

AMENDMENT NO. 1

BY AND BETWEEN

**GREATER ORLANDO AVIATION AUTHORITY
AND
SKIDATA, INC.**

TO

PURCHASING CONTRACT PS-329

THIS AMENDMENT NO. 1 made and entered into as of the 29th day of April, 2021, by and between the **GREATER ORLANDO AVIATION AUTHORITY** (hereinafter referred to as "Authority") and **Skidata, Inc.** (hereinafter referred to as "Contractor").

WITNESSETH:

WHEREAS, by Contract dated April 8, 2014, as amended by Change Order No. 1 dated November 10, 2014, Change Order No. 2 dated March 10, 2015, Change Order No. 3 dated June 28, 2016, Change Order No. 4 dated November 1, 2016, Change Order No. 5 dated November 4, 2017, Change Order No. 6 dated December 18, 2017, Change Order No. 7 dated December 18, 2017, Change Order No. 8 dated October 2, 2018, Change Order No. 9 dated October 26, 2018, Change Order No. 10 dated March 6, 2019, Change Order No. 11 dated February 26, 2020, Change Order No. 12 dated February 26, 2020, Change Order No. 13 dated March 31, 2020, Change Order No. 14 dated April 15, 2020, Change Order No. 15 dated July 14, 2020, and Change Order No. 16 dated July 28, 2020, Contractor agreed to provide Parking Access and Revenue Control System (PARCS), at Orlando International Airport, Orlando, Florida; and,

WHEREAS, the Contract period initial term includes a sixty (60) month maintenance period commencing after Final Acceptance and a Warranty period, with the Authority having the option to renew thereafter for five (5), one (1) year periods with additional renewals as negotiated between the parties, upon the same terms and conditions thereafter; and,

WHEREAS, a requirement of the PS-329 Parking Access and Revenue Control System Purchasing Contract was that the parties were required to execute a separate maintenance contract before final acceptance and this Maintenance Services is the required separate maintenance contract for the PS-329 Parking Access and Revenue Control System Purchasing Contract; and,

WHEREAS, Authority desires and the Contractor agrees to incorporate a sixty (60) month Maintenance Services in the Contract.

WHEREAS, the Authority desires and the Contractor agrees that Attachment A-16 Exhibit B may be updated throughout the term to capture additional or new Components for the Parking Access and Revenue Control System.

NOW, THEREFORE, for and in consideration of the premises and mutual covenants herein contained, the parties hereby amend the Contract as follows:

1. Term of Contract. The initial term of the Contract includes a sixty (60) month maintenance period, effective as of May 1, 2021 and expiring April 30, 2026, commencing after Final Acceptance to occur on April 30, 2021, and a Warranty period that occurred between January 1, 2020 to April 30, 2021, with the option to renew thereafter for five (5), one (1) year periods with additional renewals as agreed between the parties, upon the same terms and conditions thereafter.

2. Maintenance Services. A Maintenance Services is incorporated herein and attached hereto as Attachment "A-1", Maintenance Services.

3. Maintenance Services Compensation. The Authority shall pay to the Contractor during the first maintenance term of the Contract, upon satisfactory completion of the work required by the provisions of the Contract, the Annual Maintenance Fee as shown on Attachment "B-1", Maintenance Pricing. Compensation shall be paid pursuant to the terms and conditions of the Contract.

4. Warranty Compensation. The Authority agrees that the Contractor has completed satisfactory services for a Warranty period that occurred between January 1, 2020 to April 30, 2021 of the Contract, for added software and hardware as a result of change orders and therefore the Authority shall pay to the Contractor the not-to-exceed amount of ONE HUNDRED SIXTEEN THOUSAND THREE HUNDRED FORTY AND 00/100 DOLLARS (\$116,340.00). Compensation shall be paid pursuant to the terms and conditions of the Contract.

5. Indemnification and Insurance. Subsection 5.1 shall be amended and replaced with the following:

5.1 Contractor shall indemnify, defend and hold completely harmless the Authority and the City of Orlando, Florida ("City"), and the members (including, without limitation, members of the Authority's Board and the City's Council, and members of the citizens' advisory committees of each), officers, employees and agents of each, from and against any and all liabilities (including statutory liability and liability under Workers' Compensation Laws), losses, suits, claims, demands, judgments, fines, damages, costs and expenses (including all costs for investigation and defense thereof, including, but not limited to, court costs, paralegal and expert fees and reasonable attorneys' fees) which may be incurred by, charged to or recovered from any of the foregoing (i) by reason or on account of damage to or destruction or loss of any property of Authority or the City, or any property of, injury to or death of any person resulting from or arising out of or in connection with the performance of this Contract, or the acts or omissions of Contractor's directors, officers, agents, employees, subcontractors, licensees or invitees, regardless of where the damage, destruction, injury or death occurred, unless such liability, loss, suit, claim, demand, judgment, fine, damage, cost or expense was proximately caused solely by Authority's negligence or by the joint negligence of Authority and any person other than Contractor or Contractor's directors, officers, agents, employees, subcontractors, licensees, or invitees, or (ii) arising out of or in connection with the failure of Contractor to keep, observe or perform any of the covenants or agreements in this Contract which are required to be kept, observed or performed by Contractor, or (iii) arising out of or in connection with any claim, suit, assessment or judgment prohibited by Section 5.4 below by or in favor of any person described in Section 5.5 below, or (iv) arising out of or in connection with any action by Contractor or its directors, officers, agents, employees, subcontractors, licensees or invitees. Authority agrees to give Contractor reasonable notice of any suit or claim for which indemnification will be sought hereunder, to allow Contractor or its insurer to compromise and defend the same to the extent of its interests, and to reasonably cooperate with the defense of any such suit or claim. In carrying out its

obligations under this section, Contractor shall engage counsel reasonably acceptable to Authority. In any suit, action, proceeding, claim or demand brought in respect of which the Authority may pursue indemnity, the Authority shall have the right to retain its own counsel. The fees and expenses of such counsel shall be at the expense of the Authority unless (1) the Contractor and the Authority shall have mutually agreed to the contrary, or (2) the Contractor has failed within a reasonable time to retain counsel reasonably satisfactory to the Authority. Contractor shall provide updates and afford the Authority opportunity to opine upon litigation or settlement strategy. The indemnification provisions of this Section 5 shall survive the expiration or earlier termination of this Contract with respect to any acts or omissions occurring during the term of the Contract.

6. Suit/Proceedings. The Contractor agrees that any suit or proceeding initiated for the purpose of interpreting or enforcing any provision of the Contract or any matter in connection therewith shall be brought only in a court of competent jurisdiction in Orange County, Florida, and Contractor waives any venue objection, including, but not limited to, any objection that a suit has been brought in an inconvenient forum. Contractor agrees to submit to the jurisdiction of the Florida courts and irrevocably agrees to accept service of process by U.S. mail.

7. Public Entity Crimes Act. The Contractor acknowledges the following notice: “A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount set forth in s.287.017, Florida Statutes, for CATEGORY TWO for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.”

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

9. Confidentiality.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR’S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE AUTHORITY’S CUSTODIAN OF PUBLIC RECORDS AT: PHONE NUMBER, (407) 825-2032; EMAIL ADDRESS, PUBLICRECORDS@GOAA.ORG; AND MAILING ADDRESS, GREATER ORLANDO AVIATION AUTHORITY, PUBLIC RECORDS, ONE

JEFF FUQUA BOULEVARD, ORLANDO, FL 32827. A Contractor with an Authority Contract for services, must comply with Florida Statute, Chapter 119.071, specifically to:

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

If a Contractor does not comply with a public records request, the Authority shall enforce the Contract provisions in accordance with the Contract.

10. Continuing Effect of Contract Provisions. Except as amended by this Amendment No. 1, the Contract shall continue in full force and effect in accordance with its terms and conditions.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment No. 1 of the Parking Access and Revenue Control System Purchasing Contract PS-329 to be duly executed as of the date and year first above written.

