

**ADDENDUM NO. 37
TO THE AGREEMENT DATED AUGUST 3, 2018
BETWEEN GREATER ORLANDO AVIATION AUTHORITY
AND FAITH GROUP, LLC dba FAITH GROUP CONSULTING, LLC**

**Project: FY24 MCO Mobile Application Support and Maintenance Services,
Orlando International Airport**

THIS ADDENDUM is effective this 1st day of October, 2023, 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 THIRTEEN THOUSAND ONE HUNDRED TWENTY-SIX AND NO/100 DOLLARS (\$113,126.00)**, broken down as follows:

Professional Fees:	NTE:	\$20,000.00
Professional Fees:	LS:	\$93,126.00
Reimbursable Expenses:	NTE:	<u>\$0.00</u>
Total:		\$113,126.00

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 day of Sep 8, 2023.

GREATER ORLANDO AVIATION AUTHORITY

Approved as to Form and Legality
(for the benefit of GOAA only)
this day of Sep 7, 2023

Karen Ryan

By: box SIGN 1J8RLK51-46915268
**NELSON MULLINS BROAD AND
CASSEL, Legal Counsel
Greater Orlando Aviation Authority**

By:

Kevin J. Thibault

box SIGN 1V3Q3214-46915260

**Kevin J. Thibault, P.E.
Chief Executive Officer**

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

By:

Zachary Varwig

box SIGN 1XV7U717-46915268
Signature (Duly Authorized Rep.)

Zachary Varwig

Printed Name

Principal

Title



GREATER ORLANDO AVIATION AUTHORITY

Orlando International Airport
One Jeff Fuqua Boulevard
Orlando, Florida 32827-4392

MEMORANDUM

TO: Members of the Procurement Committee

FROM: Pete Pelletier, Vice President of Information Technology

DATE: August 29, 2023

ITEM DESCRIPTION

Request for Recommendation of Approval of an Addendum to the Information Technology Consulting Services Agreement with Faith Group Consulting, LLC for FY24 MCO Mobile Application Support and Maintenance Services at the Orlando International Airport.

BACKGROUND

In 2018, the firms providing Information Technology Consulting Services were selected through a competitive award process. These services are procured on an as-needed or annual basis.

On June 20, 2018, the Aviation Authority Board approved an Information Technology Consulting Services Agreement with the following firms:

- Advanced IT Concepts, Inc.
- Barich, Inc.
- Faith Group Consulting, LLC
- Technology Management Corporation dba Technology Management Corporation – 1

Incorporated

These no-cost base agreements established the negotiated hourly rates. These services consist of FY24 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.

ISSUES

Consultant's proposal, dated August 11, 2023, is to provide FY24 MCO Mobile Application Support and Maintenance Services to the Orlando International Airport. It is recommended that a performance bond not be required for these since one is not required under their current agreement.

If approved, these services would be effective October 1, 2023.

Consultant shall, with each monthly invoice, certify that the assigned work and services are on schedule to be completed within the contracted lump sum price, or provide at time of certification a written notice to the Aviation Authority of any deviations.

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

ALTERNATIVES

None.

FISCAL IMPACT

The fiscal impact is \$113,126.00. Funding is from Operation and Maintenance Funds (301.521.170.5310009.000.000000).(subject to adoption by Aviation Authority Board of the Fiscal Year 2024 Aviation Authority Budget).

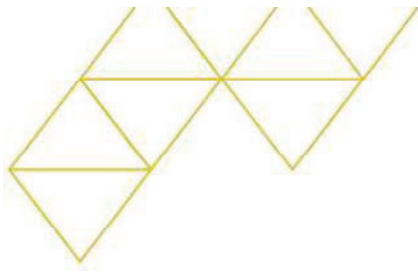
RECOMMENDED ACTION

It is respectfully requested that the Procurement 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 herein and the amount as shown below:

Not-to-Exceed Fees	\$20,000.00
Lump Sum Fees	\$93,126.00
Not-to-Exceed Expenses	\$0.00
TOTAL	\$113,126.00
AAC – Compliance Review Date	MPG 8/22/23
AAC – Funding Eligibility Review Date	8/22

ATTACHMENTS

Attachment A: Finance Form
Attachment B: OSBD Memo



3101 S HANLEY ROAD

ST. LOUIS, MO 63143

T: 314.991.2228 | F: 314.991.2268

MEMORANDUM

TO: Ian Brooks; IT Contracts Manager
CC: Joe Furnari
FROM: Jason Wallace
PROJECT: FY24 Mobile App Support & Maintenance
PROJECT #: GOAA # TBD
SUBJECT: Project Intent & Cost Breakdown
DATE: 8/11/2023

Overview

This proposal contains the Service Level Agreement (SLA) for the daily operational maintenance of the available mobile applications. This SLA provides GOAA with an overview of the managed services Faith Group and Move Agency delivers on a daily basis and defines the obligations and responsibilities of Move Agency regarding the services delivered.

