality activities.

2.2.10.7 Evaluate audit findings and recommend/implement appropriate corrective actions.

2.2.10.8 On the twenty-second (22nd) calendar day and every day thereafter with Training/Quality Assurance/Quality Control Coordinator not in place (minimum of 1 required) a deduction of Three Hundred ($300.00) per calendar day may be applied at the discretion of the AAR.

2.2.11 Human Resources Manager:

The Human Resource Manager will:

2.2.11.1 Ensure legal compliance by monitoring and implementing applicable human resource federal and state requirements; conducting investigations; maintaining records.

2.2.11.2 Maintain human resource staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.

2.2.11.3 Ensure planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; scheduling management conferences with employees; hearing and resolving employee grievances; counseling employees and supervisors.

2.2.11.4 Maintain staff by recruiting (internal and external), selecting, orienting, and training (onboarding) employees.

2.2.11.5 Any/all administrative duties associated with these responsibilities.

2.2.11.6 Other duties as assigned.

2.2.11.7 On the twenty-second (22nd) calendar day and every day thereafter with Human Resources Manager not in place (minimum of 1 required) a deduction of Three Hundred ($300.00) per calendar day may be applied at the discretion of the AAR.

2.2.12 Administrative Staff:

2.2.12.1 The Contractor shall furnish an appropriate number of full-time Office Assistants for forty (40) hours per week, Monday through Friday, 8:00 a.m. to 5:00 p.m.

2.2.12.2 The administrative staff provides support and assistance to the On-Site Manager, PBB Assistant Site Managers, and others as required. The
SPECIFICATIONS (Continued)

administrative staff may also be required to provide assistance to the Authority on Contract related items, at no additional cost to the Authority.

2.2.12.3 The administrative staff duties and responsibilities shall include but are not limited to the following:

2.2.12.3.1 Manage employee payroll and benefits. Track employee work hours and maintain and submit accurate payroll reports. Responsible for maintenance of personnel files.

2.2.12.3.2 Manage office supplies and ordering replacement stock.

2.2.12.3.3 Generate and enhance production of new and existing forms, documents and graphs.

2.2.12.3.4 Assist with compiling data for and producing the finalized monthly reports/bills for submittal to the AAR.

2.2.12.3.5 Create, distribute maintain and track memorandums and letters.

2.2.12.3.6 Track and maintain base Contract requisition and purchase order files.

2.2.12.3.7 Interface well with the Authority staff and Airport tenants.

2.2.12.3.8 Create and maintain binders of current technical information and the Authority’s policy, rules and directives.

2.2.12.3.9 Assist as needed with the compilation and input of data, which includes an inventory of equipment, vendor data, labor codes, employee records, etc. to maintain EAMS Maximo.

2.2.12.3.10 Compile monthly invoices and deliver to the AAR.

2.2.12.3.11 Assist as needed with collecting information from daily work orders for inventory updates as well as, with physical inventory of parts, equipment, and tools.

2.2.12.3.12 Manage, collect, file, and distribute, Technical Bulletins received from the Authority and equipment and system manufacturers for the Contractor and subcontractor(s) staff.

2.2.13 **EAMS Maximo Database Administrators:**

2.2.13.1 The Contractor shall furnish a minimum of one (1) full-time EAMS Maximo Database Administrator who will work eight (8) hours per day, five (5) days per week. The EAMS Maximo Database Administrator will serve as the EAMS Maximo expert for the Contractor and will have an advanced knowledge of the EAMS Maximo program.
SPECIFICATIONS (Continued)

2.2.13.2 The EAMS Maximo **Database** Administrator’s duties and responsibilities shall include but are not limited to the following:

2.2.13.2.1 Oversee the EAMS Maximo and integrity of information as it pertains to this Contract.

2.2.13.2.2 Generate reports requested by Contractor leadership and/or authorized Authority personnel.

2.2.13.2.3 Provide administration and day to day support of production EAMS Maximo environment as it pertains to this Contract.

2.2.13.2.4 Train users including Contractor and Authority’s personnel on EAMS Maximo, document and import and export data.

2.2.13.2.5 Provide testing support for software, patch management, upgrades and integration.

2.2.13.2.6 Provide first line of support for Contracted users of EAMS Maximo as it pertains to this Contract.

2.2.13.2.7 Provide support for the expansion of EAMS Maximo program capabilities as it pertains to this Contract.

2.2.13.2.8 Provide EAMS Maximo training to all Contractor and Authority EAMS Maximo users as it pertains to this Contract.

2.2.13.2.9 Interact professionally with a diverse group including executives, managers, developers, and subject matter experts.

2.2.13.2.10 Convert technical knowledge into easily understood terms.

2.2.13.2.11 Have the versatility, flexibility, and a willingness to work within constantly changing priorities.

2.2.13.2.12 Work independently and as a member of various teams.

2.2.13.2.13 Have organizational, problem-solving, and analytical skills.

2.2.13.2.14 Provide technical support.

2.2.13.2.15 For any absence, on the twenty-second (22nd) calendar day and every day thereafter with an EAMS Maximo Database Administrator not in place (minimum of 1 required) a deduction of Three Hundred ($300.00) per calendar day may be applied at the discretion of the AAR.

2.2.14 EAMS Maximo Specialist and EAMS Maximo Data Entry Assistants:

2.2.14.1 The Contractor shall provide at least one (1) full time on-site EAMS Maximo Specialist. The EAMS Maximo Specialist shall be responsible for
the accurate and timely entry of asset and work order information as specified herein. The EAMS Maximo Specialist shall attend an EAMS Maximo Immersion course offered by IBM or an authorized business partner at the Contractor’s cost, or demonstrate suitable proficiency with EAMS Maximo version 7.6 (or future upgrades) from prior work experience. The Authority will provide the EAMS Maximo Specialist with one (1) day of on-site training to acquaint them with the specifics of the Authority’s EAMS Maximo applications.

2.2.14.2 The EAMS Maximo Specialist shall be responsible for the accurate, complete, and timely entry of information into the Authority’s EAMS Maximo system as it pertains to this Contract. The Authority shall have full access to the Contractor entered data at any time. All entered data becomes the property of the Authority.

2.2.14.3 The EAMS Maximo modules and applications listed below shall be utilized and are essential to the efficient management of the Authority’s assets and the Contractor’s effective utilization of the EAMS Maximo. The listing below provides the requisite skill level, knowledge requirements, and abilities of the EAMS Maximo Specialist. If there is a module or application not specifically listed below, the omission does not imply that it is not necessary or required to be utilized in the performance of this Contract.

2.2.14.4 The EAMS Maximo Specialist shall be proficient with the EAMS Maximo Asset Module including the Condition Monitoring, Failure Codes, and Meters applications, and shall utilize said applications in the performance of this Contract.

2.2.14.5 The EAMS Maximo Specialist shall be proficient with the EAMS Maximo Inventory Module including the Condition Codes, Inventory, and Store Rooms applications, and shall utilize said applications in the performance of this Contract.

2.2.14.6 The EAMS Maximo Specialist shall be proficient with the EAMS Maximo PM Module and shall utilize said application in the performance of this Contract.

2.2.14.7 The EAMS Maximo Specialist shall be proficient with the EAMS Maximo Work Order Module and shall utilize said application in the performance of this Contract.

2.2.14.8 In addition to the on-site EAMS Maximo Specialist, the Contractor shall provide sufficient Data Entry Assistants to utilize, support and continuously update the EAMS Maximo. Assistants must be proficient in creating and generating reports as requested or required by the AAR. Coverage must be seven (7) days per week, twenty-four (24) hours per day. Contractor shall provide all related data entry and asset management services. Data entry and asset management services include, but are not limited to, the following:

2.2.14.8.1 **PM Schedules** – all regularly scheduled maintenance and inspection activities shall be established in the EAMS Maximo application to allow the automatic generation of PM work orders.
SPECIFICATIONS (Continued)

2.2.14.8.2 **Job Plans** – all routine maintenance activities, such as scheduled inspections, routine PM and common repairs shall be established as Job Plans in EAMS Maximo, including estimated labor requirements, material usage, and duration. Job Plans must be utilized on all PM schedules and repetitive maintenance work orders.

2.2.14.8.3 **Work Orders** – all automatically generated PM work orders shall be scheduled and assigned within a reasonable time frame. Once work is completed, the EAMS Maximo work order must be identified as completed within forty-eight (48) hours to allow for accurate estimation of next due dates.

2.2.14.8.4 **Follow-up Work Orders** – any maintenance and repair activity found as a result of a PM inspection shall be generated as a “follow-up” work order in EAMS Maximo. These work orders shall be completed within a reasonable time at the sole discretion of the AAR based on the priority of the work and criticality of the equipment affected; updates to the EAMS Maximo work order shall be posted within forty-eight (48) hours of work completion.

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

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

2.2.14.8.7 **Work Order Completion** – all EAMS Maximo work orders shall be marked with a status of Complete in EAMS
Maximo within the identified time frame based on the type of work. The following data shall be entered on work order completion as a minimum:

2.2.14.8.7.1 Labor hours (including specific personnel, rates, hours worked, and date, time of work initiation and completion.)