"AUTHORITY"

ATTEST:

Electronically signed by
Larissa Bou-Vazquez
May 25 2021 9:10am

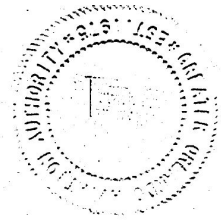


Assistant Secretary

GREATER ORLANDO AVIATION AUTHORITY

By: _____

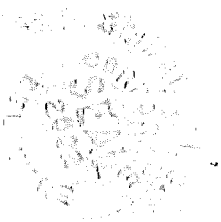
Chief Executive Officer



ATTEST:

Secretary

[CORPORATE SEAL]



"CONTRACTOR"

Skidata, Inc.

By: _____

Its: President - NAM

Darrell Smithson
Print or Type Name and Title

Approved as to Form and Legality
this 17 day of May, 20 21
Nelson Mullins Riley & Scarborough, LLP
By: J. O. Macher
Greater Orlando Aviation Authority

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The Maintenance Services in this Attachment A-1 are in addition to the Technical Specifications in Sections 16 and 17 of the original Contract.

1.0 Covered Services Maintenance Requirements

1.1 Overview

The Maintenance Services shall include Parking Access and Revenue Control System (PARCS) hardware and software preventive maintenance, repairs.

1.2 General

- 1.2.1 The Contractor shall be responsible for all costs associated with the repair and/or return of components and/or subsystems, and the shipping charges to and from the Contractor's repair facilities, and the costs associated with their re-installation under this Maintenance Services. The Contractor shall be responsible for meeting with the Authority to determine the schedule of repairs. Contractor may perform, at their option the required repairs at the Authority facilities, with any necessary personnel, tools and materials at the Contractor's own expense.
- 1.2.2 Compensation for Unresponsiveness - In the event the Contractor fails to comply promptly with their obligations under these specifications or with a request by the Authority to repair, replace or correct the failed components, subsystems, equipment or materials, the Authority shall upon written notice to the Contractor, have the right to deduct the cost of labor and materials from any compensation due or become due to the Contractor. In the event the Contractor has been paid, the Contractor agrees to compensate the Authority for the costs thereof.
- 1.2.3 Access to Equipment in Revenue Service - The Contractor shall follow the proper Authority procedures for gaining access to the PARCS equipment in the field. The Contractor shall not modify or repair any equipment in revenue service without the approval of the Authority authorized representative.

1.3 Repairs and Reports

- 1.3.1 The Contractor shall document all Contractor-performed repairs and adjustments of equipment. The Contractor shall submit a database driven repair report at the end of each week. Each Weekly Repair Report shall provide time, day, type of equipment, equipment number, type of failure, type of repair or adjustment, and performed by whom. Weekly Repair Reports shall be submitted electronically using Microsoft (MS) Excel or accessible through Contractor's provided report software.
- 1.3.2 In addition to the Weekly Repair Report, the Contractor shall provide the Authority with a Weekly Out-of-Service Report, indicating how long any lane was out of order.
- 1.3.3 As per the original Contract, the Authority is to be provided ten (10) additional custom reports by the Contractor at no additional cost. These reports will be defined by the Authority and the parameters provided to the Contractor within the first six (6) months of the Maintenance Services term. The completion of the reports may not occur within first six (6) months of the Maintenance Services term. Completion of the reports is scheduled to occur within the first

twelve (12) months of the Maintenance Services term, unless otherwise approved between the parties.

1.4 Conditions & Support Requirement

- 1.4.1 The Authority's Revenue Control Technicians shall be the first point of contact for all support calls and/or lane equipment failures. After the Authority's Revenue Control Technicians have performed their initial diagnostics, they shall determine if Contractor assistance is needed.
- 1.4.2 The Contractor will have a dedicated technician available on site a minimum of eight (8) hours per day, five (5) days per week (Monday-Friday) and the Authority shall determine the start and end times of the eight (8) hours, Eastern Time, "Normal Working Hours". Start and end times may be adjusted based on operation needs.
- 1.4.3 The Contractor shall be responsible for all software and hardware costs during Normal Working Hours, as described in Subsection 1.4.2, the Contractor shall assist with the diagnostics, repair or replacement of any component(s), whether software or hardware, necessary to return the lane(s) to full operational status, at no cost to the Owner.
- 1.4.4 For service calls that require the Contractor to work after Normal Working Hours, the rates provided in **Attachment B-1 Maintenance Pricing** shall apply. These hours shall be tracked as described in Subsection 1.2.1, but shall be highlighted as an additional cost in the report.
- 1.4.5 The Contractor shall be available for all support calls and provide any equipment necessary to perform the maintenance and repair work during the term of the Contract.
- 1.4.6 After Normal Working Hours, the Contractor shall call the on duty Authority's Revenue Control Technicians within one (1) hour of the Authority's initial call and shall arrive onsite within two (2) hours of returning the call.
- 1.4.7 In addition, during the Normal Working Hours determined in Subsection 1.4.2, should there be any modifications required (i.e., database, network, server, etc.), which the on-site maintenance personnel does not have the capability of changing, a Contractor support personnel with the capabilities of making those changes shall be available either on-site or via a remote help desk to support the Contractor's on-site personnel. If the severity (as defined in Subsection 1.5.3.2) of the work demands after hours programming modifications, the appropriate rates outlined in **Attachment B-1 Maintenance Pricing** shall apply. These hours shall be tracked as described in Subsection 1.2.1 above, as an additional cost.

1.5 Performance Requirements

1.5.1 Preventive Maintenance

- 1.5.1.1 The Contractor shall provide all preventative maintenance services during standard work hours in coordination with the Authority's Revenue Control Technicians.
 - a. The Contractor shall submit for the Authority's approval the preventative maintenance schedule.

1.5.1.2 The Contractor shall submit a monthly report to the Authority detailing all service calls performed that includes the number of service calls made by device type and the number of service calls made by problem type.

1.5.1.3 The Contractor shall submit to the Authority a monthly report of all preventative maintenance performed each month.

1.5.2 Hardware Services

1.5.2.1 The Contractor shall provide the Authority with a list of all spare parts and consumable items used or planned to be used to support the PARCS.

1.5.2.2 Hardware items repaired or replaced under the Contract shall be warranted against further failures and defects during the five (5) year Maintenance Services period.

1.5.2.3 Remedial Work. The remedial work to correct deficiencies shall include the repair or replacement, at the Contractor's option, of equipment, components, devices and/or materials including all applicable software and firmware as warranted by third party suppliers. The Authority shall authorize all remedial work prior to implementation.

1.5.2.4 Negligence. The Hardware coverage shall not apply to any equipment which has been damaged through accident or negligence, or which has been subject to anything other than normal use. Temperature, humidity and ambient electrical conditions described in these Design Specifications or presented in the Contractor's proposal shall be considered normal operating conditions for this system.

1.5.2.5 Consumable Items. The Hardware Warranty shall not cover the replacement of normal consumable items or items that are replaced in usual and scheduled preventative maintenance programs, such as light bulbs and normal wear-related items as identified in the Consumable Items List.

1.5.2.6 Device Defects

a. The rate of failure of any part or component, from any one cause or from various causes, exceeds twenty-five (25) percent of the mean quantity of such item in service, then the entire quantity of such item shall be considered a Device Defect. The Contractor shall repair, redesign, correct, or replace the Device Defect as hereinafter provided.

b. Within five (5) days after receiving notification from the Authority of a Device Defect, the Contractor shall submit to the Authority a modification program to repair and replace all such components affected by the Device Defect. The modification program shall include an implementation schedule to address all affected devices.

c. Within ten (10) days (or as otherwise mutually agreed) of the Authority's acceptance of the modification program plan, the Contractor shall commence

implementation of the modifications.

