

**ADDENDUM NO. 31
TO THE AGREEMENT DATED AUGUST 3, 2018
BETWEEN GREATER ORLANDO AVIATION AUTHORITY
AND FAITH GROUP, LLC dba FAITH GROUP CONSULTING, LLC**

**Project: FY23 MCO Mobile Application Support and Maintenance Services,
Orlando International Airport**

THIS ADDENDUM is effective this 15th day of October, 2022,
by and between the **GREATER ORLANDO AVIATION AUTHORITY** ("Authority"), and
FAITH GROUP, LLC dba FAITH GROUP CONSULTING, LLC ("Consultant").

WITNESSETH:

WHEREAS, by Agreement dated August 3, 2018, Authority and Consultant entered into an agreement for Consultant to provide information technology consulting services; and

WHEREAS, under the Agreement, Consultant agreed to perform such additional services for the Authority as are contained in any additional scope of work established by the Authority in any addendum to the Agreement and accepted in writing by the Consultant; and

WHEREAS, the Authority and the Consultant desire to enter into this Addendum to the Agreement to provide for additional services to be rendered by the Consultant under the terms of said Agreement.

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

1. Consultant shall perform additional services in accordance with the terms of the Agreement and the attached Exhibit "A." Consultant shall be paid for such additional services according to the payment terms set forth in the Agreement.

2. Consultant shall be compensated for such additional services in the **LUMP SUM AND NOT TO EXCEED** amount of **ONE HUNDRED TEN THOUSAND FOUR HUNDRED EIGHTY AND NO/100 DOLLARS (\$110,480.00)**, broken down as follows:

Professional Fees:	NTE:	\$20,000.00
Professional Fees:	LS:	\$90,480.00
Reimbursable Expenses:	NTE:	<u>\$0.00</u>
Total:		\$110,480.00

3. A. Consultant hereby certifies that it is not on the Scrutinized Companies that Boycott Israel List and is not engaged in a boycott of Israel, as defined in Florida Statutes § 287.135, as amended;

AND

B. (applicable to agreements that may be \$1,000,000 or more) - Consultant hereby certifies that it is: (1) not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List as defined in Florida Statutes § 287.135; and (2) not engaged in business operations in Cuba or Syria, as defined in Florida Statutes § 287.135, as amended.

4. Authority may terminate the Agreement for cause and without the opportunity to cure if the Consultant is found to have submitted a false certification or has been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel.


In the event the Agreement is for One Million Dollars (\$1,000,000.00) or more, Authority may terminate this Agreement for cause and without the opportunity to cure if the Consultant is found to have submitted a false certification or has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List or is engaged in business operations in Cuba or Syria.

5. Except as expressly modified in this Addendum, the Agreement dated August 3, 2018 and all prior addenda will remain in full force and effect.

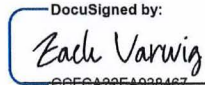
IN WITNESS WHEREOF, the parties hereto by their duly authorized representatives, have executed this Addendum this 20 day of October, 2022.

GREATER ORLANDO AVIATION AUTHORITY

By: 
Kevin J. Thibault, P.E.
Chief Executive Officer

Approved as to Form and Legality
(for the benefit of GOAA only)
this 20 day of Oct, 2022
By: 
**NELSON MULLINS BROAD AND
CASSEL, Legal Counsel
Greater Orlando Aviation Authority**

**FAITH GROUP, LLC
dba FAITH GROUP CONSULTING, LLC**

By: 
Signature (Duly Authorized Rep.)
Zach Varwig
Printed Name
Principal
Title



INFORMATION ITEM

Original PSC

10/04/2022

Item No. 5

Revised Coversheet

Memorandum

To: Members of the Professional Services Committee

From: Peter Pelletier, Director, Information Technology *(Prepared by: Ian Brooks)*

Date: September 27, 2022

Re: Request for Recommendation of Approval to the Chief Executive Officer of an Addendum to the Information Technology Consulting Services Agreement with Faith Group Consulting, LLC. for FY23 MCO Mobile Application Support and Maintenance Services at the Orlando International Airport.