2.2.14.8.7.2 Parts usage from Authority or the Bench Stock supplied materials.

2.2.14.8.7.3 Failure report problem, cause and remedy if corrective/repair activity.

2.2.14.8.7.4 Meter readings.

2.2.14.8.7.5 Downtime including downtime start, duration, end, and reason.

2.2.14.8.7.6 Follow-up work required if applicable.

2.2.14.8.7.7 Work log including technician comments and notes.

2.2.14.8.8 Work Close-Out – All completed EAMS Maximo work orders must be closed periodically after all relevant data has been entered. Under no circumstances will completed work with no further activity remain unclosed for more than thirty (30) days.

2.2.14.8.9 Asset data – All Authority assets covered by this Contract shall be accurately tracked in EAMS Maximo. As new assets are installed, new records must be created in EAMS Maximo to reflect the new asset within forty-eight (48) hours of asset installation or receipt of new asset data from the Authority. As assets are removed, old asset data must be inactivated in EAMS Maximo within forty-eight (48) hours of asset removal. Must maintain Authority’s current methodology for asset numbering. Asset data shall include, but not be limited to:

2.2.14.8.9.1 Asset details – asset name, description, location, serial number, install date, tag number, vendor, manufacturer, purchase replacement cost, expected life, etc.

2.2.14.8.9.2 Specifications – nameplate data such as type, size, material, capacity, etc.

2.2.14.8.9.3 Spare Parts – inventory spare parts used to maintain the asset, including manufacturer information and quantity required.
2.2.14.8.9.4 Safety – special safety requirements and SDS information.

2.2.14.8.9.5 Warranty – warranty contracts terms, and expiration date.

2.2.14.8.9.6 PM schedules/job plan – based on manufacturers’ recommendations.

2.2.14.8.10 Meter and Condition Data – the Contractor shall update meter data to reflect current meter readings for mileage, run-time, or other appropriate measure of usage and condition on a monthly basis as a minimum; these values may be used in formulating PM, PdM, schedules for asset inspection and maintenance. This data shall be used to compare and trend data from similar equipment types.

2.2.14.8.11 Inventory Data – All inventory used in association with this Contract, shall be recorded in EAMS Maximo: where the materials are stored, the value of inventory cost, quantity on-hand and re-stock requirements. Must maintain Authority’s current methodology for item numbering.

2.2.14.8.12 In addition, the Contractor shall provide recommendations with regard to additions, deletions, or changes in the quantities or specific items to be stocked by the Authority based on the Contractor’s experience, equipment condition, historical parts usage, and expected parts usage.

2.2.14.8.13 Shall provide reports as needed to meet Contract performance guidelines.

2.2.14.8.14 Shall perform any additional duties on an as required basis where such duties are required by the AAR.

2.2.15 Supervisors:

2.2.15.1 The primary responsibility of the Supervisor is to ensure the safety of the public, employees, facilities, and equipment while operating and supervising maintenance and operations of all equipment and procedures covered in this specification.

2.2.15.2 The Contractor shall provide Supervisors for every shift to sufficiently cover operations twenty-four (24) hours a day, seven (7) days a week. The On-Site Manager and/or PBB Assistant Site Manager cannot substitute as a Supervisor for more than two (2) shifts in a one (1) week period and this coverage cannot be a standard, planned method of coverage. The Supervisors shall be fully responsible for overseeing the operation and all repair and maintenance actions that occur during their shift(s). The Contractor may use Technicians only on a temporary basis and not for more than thirty (30) days total to fill a Supervisor position vacancy. All temporarily assigned Supervisors must have full supervisory power.
The Supervisor shall supervise Contract related tasks and projects as assigned by the On-Site Manager or Assistant Site Manager, and shall provide technical support and coordination for non-routine repairs and/or replacements.

The Supervisor may supervise subcontractors in performing work. The Supervisor’s duties and responsibilities shall include but not be limited to the following:

2.2.15.4.1 Provide coordination and oversight of work orders and concerns/problems related to sub-contracted projects.

2.2.15.4.2 Receive and assign personnel to service calls, take immediate action to resolve emergency situations or breakdowns, and oversee the PM, PdM programs.

2.2.15.4.3 Oversee the operation and maintenance requirements of the assigned shifts including ensuring that all such services are accomplished in a safe, effective and efficient manner.

2.2.15.4.4 Coordinate the maintenance effort from 1st shift, to 2nd shift, to 3rd shift and then back to 1st shift. Will record and coordinate events for follow up to be completed from earlier shifts or to be left for later shift completion.

2.2.15.4.5 Operate elements of the systems in accordance with prescribed procedures and performance limitations per manufacturer’s specifications.

2.2.15.4.6 Receive and respond to any maintenance requests from the Authority and advise the Assistant Site Manager of actions taken and any unresolved problems.

2.2.15.4.7 Comply with and enforce the Authority and Contractor’s policies and procedures as outlined in appropriate manuals and within industry standard safety guidelines.

2.2.15.4.8 Implement those elements of the PM, PdM programs that are assigned to the shift using EAMS Maximo.

2.2.15.4.9 Retrieve asset information from EAMS Maximo such as equipment specific information (e.g. equipment components/parts such as motor or belting type/part number), current PM, PdM or CM status including the percent of total outstanding scheduled work orders for PM, PdM and CM, the date, description of problem/remedy, and technician’s name(s) regarding any previous work performed on a specific piece of equipment.

2.2.15.4.10 Issue directions, instructions, tasking and assignments to assigned shift personnel as required.

2.2.15.4.11 Quality control/quality assurance on CM, PM, PdM, and
any other maintenance actions performed by Technicians.

2.2.15.4.12 Ensure that the required operating logs and maintenance forms are completed accurately and clearly and submitted to the Assistant Site Manager in a timely manner.

2.2.15.4.13 Control, maintain accountability, and oversee the issuance, and use of spare parts, tools, and equipment.

2.2.15.4.14 Ensure proper trouble shooting techniques are utilized per OEM specifications and industry standards.

2.2.15.4.15 Maintain a safe, accident free, workplace and exercise common sense and good judgment, when performing duties.

2.2.15.4.16 Respond to alarms of any nature, determine which Contractor or subcontractor to inform if fault not due to equipment covered under this Contract, provide assistance where required, and identify nuisance alarms for adequate follow up.

2.2.15.4.17 Conduct Contract related inspections and coordinate repairs and/or appropriate action as necessary.

2.2.15.4.18 Determine historical parts usage, expected parts usage and make parts stock recommendations.

2.2.15.4.19 Communicate to the AAR and to the appropriate Authority personnel regarding equipment condition, return to service during any service interruptions, or planned maintenance that could disrupt air carrier operations.

2.2.15.4.20 Perform any additional duties on an as required basis as directed by the AAR.

PBB/AHU Supervisors:

2.2.15.4.21 Coordination and notification of Airport Operations Control (AOC) when equipment is taken out of service or returned to service. Will coordinate with Authority staff to determine official “out of service” and “return to service” times for real time events that occur on the Supervisor’s shift.

2.2.15.4.22 Respond immediately to emergency situations and contact immediately: (i) Authority’s Communication Center (911); (ii) AOC; (iii) the Assistant Site Manager; and (iv) The AAR if an emergency exceeds the capability of the shift personnel.

2.2.16 Parts, Logistics and Inventory Control Program Analyst:
SPECIFICATIONS (Continued)

The Parts Specialist duties and responsibilities shall include but are not limited to the following:

2.2.16.1 Be the primary contact and administrator for parts acquisitions, delivery and shipment to site, ensure adequate parts are in stock or readily available, quantities are sufficient and the proper parts are available for all applications.

2.2.16.2 Oversee inventory accuracy and ensure labor and materials are correctly entered into EAMS Maximo system.

2.2.16.3 The Parts, Logistic and Inventory Administrator shall act as the purchasing agent for the Contractor and be assisted by the Parts/Inventory Control Supervisor as needed.

2.2.16.4 Establish and implement a materials and parts usage procedure from work orders to update inventory.

2.2.16.5 Ensure that all the major equipment and systems listed, and identified in the EAMS Maximo database have the correct OEM replacement parts and approved alternate parts listed. Example: Specific conveyor line and loading bridge would have a listing in EAMS Maximo for its replacement motor, drive belt, chain, conveyor belting, etc.

2.2.16.6 Provide periodic reviews of the Authority’s parts inventory and make recommendations to the Authority regarding: (i) changes in the quantities of items stocked; (ii) additions or deletions of inventory based on parts usage history; (iii) installed systems, equipment; (iv) part lead times; and (v) research and recommend changes in parts models, brands, or manufacturers when such change is to improve safety, quality, part longevity, and/or to reduce repair efforts, downtime and/or costs to the Authority.

2.2.16.7 Create, compile and submit proper documentation for monthly invoice and billing to the AAR.

2.2.16.8 Perform any additional duties on an as required basis where such duties are required by the AAR.

2.2.16.9 For any absence, on the twenty-second (22nd) calendar day and every day thereafter with an Parts, Logistic and Inventory Control Program Analyst not in place (minimum of 1 required) a deduction of Three Hundred ($300.00) per calendar day may be applied at the discretion of the AAR.