- d. While correcting the Device Defect, the Contractor shall provide such additional components and devices to the Authority to use while the repairs are taking place so as not to unduly interfere with usual and normal Authority operations. All repair schedules and procedures shall minimize impacts on Authority operations.
- e. The Contractor may, at its option, perform the required repairs at the Authority's facilities, and provide all personnel, tools, and materials at its own expense, but only if the Authority is able to accommodate the request without unduly affecting operations; the Authority retains the right to reject such requests.
- f. After correcting the Device Defect, the Contractor shall develop and complete a Defect Prevention Work Program reasonably designed to prevent the occurrence of the same defect in all other equipment purchased under this Contract. The Defect Prevention Work Program shall include inspection and correction reports for all defective or potentially defective parts in all of the PARCS equipment. The Defect Prevention Work Program shall be subject to Authority review and approval.

1.5.3 Software Services

1.5.3.1 During the Maintenance Services, the Contractor shall provide the services described below.

1.5.3.2 Software Corrections. The Authority shall notify the Contractor of any suspected software defects, and provide all available and pertinent information about the defect. For each identified software defect, the Authority shall, in good-faith consultation with the Contractor, assign a severity rating based on reasonable assessment of the suspected software Defect. The assessment shall be based on one or more criteria according to the following categories:

- a. Level 1 - Critical: A widespread incident that produces a major business impact, including significant loss of revenue or expense impact; extremely negative customer impact; multiple end users are unable to run a production application; the PARCS is operating at a seriously degraded level such that normal business operations cannot be conducted.
- b. Level 2 - Urgent: Incident produces substantial business impact or normal business operations are severely impeded; non-trivial loss of revenue or expense impact; negative customer impact; the PARCS is operating at a degraded level such that application or system functionality is severely limited for multiple end users; application or system experiences continual or repeated incidents.
- c. Level 3 - Important: Incident produces limited business impact and negligible loss of revenue or expense impact; the PARCS is operating at a degraded level such

that normal business operations are minimally impeded; little negative customer impact.

- d. Level 4 - Low: The PARCS is operating at a degraded level such that normal business operations are barely affected; the Authority is losing little or no revenue; little or no negative customer passenger impact.

1.5.3.3 Defect severity assessments may be subject to change based on further good-faith consultations between the Authority and the Contractor.

1.5.3.4 The Contractor shall provide corrections for software Defects for evaluation (at the PARCS test bed) according to the schedule shown in the table below. For Critical and Urgent defects, the Contractor may deliver temporary workarounds, which may be deployed at the Authority's discretion, to alleviate the effects of the defect; in such cases, the Contractor shall continue working toward a final solution to be made available as soon as possible.

1.5.3.5 All corrections and workarounds for software Defects shall be accompanied by software release documentation that describes the defect and proposed solution, identifies software modules affected and new version control numbers, defines means to confirm the effectiveness of the fix, and provides installation and removal procedures.

1.5.3.6 Corrections and workarounds for warranted software Defects shall be considered delivered on-time if the software correction or workaround and accompanying software release documentation are delivered to the Authority in the time allotted in Table 9 below, and the correction or workaround is verified by the Authority in its PARCS test bed. If the Authority determines that the proposed solution fails to resolve the reported Defect, or if the proposed solution exposes or introduces one or more previously unknown software Defects of equal or greater severity, the proposed solution will be declared ineffective. If the proposed fix is declared ineffective, the original correction due date shall be extended only by the time elapsed between initial delivery and the Authority's declaration of ineffectiveness.

Table 9 - Software Defect Resolution Times

Defect Severity	Remote Response
1 – Critical	Temporary Workaround: 1 Hour Maximum Final Solution as Mutually Agreed
2 – Urgent	Temporary Workaround: 1 Hour Maximum Final Solution as Mutually Agreed
3 – Important	Final Solution in 5 Calendar Days or as Mutually Agreed
4 – Low	Next Scheduled Software Release or as Mutually Agreed

1.5.3.7 Deployment of verified software corrections shall be at the Authority's discretion. The Authority may elect to defer deployment of software corrections and to bundle multiple software corrections into a single deployment. At the Authority's request, the

Contractor shall prepare the necessary procedures to enable the deployment of any such bundled corrections, which may include Software Updates provided as described below.

1.5.3.8 The Contractor shall perform five (5) basic categories of tasks as part of Extended Software Systems Support:

- a. Remote technical support
- b. On-site technical
- c. Software development
- d. Upgrades and updates to Contractor-supplied application software
- e. System migration to new computer operation systems and relational database managers

1.5.3.9 Software Development, as it pertains to the Maintenance agreement, is considered to be of two types - Enhancements and Error Corrections (bug fixes):

- a. Enhancements are considered development that provides the Authority with requested features that deviate from the COTS norm. They are any modifications or additions that, when made or added to the software materially changes its utility, efficiency, functional capability or application, but does not constitute an error correction. Prior to the start of development, the Contractor will provide the Authority with an estimate of hours required to deliver the enhancement and the normal labor rates provided in the GOAA Base Bid Price sheet shall apply to all development considered as an enhancement. Upon acceptance of a task order requiring an enhancement, the Contractor shall commence development as a Change Order to the Base Maintenance agreement.
- b. Error Corrections are either a modification or an addition that, when made or added to the software, establishes material conformity of the software to the functional specifications, or a procedure or routine that, when observed in the regular operation of the software, eliminates the practical adverse effect experienced during operation. Upon notification of an error by the Authority, the Contractor will provide an estimate to completion of the development. Depending on the severity of the error, a work around may be necessary to provide the Authority with a fully functional system. The Contractor and the Authority will together decide on what must be done until the completion of the error correction. All costs associated with error corrections are incurred by the Contractor as part of the Maintenance agreement.

1.5.3.10 Regardless of the type of development, the Contractor shall provide regular status updates, shall test the completed software, and shall assist the Authority as directed in the installation of the software change. All software development work performed under a task order issued by this contract shall be warranted by the Contractor against defects for a period of one (1) year after installation of the software:

1.5.3.11 Upgrades and Updates to Contractor-Supplied Application Software:

- a. The most recent released version of software and firmware products licensed to the Authority shall be provided to the Authority by the Contractor and installed on Authority equipment supervised by an Authority representative, at no cost to the Authority. Maintenance of such software and firmware products must be provided at no additional cost to the Authority.
- b. Software and firmware products that replace or supersede installed products and are required for compliance with the functional or performance requirements of this Contract must be provided and installed at no additional cost to the Authority, even if the products increased functionality and/or improves performance. Maintenance of such software and firmware products must be provided at no additional cost to the Authority.
- c. If the Contractor releases version upgrades to the software or firmware for the PARCS equipment or CDMS while the Extended Software Support Services agreement is in effect, the Authority may opt to upgrade its software. If the Authority opts to upgrade software, the labor required to test, configure, and install the upgrade on the Authority's equipment must be provided at no additional cost to the Authority.
- d. Software and firmware products that replace or supersede installed products and are optional shall be considered as enhancements and Subsection 1.5.3.9 would apply. When determining labor hours on these, they must be offered at the most favorable terms the Contractor offers the products to any other customer. Additional Maintenance costs of the optional enhancements shall not exceed the cost of the optional enhancements multiplied by product of the existing Maintenance costs divided by the existing PARCS cost.

1.5.3.12 System Migration - Within two (2) years after each major release of the OEM operating system and relational database managers used as part of the CDMS, the Authority may request the Contractor to migrate the respective portions of the CDMS to the new OEM releases. At such times, the Authority shall request a quote from the Contractor for the labor required to modify, test, deploy, and document the migration of the CDMS application software or database to the new OEM release. Upon acceptance of the ensuing task order, the Contractor shall perform the migration work, test the results, and deploy the upgraded CDMS in a controlled fashion as approved by the Authority. All system migration work performed under a task order issued by this contract shall be warranted by the Contractor against defects for a period of one year after installation of the software. Labor required to correct defects in system migration under this contract shall not count against the labor bank

1.5.3.13 Contractor Personnel and Support Facilities. During the term of this contract, the Contractor shall:

- a. Retain technical support and software development personnel who are familiar with the PARCS equipment and software, and who are qualified to perform the tasks described herein.
- b. Retain all software source codes and development and testing environments necessary to support and modify software for the Authority's PARCS.