Consultant's proposal, dated August 10, 2022, is to provide FY23 MCO Mobile Application Support and Maintenance Services to the Orlando International Airport. This includes iOS and Android Support, Licensing and Hosting, Application Management, as well as Additional Miscellaneous Support Services.

If approved, these services would be effective October 1, 2022.

The MWBE/LDB participation has been reviewed by the Office of Small Business Development. Their findings and recommendation are attached.

GH

Funding is from Operations and Maintenance Funds: 301.521.170.5310009.000.000000. Funding source verified by Andrea Harper of Construction Finance on 9/21/22 as correct and available.

It is respectfully requested that the Professional Services Committee recommend to the Chief Executive Officer, approval of an Addendum to the Information Technology Consulting Services Agreement with Faith Group Consulting, LLC. for the services contained therein and the amount as shown below:

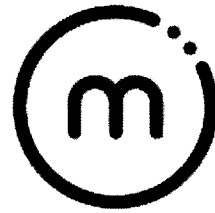
Not to Exceed Fees	\$20,000.00
Lump Sum Fees	\$90,480.00
Not to Exceed Expenses	\$0.00
TOTAL	\$110,480.00
AAC – Compliance Review Date	<i>JSS</i> 9/21/22
AAC – Funding Eligibility Review Date	9/21/22

DUE TO THE CANCELLATION OF THE 9/27 PSC AS A RESULT OF HURRICANE IAN, THE EFFECTIVE DATE OF SERVICES WAS APPROVED BY THE PSC AS PROPOSED (OCTOBER 1, 2022) SINCE THE ITEM WOULD NOT HAVE BEEN RETROACTIVE IF THE 9/27 PSC HAD BEEN HELD AND THE ITEM APPROVED.

Req# 92207



Faith Group



M2mobi

MCO Passenger Mobile App
Service Level Agreement
October 2022 – September 2023 (FY23)

Date: 08/31/2022

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1. Management Summary

This document contains the Service Level Agreement (SLA) for the daily operational maintenance of the available applications. This SLA provides Orlando International Airport with an overview of the managed services Faith Group and M2mobi delivers on a daily basis and defines the obligations and responsibilities of M2mobi regarding the services delivered.

On a frequent basis, new handsets, and firmware updates are released. To make sure that the applications continue to perform, it is essential that the Managed Services team of Faith Group and M2mobi provides maintenance. The services which we offer are documented in this SLA. The Managed Services team is controlled by a Service Manager, and an employee of M2Mobi.

On a monthly basis the Service Manager sends an SLA report that provides GOAA with an overview of the statistics and performance of the app, the SLA tasks that have been performed, and our recommendations based on these figures.

2. Managed Services Team

2.1 Team roles

The following roles with regards to the managed services of the applications.

Role	Description	Company
Contract Owner	Faith Group owns the SLA and makes sure the managed services team of M2mobi complies to its standards. During the monthly review meeting between the contract owner and the service coordinator, the SLA will be reviewed, and improvements are identified.	Faith Group
System Integrator	Responsible for contact management, deliveries of third parties and integration testing.	Faith Group
Service Manager	The main point of contact for Faith Group and he/she manages all SLA related services. The Service Manager is also responsible for SLA reporting.	M2mobi

3. Services

3.1 Service management

M2mobi will manage all processes concerning the support and maintenance of the available applications. The Service Manager is in control of daily operation and oversees the service team. We make use of a digital Service Desk (Jira) which is the central user portal. GOAA will have access to the Service Desk to create new tickets and get an overview of the status of running issues and (change) requests.

3.2 Application management

3.2.1 Frontend application monitoring

- **Monitoring uptime, bug & crash reports**

These reports (stack traces) come in through the mobile application monitoring systems. The Faith Group/M2Mobi team will collect and categorize them in the monthly SLA report.

- **Monitoring user feedback in official App stores**

Users provide feedback and suggestions on the application through the App store. We process this user feedback to suggest changes to optimize user experience.