2.2.17 Parts/Inventory Control Supervisor:

2.2.17.1 Oversee inventory accuracy and ensure labor and materials are correctly entered into EAMS Maximo system. Ensures that parts are available for repair.

2.2.17.2 Assume the responsibilities of the Parts/Inventory Control Administrator when Parts/Inventory Control Administrator is off duty.
SPECIFICATIONS (Continued)

2.2.17.3 Supervise the Parts/Inventory Control staff and oversee the Parts and Inventory process.

2.2.17.4 Perform any additional duties on an as required basis where such duties are required by the AAR.

2.2.18 Parts /Inventory Control Staff:

Function must be covered twenty-four (24) hours per day, seven (7) days per week and to be determined by the Contractor’s structure. The primary work tasks for this position include but are not limited to:

2.2.18.1 Record and update inventory usage of supplies and parts through EAMS Maximo.

2.2.18.2 Ensure that the EAMS Maximo work order information and reports contain the correct and most current pricing and parts descriptions.

2.2.18.3 Manage spare parts inventory. Ensure all parts are identified and readily available in secure locations.

2.2.18.4 Housekeeping of parts storage rooms and the disposal of used parts as pre-approved by the AAR.

2.2.18.5 Ensure and coordinate the timely reconditioning of those items warranting refurbishment and reconditioning versus replacement as approved by the AAR.

2.2.18.6 Create, compile and submit proper documentation for monthly invoice and billing to the AAR.

2.2.18.7 Conduct, document and complete a full inventory of all spare parts on a minimum semi-annual basis.

2.2.18.8 Perform any additional duties on an as required basis where such duties are required by the AAR.

2.2.19 Technicians:

Final number of technician positions to be negotiated with the Authority. The highest priority of all technicians is safety of the public, employees, facilities, and equipment while carrying out the responsibilities of their specified position. The descriptions below for technicians identify the experience, skills, knowledge, and abilities that Contractor’s technical staff shall have to successfully perform the responsibilities of this Contract (job titles may vary):

2.2.19.1 Industrial Automation Technician (IAT) - IAT shall have experience in direct troubleshooting of electrical and electronic systems with field experience in operation and repair, including PCs, VFDs, and Programmable Logic Control (PLC). IAT shall be capable of installing, operating, troubleshooting and repairing, and performing backups of PCs, Servers, and RAID Storage Arrays, PLCs (including the Allen-Bradley family of PLCs), and the editing and transferring of PLC programs. IAT shall be experienced in installing, troubleshooting and...
configuring Windows basic operating systems software, and other related software. Including, but not limited to; MSSQL; Rockwell RSView; and RSLogix 5, 500, and 5000. Each IAT shall be capable of troubleshooting and repairing computer/PLC system networks and network components of systems, including Device Net, Control Net, Ethernet.

2.2.19.2 **Industrial Mechanical Technician (IMT)** - IMT shall have experience in troubleshooting and repairing industrial mechanical systems, including direct experience performing general mechanical repairs such as replacing bearings, gearboxes, drive belts, sheaves, chains, sprockets, pulleys and shafts, conveyor belts and belt lacing, etc. IMT shall be familiar with the use of hand and power tools and be skilled in light metal working and fabrication, including the use of welding and cutting tools, oxygen acetylene torch, MIG and/or TIG welding. At least one (1) IMT described herein shall be a certified welder with certification 3G or higher. Additionally, the IMT shall have a minimum of two (2) year experience in an aviation environment with direct and specific experience maintaining, troubleshooting and repairing equipment.

2.2.19.3 **Industrial Electrical Technician (IET)** - IET will have experience in the direct troubleshooting of electrical and electronic control systems, including a PLC environment. IET shall be capable of reading and interpreting electrical schematics, one line diagrams, blue prints, and symbols, PLC and VFD programming, troubleshooting and repair, including editing and transferring of PLC programs (primarily the Allen-Bradley family of PLCs and software including SLCs, PLCs, Rockwell RSView, RSLogix 5, 500, and 5000), and PLC version/series 5 (PLC-5) and version/series 5 SLC (PLC-SLC5). IET shall be capable of troubleshooting, repairing, and replacing AC and DC motors including single and poly phase motors, as well as associated motor controls, brakes, and clutches.

2.2.19.4 **Industrial Electrician** - The Contractor shall have on staff forty (40) hours per week and available on call twenty-four (24) hours per day, seven (7) days per week a qualified industrial licensed electrician with industrial electrical motor controls experience and electrical automation experience. Prior experience with warehouse and loading bridges is preferred. Primary Responsibilities and Tasks: (i) provide electrical guidance, maintenance and oversight of all mechanical/electrical systems of Loading Bridge equipment covered under this Contract; (ii) assist technicians with challenging electrical repairs; (iii) troubleshoot electrical issues; (iv) PM development, coordination, implementation and auditing of all mechanical and electrical systems covered under the PBB Contracts; (v) perform PdM, CM and PM; (vi) participate and lead recommendation and procurement of electrical and mechanical spare parts; (vii) cooperate, coordinate with and assist the Airport Authority concerning electrical issues on the PBBs located at MCO; and (viii) other duties as assigned.

2.2.19.5 **Mechanic PBB** –

2.2.19.5.1 The Mechanic PBB shall be skilled cross-crafted mechanical technicians with a minimum of three (3)
years’ experience in an airport environment of similar size and scope as MCO. The contractor is encouraged to hire a skilled group of technicians and implement a progressive promotion process to increase compensation for employees in relation to growth of experience and knowledge.

2.2.19.5.2 The mechanic shall display mechanical and electrical aptitude and strong skills and experience with passenger boarding bridges.

2.2.19.5.3 The mechanic’s responsibilities include but are not limited to maintenance and repair of all electrical, motors, mechanical and control devices, equipment and components associated with the PBB such as controls, PLCs, etc.

2.2.19.5.4 The mechanic shall be highly skilled technicians and shall be capable of hanging loading bridges, and major bridge repair/refurbishment.

2.2.19.5.5 Daily responsibilities also include:

2.2.19.5.5.1 Monitor daily operations and statistics of the PBB to determine problem areas.

2.2.19.5.5.2 Troubleshoot and repair all mechanical, electrical, and control components of the PBB.

2.2.19.5.5.3 Conduct preventative, predictive and corrective maintenance on various styles/manufacturers PBB.

2.2.19.5.5.4 Analyze all available data to determine problems, trends, and issues which may lead to PBB safety/operational issues.

2.2.19.5.5.5 Additional duties as assigned and approved by the AAR

2.2.19.6 Air-Handling Unit Technicians - The Contractor shall have on their staff, on-site twenty-four (24) hours per day, seven (7) days per week, Technicians certified by the state in troubleshooting HVAC and refrigeration equipment including diagnostics and troubleshooting, electrical and electronic controls, power and refrigerant piping. These Technicians shall be able to perform CM, PdM and PM on DX and central system (glycol based) air handlers including programing, VFD and PLC troubleshooting and repair as well as soldering copper pipes and tubes. Power and control wiring of the units and control signal flow knowledge is required as well as using standard troubleshooting including the use of pressure gauges and fill/recovery equipment and systems. Glycol lines and the replacement of valves and actuators on the lines will be required and the Technicians must possess and maintain required certifications.
The AHU Technicians shall have two (2) years’ experience with HVAC and refrigeration, completion of a HVAC course of study at a trade school (or similar facility) or a combination of education and experience in the aviation HVAC field.

2.2.19.7 Thermography Specialist:

The Contractor shall have on their staff, on-site eight (8) hours per day, five (5) days per week, Technicians certified by the state. This position requires a Level 2 or 3 certified thermographer who will utilize infrared (IR) cameras as a part of the PdM strategy to perform duties as described in Section 4.6 of this Specification. The thermographer shall have two (2) years’ experience in the field with the required state certification including experience in the aviation field.

2.3 CONTRACTOR PROVIDED AND REQUIRED TRAINING/FAMILIARIZATION:

2.3.1 Contractor’s conducted training shall be performed by an individual certified and designated through their training record as a trainer.

2.3.2 No training/familiarization will be considered complete until an attendance roster which includes the instructor’s printed name and signature, date of training, length of training hours, subject matter, and printed names and signatures of employees that received the training is on file at the Contractor’s office. The Authority requires that a copy of the roster and record be presented to the AAR upon request.

2.3.3 The Contractor shall provide all necessary initial and recurrent training of its personnel/employees who perform operations, maintenance, and/or repair services pursuant to this Contract. Before assignment to perform services under this Contract, all personnel shall have successfully completed the appropriate training enabling them to perform the work. Authority personnel shall have the right to participate in such training. Training shall be conducted in compliance with all reasonable requirements of the Authority and/or other Governmental Agencies and shall not interfere with the normal operation of the airport. Contractor shall maintain complete and accurate training programs and records of completed training.

2.3.4 The Contractor shall provide at least two (2) hours of safety training (or more as applicable or in accordance with governmental regulations to each employee per quarter. This training can be in person or computer web based in accordance with applicable regulations and must be documented in each employee’s training records. Training is not limited to but shall cover, electrical, Lock Out, Tag Out (LOTO), ladder, working at heights, fire, vehicle, support equipment (e.g. fork lifts, scissor lifts, etc.), working around industrial equipment, general safety, and any and all other pertinent safety topics.