1.5.3.14 Software Modification Procedures. While the Extended Software Support Services agreement is in effect:

- a. The Contractor shall test and document all software modifications prior to delivery to the Authority. Documentation accompanying each software modification shall include comprehensive Software Release Notes. The Authority shall review all software modifications and documentation.
- b. When authorized by the Authority, the Contractor shall install software modifications according to the Authority -approved installation procedures. At its discretion, the Authority may independently test and verify these modifications prior to authorizing the Contractor to install the modification.
- c. The Contractor shall supply software modifications to correct all defects in the PARCS software arising from installation of any modification provided under the terms of the Extended Software Support Services option. No hours shall be incurred by the Authority for this work.

1.5.3.15 Source Code Documentation Updates. Within thirty (30) days of each anniversary of the commencement of the Extended Software Support Services agreement, the Contractor shall deliver updates of all source code documentation, reflecting all changes incorporated to the PARCS equipment and CDMS software either directly to the Authority or to an Authority approved Escrow Agent as described in Subsection 11.2.6 and Subsection 11.2.7 of the PS-329 Parking Access and Revenue Control System Purchasing Contract. If the Contractor delivers the source code updates to an Escrow Agent, the Contractor shall at the same time deliver an updated inventory of the escrow deposit to the Authority.

2.0 Preventive Maintenance and Repairs Plan

2.1 Premium Care Level of Services

Maintenance Services

PREMIUM CARE LEVEL OF SERVICES
<input type="checkbox"/> BASIC.CARE INCLUDES THE FOLLOWING SERVICES: PREVENTATIVE.CARE, SOFTWARE MAINTENANCE.CARE, ANTIVIRUS. CARE
<input type="checkbox"/> EXTENDED.CARE INCLUDES ABOVE SERVICES AND IN ADDITION: PARTS.CARE, AND TRAINING.CARE
<input checked="" type="checkbox"/> PREMIUM.CARE INCLUDES ABOVE SERVICES AND IN ADDITION: SERVICE.CARE, PCI-SECURITY.CARE, OPERATIONS.CARE AND RESPONSE.CARE (BUSINESS HOURS LABOR ONLY)* <input type="checkbox"/> INCLUDE AFTER BUSINESS HOURS (MONDAY TO FRIDAY LABOR) <input type="checkbox"/> INCLUDE 24/7 SERVICE.CARE (7 DAYS A WEEK LABOR)
<input type="checkbox"/> UPTIME.CARE INCLUDES ABOVE SERVICES AND IN ADDITION SERVICE PERFORMANCE REPORTS AND PENALTIES
ADDITIONAL SCOPE OPTIONS:
*PROVISION OF ONE FTE (SKIDATA TRAINED TECHNICIAN) TO BE AVAILABLE TO ORLANDO INTERNATIONAL AIRPORT EIGHT HOURS A DAY, BASED ON NORMAL WORKING HOURS, EASTERN TIME, MONDAY – FRIDAY.

2.2 Preventative.Care

Preventative hardware maintenance to the manufacturer's recommendations (i.e. 50k transactions), includes systematic inspection, detection, correction and prevention of incipient failures, including tests, measurements, adjustments, lubrication and labor to replace parts of the equipment as scheduled by Contractor during Normal Working Hours. At a minimum, all equipment under this Maintenance Services will be maintained according to manufacturer's recommendations.

2.3 Software Maintenance.Care

Applicable biannual (semiannual) Contractor Software intra-release updates and hotfixes (for supported releases, and as released by the manufacturer) which address reported technical issues, offer applicable feature enhancements or offer improved functionality may be provided. Install and manage quarterly OS updates, firmware updates and security patches.

2.4 Antivirus.Care

Manage & regularly verify that antivirus is active, running and latest updates are applied. Review antivirus server and antivirus agents to ensure signatures are up to date and agents are active and functioning.

2.5 Parts.Care

2.4.1 Extended Warranty. Following the Manufacturer Warranty Period, Contractor will supply an Extended Warranty covering term of the agreement (“Extended Warranty Period”). All PARCS equipment components, software and hardware listed in “Equipment Covered in Maintenance Services” are warrantied against failure by manufacturer defect (“Extended Warranty”). All-inclusive costs (parts, labor required for repair or replacement of defective PARCS equipment identified in “Equipment Covered in Maintenance Services”, warranty repairs, shipping charges, travel time, additional expenses relative to Extended Warranty, etc.) incurred during the Extended Warranty Period shall be provided without additional cost to the Authority.

2.4.2 Advanced Replacement of Components. Contractor will replace all failed components with a serviceable part immediately from their service inventory to reduce downtime.

2.6 Training.Care

Unlimited customized training for Authority for term of contract, in Contractor’s onsite Training Center located at 6611 Odessa Ave, Van Nuys, CA. Topics include PARCS equipment, preventative maintenance and Contractor reporting. Requests to schedule training will be provided by Authority four (4) to six (6) weeks prior to requested training date. Minimum of four (4) attendees per scheduled training is required. Training agenda will be established no less than fifteen (15) business days prior to the training date and will be mutually agreed upon by the parties.

2.7 Service.Care

Labor to respond to unscheduled service calls for remedial maintenance (as a result of normal wear and tear) performed in response to Authority’s request during Regular Working Hours.

2.8 PCI-Security.Care

Scheduling and assisting with credit card data key encryption changes and OS password changes. All passwords will meet minimum complexity requirements. Visual inspection to ensure all locks are in working order, no credit card skimmers exist, and for signs of tampering of equipment.

2.9 Operations.Care

Assist with rate changes, validation setup, password lockout, article and user group setup, software setup changes and ad hoc reporting.

2.10 Response.Care

Expedited response to a service call placed by an authorized representative for Authority.

- a. There are four priority levels for service requests ranging from Priority-1 (the highest priority) to Priority-4 (the lowest priority). Each priority level will have a required response time, as further defined in table below.

SERVICE LEVEL RESPONSE TIME				
	During Business Hours		After Business Hours	
Priority	Remote Response	On-Site Response	Remote Response	On-Site Response
1	1 hour	1 hour of service call	1 hour	2 hour of service call
2	1 hour	1 hour of service call	1 hour	2 hour of service call
3	1 hour	1 hour of service call	1 hour	2 hour of service call
4	As Scheduled	As Scheduled	As Scheduled	As Scheduled

SERVICE LEVEL PRIORITY DEFINITIONS		
Priority Code	Scope	Examples
1	<p>Emergency: An entire critical sub-system is down or an entire parking structure is inoperable.</p> <p><i>*Critical sub-systems include application servers (Contractor, Anti-Virus, Domain), data servers (Contractor or PARCS), Credit Card System, LPR System, , Card Access System, Intercom System</i></p>	<ul style="list-style-type: none"> • A1 structure cannot exit any cars • The Credit Processing System is down • An entire entry or exit plaza within a structure is down
2	<p>Urgent: An important sub-system is down or a major aspect of a parking structure is not functional.</p> <p><i>*Important sub-systems include PARCS Workstations, Entry Lanes (two or more in a single structure), Exit Lanes (two or more in a single structure), Tolling Agency or /Parking Space Count System</i></p>	<ul style="list-style-type: none"> • A manned cashier booth is down • Two or more express lanes are down simultaneously within a single parking structure • LPI workstations not working
3	<p>Normal: Normal, daily break/fix activity.</p>	<ul style="list-style-type: none"> • LPI workstations or LPI/Valet handhelds not working • Coder not functional • POF lock broken • LPR not functional in a single lane in one structure • One of the master handsets in the Command Center is not functional • An electronic sign at an entry or exit lane is not functional
4	<p>Scheduled Maintenance or Priority 1 – 3 delayed with the Authority's permission.</p>	<ul style="list-style-type: none"> • Routine Scheduled Maintenance activity • If we have permission for delay on Priority 1–3, the authorized Authority contact name must be logged

3.0 Non-Covered Services

3.1 Repair or Replacement

3.1.1 Repair or replacement of damaged or broken parts or items of equipment that are damaged or fail due to malicious, intentional or accidental acts, insect infestation, or acts of nature.