- **Monitoring application statistics**

Google Analytics will be utilized for usage statistics. A monthly analysis report containing insight on application and individual features usage will be provided as part of the SLA report.

- **Hardware support**

When a new smartphone is released, this often requires an app update for the application to run optimally. A change in screen resolution is a good example. Our hardware support is documented in the Non-Functional Requirements document.

- **Firmware support**

After launching a firmware or device software update, features of the systems can change for which the application might need an update. We test system updates and make sure the app keeps running. Firmware support is specified in the Non-Functional Requirements document.

3.2.2 Frontend application support

For the OS version support, Faith Group/M2Mobi will have a progressive support policy. Our philosophy is that people who do not update their OS are not inclined to install apps and app updates. If an OS version goes under a certain market share, support for that version would be discontinued.

The OS support level is described in the non-functional requirements.

3.2.3 CMS

- **Body content CMS**

The MCO app uses Contentful as a third-party Content Management System for most content on generic pages within the app. Contentful is in continuous development and often releases versions including new features and bugfixes. Ensuring that these updates have no impact on content managed in Contentful is covered in this SLA.

- **Text string CMS**

When multiple languages for an app are needed, the MCO mobile app uses Phrase as the management system for language translations. Faith Group is not responsible for the listed language translations by GOAA. Phrase is in continuous development and is often updated with new features and bugfixes. This SLA covers ensuring that any updates to Phrase will not have a negative impact to translations managed in the MCO App.

- **Weather**

The MCO mobile app makes use of a weather provider in all the MCO applications. Faith Group/M2mobi is not responsible for any missing weather data in case the data of the city of the event isn't covered by the provider.

3.3 Application Lifecycle Management

3.3.1 Change management of released apps

Changes can be presented through the 'change request form' or requested to the Faith Group/M2Mobi team verbally. The following actions are implied

- Impact analysis;
- Time and budget estimation;

After GOAA's approval, the mobile app team will implement the update and release it through the 'Release management procedure'.

3.3.2 Release management of released apps

All changes, except for P1 updates (defined below), will be planned in releases. The following actions are part of the release:

- Impact analysis;
- Time and budget estimation;
- Planning of release;
- Implementation of update;
- Testing by M2mobi;
- Acceptance test by client;
- Actual release.

The release planning will be made in dialogue with the GOAA, Faith Group and M2Mobi. Faith Group and M2Mobi are not responsible for the duration of acceptance of the app stores.

3.4 Hosting

M2mobi is responsible for the following services:

- **Monitoring servers**
On every server, a system runs that monitors the results and potential errors
- **Installing software updates**
Updates for server systems are frequently released that sometimes solve critical issues in the software. This SLA covers these server updates.

3.5 Licensing

M2mobi manages four Third Party software licenses for GOAA. M2mobi is responsible for the availability of the software and the contract management. The maintenance and support of the software is managed by the software vendor.

Software licenses overview

Software	Company
Contentful CMS	Contentful
Phrase Translation Management	Phrase
Weather license	OpenWeatherMap

4. Service levels and service window

4.1 Availability

The availability of the application is described in the Non-Functional Requirements document.

4.2 Incident management.

Incidents that cannot be solved internally by GOAA can be forwarded to M2mobi.

Questions reported by users that cannot be solved internally by GOAA, can be forwarded to M2mobi to help answer their questions. Questions will always be qualified as P3 incidents.

4.2.1 Incident reporting

Incidents can be reported to the following people.

Name	Role	Telephone	Email
Mathijs Kraai	Service Manager / Project Manager	+31 6 34349041	m.kraai@m2mobi.com
Stefan Smit	Account Manager	+31 6 268 34524	munneke@m2mobi.com
M2mobi	Generic	+31 20 354 0259	info@m2mobi.com

4.2.2 Prioritizing

Priority	Description
P1 – high priority	Problems in where features of the application do not work
P2 – medium priority	Problems that must be solved as soon as possible. The application is running, but perhaps less efficient.
P3 – low priority	Other problems

4.2.3 P1 Incidents

Faith Group/M2mobi will do its very best to solve P1 incidents as soon as possible and, if necessary, increase capacity in case the incident cannot be solved in time.