Intent

New mobile handsets, and firmware updates are frequently released. To make sure that the applications continue to perform, it is essential that the Managed Services team of Faith Group and Move Agency provides maintenance. SLA reports provide GOAA with an overview of the statistics and performance of the app, the tasks that have been performed, and recommendations based on this information. The following services will be provided:

- Service Management
- Application Management
- Application Lifecycle Management
- Hosting
- Licensing

Cost Breakdown

Below are the fees for SLA services from October 1, 2023 – September 30, 2024, to support this effort. This will be invoiced monthly in 12 lump sum payments and will not exceed the total amount. The Additional Support Services will be NTE and invoiced monthly as work is needed & completed.

Billing Information	TOTAL
Monthly Invoice Amount	\$7,760.50
Total Months	X 12
Sub Total:	\$93,126.00
Additional Support Services (as needed)	\$20,000.00
TOTAL:	\$113,126.00



MCO Passenger Mobile App

Service Level Agreement

October 2023 – September 2024 (FY24)

Date: 08/11/2023

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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 Move Agency delivers on a daily basis and defines the obligations and responsibilities of Move Agency 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 Move Agency 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 Move Agency.

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 Move Agency 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.	Move Agency

3. Services

3.1 Service management

Move Agency 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/Move Agency 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/Move Agency 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/Move Agency 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/Move Agency 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 Move Agency;
- Acceptance test by client;
- Actual release.

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

3.4 Hosting

Move Agency 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

Move Agency manages four Third Party software licenses for GOAA. Move Agency 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

Hosting	Amazon Web Services (AWS)
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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 Move Agency.

Questions reported by users that cannot be solved internally by GOAA, can be forwarded to Move Agency 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.

Naam	Rol	Telephone	Email
Mathijs Kraai	Service Manager	+31 6 34349041	mathijs.kraai@moveagency.com
Bas Wessels	Project Manager	+31 6 268 34524	bas.wessels@moveagency.com
Rudmer Veenstra	Business developer	+31 6 268 34524	rudmer.veenstra@moveagency.com
Move Agency	Generic	+31 20 354 0259	info@moveagency.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/Move Agency 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, Move Agency will present a plan to GOAA. Move Agency will provide status updates every two hours. Move Agency 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. Move Agency will increase the resource capacity within the *Normal Service Window* and provide a plan to resolve the P2 incident. Move Agency 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 P2 P3	1 hr 2 hrs 4 hrs
Incident research	<ul style="list-style-type: none"> First check on the completeness of the incident concerned; First check on the reproducibility of the incident. 	P1 P2 P3	1 hr 2 hrs 4 hrs
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 P2 P3	4 hrs 8 hrs 16 hrs
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 P2 P3	8 hrs 16 hrs 32 hrs

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/Move Agency will keep GOAA informed about the service as agreed. On a monthly basis, Move Agency 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/Move Agency 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 Move Agency contract rates.

6. Contract period

The SLA support commences on the 1st of October 2023 for the duration of 12 months and ends on the 30th of September 2024.

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	\$1,249.50
	OS Update Support	\$1,249.50
	Server Management	\$1,291.50
	Subtotal	\$3,790.50
License and Hosting	Hosting Fees	\$2,000.00
	Contentful License	\$280.00
	Phrase App License	\$200.00
	Weather Service License	\$50.00
	Subtotal	\$2,530.00
Support and Management	Incident Management	\$645.75
	Analytics and Reporting	\$194.25
	Support/Coordination/Communication	\$600.00
	Subtotal	\$1,440.00
	Total fixed monthly cost	\$7,760.50

7.2 Total costs

The table below gives the total cost for a 12 month's period commencing on October 1st, 2023 until the end of September 2024.

Type	Months	Cost
SLA for October 2023 to September 2024	12	\$93.126,00
Additional Support Services (Authorized as needed)	T&M	\$20,000.00
Total		\$113.126,00

7.3 SLA Contingency Rates

For the SLA, the standard rates of Move Agency apply as agreed upon in the framework agreement between Faith Group and Move Agency. 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%

- All amounts mentioned are in Dollar and exclusive of VAT
- Billing for the SLA will occur on monthly basis based on a fixed fee
- Billing for the contingency budget will occur on time and materials with a budget cap of the contingency amount.