3.1.2 Replacement of gate arms, UPS batteries or sign faces or restocking of parking tickets.

3.2 Settings

Setting or changing the time or date of clocks or resetting counters, except settings that are automated and improperly functioning

3.3 Primary Power

Service calls to deal with the consequences of removal or suspension of primary power for any reason, failure of loop wire, or failure of interconnect wiring not provided or maintained by Contractor.

3.4 Hardware Upgrades

All hardware upgrades issued by the manufacturers of equipment items or future replacements are specifically excluded from the scope of work under this Maintenance Services.

3.5 Consumable and Third-Party Manufactured Items

Consumable and third-party manufactured items as defined by Contractor, including for example, shear bolts, locking assemblies, UPS batteries and similar items.

4.0 Priority Levels for System Uptime, Response Times and Resolution Times

Once an issue is submitted, a priority level will be assigned in accordance with the descriptions in the table below. Contractor represents and warrants that it shall use best efforts to provide the Authority Operations team with a total resolution or a temporary "fix" as set forth in this Maintenance Services. The System/Software Response and Resolution Time Service Level Table is on the next page.

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System/Software Response and Resolution Time Service Level Table

	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5
Description	Critical System Disruption –	Major System Disruption –	Moderate Function Failure; normal, Daily break/fix activity	Minor issue or Question; scheduled service or Priority 1-3 delayed with Authorities Ops	Customization / Programming
Examples:	A Critical disruption in business-critical system operability or functionality, affecting the entire system at one property or more, or total system failure, including any Software component that causes the System or Systems to fail for any or all properties or venues under the Contract (i.e. the solution is inoperable)	A Major disruption in business-critical functionality that does not impact the entire system such as, but not limited to: <ul style="list-style-type: none"> • Significant number of terminals/users unable to perform business functions or process transactions • Loss of ability to perform payment • functions on significant number of payment devices at one or more property(ies) • Total loss of reporting • Multiple entry lanes are down simultaneously within a single parking structure • Multiple POF machines are down within a single parking structure 	A moderate disruption in operability or functionality that does not impact the entire system such as: <ul style="list-style-type: none"> • Coder not functional • POF banknote jam • LPR not functional in a single lane in one structure • An electronic sign at an entry or exit lane is not functional • LPI not functional 	<ul style="list-style-type: none"> • Programming or configuration related questions • Questions relating to functionality, operability formatting or cosmetic problems 	<ul style="list-style-type: none"> • Enhancement requests • Any non-covered or out-of-scope issue
Voice Response Time Goal	Immediate/1 st Available but within 30 minutes	Within 1 Hour	Within 1 Hour	Within 24 Hours	Within 48 Hours
Onsite Response Time Goal	2 Hours, Onsite Response	2 Hours, Onsite Response	2 Hours Onsite or Within 24 Hours with Authority approval.	As Scheduled	As Scheduled
Resolution Time Goals	1 Hour; each 24-hour period shall be considered a separate incident	Within 4 Hours after start trouble shooting	Within 5 calendar days or as mutually agreed after start troubleshooting	Next Scheduled Software Release or as Mutually Agreed	Will vary depending on the nature of therequest.

5.0 EXHIBIT B - Equipment Covered in MAINTENANCE SERVICES

NOTE: This **Attachment A-16 Exhibit B - Equipment Covered in MAINTENANCE SERVICES** may be updated to add individual unit components and services during the extension term as mutually agreed upon by the Authority and Contractor without a written amendment. These additional individual unit components and services will be captured in a future amendment. The amount spent will not exceed the authorized value of the contract.

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GOAA Covered Lane Equipment

Area	Lane	Type	Automated / Cashier	Toll Tags	WaveReaver / Hikvision Camera	EMV	RFID	Arrow on Gate?	Barrier Gate	Process PC	Lane Network Switch	Feeder	SKIDATA UPS
Garage A	1	Entry	Automated	Active	Yes		No	Yes	Yes	Siemens	Yes	Yes	No
Garage A	2	Entry	Automated	Active	Yes		No	No	Yes	Siemens	Yes	Yes	No
Garage A	3	Entry	Automated	No	No		No	Yes	Yes	Siemens	Yes	Yes	No
Garage A	4	Entry	Automated	No	No		Yes	Yes	Yes	Siemens	Yes	Yes	No
Garage A	5	Entry	Automated	No	No		Yes	Yes	Yes	Siemens	Yes	Yes	No
Garage A Flyover	6	Entry	Automated	Active	Yes		No	Yes	Yes	Siemens		Yes	No
Garage A Flyover	7	Entry	Automated	No	No		Yes	Yes	Yes	Siemens	Yes	Yes	No
Garage B	11	Entry	Automated	Active	Yes		No	Yes	Yes	Siemens	Yes	Yes	No
Garage B	12	Entry	Automated	Active	Yes		No	No	Yes	Siemens	Yes	Yes	No
Garage B	13	Entry	Automated	No	No		No	Yes	Yes	Siemens	Yes	Yes	No
Garage B	14	Entry	Automated	No	No		Yes	Yes	Yes	Siemens	Yes	Yes	No
Garage B	15	Entry	Automated	No	No		Yes	Yes	Yes	Siemens	Yes	Yes	No
Garage B Flyover	16	Entry	Automated	Active	Yes		No	Yes	Yes	Siemens		Yes	No
Garage B Flyover	17	Entry	Automated	No	No		Yes	Yes	Yes	Siemens		Yes	No
Garage B Oversized	18	Entry	Automated	No	No		Yes	Yes	Yes	Siemens	Yes	Yes	No
Garage A	21	Exit	Cashier	Active	Yes	IPP350	No	Yes	Yes	HP 600 G1	Yes	Yes	No
Garage A	22	Exit	Cashier	Active	Yes	IPP350	No	No	Yes	HP 600 G1	Yes	Yes	No
Garage A	23	Exit	Automated	No	No	SCR200	Yes	Yes	Yes	Siemens	Yes	Yes	No
Garage A	24	Exit	Automated	No	No	SCR200	Yes	Yes	Yes	Siemens	Yes	Yes	No
Garage A	25	Exit	Cashier	No	Yes	IPP350	No	Yes	Yes	HP 600 G1	Yes	Yes	No
Garage A	26	Exit	Cashier	No	Yes	IPP350	No	Yes	Yes	HP 600 G1	Yes	Yes	No
Garage A	27	Exit	Automated	No	No	SCR200	Yes	Yes	Yes	Siemens	Yes	Yes	No
Garage A	28	Exit	Automated	No	No	SCR200	Yes	Yes	Yes	Siemens	Yes	Yes	No
Garage B	31	Exit	Cashier	Active	Yes	IPP350	No	Yes	Yes	HP 600 G1	Yes	Yes	No
Garage B	32	Exit	Cashier	Active	Yes	IPP350	No	No	Yes	HP 600 G1	Yes	Yes	No
Garage B	33	Exit	Cashier	No	Yes	IPP350	No	Yes	Yes	HP 600 G1	Yes	Yes	No
Garage B	34	Exit	Cashier	No	Yes	IPP350	No	Yes	Yes	HP 600 G1	Yes	Yes	No
Garage B	35	Exit	Automated	No	No	SCR200	Yes	Yes	Yes	Siemens	Yes	Yes	No
Garage B	36	Exit	Automated	No	No	SCR200	Yes	Yes	Yes	Siemens	Yes	Yes	No
Garage B	37	Exit	Automated	No	No	SCR200	Yes	Yes	Yes	Siemens	Yes	Yes	No
North Park Place	41	Entry	Automated	No	No		Yes	Yes	Yes	Siemens	Yes	Yes	No
North Park Place	42	Entry	Automated	Active	Yes		No	Yes	Yes	Siemens	Yes	Yes	No
North Park Place	43	Bus Entry	Automated	Bus Only	Yes		No	Yes	Yes	Siemens		N/A	No
West Park Place	46	Entry	Automated	Active	Yes		Yes	Yes	Yes	Siemens	Yes	Yes	No
South Park Place	47	Entry	Automated	Active	Yes		No	Yes	Yes	Siemens	Yes	Yes	Yes
South Park Place	48	Entry	Automated	No	No		Yes	Yes	Yes	Siemens	Yes	Yes	Yes
South Park Place	49	Bus Entry	Automated	Active	No		No	No	Yes	Siemens		N/A	Yes