2.3.5 The Contractor shall provide each of its Technicians and Supervisors a minimum of two (2) hours on-site training per month covering mechanical, electrical, diagnostic, and PM and repair of the equipment and systems covered in this Contract. At least once per year, the Contractor shall provide its Technicians and Supervisors a minimum of one (1) eight (8) hour training session where the training shall be conducted by one (1) of the manufacturers of the equipment and systems covered in this Contract. Manufacturer provided training may be conducted on or off-site. A Contractor’s designated employee trainer who receives the manufacturer conducted
training and certification as a trainer shall train others who were not able to attend the manufacturers’ training sessions. Training documentation must meet the standards outlined in Section 2.3.2.

2.3.6 The Contractor shall ensure at least one (1) of its Technicians per shift, and all of its Supervisors, have received a minimum of eight (8) hours combination of hands-on and classroom training for diagnosis and repair of the Authority’s loading bridges. Only those Contractor’s employees who receive this training and are certified by the manufacturer as a trainer shall train others who were not able to attend the manufacturers’ training session.

PART THREE – REPAIR PARTS

3.1 GENERAL:

3.1.1 Prior to initiation of his Contract, the Contractor must furnish a list of all spare parts required for maintaining the covered equipment. The list (as a minimum) shall be consistent with the list presented in the Contractor’s original proposal. The Contractor must provide and maintain on site in MCO airport all parts and materials necessary to perform repairs, preventive maintenance and routine services for equipment covered by this Contract. The designated spare parts list must be maintained as available parts on hand in MCO from day one through to the last day of the Contract. At the end of the Contract, all spare parts designated on the list and maintained as an available spare part (listed as an available spare part in EAMS Maximo) remain the property of the Greater Orlando Aviation Authority. The Contractor must ensure available spare parts are accurately listed with proper number of available spare parts in EAMS Maximo. The Contractor’s Performance metrics are discussed further in Section 4 of this Specification.

3.1.2 As parts are pulled from bench stock, the Contractor is responsible for ordering and maintaining continuing/necessary stock on hand. It is required that the Contractor maintain a “minimum and maximum” number for each part and order additional parts as the minimum number (minimum that must be in stock at all times) is approached.

3.1.3 All replacement parts shall be new, Original Equipment Manufacturer (OEM) type. Repaired and rebuilt parts shall be allowed, with approval of the AAR. The repaired or rebuilt part must be equivalent or superior to new OEM parts. The contractor must maintain as a minimum on hand, the parts listed in the Contractor’s original proposal. It is the Contractor’s sole responsibility to have all necessary parts on hand for any/all equipment failures. At the conclusion of the Contract, all parts on hand transition to the Authority at no additional charge.

3.1.4 If new or remanufactured OEM parts are no longer available, or in instances where the AAR agrees, the Contractor may have old parts repaired or rebuilt. Rebuilt parts must be distinguished in EAMS Maximo inventory with an “R” prior to the part number.

3.1.5 Parts and items the Contractor chooses to obtain in the open market shall be the same make, model, and part number, etc. as what was originally provided and/or installed by the equipment or system manufacturer and/or installer. Any equivalent or substitute parts the Contractor desires to provide must be approved by the AAR in advance.

3.1.6 Any parts ordered by the Contractor as per Contract provisions shall be maintained in EAMS Maximo as an available spare part until utilized for the maintenance or repair
of airport PBB or affiliated equipment. Once used, the spare part must be traceable through EAMS Maximo to the allocated asset.

3.1.7 Inventory control of the bench stock shall be the responsibility of the Contractor. The Contractor must store spare parts and maintain a clean and organized setting within the allocated spare parts storage space.

3.1.8 A monthly inventory of available spare parts shall be conducted and include the following information as a minimum for each spare part:

| . | | | | | |
|---|---|---|---|---|
| 3.1.8.1 | Part Number |
| 3.1.8.2 | Manufacturer’s Number |
| 3.1.8.3 | Part Name/Description |
| 3.1.8.4 | Location (Bin Number) |
| 3.1.8.5 | Quantity on Hand |
| 3.1.8.6 | Unit Price |

3.1.9 Lost parts are the responsibility of the Contractor. The Contractor must replenish any lost bench stock. Should an inventory indicate there are more parts on hand than reflected in EAMS Maximo; Maximo will be adjusted to reflect the actual number of parts on hand.

3.1.10 Tools, Equipment and Supplies – The Contractor shall furnish, at no additional cost to the Authority, all tools, equipment, vehicles, miscellaneous shop supplies, services, training, and technical support necessary to properly perform the services as specified herein. Miscellaneous shop supplies shall include, but not be limited to cleaning supplies, office supplies printer ink/toner, paper, computer backup media (CDs, tape, digital media, etc.), safety equipment, common nuts, bolts, screws, cotter pins, cable ties and other ordinary hardware; lubricants (e.g. grease, gear oil, hydraulic oil, etc.), rags, cleaners, degreasers, solvents, flashlight batteries, and any other common and miscellaneous shop supplies necessary to perform the services specified herein.

3.1.11 The Contractor shall maintain on-site a complete set of operating and maintenance instructions for each type, brand and model of equipment, tool and item of supply used in the performance of the work required hereunder and shall provide the Authority upon request a photocopy of all such operating and maintenance instructions. The Contractor shall ensure that all tools, equipment and supplies used by its employees shall be used in accordance with the manufacturer’s instructions and all applicable safety practices. All tools, equipment and supplies used by the Contractor in the performance of these services shall meet all applicable safety requirements. All electrical equipment shall operate at full rated performance levels using existing building electrical circuits. It shall be the responsibility of the Contractor to prevent the operation or attempted operation of electrical equipment or combinations of equipment which require power exceeding the capacity of existing electrical circuits.

3.1.12 The Contractor shall develop and implement procedures and controls to ensure that all tools, equipment and supplies remain in clean and proper working condition at all times.

3.1.13 All equipment and tools shall have non-marking wheels, adequate bumpers and guards, to prevent marking or scratching of fixtures, furnishings or building surfaces.

3.1.14 The Contractor shall hold a valid Florida Sales Tax Resale Certificate. The Contractor shall procure parts and negotiate prices, and shall furnish copies of written vendor
agreements and provide the Authority access to vendors’ invoices and receipt records, to ensure the best possible price and quality parts are obtained. The Authority will not pay or reimburse the Contractor for sales tax, pick up fee or any other miscellaneous fee associated with the purchase or return of parts.

3.1.15 When disputes arise concerning suitability of parts or items selected for use in replacement work that is already accomplished, the Contractor shall at no additional cost to the Authority remove, and/or replace, such parts or items until compliance with the Authority’s requirements are satisfied.

3.1.16 All parts or items installed on the Authority’s systems or equipment become the property of the Authority, free of any encumbrances or liens.

3.1.17 Currently the Authority utilizes a first in, first out method of tracking parts in EAMS Maximo. This tracking method is subject to change at the Authority’s discretion.

3.2 ADDITIONAL REPAIR PARTS, INVENTORY AND STORAGE:

3.2.1 Separate from the Spare Parts Bench stock, the Authority maintains an inventory of replacement and repair parts that will be available for the Contractor’s purchase for use in the maintenance and repair of the PBB and affiliated equipment covered by this Contract. This available stock is stored in the Authority’s Material Control Warehouse. This inventory consists of those parts the Authority believes are critical, has high value, and/or has long-lead times and as a result is necessary to store on-site to ensure expedient repairs. The Authority does not warrant that all of the critical and/or long-lead parts are stocked in Material Control Warehouse or that the Authority will continue to maintain an inventory of replacement and repair parts in this location. It is the Contractor’s responsibility to provide all of the replacement and repair parts and to determine from which source, Authority’s warehouse or elsewhere, to procure the parts. The Authority’s inventory is subject to change at the Authority’s discretion. A revised inventory list will be provided when the Authority’s inventory is changed. The Contractor must use its best judgment and experience to ensure that all parts necessary for the efficient operation of the PBB and affiliated equipment is on hand. Lack of parts on hand will not be used as a means for avoiding deductions for downtime or operational failures.

3.2.2 In the event that replacement work requires a part or item that is not a stocked part or item in the bench stock or the Material Control inventory, it is required that the Contractor use the most expedient method to obtain the part, and regardless of what shipping service company the Contractor uses, the delivery time should not exceed the delivery time of UPS Express freight or FedEx Express Freight. The Contractor must keep in mind that the deduction costs while awaiting parts will continue to escalate; therefore it is in the Contractor’s best interest to obtain needed parts in the most expeditious manner. The AAR reserves the right to require the Contractor to use overnight or next day delivery at the Contractor’s cost.

3.3 WITHDRAWING PARTS FROM AUTHORITY INVENTORY:

3.3.1 When the Contractor withdraws or removes any parts from the Authority’s Material Control inventory, the Contractor may be required to complete the Authority’s electronic requisition through the Authority’s financial system, Oracle, by the end of the next business day. If required, the Authority will provide the Contractor’s
personnel access to Oracle in accordance with the Authority’s procedures. The Contractor’s personnel shall comply with all Authority policy and procedures required for access to Oracle and complete the Authority’s Oracle training program.