Exhibit A – Rates for Additional Support Services

Firm	Role	Rate
Faith Group LLC	Principal	\$ 261.00
Faith Group LLC	Sr. IT Systems Consultant	\$ 166.00
Faith Group LLC	IT Systems Specialist	\$ 96.00
Faith Group LLC	Senior Project Manager	\$ 139.00
Faith Group LLC	Senior Program Manager	\$ 195.00
JW Group	Senior Project Manager	\$ 171.00
Move Agency, LLC	Developer	\$ 128.00
Move Agency, LLC	Tester	\$ 128.00
Move Agency, LLC	Designer	\$ 128.00
Move Agency, LLC	Backend Developer	\$ 145.00
Move Agency, LLC	Product Owner	\$ 145.00
Move Agency, LLC	Scrum Master	\$ 145.00
Move Agency, LLC	Information Analyst	\$ 154.00
Move Agency, LLC	Lead Developer	\$ 154.00
Move Agency, LLC	Art Director	\$ 154.00
Move Agency, LLC	Contract Administrator	\$ 154.00
Move Agency, LLC	Creative Consultant	\$ 172.00
Move Agency, LLC	System Architect	\$ 172.00
Move Agency, LLC	Mobile Consultant	\$ 175.00

August 11, 2023

Mr. Jason Wallace
Faith Group, LLC
3101 S Hanley Road
St. Louis, MO 63143

Re: Scope of work: FY24 Support and Maintenance MCO Mobile application

Dear Mr. Wallace:

The JW Group (JWG), a sub consultant to Faith Group LLC (FG) has been requested to support GOAA through FY2024 on the passenger facing MCO mobile application. This scope and fee is for twelve (12) months of consulting support services as part of the FG Service Level Agreement (SLA) with GOAA. The purpose of this letter is to document the scope, activities, tasks and period of performance to support GOAA's overall task goals.

The activities to be performed by JWG during the period, includes but may not be limited to the following:

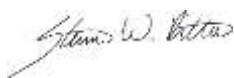
- Attend and participate in the monthly status calls with the GOAA application team
- Attend internal team bi-weekly calls with the technical team including Move, HP and FG
- Assist with testing new features, functionality and releases as needed
- Assist with the planning of new application releases
- Reviewing and comment on the monthly SLA report published by Move
- Field testing of beacons and indoor navigation when on-site and report any issues/findings
- Assist with troubleshooting issues or researching issues as needed by team
- Provide incident feedback as needed
- Coordination and project management as need
- Other activities as directed by GOAA

The JW Group Fees

<u>Role</u>	<u>Rate</u>
Sr. Project Manager	\$171.00 hr.

Please reach out with any questions or concerns.

Thank you,



Steven W. Ritter / Principal

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: 7/31/2023

ATTACHMENT A

FINANCE FORM

Date:	8/15/23	Requestor's Extension:	4548
Requestor's Name:	Joe Furnari	Preparer's Extension:	3124
Preparer's Name:	Ian Brooks	Solicitation #:	N/A
Requestor's Department:	Information Technology	Contract # / Name:	Information Technology Consulting Services Agreement
Description:	FY24 MCO Mobile Application Support and Maintenance Services	Procurement Committee Date:	8/29/23
Vendor:	Faith Group Consulting, LLC	Agenda Item #:	TBD

NON-PROJECT FUNDS: O&M

Account Code Format: xxx,xxx,xxx,xxxxxxxx,xxx,xxxxxx	FY 23 Amount	FY24 Amount	FY25 Amount	FY26 Amount	FY27 Amount	TOTAL CONTRACT
301,521,170,5310009,000,000000		\$113,126.00				
Total Requisition:		\$113,126.00				
Requisition Number:		94791				
Funding Approver:	<i>Andrea Harper</i>					
OMB Notes:	Subject to Board Budget Approval and Availability of Funds					

Requisitions - 94791
✖

Operating Unit: GOAA

Number: 94791

Description: Faith Group Consul

Type: Internal Requisition

Status: Incomplete

Preparer: Brooks, Ian J

Total: USD 113,126.00

Lines

Source Details

Details

Currency

Num	Type	Item	Rev	Category	Description	UOM	C	[]
1	Prof Svcs	S0000181		Services.Consulti	Services, Professional C	US D	1	

Destination Type: Expense

Requester: Brooks, Ian J

Organization: Material Control - 121

Location: Information Technolo

Subinventory:

Source: Supplier

Supplier:

Site:

Contact:

Phone:

Distributions

Approve...