South Park Place	50	Bus Exit	Automated	Active	No		No	No	Yes	Siemens		N/A	Yes
North Park Place	51	Exit	Cashier	Active	Yes	IPP350	No	Yes	Yes	HP 600 G1	Yes	Yes	No
North Park Place	52	Exit	Cashier	Active	Yes	IPP350	No	Yes	Yes	HP 600 G1	Yes	Yes	No
North Park Place	53	Exit	Automated	No	No	SCR200	Yes	Yes	Yes	Siemens	Yes	Yes	No
North Park Place	54	Bus Exit	Automated	Bus Only	No		No	Yes	Yes	Siemens		N/A	No
West Park Place	55	Exit	Cashier	Active	Yes	IPP350	No	No	Yes	HP 600 G1	Yes	Yes	No
West Park Place	56	Exit	Automated	No	No	SCR200	Yes	Yes	Yes	Siemens	Yes	Yes	No
South Park Place	58	Exit	Cashier	Active	Yes	IPP350	No	Yes	Yes	HP 600 G1	Yes	Yes	Yes
South Park Place	59	Exit	Cashier	Active	Yes	IPP350	Yes	Yes	Yes	HP 600 G1	Yes	Yes	Yes
South Park Place	60	Exit	Automated	No	No	SCR200	Yes	Yes	Yes	Siemens	Yes	Yes	Yes
Garage C	81	Entry	Automated	Active	Yes		No	Yes	Yes	Siemens	Yes	Yes	Yes
Garage C	82	Entry	Automated	Active	Yes		No	Yes	Yes	Siemens	Yes	Yes	Yes
Garage C	83	Entry	Automated	Deactivated	Yes		Yes	Yes	Yes	Siemens	Yes	Yes	Yes
Garage C	84	Entry	Automated	Deactivated	No		Yes	Yes	Yes	Siemens	Yes	Yes	Yes
Garage C	91	Exit	Cashier	Deactivated	Yes	IPP350	No	No	Yes	HP 600 G1	Yes	Yes	No
Garage C	92	Exit	Cashier	Active	Yes	IPP350	Yes	No	Yes	HP 600 G1	Yes	Yes	No
Garage C	93	Exit	Cashier	Active	Yes	IPP350	Yes	No	Yes	HP 600 G1	Yes	Yes	No
Garage C	94	Exit	Automated	Deactivated	Yes	SCR200	Yes	Yes	Yes	Siemens	Yes	Yes	No

GOAA Covered Server Hardware

Facility	Area	Purpose	Make	Model	CPU	RAM	Drives 1	Drives 2	PCI Cards
North Terminal	2nd Floor Vendor Server Room 4413	GateKeeper Host 1	LENOVO	System x3650 M5	Intel Xeon E5-2667 v4 x 2	64GB ECC	300GB SAS x 4		Qlogic 8GB FC card x 2
North Terminal	2nd Floor Vendor Server Room 4413	PARCS Host 2	HPE	Proliant DL380p Gen 8	Intel Xeon E5-2650 v2 x2	128GB ECC	600GB SAS x 10		HP 10GB SFP card x 2
Annex	3rd Floor Vendor Server Room	PARCS Host 1	HPE	Proliant DL380p Gen 8	Intel Xeon E5-2650 v2 x2	128GB ECC	600GB SAS x 10		HP 10GB SFP card x 2
North Park Place	Communiations Room	PARCS Host 3	HPE	Proliant DL380p Gen 8	Intel Xeon E5-2650 v2 x2	128GB ECC	300GB SAS x 6	1TB SAS x 11	HP 10GB SFP card x 2, Qlogic External SAS Controller (Tape)
North Terminal	A Side Exit Communications Room	Wavereader NVR	HikVision	DS-9632NI-I8					
North Terminal	B Side Exit Communications Room	Wavereader NVR	HikVision	DS-9632NI-I8					
Garage C	Exit Plaza Communications Room	Wavereader NVR	HikVision	DS-9632NI-I8					
North Park Place	Communiations Room	Wavereader NVR	HikVision	DS-9632NI-I8					
South Park Place	Exit Communications Cabinet	Wavereader NVR	HikVision	DS-9632NI-I8					

