

**ADDENDUM NO. 16
TO THE AGREEMENT DATED AUGUST 3, 2018
BETWEEN GREATER ORLANDO AVIATION AUTHORITY
AND TECHNOLOGY MANAGEMENT CORPORATION
dba TECHNOLOGY MANAGEMENT CORPORATION – 1 INCORPORATED**

Project: FY24 Aviation Authority Helpdesk and Staff Augmentation Support, Orlando International Airport

THIS ADDENDUM is effective this 1st day of October, 2023, by and between the **GREATER ORLANDO AVIATION AUTHORITY** (“Authority”), and **TECHNOLOGY MANAGEMENT CORPORATION dba TECHNOLOGY MANAGEMENT CORPORATION – 1 INCORPORATED** (“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 **NOT TO EXCEED** amount of **TWO MILLION THREE HUNDRED THREE THOUSAND FOUR HUNDRED FIFTY-FOUR AND NO/100 DOLLARS (\$2,303,454.00)**, broken down as follows:

Professional Fees:	NTE:	\$2,303,454.00
Professional Fees:	LS:	\$0.00
Reimbursable Expenses:	NTE:	<u>\$0.00</u>
 Total:		 \$2,303,454.00

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 Aug 18, 2023.


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 day of Aug 17, 2023**



By: 

**NELSON MULLINS BROAD AND
CASSEL, Legal Counsel
Greater Orlando Aviation Authority**

**TECHNOLOGY MANAGEMENT CORPORATION
dba TECHNOLOGY MANAGEMENT
CORPORATION – 1 INCORPORATED**

By: 

Signature (Duly Authorized Rep.)

Cheryl O'Brien

Printed Name

Founder & President

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 1, 2023

ITEM DESCRIPTION

Request for Recommendation of Approval of an Addendum to the Information Technology Consulting Services Agreement with Technology Management Corporation dba Technology Management Corporation – 1 Incorporated (TMC) for FY24 Aviation Authority Helpdesk and Staff Augmentation Support 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 Information Technology Consulting Services.

ISSUES

Consultant's proposal, dated July 10, 2023, is to provide FY24 Information Systems Staff Augmentation and Aviation Authority Helpdesk Support at the Orlando International Airport. It is recommended that a performance bond not be required for these since one is not required under their current contract agreement.

This continuation of services is to provide the Aviation Authority with a SharePoint Senior Application Programmer/Analyst as well as a ServiceNow Application Programmer/Analyst. This will also cover the Authority's 24/7 I.T. Operations Center with (3) I.T. Systems Specialists, (4) Junior I.T. Systems Specialists, (2) Telecom Engineer/Analysts, and (2) Service Desk representatives.

This Addendum will provide more rapid and advanced support for Aviation Authority application products as well as provide a 24-hour Information Technology (I.T.) Operations Center to monitor and support our critical I.T. systems.

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

SMALL BUSINESS

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 a not to exceed fee of \$2,303,454.00. Funding is from Operation and Maintenance Funds 301.521.170.5310009.000.000000 (subject to the Aviation Authority Board approval of the FY 2024 Aviation Authority budget).

RECOMMENDED ACTION

It is respectfully requested that the Procurement Committee recommend to the Aviation Authority Board approval of an Addendum to the Information Technology Consulting Services Agreement with Technology Management Corporation dba Technology Management Corporation – 1 Incorporated for the services contained herein and the amount as shown below:

Not-to-Exceed Fees	\$2,303,454.00
Lump Sum Fees	\$0.00
Not-to-Exceed Expenses	\$0.00
TOTAL	\$2,303,454.00
AAC – Compliance Review Date	<i>JSS</i> 7/25/23
AAC – Funding Eligibility Review Date	7/25/23