GREATER ORLANDO AVIATION AUTHORITY

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

MEMORANDUM

To: Members of the Procurement Committee

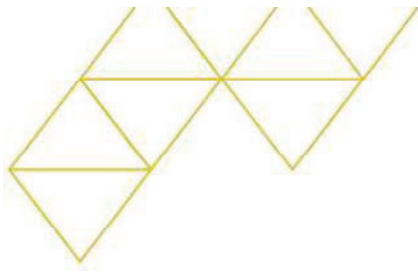
From: Edelis Molina, Sr. Small Business Administrator

Date: August 29, 2023

Re: Request for Recommendation of Approval of an Addendum to the Information Technology Consulting Services Agreement with Faith Group Consulting, LLC for FY24 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.



3101 S HANLEY ROAD

ST. LOUIS, MO 63143

T: 314.991.2228 | F: 314.991.2268

MEMORANDUM

TO: Ian Brooks; IT Contracts Manager
CC: Joe Furnari
FROM: Jason Wallace
PROJECT: FY24 Mobile App Support & Maintenance
PROJECT #: GOAA # TBD
SUBJECT: Project Intent & Cost Breakdown
DATE: 8/11/2023

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MCO Passenger Mobile App

Service Level Agreement

October 2023 – September 2024 (FY24)

Date: 08/11/2023

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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 Move Agency delivers on a daily basis and defines the obligations and responsibilities of Move Agency 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 Move Agency 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 Move Agency.

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 Move Agency 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.	Move Agency

3. Services

3.1 Service management

Move Agency 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/Move Agency 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/Move Agency 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/Move Agency 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/Move Agency 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 Move Agency;
- Acceptance test by client;
- Actual release.

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

3.4 Hosting

Move Agency 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

Move Agency manages four Third Party software licenses for GOAA. Move Agency 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

Hosting	Amazon Web Services (AWS)
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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 Move Agency.

Questions reported by users that cannot be solved internally by GOAA, can be forwarded to Move Agency 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.

Naam	Rol	Telephone	Email
Mathijs Kraai	Service Manager	+31 6 34349041	mathijs.kraai@moveagency.com
Bas Wessels	Project Manager	+31 6 268 34524	bas.wessels@moveagency.com
Rudmer Veenstra	Business developer	+31 6 268 34524	rudmer.veenstra@moveagency.com
Move Agency	Generic	+31 20 354 0259	info@moveagency.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/Move Agency 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, Move Agency will present a plan to GOAA. Move Agency will provide status updates every two hours. Move Agency 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. Move Agency will increase the resource capacity within the *Normal Service Window* and provide a plan to resolve the P2 incident. Move Agency 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 P2 P3	1 hr 2 hrs 4 hrs
Incident research	<ul style="list-style-type: none"> First check on the completeness of the incident concerned; First check on the reproducibility of the incident. 	P1 P2 P3	1 hr 2 hrs 4 hrs
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 P2 P3	4 hrs 8 hrs 16 hrs
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 P2 P3	8 hrs 16 hrs 32 hrs

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/Move Agency will keep GOAA informed about the service as agreed. On a monthly basis, Move Agency 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/Move Agency 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 Move Agency contract rates.

6. Contract period

The SLA support commences on the 1st of October 2023 for the duration of 12 months and ends on the 30th of September 2024.

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	\$1,249.50
	OS Update Support	\$1,249.50
	Server Management	\$1,291.50
	Subtotal	\$3,790.50
License and Hosting	Hosting Fees	\$2,000.00
	Contentful License	\$280.00
	Phrase App License	\$200.00
	Weather Service License	\$50.00
	Subtotal	\$2,530.00
Support and Management	Incident Management	\$645.75
	Analytics and Reporting	\$194.25
	Support/Coordination/Communication	\$600.00
	Subtotal	\$1,440.00
	Total fixed monthly cost	\$7,760.50

7.2 Total costs

The table below gives the total cost for a 12 month's period commencing on October 1st, 2023 until the end of September 2024.

Type	Months	Cost
SLA for October 2023 to September 2024	12	\$93.126,00
Additional Support Services (Authorized as needed)	T&M	\$20,000.00
Total		\$113.126,00

7.3 SLA Contingency Rates

For the SLA, the standard rates of Move Agency apply as agreed upon in the framework agreement between Faith Group and Move Agency. 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%

- All amounts mentioned are in Dollar and exclusive of VAT
- Billing for the SLA will occur on monthly basis based on a fixed fee
- Billing for the contingency budget will occur on time and materials with a budget cap of the contingency amount.