GOAA Covered Network Equipment

Facility	Area	Position	Name	Purpose	Make	Model	Serial Number
Annex	3rd Floor Vendor Server Room	Above Host 1	mcopcs-sw8f8t-annex-stk	Stack switch pair 1/2	Cisco	SG500XG-8F8T	DNI18230GR2
Annex	3rd Floor Vendor Server Room	Below Host 1	mcopcs-sw8f8t-annex-stk	Stack switch pair 2/2	Cisco	SG500XG-8F8T	DNI182503KW
Annex	3rd Floor Vendor Server Room	Above Stack SW 1/2	mcopcs-pfsense2	Router 2	NetGate	XG-1537 1U	NNKMTIR00056
Annex	3rd Floor Vendor Server Room	Above Router 2	mcopcs-sw10utp-bridge1-730617	Bridge Switch 1	Cisco	SG300-10P	
Annex	1st Floor Communications Closet	Center of rack	mcopcs-sw10utp-annex1f-754367	Annex 1st floor switch	Cisco	SG300-10P	PSZ18281E5R
Garage C	Entry Communications Cabinet	Right rack center	mcopcs-sw10sfp-grcen-368957	Entry lane congregate	Cisco	SG300-10SFP	PSZ21291BBY
Garage C	Exit Communications Room	Right Cabinet center	mcopcs-sw10sfp-grcex-368915	Exit lane congregate	Cisco	SG300-10SFP	PSZ21291BBM
Garage C	Exit Communications Room	Right Cabinet center	mcopcs-sw10utp-grcex-74f2d9	Office connectivity	Cisco	SG300-10UTP	PSZ18281D1TT
North Park Place	Communications Room	Above Host 3	mcopcs-sw8f8t-npcomm-stk	Stack switch pair 1/2	Cisco	SG500XG-8F8T	DNI174504JY
North Park Place	Communications Room	Below Host 3	mcopcs-sw8f8t-npcomm-stk	Stack switch pair 2/2	Cisco	SG500XG-8F8T	DNI18230GQT
North Park Place	Communications Room	Below stk switches	mcopcs-sw10sfp-npcomm-174016	Lane congregate	Cisco	SG300-10SFP	PSZ170805EZ
North Park Place	Communications Room	Below stk switches	mcopcs-sw10utp-npcomm-133b2f	Office connectivity	Cisco	SG300-10UTP	PSZ180919T4
North Terminal	A Side Entry	Comm box on hill	mcopcs-sw10sfp-ntermaen-17423c	Lane congregate	Cisco	SG300-10SFP	PSZ170805F0
North Terminal	A Side Exit	Comm room, center	mcopcs-sw28sfp-ntermaex-0d0ea7	Lane congregate	Cisco	SG300-28SFP	DNI182003F1
North Terminal	A Side Express Entry	Comm box	mcopcs-sw10utp-ntermexpa-ccb76d	Lane congregate	Cisco	SG300-10UTP	PSZ18371FR5
North Terminal	B Side Entry	Comm box on hill	mcopcs-sw10sfp-ntermben-174bf2	Lane congregate	Cisco	SG300-10SFP	PSZ170805E2
North Terminal	B Side Exit	Comm box near EX33	mcopcs-sw10sfp-ntermbex-1740d1	Lane congregate	Cisco	SG300-10SFP	PSZ170805HU
North Terminal	B Side Express Entry	Comm box	mcopcs-sw10utp-ntermexpb-3d9a6e	Lane congregate	Cisco	SG300-10UTP	PSZ18371FR5
North Terminal	B Side Exit	Plaza Office Server Room	mcopcs-sw28sfp-ntermbex-0d0f55	Lane congregate	Cisco	SG300-28SFP	DNI182003F7
North Terminal	Hyatt Utility Room	In Comm Box on wall	mcopcs-sw10utp-hyat-754346	Hyatt PC congregate	Cisco	SG300-10UTP	PSZ18281DTR
North Terminal	2nd Floor Vendor Server Room 4413	Cabinet near door, upper	SD-US-MCO-GK-NT2-SW01	GK congregate	Cisco	SG300-10UTP	PSZ21111CTE
North Terminal	2nd Floor Vendor Server Room 4413	Cabinet near door, upper	SD-US-MCO-GK-NT2-SW02	GK congregate	Cisco	SG300-28SFP	DNI182403YE
North Terminal	A Side Commercial Entry Booth	On shelf	SD-US-MCO-GK-NTA-ENSW01	GK congregate	Cisco	SG300-10SFP	PSZ21291BCQ
North Terminal	A Side Commercial Exit Booth	On shelf	SD-US-MCO-GK-NTA-EXSW01	GK congregate	Cisco	SG300-10SFP	PSZ170805E3
North Terminal	B Side Commercial Entry Booth	On shelf	SD-US-MCO-GK-TBE-SW01	GK congregate	Cisco	SG300-10SFP	PSZ21291BC4
North Terminal	B Side Commercial Exit Booth	On shelf	SD-US-MCO-GK-TBX-SW01	GK congregate	Cisco	SG300-10SFP	PSZ21291BAW
South Terminal	MDF Communications Room	Lower rack	SD-US-MCO-GK-MDF-SW01	GK congregate	Cisco	SG300-10SFP	PSZ21291BDJ
Garage C	Entry Communications Cabinet	Right rack lower	SD-US-MCO-GK-GRC-EN-SW01	GK congregate	Cisco	SG300-10SFP	PSZ21291BD4
Garage C	Exit Communications Room	Right Cabinet center	SD-US-MCO-GK-GRC-EX-SW01	GK congregate	Cisco	SG300-10SFP	PSZ21291BCE
North Terminal	2nd Floor Vendor Server Room 4413	Cabinet near door, upper	SD-US-MCO-GK-RT01	GK Router	Cisco	2911 / K9	
North Terminal	2nd Floor Vendor Server Room 4413	Cabinet near door, center	mcopcs-sw28sfp-ntermlv2-0d0d2e	Switch congregate	Cisco	SG300-28SFP	DNI182003EN
North Terminal	2nd Floor Vendor Server Room 4413	Cabinet near door, center	mcopcs-sw10utp-bridge2-754367	Bridge Switch 2	Cisco	SG300-10UTP	
North Terminal	2nd Floor Vendor Server Room 4413	Cabinet near door, center	mcopcs-pfsense1	Router 1	NetGate	XG-1537 1U	NNKMTIR00031
North Terminal	2nd Floor Vendor Server Room 4413	Above Host 2	mcopcs-sw8f8t-nterm-stk	Stack switch pair 1/2	Cisco	SG500XG-8F8T	DNI182503KR
North Terminal	2nd Floor Vendor Server Room 4413	Below Host 2	mcopcs-sw8f8t-nterm-stk	Stack switch pair 2/2	Cisco	SG500XG-8F8T	DNI182503L9
North Terminal	3rd Floor Communications Closet		mcopcs-sw10utp-parkops-3d9a37	Park ops office	Cisco	SG300-10UTP	PSZ18291SA4
South Park Place	Entry Communications Cabinet	Right door center	mcopcs-sw10sfp-sppen-3688e9	Lane congregate	Cisco	SG300-10SFP	PSZ21291BBK
South Park Place	Exit Communications Cabinet	Right door center	mcopcs-sw10sfp-sppex-174bdc	Lane congregate	Cisco	SG300-10SFP	PSZ170805FF
South Park Place	Exit Communications Cabinet	Right door center	mcopcs-sw10utp-sppex-ccc84c	Camera connection	Cisco	SG300-10UTP	PSZ18371FR3
West Park Place	Communications Closet	Upper Shelf	mcopcs-sw20utp-wpp-cdba05	Lane congregate	Cisco	SG300-20UTP	PSZ18381L5Z
West Park Place	Communications Closet	Front office area	mcopcs-sw10utp-wpp-314eaa	Office connectivity	Cisco	SG300-10UTP	PSZ18271EC8

GOAA Covered Workstations

Facility	Area	Position	Name	Device Number	Purpose	Make	Model	Desktop Coder
Annex	1st Floor Commercial office	Front office under back desk	Annex Front Office	1709518-115	Access control mgmt	HP	HP 600 G1	Yes
Annex	1st Floor Commercial office	Back office cubicle	Anx BackOf	1709518-111	Access control mgmt	HP	HP 600 G1	Yes
North Terminal	Exit Plaza 1st Floor Comp Room	Right side desk	Comp Room 1	1709518-109	PARCS management	HP	HP 600 G1	
North Terminal	Exit Plaza 1st Floor Comp Room	Left side desk	Comp Room 2	1709518-129	PARCS management	HP	HP 600 G1	
Garage C	Exit Plaza Parking Office	Corner of office	GarC WorkStation	1709518-123	PARCS management	HP	HP 600 G1	
North Terminal	Terminal lv3 PkOps Office	Left front cubicle	Term PkOps Christine	1709518-110	Reporting and auditing	HP	HP 600 G1	
North Terminal	Terminal lv3 PkOps Office	Right rear office	Term PkOps Eric	1709518-114	Reporting and auditing	HP	HP 600 G1	Yes
North Terminal	Terminal lv3 PkOps Office	Center office desk	Term PkOps Gaitree	1709518-103	Reporting and auditing	HP	HP 600 G1	
North Terminal	Terminal lv3 PkOps Office	Rear back right office	Term PkOps Hicham	1709518-113	Reporting and auditing	HP	HP 600 G1	
North Terminal	Terminal lv3 PkOps Office	Rear back left office	Term PkOps Narjis	1709518-112	Reporting and auditing	HP	HP 600 G1	
North Terminal	A Side Exit Plaza	Office	TermA ExPI WKS	1709518-116	PARCS management	HP	HP 600 G1	
North Terminal	B Side Exit Plaza 2nd Floor	ABM Mgmt office	TermB Angie	1709518-106	Reporting and auditing	HP	HP 600 G1	
North Terminal	B Side Exit Plaza 2nd Floor	ABM Auditing Office	TermB Rm203 A	1709518-107	Reporting and auditing	HP	HP 600 G1	
North Terminal	B Side Exit Plaza 2nd Floor	ABM Auditing Office	TermB Rm203 B	1709518-108	Reporting and auditing	HP	HP 600 G1	
North Terminal	B side Exit Plaza Tech Office	Center table	WKS TechOff	1709518-118	PARCS management	HP	HP 600 G1	
North Park Place	Office	Front office area	WS NPP105	1709518-105	PARCS management	HP	HP 600 G1	
North Terminal	Terminal lv3 PkOps Office	Center right office	Zulai Office	1709518-104	PARCS management	HP	HP 600 G1	Yes