3.3.2 The Authority’s Material Control warehouse is staffed from 07:30 to 16:00, subject to change, Monday through Friday except for Authority recognized holidays. During this time, the Authority will provide assistance to the Contractors staff. If the Contractor needs to retrieve or acquire parts from the Authority’s Material Control inventory outside of the staffed times, the Authority will provide an escort for the Contractor. The Contractor shall notify operations or the control plant by radio or phone that access to the warehouse is needed. In this event, the Authority will provide an escort as quickly as possible.

3.3.3 When the Contractor uses an Authority Material Control stocked part or item, the Contractor will reimburse the Authority for the used part/item at actual cost. The Authority will handle replenishment of stock for the part at the Authority’s discretion.

3.3.4 Authority provided parts or items, shall only be used on the Authority’s equipment and under no circumstance shall any Authority provided parts or items be removed from the airport property.

3.3.5 The Authority will provide the Contractor with bench stock storage location(s) (Contractor’s Storage Rooms). Additional storage locations may be provided based on availability. The Contractor shall be required to utilize, maintain, and stock these on-site storage locations to facilitate faster parts access and expedite equipment repair. Whenever parts/items are removed from the inventory, Contractor shall track the date and time taken, item description, quantity removed, and the equipment asset ID, and/or location where the part was installed in the EAMS Maximo program.

3.3.6 The Contractor shall maintain bench stock inventory at an acceptable level to ensure expedient repairs; always keeping in mind that time is of the essence and deductions are applied for equipment downtime. The Authority requires sufficient stock be on hand day one and all subsequent days of this Contract to complete any necessary repairs.

3.3.7 At the end of the Contract and prior to the transfer of the existing bench stock a joint bench stock inventory audit verification will be conducted by the Contractor and the Authority to ensure the listed bench stock matches what is actually in storage (Contractor’s Storage Rooms). Upon completion of the bench stock audit, the storage rooms will be secured by the Authority and held for transfer to the incoming Contractor.

3.3.8 The Contractor shall assume responsibility for the safeguarding of inventory and shall carry sufficient insurance to protect against loss or damage.

PART FOUR – CONTRACTOR PERFORMANCE AND MEASUREMENT

4.1 PERFORMANCE MEASUREMENT/TRACKING:

4.1.1 Performance measuring and tracking of the Passenger Board Bridges (PBB) and affiliated equipment will be applied to each of the covered assets at South Terminal C. The PBB ancillary/affiliated equipment is also covered in this Contract and located on or near the bridges. Each Area covered in this specification will be measured
collectively to determine overall performance of the equipment.

4.1.2 Performance measurement and deductions shall apply to all systems and equipment covered under this Contract. The actual dollar amount of a deduction is dependent on overall downtime in the calendar month. The actual downtime procedures and deduction amounts are described in Section 5 of this Specification.

4.1.3 Compensation Adjustment - In addition to these deductions, the Contractor may be subject to additional deductions for poor Contractor performance and/or poor response times as detailed herein. Deductions will not be taken for any equipment failure where such failure is due to elements outside of the Contractor’s control as described in Section 4.2, Performance Measurements Exceptions.

4.1.4 Performance Measurement Exceptions are determined by the AAR in his/her sole discretion.

4.1.5 The Contractor shall make every effort to provide the highest system and equipment reliability and availability possible.

4.1.6 Performance Measurement:

The Contractor is required to meet the following performance measurements:

4.1.6.1 In addition to deductions that may be taken for collective system downtime, the following performance measurements will also be used by the AAR to evaluate the Contractor’s performance regarding this Contract. In each case, the Contractor will not be responsible for deficiencies in meeting these performance requirements due to elements outside of its control, as determined by the AAR in his/her sole discretion and as described in Section 4.2 – Performance Measurement Exceptions.

4.1.6.2 Complete 100% of all scheduled PM work within the calendar month and close out all associated work orders. The tracking of this performance measurement shall be done by the EAMS Maximo.

4.1.6.3 Complete 100% of all scheduled, non-critical CM (repair) work within thirty (30) days of identification and close out the work order. Exceptions may be requested based on extenuating circumstances and approval will be at the sole discretion of the AAR. The tracking of this performance measurement shall be done by EAMS Maximo.

4.1.6.4 For each month during the term of the Contract that any specified measurable performance is below the Contractual percentage specified herein, the Contractor shall at its expense promptly undertake reviews of its staffing, operations, maintenance methods, PM/PdM/CM schedules, procedures and training programs, and propose a plan of action, acceptable to the AAR, to correct the situation.

4.1.6.5 Deductions, as described in Section 5, may be taken for failure to meet PM quality specifications on a monthly basis.

4.1.7 Faulty or Poor Installation or Workmanship:
SPECIFICATIONS (Continued)

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

4.2 PERFORMANCE MEASUREMENT EXCEPTIONS:

Loading bridge sustains damage from physical impact from a third party vehicle. The Contractor
will work as expeditiously as possible to return the damaged unit to service but downtime
penalties will not apply. If the damaging party can be identified, the Contractor may bill the
offending party for parts used in the repair. Charges must be coordinated with and approved by
the AAR. Man hours used for the repair must be tracked and provided to the Authority. If the
offending party cannot be identified in an damage event, the Contractor remains responsible
for completing the repair and providing necessary parts for the repair. The Authority will assist
the Contractor in investigating damage events to assist with identification of responsible
party(s).

PBB Exceptions - No Deductions for Service Disruptions/Failures:

4.2.1 Non-Operational time will not be counted for a scheduled or planned Maintenance
activity pre-approved by the AAR and documented in advance, such as the AAR pre-
approving the Contractor to make a major repair that will take longer than the
maintenance time allotted. Repairs that can’t be completed after system shut down
but before system start-up due to the complexity of repair. The Contractor may not
request approval for additional time to complete repairs due to a lack of staffing or
ability. Approval is at the discretion of the AAR; or

4.2.2 Non-Operational time will not be counted for failures caused by loss of primary power
or communications for which the Contractor is not responsible to protect against.

4.3 RESTORATION OF SERVICE IN A TIMELY MANNER:

4.3.1 In the event that the Contractor’s on-site personnel do not, or cannot, restore service
in a timely manner, timely being at the discretion of the AAR, the AAR has the right
to require the Contractor to utilize outside technical support or manufacturer’s
support when such support service is available.

4.3.2 If “remote” or offsite support by phone, VPN - modem connection, etc. is required,
as determined at the discretion of the AAR, it shall begin within one (1) hour of
notification during normal business hours (M-F, 0800 to 1700 hrs.) and within four
(4) hours of notification during non-business hours and/or on Authority approved
holidays. The Contractor shall have arrangements in place to support its
requirement, such as manufacturers’ support contact names, phone numbers,
support agreements, VPN access, passwords, etc., prior to the need arising.

4.3.3 In the event “on-site” technical assistance or support is required (Manufacturer
needs to send support personnel to remedy a problem), such service or support
shall be on-site commencing repairs within twelve (12) hours of notification during
normal business hours and within twenty-four (24) hours of notification during non-
business hours and/or Authority approved holidays.
4.3.4 The Authority shall not reimburse the Contractor for any additional costs it may incur as a result of the requirements described in Section 4.3 herein. The Contractor is expected to have personnel with sufficient skill levels and knowledge so that outside non-Contractor support will not be needed.

4.3.5 Should the AAR determine the Contractor is repeatedly relying on manufacturer's support more than four (4) times per year on equipment that has been in operation for over one (1) year), the AAR has the right to require the Contractor to provide its personnel with additional training from a manufacturer approved training program or a training program that has been approved by the AAR, and/or shall provide additional or replacement personnel trained with the skill levels and knowledge necessary to perform the diagnostic and repair work in-house to make repairs in a timely manner. All training conducted by the manufacturer shall be conducted or recorded in accordance with the following: (i) manufacturer provided training may be conducted on or off-site; (ii) a training attendance roster shall be maintained by Contractor which indicates the date of training, subject matter, printed names and signatures of employees that received the training and the name of the person conducting the training; (iii) the training record and roster shall be made available to the AAR upon request; (iv) persons designated as a trainer and train the trainer shall have documentation from the manufacturer indicating their designation as a trainer; (v) Contractor’s designated employee, the trainer who receives manufacturer conducted training shall then train others in the Contractor's organization who were not able to attend the manufacturers’ training session.

4.4 With AAR approval, the Contractor may utilize the Authority’s computer and IT staff to assist in the diagnosis and repair of PBB related computer or IT equipment or systems. In this event, the Contractor shall reimburse the Authority for this service at the hourly rate of Two Hundred-Fifty Dollars ($250.00) per hour. The Authority may, but is not obligated to, provide this support; however, support staff may not be available at all times. It is the Contractor’s responsibility to have its own staff on-site with the computer and IT technical skills necessary to maintain, diagnose, and repair the PBB. The hourly payment requirement can be waived by the AAR on a case-by-case basis.

4.5 LIBRARY:

4.5.1 The Contractor must provide equipment manuals, wiring diagrams, service bulletins, and related equipment maintenance and repair literature. It is the Contractor’s responsibility to verify that any information or manuals provided to the Authority are accurate and up-to-date.