Exhibit A – Rates for Additional Support Services

Firm	Role	Rate
Faith Group LLC	Principal	\$ 261.00
Faith Group LLC	Sr. IT Systems Consultant	\$ 166.00
Faith Group LLC	IT Systems Specialist	\$ 96.00
Faith Group LLC	Senior Project Manager	\$ 139.00
Faith Group LLC	Senior Program Manager	\$ 195.00
JW Group	Senior Project Manager	\$ 171.00
Move Agency, LLC	Developer	\$ 128.00
Move Agency, LLC	Tester	\$ 128.00
Move Agency, LLC	Designer	\$ 128.00
Move Agency, LLC	Backend Developer	\$ 145.00
Move Agency, LLC	Product Owner	\$ 145.00
Move Agency, LLC	Scrum Master	\$ 145.00
Move Agency, LLC	Information Analyst	\$ 154.00
Move Agency, LLC	Lead Developer	\$ 154.00
Move Agency, LLC	Art Director	\$ 154.00
Move Agency, LLC	Contract Administrator	\$ 154.00
Move Agency, LLC	Creative Consultant	\$ 172.00
Move Agency, LLC	System Architect	\$ 172.00
Move Agency, LLC	Mobile Consultant	\$ 175.00



August 11, 2023

Mr. Jason Wallace
Faith Group, LLC
3101 S Hanley Road
St. Louis, MO 63143

Re: Scope of work: FY24 Support and Maintenance MCO Mobile application

Dear Mr. Wallace:

The JW Group (JWG), a sub consultant to Faith Group LLC (FG) has been requested to support GOAA through FY2024 on the passenger facing MCO mobile application. This scope and fee is for twelve (12) months of consulting support services as part of the FG Service Level Agreement (SLA) with GOAA. The purpose of this letter is to document the scope, activities, tasks and period of performance to support GOAA's overall task goals.

The activities to be performed by JWG during the period, includes but may not be limited to the following:

- Attend and participate in the monthly status calls with the GOAA application team
- Attend internal team bi-weekly calls with the technical team including Move, HP and FG
- Assist with testing new features, functionality and releases as needed
- Assist with the planning of new application releases
- Reviewing and comment on the monthly SLA report published by Move
- Field testing of beacons and indoor navigation when on-site and report any issues/findings
- Assist with troubleshooting issues or researching issues as needed by team
- Provide incident feedback as needed
- Coordination and project management as need
- Other activities as directed by GOAA

The JW Group Fees

Role	Rate
Sr. Project Manager	\$171.00 hr.

Please reach out with any questions or concerns.

Thank you,

Steven W. Ritter / Principal

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: 7/31/2023

ATTACHMENT A

FINANCE FORM

Date:	8/15/23	Requestor's Extension:	4548
Requestor's Name:	Joe Furnari	Preparer's Extension:	3124
Preparer's Name:	Ian Brooks	Solicitation #:	N/A
Requestor's Department:	Information Technology	Contract # / Name:	Information Technology Consulting Services Agreement
Description:	FY24 MCO Mobile Application Support and Maintenance Services	Procurement Committee Date:	8/29/23
Vendor:	Faith Group Consulting, LLC	Agenda Item #:	TBD

NON-PROJECT FUNDS: O&M

Account Code Format: xxx.xxx.xxx.xxxxxxx.xxx.xxxxxx	FY 23 Amount	FY24 Amount	FY25 Amount	FY26 Amount	FY27 Amount	TOTAL CONTRACT
301.521.170.5310009.000.000000		\$113,126.00				
Total Requisition:		\$113,126.00				
Requisition Number:		94791				
Funding Approver:	<i>Andrea Harper</i>					
OMB Notes:	Subject to Board Budget Approval and Availability of Funds					

Requisitions - 94791
✕

Operating Unit GOAA
Number 94791
Description Faith Group Consul

Type Internal Requisition
Status Incomplete

Preparer Brooks, Ian J
Total USD 113,126.00

Lines

Num	Type	Item	Rev	Category	Description	UOM	C	[]
1	Prof Svcs	S0000181		Services.Consulti	Services, Professional C	US D	1	

Source Details

Details

Currency

Destination Type Expense
Requester Brooks, Ian J
Organization Material Control - 121
Location Information Technolo
Subinventory

Source Supplier
Supplier
Site
Contact
Phone

Distributions

Approve...



GREATER ORLANDO AVIATION AUTHORITY

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

MEMORANDUM

To: Members of the Procurement Committee

From: Edelis Molina, Sr. Small Business Administrator

Date: August 29, 2023

Re: Request for Recommendation of Approval of an Addendum to the Information Technology Consulting Services Agreement with Faith Group Consulting, LLC for FY24 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.