GOAA Virtual Machines

Name	Purpose	Server	OS	CPU	RAM	Storage	Active
1709518-01_V14	DAU PARCS version 14	Host 2	Win Server 2016	2	16GB	100GB	Yes
1709518-02_V14	DAU2/WKS2 PARCS version 14	Host 2	Win Server 2016	2	8GB	80GB	Yes
MCOPCS-AVSRV	Anti-virus Server	Host 3	Win Server 2008 R2	1	4GB	50GB	Yes
MCOPCS-DC1	Primary Domain Controller	Host 1	Win Server 2012	1	4GB	40GB	Yes
MCOPCS-DC2	Secondary Domain Controller	Host 3	Win Server 2012	1	4GB	40GB	Yes
MCOPCS-FILESRV	File Server	Host 3	Win Server 2012	2	12GB	1TB	Yes
MCOPCS-LPISRV	Sprocket LPI Server	Host 3	Win Server 2016	4	8GB	250GB	Yes
MCOPCS-MGMTSRV	Management Server & SMTP Relay	Host 3	Win Server 2012	2	6GB	80GB	Yes
MCOPCS-PRTGSRV	PRTG monitoring server	Host 3	Win Server 2012	2	4GB	250GB	Yes
MCOPCS-RDPHOST	Remote Desktop Server	Host 1	Win Server 2012	2	8GB	80GB	Yes
MCOPCS-RETPSRV	RETP server and web host	Host 2	RHEL 6	2	4GB	50GB	Yes
MCOPCS-RPLSTNSRV	Ripplestone Report server	Host 1	Win Server 2016	2	32GB	240GB	Yes
MCOPCS-SQLSRV2	SQL server PARCS version 14	Host 2	Win Server 2016	4	32GB	240GB	Yes
MCOPCS-VCSA65u1	VMWare Vcenter Server	Host 1	VMWare Linux	2	10GB	15GB	Yes
MCOPCS-VEEAM	Veeam backup server	Host 3	Win Server 2012	4	8GB	4TB	Yes
MCOPCS-VirtuoSIS_902_A	Commend VirtuoSIS intercom server	Host 2	Debian 9	1	1GB	30GB	Yes
MCOPCS-VSA01	Virtual Storage Appliance Host 1	Host 1	CentOS	2	5GB	1.3TB	Yes
MCOPCS-VSA02	Virtual Storage Appliance Host 2	Host 2	CentOS	2	5GB	1.3TB	Yes
MCOPCS-VSA03	Virtual Storage Appliance Host 3	Host 3	CentOS	2	4GB	1TB	Yes
MCOGK-AVISRV	GateKeeper web host	GKSRV	Win Server 2016	4	16GB	60GB	Yes
1709518-01	DAU PARCS version 8	Host 3	Win Server 2012	2	6GB	80GB	No
1709518-02	DAU2/WKS2 PARCS version 8	Host 3	Win Server 2012	2	6GB	80GB	No
MCOPCS-CCSRV	Retired Credit Card Server	Host 3	Win Server 2008 R2	1	4GB	40GB	No
MCOPCS-CCSRV-TERM	Retired Credit Card Server	Host 2	Win Server 2008 R2	1	4GB	40GB	No
MCOPCS-DWHSRV	Data Warehouse Server (sWebs)	Host 2	RHEL 6	2	4GB	40GB	No
MCOPCS-FATTESTVM	Test VM from FAT	Host 3	Win Server 2012	1	4GB	80GB	No
MCOPCS-ORACLESRV	Oracle database server (sWebs)	Host 3	RHEL 6	4	16GB	120GB	No
MCOPCS-SQLSRV	Retired SQL server PARCS version 8	Host 1	Win Server 2012	6	32GB	260GB	No
MCOPCS-VBISRV	VBI server (sWebs)	Host 1	RHEL 6	2	4GB	40GB	No
MCOPCS-VSMSRV	VSM web ui (sWebs)	Host 1	RHEL 6	2	4GB	40GB	No
MCOWPP-1750330-01	Test VM for WPP environment	Host 3	Win Server 2008 R2	2	8GB	80GB	No
win2016-template	Template pre-installed VM	Host 3	Win Server 2016	2	4GB	60GB	No

Attachment B-1 Maintenance Pricing
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1.0 Maintenance Price

1.1 Rate Schedule for Covered Services Maintenance. Authority shall pay Contractor at the rate(s) set forth here, for the Covered Services to be performed under the Maintenance Services during Regular Working Hours (the "Covered Services Price"). The Covered Services Price is payable quarterly upon commencement of the Maintenance Services and on the same schedule for the Term of the Maintenance Services.

1.2 After Hours and Non Covered Services Maintenance. In addition to the Covered Services Price, Authority shall pay Contractor amounts billed for Covered Services performed during After Hours, as specified in Section 4 Rate Schedule for After Hours and Non Covered Services, including reasonable charges for parts, materials, consumable items and Software releases included in Non-Covered Services to be billed monthly.

2.0 Payment

2.1 Amounts due to Contractor will be billed to Authority as described in Section 1 and will be due and payable within 30 days after the date of the billing invoice. Quarterly invoices will include the annual Covered Services Price billed for Maintenance Services.

2.2 Monthly invoices will include charges for time and materials for any After Hours and Non-Covered Services. Authority shall pay when due all amounts billed without deduction or setoff of any amounts owed or claimed to be owed by Contractor to Authority arising under this Contract.

2.3 Payments are in accordance with the State of Florida Statute, Chapter 218, FLORIDA PROMPT PAYMENT ACT. In the event of a conflict between this Contract and State of Florida Statute, Chapter 218, FLORIDA PROMPT PAYMENT ACT, State of Florida Statute, Chapter 218, FLORIDA PROMPT PAYMENT ACT shall prevail.

3.0 Covered Services Maintenance Payment Schedule

Maintenance Term	Covered Services Period	Maintenance Annual Price
Year 1	May 1, 2021 – April 30, 2022	\$230,580.80
Year 2	May 1, 2022 - April 30, 2023	\$230,580.80
Year 3	May 1, 2023 - April 30, 2024	\$230,580.80
Year 4	May 1, 2024 - April 30, 2025	\$230,580.80
Year 5	May 1, 2025 - April 30, 2026	\$230,580.80
		\$1,152,904.00

4.0 Rate Schedule for After Hour and Non Covered Services

4.1 Time Increments. After hour rates are billed in 30 minute increments with the minimum periods defined in the table below. Time exceeding any 30 minute increment is rounded up to the next increment.

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- 4.2 Non-Covered Services. These rates are applicable during normal Contractor business hours for services outside of the scope of work, non-covered services.
- 4.3 After Hour Services These rates are applicable after Contractor business hours for services inside of the scope of work.
- 4.4 After Hour and Non-Covered Services rates are fixed for Years 1-5 of the Maintenance Services.

Rate Schedule for After Hour and Non-Covered Services Table

Labor Category	Minimum Time	Rate for Minimum Period	Hourly Rate After Minimum Period
Service / Maintenance Technician	Half Hour	\$97.50	\$195
Network Engineer	Half Hour	\$195.00	\$390
Server Engineer	Half Hour	\$195.00	\$390
Software Engineer	Half Hour	\$292.50	\$585
Database Engineer	Half Hour	\$292.50	\$585

- 4.5 After Hour and Non-Covered Services are a not to exceed amount of FIFTY THOUSAND AND 00/100 DOLLARS (\$50,000.00) annually.

Maintenance Term	After Hours and Non-Covered Services Period	Annual Not to Exceed Amount
Year 1	May 1, 2021 – April 30, 2022	\$50,000.00
Year 2	May 1, 2022 - April 30, 2023	\$50,000.00
Year 3	May 1, 2023 - April 30, 2024	\$50,000.00
Year 4	May 1, 2024 - April 30, 2025	\$50,000.00
Year 5	May 1, 2025 - April 30, 2026	\$50,000.00
		\$250,000.00

After Hour and Non-Covered Services during a Maintenance Term as defined in this Section 4.5 will be mutually agreed upon by the Authority and Contractor. Any After Hour and Non-Covered Services amounts above the authorized value of this Section 4.5 during a Maintenance Term will require an amendment to the Contract.

5.0 Renewal Option Pricing

- 5.1 The Contractor shall provide five (5) 1-year Maintenance Services options to occur at the end of the 5-year Maintenance Services. Each Maintenance Service option shall include the same responsibilities, coverage, response times, and documentation requirements as the Warranty period. If exercised, the price of the first optional year shall be the base

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annual price of the last year of the base contract, escalated by the Consumer Price Index (CPI) at the start of the first optional year.

- 5.2 For the remaining optional four (4) years, each subsequent year's price shall be increased over the previous year by the Consumer Price Index. The CPI applied would be the then current CPI on the start date of each optional year contract. Use of Contractor-provided post-warranty maintenance will be at the sole discretion of the Authority.
- 5.3 The Contractor is required to guarantee that annual maintenance prices shall be protected with continued availability of system components from the manufacturer for a ten (10) year period for the Authority from the date of Final Acceptance of April 30, 2021.