ATTACHMENTS

- Attachment A: Finance Form
- Attachment B: OSBD Memo

ATTACHMENT A
FINANCE FORM

Date:	<u>7/14/23</u>	Requestor's Extension:	<u>3902</u>
Requestor's Name:	<u>Pete Pelletier</u>	Preparer's Extension:	<u>3124</u>
Preparer's Name:	<u>Ian Brooks</u>	Solicitation #:	<u>N/A</u>
Requestor's Department:	<u>Information Technology</u>	Contract # / Name:	<u>Information Technology Consulting Services</u>
Description:	<u>Staff Augs & ITOC</u>	Procurement Committee Date:	<u>8/1/23</u>
Vendor:	<u>Technology Management Corp.</u>	Agenda Item #:	<u></u>

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		\$2,303,454.00				\$2,303,454.00
Total Requisition:		\$2,303,454.00				
Requisition Number:		94578				
Funding Approver:						
OMB Notes:						



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 01, 2023

Re: Request for Recommendation of Approval of an Addendum to the Information Technology Consulting Services Agreement with Technology Management Corporation dba Technology Management Corporation – 1 Incorporated (TMC) for Aviation Authority Helpdesk and Staff Augmentation Support at the Orlando International Airport.

Technology Management Corporation dba Technology Management Corporation – 1 Incorporated is a certified Minority and Women Business Enterprise (MWBE) and Local Developing Business (LDB) firm. The Small Business Development Department has reviewed the proposal and determined that Technology Management Corporation dba Technology Management Corporation – 1 Incorporated proposes to achieve 12% MWBE participation on this addendum.

Our analysis indicates that Technology Management Corporation dba Technology Management Corporation - 1 Incorporated is eligible for award of the subject addendum.

MWBE UTILIZATION FORM FOR NON-FEDERALLY FUNDED PROJECTS

PLEASE COMPLETE THIS FORM

This form should be used to report Construction and Engineering /Professional Services activities.

Name of Airport: Orlando International Airport

Telephone No: (407) 825-7130

Address: One Jeff Fuqua Boulevard, Orlando, FL 32827

Project Name & Number: Request for Recommendation of Approval of an Addendum to the Information Technology Consulting Services Agreement with Technology Management Corporation dba Technology Management Corporation – 1 Incorporated (TMC) for Aviation Authority Helpdesk and Staff Augmentation Support at the Orlando International Airport.

1. Construction Information:

Addendum Amount: _____

2. MWBE Goal by Group Representation:

Asian Pacific American	_____	Actual Result	_____
Asian Subcontinent American	_____	Actual Result	_____
Black American	_____	Actual Result	_____
Caucasian Female American	_____	Actual Result	_____
Hispanic American	_____	Actual Result	_____
Native American	_____	Actual Result	_____
Other	_____	Actual Result	_____
Total MWBE Participation	-	Actual Result	_____

3.a. Prime Contractor Information:

Name: _____
 Address: _____
 City, State, Zip: _____
 Telephone: _____

3.b. Name and Address of MWBE Subcontractor

Name: _____
 Address: _____
 City, State, Zip: _____
 Telephone: _____

3.c. *Identity:

Work Item(s): _____
 Amount of Subcontract _____
 Percent of Prime Contract (%): _____

4. Engineering/Professional Services Information:

Addendum Amount: \$2,303,454.00

5. MWBE Goal by Group Representation:

Asian Pacific American	_____	-	Actual Result	_____	0%
Asian Subcontinent American	_____	-	Actual Result	_____	0%
Black American	_____	270,400.00	Actual Result	_____	12%
Caucasian Female American	_____	-	Actual Result	_____	0%
Hispanic American	_____	_____	Actual Result	_____	0%
Native American	_____	_____	Actual Result	_____	0%
Other	_____	_____	Actual Result	_____	0%
Total MWBE Participation	270,400.00	Actual Result	_____	_____	12%

6.b. Engineering / Professional Service Firm Information:

Name: Technology Management Corporation dba Technology Management
 Address: 4790 Lakeway Terrace
 City, State, Zip: Shorewood, MN 55331
 Telephone: 952-470-0217

6.b. Name and Address of MWBE Subconsultant

Name: JD Solve IT, LLC
 Address: 14034 SW 155 Ct
 City, State, Zip: Miami, FL 33196
 Telephone: 305-772-0885

6.c. *Identity:

Black American
 Work Item(s): Sr. App. Prog/Analyst
 Amount of Subcontract \$270,400.00
 Percent of Prime Contract (%): 12%

* In Items 3.c. and 6.c. above specify the identity of MWBE Subcontractors and E/PS Firms (e.g. Black American, Hispanic American, Asian Subcontinent American, Asian Pacific American, Caucasian Female American, Native American & Other)



GREATER ORLANDO AVIATION AUTHORITY

FY 2024 Information Systems Staff Augmentation Support

**IT Systems Specialists (3)
Jr. IT Systems Specialist (4)
Telecom Engineer/Analyst (2)
Service Desk Representative (2)
Sr. Application Programmer/Analyst (1)
Application Programmer/Analyst (1)**

10/1/2023 – 9/30/2024

Submitted by:



Technology Management Corporation

**Technology Management Corporation (TMC)
4790 Lakeway Terrace
Shorewood, MN 55331
952-470-0217**

July 10, 2023

Transmittal Letter

July 10, 2023

Mr. Pete Pelletier
Director of IT
Greater Orlando Aviation Authority
5850-B Cargo Road
Orlando, Florida 32827-4399

Dear Pete:

On behalf of Technology Management Corporation (TMC) and our subconsultants, we would like to thank you for your utilization of our staff to date and review of our official response for FY2024 Staff Augmentation Submittals for 10/1/23 to 9/30/24.

The Information Systems Support Services, between TMC and the Greater Orlando Aviation Authority (GOAA) is to staff full-time positions for GOAA to support multiple initiatives at the airport. It is anticipated that most of these positions will be onsite 40 hours a week and will be under the direction of GOAA Managers.

Particularly for the ServiceTec staff, it is anticipated that these positions will be onsite 40 hours/7 days a week, participating in rotating shifts that will provide 24-hour coverage and will be under the direction of a GOAA IT Manager.

As a member of the GOAA IT team, these staff will be responsible for carrying out day-to-day operations for their various positions under the direction of the GOAA IT team. The primary duties and responsibilities are known by all current staff and they will continue to be upheld.

On behalf of TMC and our entire project team, thank you for your consideration.

Sincerely,

Cheryl O' Brien
President and Founder
Technology Management Corporation

Project Fees & Schedule

Our subconsultants for this work include JD Solve IT and ServiceTec.

Principal in Charge hours are proposed for charges incurred for oversight and management of the sub-consultant resources. Activities such as coordination of recruitment and vetting of staff candidates with the sub-consultant, monitoring and coordinating training requirements associated with staff development and training with the sub-consultant. Coordination of staff turnover when required. Review and approval of monthly invoices, resolving any discrepancies with invoices.

The Contracts Administrator hours are for coordination of time sheets, invoice coordination with sub-consultant, invoice and statements of work preparation for new project or staff positions.

Below is listed the fees for each position.

FY2024 Staff Augmentation Renewal				
Firm	Role	Rate	Hours	Total
ServiceTec	IT System Specialist	\$ 87.00	2080	\$ 180,960.00
ServiceTec	IT System Specialist	\$ 87.00	2080	\$ 180,960.00
ServiceTec	IT System Specialist	\$ 87.00	2080	\$ 180,960.00
ServiceTec	Jr. IT System Specialist	\$ 61.00	2080	\$ 126,880.00
ServiceTec	Jr. IT System Specialist	\$ 61.00	2080	\$ 126,880.00
ServiceTec	Jr. IT System Specialist	\$ 61.00	2080	\$ 126,880.00
ServiceTec	Jr. IT System Specialist	\$ 61.00	2080	\$ 126,880.00
ServiceTec	Telecom Engineer/Analyst	\$ 92.00	2080	\$ 191,360.00
ServiceTec	Telecom Engineer/Analyst	\$ 92.00	2080	\$ 191,360.00
ServiceTec	Service Desk Rep.	\$ 63.00	2080	\$ 131,040.00
ServiceTec	Service Desk Rep.	\$ 63.00	2080	\$ 131,040.00
JD Solve IT	Sr. App. Prog/Analyst	\$ 130.00	2080	\$ 270,400.00
TMC	App. Prog/Analyst	\$ 111.00	2080	\$ 230,880.00
TMC	Principal	\$ 175.00	130	\$ 22,750.00
TMC	Contracts Administrator	\$ 64.00	1316	\$ 84,224.00
	Total			\$ 2,303,454.00

WMBE/LDB/DBE Participation

TMC is a certified WBE and also DBE in the State of Florida. JD Solve IT is a certified DBE and MBE in the State of Florida.