4.5.2 The Contractor shall keep the manuals in the office and shop space provided to the Contractor.

4.5.3 The Contractor shall provide all effort necessary for maintaining the Authority’s library associated with the PBB and affiliated equipment. Effort shall include, but is not limited to, initial cataloging, set-up, filing and posting of OEM updates, modifications, Service bulletins, Field Service Requirements, and all paperwork associated with maintaining the library. At the end of the Contract, the library will be provided to the Authority at no cost.

4.5.4 It is the responsibility of the Contractor to keep up with, categorize, and include in the manuals library any manufacturer’s maintenance bulletins, directives, and notifications. All ongoing changes must be made available to the Technicians and the Contractor will be responsible for ensuring all work, changes, and corrections to
SPECIFICATIONS (Continued)

the equipment called for in these communications are adhered to including PM, PdM, and CM changes and special inspections. Completed service bulletins are to be recorded in EAMS Maximo.

4.6 PREVENTIVE MAINTENANCE (PM):

4.6.1 The Contractor shall maintain and repair all equipment in accordance with the Authority’s schedule and detail unless the manufacturer requires a more stringent standard.

4.6.2 The Authority will provide the Contractor access to the PBB to perform its planned maintenance and repair activities when properly coordinated with AOC. The Contractor shall expect that changes in airline activities will necessitate temporary and seasonal adjustments. The Contractor shall schedule its planned maintenance and repair activities on the PBB with the understanding that the availability, amount of time, of the PBB for maintenance and repair activities fluctuates according to airline or flight activity; therefore, the Contractor may have periods where the PBB is not shut down and will need to perform its planned activities at a different time. The Contractor shall adjust its schedule accordingly and perform or complete the required work. There may be maintenance or repair opportunities where equipment is shut down for longer periods and/or where unused PBB or affiliated equipment can be shut down while the PBB is still considered in operation. The AOC or AAR will provide the Contractor with the airline or flight activity schedules, a schedule indicating which dates, and times, the PBB will be available for maintenance and repair with as much advanced notice as possible but not less than two weeks in advance for known schedule changes so that the Contractor can plan its staffing and work requirements in accordance with the time slots available to work on the equipment.

4.6.3 It is the Contractor’s responsibility to coordinate with the AOC for access to PBB and affiliated equipment to perform maintenance activities. After scheduling a PBB or affiliated equipment out of service for maintenance activities, should it be necessary for the AOC to cancel the maintenance activity two or more times during the calendar month, performance deductions will not be taken for any downtime related to equipment that has failed or broken because the PM and/or planned CM work could not be completed during the month since the Authority failed to provide the Contractor the required maintenance time.

4.6.4 The Authority will coordinate with the Contractor to establish an Authority approved PM Program/schedule. Once developed and approved by the AAR, the GOAA software program EAMS Maximo will be utilized for maintenance tracking. The PM program is expected to be time based, with a recurring frequency, with specific tasks depending on the equipment type and PM level. The Contractor will be expected to utilize this PM program and may at its own choosing go above and beyond this program but never less than the directed tasks and frequency of the Authority approved PM program.

4.6.5 All maintenance and inspections shall be tracked and recorded by the Contractor in the Authority’s EAMS Maximo for every occurrence of PM, PdM, CM, and safety service bulletins maintenance actions for each individual piece of equipment, or subsystem thereof, or as may be directed by the AAR. All completed reports shall be available to the AAR within forty-eight (48) hours of completion of the work through direct access viewing in the EAMS Maximo program. (If a faster method of updating AMS Maximo is available such as direct input from completing technicians’ tablet, this would be the preferred input method.)
4.7 PREDICTIVE MAINTENANCE (PdM):

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

4.7.2 The Contractor shall enlist a third-party Level 2 or Level 3 Certified Thermographer or have an equally qualified Thermographer on staff on a quarterly basis to utilize IR cameras on all electrical and mechanical systems and prepare reports as a part of the PdM strategy. Certifications and credentials of the Thermographer are subject to AAR approval. The Contractor shall utilize trend analyses of EAMS Maximo information; thermographer provided information, as well as other predictive means to accomplish PdM. PBB System availability and performance will be measured and deductions may be taken for failing to meet minimum performance requirements.

4.8 COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM EAMS MAXIMO – UTILIZATION AND DATA ENTRY REQUIREMENTS:

4.8.1 The Authority will provide the EAMS Maximo program for the Contractor to utilize and support. The Contractor shall provide related data entry and asset management services. Data entry and asset management services include, but are not limited to, the following:

4.8.1.1 Scheduling jobs and work orders.

4.8.1.2 Assigning personnel, labor resource leveling, meaning the assignment of PM, PdM, and CM work based on staffing resources and the estimated labor requirements to perform the work.

4.8.1.3 Recording labor costs for repairs, maintenance activities and additional work.

4.8.1.4 Tracking relevant work repair information such as the cause of a problem, total downtime of equipment involved, labor hours and parts used to make repairs.

4.8.1.5 Tracking of each Technician’s starting and ending time, date and time, and the total hours worked for each work order.

4.8.1.6 Tracking of PM, and/or PdM inspections and resulting CM work.

4.8.1.7 Recording of data about the asset or equipment including its specifications, warranty information, spare parts, purchase date, expected lifetime, etc.

4.8.1.8 Managing the spare parts inventory such as recording where materials are stored, the value of the inventory, determining when to restock materials, and the turnover rate of the inventory.
4.8.1.9 Maintaining a listing in the EAMS Maximo of every asset and its related attributes, motor size, type, belt size, parts numbers and store room locations, date in service, warranty period, and expiration date if applicable.

4.8.1.10 Tracking and recording replacement parts information, manufacturer information, part numbers, and quantity required per asset, initial cost and current value of asset for each specific asset.

4.8.1.11 Management and assignment of work for planned repairs and maintenance tasks based on the Authority provided schedules of when equipment is not being used.

4.8.1.12 Assigning specific cost tracking, billing information to work orders based on the type of work being requested or performed, normal maintenance and repair, repair due to third-party causes, repair due to misuse or vandalism, special project work, etc.

4.8.1.13 Asset or equipment condition tracking and reporting.

4.8.2 The Authority will provide direct access to the EAMS Maximo in the Contractor’s office to Authority provided computers for creating, closing, printing, and editing work orders, entering and viewing data, preparing reports, maintaining and updating system data. All requested reports and information generated by the EAMS Maximo system shall be immediately available to the AAR after the initial installation and setup of the system is completed. Data shall be entered into the EAMS Maximo within forty-eight (48) hours of occurrence, completion of repair work, PM completion, PdM completion, receipt of new or updated information or data, inventory changes, etc.

4.8.3 The Contractor shall initially enter, and continuously update the Authority’s asset database in the EAMS Maximo, whenever assets are added, deleted, modified, repaired, or replaced and shall at a minimum include the following information for each asset:

4.8.3.1 The Authority’s Asset number or asset tag number for each equipment and item (e.g., PBB Gate 30, water cabinet Gate 10, ground power unit Gate 12, etc.).

4.8.3.2 Asset’s location (e.g.: Airside 1, Airside 3, etc.).

4.8.3.3 Asset and Equipment category (e.g.: PBB, PCAir, Water Cabinet, Ground Power Unit).

4.8.3.4 Manufacturer data for each asset including the manufacturer’s name, make, model, serial number, year manufactured (e.g. Gate 205, ABC Manufacturer, Built in 2021, Loading Bridge size A3-58/110-125R, Serial number xxx9999, warranty ending 12/31/2022)

4.8.3.5 A listing of all major or significant components replaced or repaired and the date replaced (e.g. Gate 205 - 5HP, column 1, motor replaced on Jan 10th, 2022).
4.8.3.6 A listing of hour readings, Amperage, current draw readings, IR images, and/or condition of asset at the time the PM, PdM or CM was completed as may be applicable.

4.8.3.7 A listing of the “major” repair parts for each of the components that comprise each asset, computer boards, number and size of the drive motors, type, size, and model of clutch, brake, hydraulic parts and their respective Authority and manufacturer part numbers. Major repair parts are those parts with long lead times, high dollar amounts over One Thousand Dollars ($1,000) and/or are unique or specialized for this application/location.

4.8.3.8 Date equipment was installed and the starting and ending dates of warranty period, including name of warranty provider when applicable.

4.8.4 The Contractor shall ensure that every asset listed in the EAMS Maximo, all assets and equipment covered under this Contract, have their preliminary attributes entered within three (3) months of the Contract commencement date and shall be maintained through the remainder of the Contract. Preliminary attributes refers to Sections 4.7.3.1 through 4.7.3.8 herein.

4.8.5 The Contractor shall enter and record every EAMS Maximo work order, and maintain in the Authority’s EAMS Maximo, the following data for each repair part or inventory item installed on the equipment and system:

4.8.5.1 Date installed asset number, quantity, and location where each part or item was installed.

4.8.5.2 Manufacturer’s and if applicable Authority’s part number for each part or item.

4.8.5.3 Manufacturer’s description for each part and item number.

4.8.5.4 Cost of each part/item

4.8.6 The Contractor shall provide recommendations with regard to additions, deletions, or changes in the quantities or specific repair parts, items to be stocked based on the Contractor’s experience, equipment condition, historical parts usage, and expected parts usage.