When the incident cannot be solved in time, M2mobi will present a plan to GOAA. M2mobi will provide status updates every two hours.

M2mobi will do its very best to offer a workaround and solution as soon as possible.

4.2.4 P2 incidents

P2 Incidents shall be addressed as soon as the team uncovers the issue, or a notification is provided to the team by GOAA. M2mobi will increase the resource capacity within the *Normal Service Window* and provide a plan to resolve the P2 incident. M2mobi will provide status updates every eight hours.

4.2.5 Response times

Service	Description	Priority	Time
Incident intake	Feedback on incident presented: <ul style="list-style-type: none">• First check on the completeness of the incident concerned;• First check on the reproducibility of the incident.	P1	1 hs
		P2	2 hs
		P3	4 hs
Incident research	• First check on the completeness of the incident concerned; • First check on the reproducibility of the incident.	P1	1 hs
		P2	2 hs
		P3	4 hs
Incident feedback	Feedback for the incident: <ul style="list-style-type: none">• A short impact analysis;• Potential workaround;• A first planning for further steps.	P1	4 hs
		P2	8 hs
		P3	16 hs
Incident solving	The project manager of the MCO app will send an offer for a solution for the incident including a plan and a "to do" list.	P1	8 hs
		P2	16 hs
		P3	32 hs

4.3 Service window

The availability of services is divided in several *service windows*.

4.3.1 Standard service window

Monday to Friday, from 09:00 till 17:30 Central European Time (CET), except for Dutch national holidays.

During the *Standard service window*, the following services are available:

- Standard user support;
- Intake of incidents.

4.4 Reporting

Faith Group/M2mobi will keep GOAA informed about the service as agreed. On a monthly basis, M2mobi will send at least the following items:

- Overview of incidents;
- Overview of change requests;

- Financial consequences;
- Overview of statistics: usage, downloads, ratings, system uptime, push notifications sent, server software updates and patches

5. Additional Support Services

Throughout the term of the Service Level Agreement, there are multiple unpredictable enhancements which may require additional services outside of the SLA. These can typically include upgrades to the Meridian SDK, additional services/support for new integrations, changes to APIs or other data feeds or any other modifications which constitute structural changes to the mobile app which are not covered under the base terms of the SLA.

These updates/change shall require investigation, and updated estimates for the modifications once they arise. They are to be submitted for approval by GOAA, and the Faith Group/M2mobi team will only proceed with making updates after formal approval by GOAA staff.

A budget of \$20,000 has been set aside for these changes in addition to the SLA and will be billed per the terms of future submittals and existing Faith Group and M2Mobi contract rates.

6. Contract period

The SLA support commences on October 1st, 2022 and will complete on September 30th, 2023 spanning a period of 12 months.

7. Financial overview

7.1 Monthly costs

The rates are on a monthly basis and are without prejudice of the complexity of a specific project.

Description	Position	Monthly Costs
Application and Server Support	Device support	\$1,190.00
	OS Update Support	\$1,190.00
	Server Management	\$1,230.00
		Subtotal: \$3,610.00
License and Hosting	Hosting Fees (AWS)	\$2,000.00
	Contentful License	\$280.00
	Phrase License	\$200.00
	Weather Service License	\$50.00
		Subtotal: \$2,530.00
Support and Management	Incident Management	\$615.00
	Analytics and Reporting	\$185.00
	Support/Coordination/Communication	\$600.00
		Subtotal: \$1,400.00
Total fixed monthly cost		\$7,540.00

7.2 Total costs

The table below gives the total cost for a 12 month's period commencing on October 1st, 2022 until the end of September 2023.