4.8.7 The Contractor shall utilize the EAMS Maximo to provide reports and graphs, to the AAR.

4.8.8 Ownership of EAMS Maximo and all data maintained therein is the sole property of the Authority. The Authority shall provide all licensing, and incidentals required for the Contractor to operate, maintain and support the EAMS Maximo during the term of this Contract.

4.8.9 All work orders and/or forms that are produced by the Contractor as a result of this Contract remain the property of the Authority and shall be surrendered to the Authority, if in the possession of the Contractor, upon request of the AAR.

4.8.10 Third Party Damage:
4.8.10.1 The Contractor shall retain any evidence proving Third-Party Damage and document as much as possible including available video, photographing the problem or cause when such action does not significantly delay the repair. The Contractor shall complete a report documenting discovery of third party damage to aid in billing responsible parties.

4.8.10.2 The AOC will dispatch Authority personnel to document the damage event and to create an incident or damage report. If the cause of the damage is not readily determined, the AAR or designee shall make the determination based on Contractor’s statements, evidence collected, and the operations report.

4.8.10.3 Should the Contractor claim that Third-Party Damage, as defined in this Section, is the cause for a stoppage or failure of any equipment, where the Contractor intends to seek an exclusion from any resulting performance deduction, the Contractor must be able to show physical proof of a Third-Party damage. Power spikes, surges, claims of construction projects, work, or other Contractor/airline activities, actions or inactions, etc., shall not be considered Third-Party-Damage unless there is physical evidence to support the claim or a witness who is not an employee or subcontractor of the Contractor. The AAR may waive this clause on a case-by-case basis.

4.8.11 Subcontracted Costs:

The Authority will reimburse the Contractor for actual subcontractor cost incurred in the performance of Authority (AAR) approved projects. Invoices for all subcontracted work, labor and materials shall be provided and shall clearly indicate a description of the work and the total cost. The Contractor shall include a copy of the actual invoice received from its subcontractor along with its invoice to the Authority for “Subcontracted Work”, and only those charges supported by the documentation shall be payable. The term “subcontractor” does not refer to or include the Contractor’s permanent employees who may be provided by another company (e.g. subcontracted for MWBE/LDB participation or to perform computer maintenance, etc.) to perform the contractual work defined in these specifications.

4.8.12 Third Party Contractor:

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

4.9 HISTORICAL RECORDS:

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

4.10 SAFETY AND PROTECTION:
SPECIFICATIONS (Continued)

4.10.1 In situations where lack of immediate repair may result in injury to a person or damage to the PBB, the Contractor shall immediately place the equipment out of service utilizing required Lock-Out-Tag-Out (LOTO) procedures and notify the AAR as soon as possible.

4.10.2 The Contractor shall provide any barricades, and/or signage that might be required to protect, and/or notify others of inoperable equipment, restricted areas, potential hazards, ladders in a roadway, and unsafe conditions.

4.10.3 The Contractor shall be solely and completely responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the work as described herein. The Contractor shall take all necessary precautions to ensure the safety of, and shall provide the necessary protection to, prevent damage, injury, or loss, to all employees on the work site and other persons including, but not limited to, the general public who may be affected thereby.

4.10.4 The Contractor and its subcontractors shall ensure proper hearing and eye protection and other necessary safety precaution items, per OSHA and other relevant regulator’s requirements, for their supervisors, maintenance, and operations employees at no additional cost to the Authority. All other required Personal Protective Equipment (PPE) which may include hard hats, bump caps, steel toed shoes/boots, arc flash equipment etc. shall also be provided by the Contractor or the employee at its sole expense.

4.10.5 The Contractor shall comply with Federal and State right-to-know laws if hazardous materials are used. The Safety Data Sheets (SDS) shall be made available to all workers and Authority's representatives.

4.10.6 The Contractor shall comply with ASME, UL, NFPA, OSHA, EPA, Authority and all other applicable regulators and manufacturers specifications and safety standards in relation to work performed.

PART FIVE – COMPENSATION AND ADJUSTMENT

5.1. Performance measurement and tracking shall be implemented in a phased in approach to provide an opportunity to resolve new equipment issues as well as to become familiar with the requirements of the compensation adjustment policy. A modified reduction application shall be applied during the first full three (3) calendar months of this Contract. For the initial days of the Contract, if less than one (1) full month and for the following three (3) full months, a one-hundred percent (100%) discount shall be applied to the normal deductions. The fourth full calendar month of the Contract and all subsequent months thereafter shall result in normal deduction application. It is important for the Contractor to be aware that the AAR will implement and utilize the deduction schedule as identified in this Contract throughout the Contract period.

5.2. MINIMUM PAY SCALE:

The Contractor shall discuss a staffing wage plan with the Authority for reimbursable positions so as to attract quality personnel to perform the requirements of this Contract. It is understood that skilled Technicians with PBB experience require special skills and training; therefore it will be necessary to compensate those individuals in a sufficient manner.

5.3. LABOR COMPENSATION:
SPECIFICATIONS (Continued)

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

5.4. REMOVING EQUIPMENT FROM SERVICE:

The AAR may remove equipment from service at his/her discretion at any time during this Contract. In this event, the AAR may adjust staffing levels of persons needed to fulfill the requirements of this Contract. Staffing adjustments for equipment removal will not be taken if the equipment is removed from service for a period of less than thirty (30) days.

5.5. ADDING OR REPLACING EQUIPMENT:

The Authority may add or replace equipment at its discretion at any time during this Contract. In this event, the Authority may authorize additional staffing or reductions in staffing as may be needed for the required completion of operations, PM, PdM and CM services. The Management fee will not change even if the number of assets adjusts up or down. As asset numbers are adjusted up or down the Contractor shall manage the staff necessary to perform required maintenance functions.

5.6. COMPENSATION ADJUSTMENT:

Throughout the term of this Contract, at the end of each month thereof, the AAR may make a payment adjustment to the Contractor's invoice for the month ending. The adjustment shall be based upon the total amount of countable equipment/system non-operational events for the month, collectively calculated in accordance with the requirements of Sections Four (4) and Five (5) of the Specifications. In addition, deductions may be taken for Contractor’s failure to perform fully, or failure to perform to the AAR's satisfaction, those specific Contractual requirements specified herein.

5.7. DEDUCTIONS BASED ON EQUIPMENT NON-OPERATIONAL TIME:

AT NO TIME WILL SAFE WORK PRACTICES BE COMPROMISED OR NOT FOLLOWED!

Deductions will be applied to equipment non-operational periods in accordance with the following plan:

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

The Performance Requirements shall be measured in terms of “Availability” of the PBB and affiliated equipment. The time duration (measured in minutes/hours) of maintenance outages, water cabinet unusable, Ground Power unit inoperative, bridge downtime, maintenance outages all of which are defined below.

5.7.2. Availability (A):

5.7.2.1. In the following, Availability “A” = Scheduled Operational Time (“ST”) minus Repair Time (“RT”) divided by Scheduled Operation Time (“ST”).

\[
\frac{(ST-RT)}{ST} = A
\]
SPECIFICATIONS (Continued)

5.7.2.2. Example: The Scheduled Operational Time for the month of April is 2,226,960, the Repair Time is 415.

\[
\frac{(2,226,960 - 415)}{2,226,960} = 99.981\%
\]

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

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

5.7.3. Scheduled Operational Time (ST):

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

5.7.3.2. Example: The number of Assets for the month of April is 4,124, the Operational Hours is currently 18 hours (0300 to 2100 hours) and the number of days for the month of April is 30. The Operational Hours for the month of April will be 2,226,960.

\[4,124 \times 18 \times 30 = 2,226,960\text{ (Operational hours in April)}\]

5.7.4. Repair Time (RT):

5.7.4.1. Repair Time is the combined total of all system repair time, system non-operational time, where the contractor has been notified by an Authority representative that an asset requires repair. Repair time is also counted for issues reported by the Contractor that result in non-operational time greater than fifteen (15) minutes. Repair time is accumulated to a total for the calendar month.

5.7.4.2. Individual Repair Time events are defined as the interval of time from the notification of the contractor of a required repair until the contract technician has remedied the problem, returned the system to operation and called the Authority with notification that the asset is back in service. Example: 415 hours in April, of total Repair Time.

5.7.4.3. Individual Repair Time events may be caused by any malfunction of the PBB, affiliated equipment or component, assembly, or sub assembly, which stops operations beyond six (6) minutes. The following shall not be classified as failures: Malfunctions due to causes outside of the system or equipment such as sabotage, power outage not related to PBB Contractor responsibility, EDS machine downtime etc.

5.7.5. Applicable Deductions:

5.7.5.1. 99.9% will always be expected. Deductions will be driven by the second (2\text{nd}) and third (3\text{rd}) digit following the 99.9XX. In the April example, the performance percentage per asset was 99.981%.
Therefore, the applicable deduction is determined by the 81.