Type	Months	Cost
SLA for October 2022 to September 2023	12	\$90,480.00
Additional Support Services (Authorized as needed) T&M		\$20,000.00
Total		\$110,480.00

7.3 SLA Contingency Rates

For the SLA, the standard rates of M2mobi apply as agreed upon in the framework agreement between Faith Group and M2mobi. The contingency budget will be used with these hourly rates. Besides the Standard service window, the hourly rates will be increased with the following percentages:

	9:00 – 17:30 CET	Before 9:00 or After 17:30 CET
Working Days	0%	+50%
Saturday, Sunday	+50%	+100%
Dutch National Holidays	+100%	+150%

Exhibit A – Rates for Additional Support Services

Firm	Role	Rate
Faith Group LLC	Principal	\$ 248.00
Faith Group LLC	Sr. IT Systems Consultant	\$ 158.00
Faith Group LLC	IT Systems Specialist	\$ 91.00
Faith Group LLC	Senior Project Manager	\$ 132.00
JW Group	Senior Project Manager	\$ 171.00
M2MOBI, LLC	Developer	\$ 128.00
M2MOBI, LLC	Tester	\$ 128.00
M2MOBI, LLC	Designer	\$ 128.00
M2MOBI, LLC	Backend Developer	\$ 145.00
M2MOBI, LLC	Product Owner	\$ 145.00
M2MOBI, LLC	Scrum Master	\$ 145.00
M2MOBI, LLC	Information Analyst	\$ 154.00
M2MOBI, LLC	Lead Developer	\$ 154.00
M2MOBI, LLC	Art Director	\$ 154.00
M2MOBI, LLC	Contract Administrator	\$ 154.00
M2MOBI, LLC	Creative Consultant	\$ 172.00
M2MOBI, LLC	System Architect	\$ 172.00
M2MOBI, LLC	Mobile Consultant	\$ 175.00

TRUTH IN NEGOTIATION CERTIFICATION

The Consultant hereby certifies, covenants, and warrants that wage rates and other factual unit costs supporting the compensation for this project's agreement are accurate, complete, and current at the time of contracting.

The Consultant further agrees that the original agreement price and any additions thereto shall be adjusted to exclude any significant sums by which the Greater Orlando Aviation Authority determines the agreement price was increased due to inaccurate, incomplete, or noncurrent wage rates and other factual unit costs. All such agreement adjustments shall be made within one (1) year following the end of the contract. For purposes of this certificate, the end of the agreement shall be deemed to be the date of final billing or acceptance of the work by the Greater Orlando Aviation Authority, whichever is later.

Firm: Faith Group LLC

By:  _____

Print Name: Zach Varwig

Date: 8/20/2022



GREATER ORLANDO AVIATION AUTHORITY

Orlando International Airport
5850-B Cargo Road
Orlando, Florida 32827-4399

MEMORANDUM

To: Members of the Professional Services Committee

From: George I. Morning, Director of Small Business Development Department

Date: September 27, 2022

Re: Request for Recommendation of Approval to the Chief Executive Officer of an Addendum to the Information Technology Consulting Services Agreement with Faith Group Consulting, LLC. for FY23 MCO Mobile Application Support and Maintenance Services at the Orlando International Airport.

We have reviewed the proposal and determined that, due to the specialized scope of the services to be provided, Faith Group Consulting, LLC does not propose small business participation on this Addendum.

Our analysis indicates that Faith Group Consulting, LLC is eligible for award of the subject Addendum.

Concepts, Inc. for FY 2023 Aviation Authority Enterprise Applications On-Call Support Services, for the total not-to-exceed fee amount of \$15,000.00, with funding from previously approved Operations and Maintenance Funds.

REQUEST FOR RECOMMENDATION OF APPROVAL TO THE AVIATION AUTHORITY BOARD OF AN ADDENDUM TO THE INFORMATION TECHNOLOGY CONSULTING SERVICES AGREEMENT WITH BARICH, INC. FOR FY 2023 RESEARCH, CONCEPT DEVELOPMENT, AND CBP BIOMETRIC INNOVATION LAB PROGRAM SUPPORT, AT THE ORLANDO INTERNATIONAL AIRPORT.

4. Mr. Brooks presented the memorandum, dated October 4, 2022. Discussion ensued. As part of the discussion, Ms. McKeown stated that the cumulative amount for Barich, Inc. including this item in would require Aviation Authority Board approval, therefore the recommended action should be revised from, "vote carried to recommend approval to the Chief Executive Officer" to, "vote carried to recommend to the Aviation Authority Board approval". Mr. Brooks stated that the effective date would be revised to, "effective October 20, 2022". Further, Mr. Brooks stated that an Information Item would be submitted on a subsequent PSC Agenda to denote the revisions. *[Subsequent to the PSC meeting, Information Item 2-C was included on the October 11, 2022, PSC agenda, which included the requested clarification.]*

Upon motion of Mr. Shedek, second by Ms. Dennis, vote carried to recommend to the Aviation Authority Board approval of an Addendum to the Information Technology Consulting Services Agreement with Barich, Inc. for FY 2023 Research, Concept Development, and CBP Biometric Innovation Lab Program Support, for the total not-to-exceed fee amount of \$150,000.00, with funding from previously approved Operations and Maintenance Funds.

REQUEST FOR RECOMMENDATION OF APPROVAL TO THE CHIEF EXECUTIVE OFFICER OF AN ADDENDUM TO THE INFORMATION TECHNOLOGY CONSULTING SERVICES AGREEMENT WITH FAITH GROUP CONSULTING, LLC FOR FY 2023 MCO MOBILE APPLICATION SUPPORT AND MAINTENANCE SERVICES, AT THE ORLANDO INTERNATIONAL AIRPORT.

5. Mr. Brooks presented the memorandum, dated October 4, 2022. Discussion ensued. As part of the discussion, Mr. Brooks stated that the effective date is retroactive to October 1, 2022, because the September 27, 2022 PSC meeting was cancelled. Ms. Dennis stated that an Information Item should be submitted on a subsequent PSC Agenda to clarify that the reason for the retroactive date is due to impacts from Hurricane Ian. *[Subsequent to the PSC meeting, Information Item 2-D was included on the October 11, 2022, PSC agenda, which included the requested clarification.]*

Upon motion of Ms. Dennis, second by Mr. Shedek, vote carried to recommend approval to the Chief Executive Officer of an Addendum to the Information Technology Consulting Services Agreement with Faith Group Consulting, LLC for FY 2023 MCO Mobile Application Support and Maintenance Services, for the total amount of \$110,480.00, including the not-to-exceed fee amount of \$20,000.00 and the lump sum fee amount of \$90,480.00, with funding from previously approved Operations and Maintenance Funds. ✓

REQUEST FOR RECOMMENDATION OF APPROVAL TO THE CHIEF EXECUTIVE OFFICER OF AN ADDENDUM TO THE INFORMATION TECHNOLOGY CONSULTING SERVICES AGREEMENT WITH ADVANCED I.T. CONCEPTS, INC. FOR FY 2023 AVIATION AUTHORITY ONSITE WEBSITE MAINTENANCE SUPPORT SERVICES, AT THE ORLANDO INTERNATIONAL AIRPORT.

6. *[A handout was presented, which included a revised Memorandum and an Office of Small Business Development Participation Memorandum.]* Mr. Brooks presented the memorandum, dated October 4, 2022. Discussion ensued. As part of the discussion, Ms. McKeown stated that the amount of this item would be revised from, "the total not-to-exceed fee amount of \$183,316.96", to, "the total not-to-exceed fee amount of \$50,000.00, with an effective date of October 4, 2022". Further, Ms. McKeown stated that the recommended action should be revised from, "vote carried to recommend to the Aviation Authority Board approval" to, "vote carried to recommend approval to the Chief Executive Officer". Ms. Sharman stated that an Information Item should be submitted on a subsequent PSC Agenda to denote the adjustment and to clarify the reason for the revision. *[Subsequent to the PSC meeting, Information Item 2-B was included on the October 11, 2022, PSC agenda, which included the requested clarification.]*

Upon motion of Mr. Shedek, second by Ms. Dennis, vote carried to recommend approval to the Chief Executive Officer of an Addendum to the Information Technology Consulting Services Agreement with Advanced I.T.