5.7.5.2. The following scale will be utilized to determine monthly applicable performance deductions:

<table>
<thead>
<tr>
<th>PERFORMANCE RATE</th>
<th>DEDUCTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.982+</td>
<td>No Deduction</td>
</tr>
<tr>
<td>99.981 - 99.9819</td>
<td>$10,000</td>
</tr>
<tr>
<td>99.980 - 99.9809</td>
<td>$20,000</td>
</tr>
<tr>
<td>99.979 - 99.9799</td>
<td>$30,000</td>
</tr>
<tr>
<td>&lt;99.979</td>
<td>$40,000</td>
</tr>
</tbody>
</table>

5.7.5.3. Because 99.981 is below the minimum requirement for no deduction (99.982+), the applicable deduction would be determined by the 81. An operational deduction of Ten Thousand Dollars ($10,000) would be assessed on the monthly invoice. Had the performance been 99.982, no deduction would have been applicable. Had the performance been 99.978 or below, a maximum deduction of Forty-Thousand ($40,000) Dollars would have been applicable.

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

5.7.5.5. The amount of a resulting deduction for equipment non-operational time is based upon the amount of time the equipment has been out of service or not performing properly. Deductions shall only apply to equipment/systems that fail to operate as/when needed and/or while in use. This deduction does not apply to equipment/systems that are purposefully removed from service by the Authority.

5.7.5.6. When equipment downtime is extended because repair parts need to be ordered, the total amount of the deduction may be adjusted at the sole discretion of the AAR based on, the availability of parts, age of the asset, probability of a failure, the expediency of the part shipping/delivery arrangements made by the Contractor, etc. The Contractor has full responsibility to ensure that all parts necessary for the maintenance or repair of the PBB and affiliated equipment are on hand and available at the immediate time of need.

5.8. DEDUCTIONS AND ADJUSTMENTS:

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

5.8.1. Safety/Security Violation:
SPECIFICATIONS (Continued)

5.8.1.1. The violation of any Authority Safety and Security policy, including, but not limited to, examples described in Sections 5.9.1 through 5.9.13, may subject the Contractor to a deduction per incident, at the sole discretion of the AAR.

5.8.1.2. Leaving tools, equipment, or materials unattended which may pose a hazard. Leaving substances or materials such as spilled oil, parts, or tools that could pose a slipping, tripping or security hazard.

5.8.1.3. Permitting the use of the equipment such as PBBs and affiliated equipment, by operators, airline personnel or the public, with a safety device or switch by-passed, deactivated, or with an equipment safety cover/guard removed.

5.8.1.4. Permitting the use of any equipment by the public, air carrier or contract personnel when the equipment is not fully safe and may be a potential hazard to the user.

5.8.1.5. Incidents resulting in injury to employees or the public or damage to facilities as a result of negligence may result in a safety deduction separate from any other applicable fees, settlements, or deductions of Twenty Five Thousand Dollars ($25,000). This deduction will be determined by the AAR in his/her sole discretion.

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

When a late or slow response time is identified it may be subject to a deduction of Two Hundred Fifty ($250.00) per incident, at the discretion of the AAR. It is expected that a Contract representative will respond to all service calls within five (5) minutes of the call. Other applicable deductions outlined in this document may be imposed in addition to this deduction.

5.8.3. Scheduled PdM Program:

Failure to implement a PdM Program inclusive of no less than quarterly thermal imaging of all heat generating assets in the, PBB by the end of the sixth (6th) month of this Contract may result in a deduction of Two Hundred Fifty ($250.00) per day.

5.8.4. Recurring and Repeating Problems:

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

5.8.5. Failure of the Contractor to Maintain the EAMS Maximo or Update the Data or Information:

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

at the discretion of the AAR.

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

In accordance with the requirements of Section 4.3 when instructed by the AAR to begin utilizing outside support, or in the event the Contractor is found to be in noncompliance with any other Contractual requirement described herein and has not complied within a reasonable time once said item is brought to the attention of the Contractor, a deduction of Two Hundred Fifty Dollars ($250) per incident may be imposed at the discretion of the AAR. Actual deductions will be dependent on the severity or potential consequences of the incident.

5.8.7. **PM Work Completion:**

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

<table>
<thead>
<tr>
<th>COMPLETION</th>
<th>ADDITION TO NON-OPERATIONAL PERFORMANCE DEDUCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>97 - 99.9%</td>
<td>10%</td>
</tr>
<tr>
<td>95-97%</td>
<td>20%</td>
</tr>
<tr>
<td>Below 95%</td>
<td>50%</td>
</tr>
</tbody>
</table>

This deduction is applied to the base performance deduction (as described in section 5.8) and is not accumulative based on other added deductions.

5.8.8. **Scheduled PM Work within the Calendar Month includes closing out all Work Orders:**

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

5.8.8.2. Failure of the Contractor to complete less than ninety-five percent (95%) of all scheduled PMs during a calendar month for three (3) months which does not need to be consecutive may result in a notice to cure and/or termination of the Contract.

5.8.9. **PM Quality Assurance Checks, PBB and Affiliated Equipment:**

5.8.9.1. PM quality assurance checks will be conducted by the AAR, or his/her designated representative on PBB and affiliated equipment by randomly selecting from EAMS Maximo, PM Work orders completed within the last ten (10) days. The Contractor will be notified of PM deficiencies with the PBB and affiliated equipment after which the Contractor will have five (5) days to correct the deficiencies. Deficiencies not corrected during the
five (5) day correction period will result in a deduction for each PBB and affiliated equipment. Deductions will be charged at Five Hundred Dollars ($500.00) per PBB and affiliated equipment containing the non-corrected PM.

5.8.10. Outstanding CM Work Orders:

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

<table>
<thead>
<tr>
<th>COMPLETION</th>
<th>ADDITION TO NON-OPERATIONAL PERFORMANCE DEDUCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 - 95%</td>
<td>5%</td>
</tr>
<tr>
<td>Below 90%</td>
<td>10%</td>
</tr>
</tbody>
</table>

This deduction may not apply to work that is in progress (actively being worked on), waiting on approval from the AAR to begin work, or waiting for parts which have been ordered at the sole discretion of the AAR. This deduction may apply even when the CM work is completed but the work order has not been closed out by the end of the calendar month. The Contractor will not be held responsible for delays due to circumstances beyond its control or responsibility; however, the Contractor shall be responsible to document such circumstances and provide documentation to AAR at the end of the calendar month. This deduction is applied to the base performance deduction (as described in section 5.8) and is not accumulative based on other added deductions.

5.8.11. Continued Poor Performance:

Should it be noted that the Contractor is failing to maintain equipment properly, PM, PdMs are not properly completed, or system efficiency is low, the AAR may at his/her sole discretion impose an additional deduction of One Thousand Dollars ($1,000.00) per day. The deduction shall apply for every day the situation is not corrected.

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

5.8.12.1. As described in Section 4.7.3, by the one hundred and eighty-first (181st) day after the Contract commencement date, a deduction of Two Hundred-Fifty ($250) Dollars per-day shall be applied for each and every day that “preliminary data” is not fully entered for each asset. Deduction(s) shall be applied to the monthly invoice(s). Fully entered means that every asset in the EAMS Maximo database has the required and applicable data entered and the AAR approves in writing that this contract requirement has been met. The AAR will use random sampling of the database (assets) to verify compliance. After the AAR acknowledges in writing that the preliminary data has been entered (or is in the EAMS Maximo database), this section will not be applied again. However, the Contractor shall continue to update the EAMS Maximo and failure to do so in accordance with these Contract requirements may result in a deduction.

5.8.12.2. The Contractor must coordinate closely with any construction company performing installation or removal of equipment within the
PART SIX – CLEANING

The following guideline is the expected time frame for actions necessary to maintain a professional, clean appearance of the PBB and affiliated equipment. If more frequent cleaning is necessary to maintain a professional, clean appearance, the Contractor is solely responsible to take all necessary action for cleaning to meet the required standard.

6.1. CLEANLINESS – USE OF PREMISES:

6.1.1. During the progress of the work specified herein, the Contractor shall keep the premises free from accumulations of dust, dirt, waste materials, and other debris. At the completion of daily work, the Contractor shall remove all waste materials and debris from and about the premises. All tools, equipment, and surplus materials must be properly stored. The Contractor shall be responsible for disposing of all waste materials per the terms of this Contract and in accordance with all applicable laws and regulations.

6.1.2. PBB Area Cleanliness – All work completed in and around PBB and affiliated equipment will not be considered complete until all items associated/affiliated with the repair that have fallen to the tarmac (Foreign Object Damage - (FOD) items are cleaned from the premises. All operational areas under loading bridges must remain in pristine (clean) condition at all times.

6.2. OTHER SCHEDULED CLEANING:

Quarterly, the PBB operating areas and surrounding area within twenty-five (25) feet of PBB and affiliated equipment, shall be checked for accumulation of debris which may or may not be related to the equipment or its operation. When such debris is present, the AAR shall be notified and the Authority, in conjunction with the Contractor, shall dispose of such debris. Examples of this debris would be discarded construction materials, trash remaining from other Contractors or airline activities, broken pallets, etc.

6.3. NECESSARY CARE WHEN CLEANING:

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

6.4. MATERIALS AND PARTS DISPOSAL:

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

******** END OF SPECIFICATIONS ********