(Sr./Standard/Jr.) IT Systems Specialists

(Sr./Standard) IT Systems Specialist - Tasks, Responsibilities and Requirements

- Provide IT Network & Server Support monitoring and Telecommunications monitoring services of various GOAA systems at the direction of Greater Orlando Aviation Authority and as defined in the contracts Statement of Work (SOW).
- Monitor and support over 700+ users in a Microsoft Windows business enterprise environment supporting a mission-critical network including servers, routers, switches and firewalls.
- Participate, as a member of the 24X7X365 ITOC team, to perform monitoring, troubleshooting and resolution duties assigned to the team
- Perform hands and eyes services that are tracked via support tickets
- Requires experience with VMWare and other virtual server environments
- Requires documented experience configuring and managing routers, switches and firewalls
- Experience reading and navigating building floor plans, office or room area layouts, or other relevant space schematics.
- This position is considered a working technician position, and will require approximately 90% of the technician's time dedicated to technical duties.
- Able to lift 25 pounds & walking required.

(Sr./Standard) IT Systems Specialist - Knowledge and Skills

- Experience in configuring and managing Microsoft Server 2008/2012, and Linux Server Operating Systems in a CISCO network enterprise environment
- Thorough knowledge of Microsoft Server technologies, particularly Active Directory Administration
- Strong knowledge of managing and configuring Cisco routers and switches is preferred
- Strong knowledge of managing and configuring firewalls and network technologies is desirable
- Experience with Aruba Networks and WiFi Technologies
- Experience with VOIP telephony equipment, Call Pilot, Nortel CS1000, and Avaya products
- Experience with UC Network Management Monitoring applications – Virtualization
- Performance and Fault Manager (VPFM)
- Self-motivated and able to work independently as well as part of a team
- Strong ability to manage difficult and/or stressful work-related issues
- Able to establish and maintain good working relationships and communication with executives, decision makers, stakeholders, department heads and end-users regarding pertinent network activities

(Sr./Standard) IT Systems Specialist - Certifications

- Four-year University Degree in Computer Science is preferred
- Certifications in Cisco routing, switching is desired – CCNA preferred
- MCSE and/or MCSA Certifications in Windows Server 2008/2012
- CISSP desirable

(Jr.) IT Systems Specialist - Tasks, Responsibilities and Requirements

- Performs installation, configuration, relocation and support of the Authority's computer equipment and workstation software.
- Documentation and Reporting: provides assistance by working in close contact with the vendors and clients. Must ensure their knowledge base is current and accurate and all technical issues must be tracked and documented in a detailed format.
- Track all issues. Jr. IT Systems Specialist must carefully track and comment all issues and resolution in detail within Service Now.
- Troubleshoot problems that impacts the IT services. Jr. IT Systems Specialist works to triage or troubleshoot the problem if possible.
- Responsible for the timely completion of assigned incidents and tasks.
- Experience managing, supporting and deploying network infrastructures.
- Ability to diagnose server or network alerts, events or issues.
- Understanding of common information architecture frameworks.
- Receives user Service Desk calls, documents user's requests, and provides telephone assistance for troubleshooting, installation and configuration of the Authority's computers and software.
- Provide first line support; escalates more complex problems to a second level resource.
- This includes VoIP and Mobile device support.
- Produce training material as needed.
- Assign users and computers to proper groups in Active Directory.

(Jr.) IT System Specialist – Knowledge and Skills

- Knowledge of MS Windows and Windows based software required.
- Thorough knowledge of computer hardware diagnostics and repair required.
- Must possess excellent verbal and written skills.
- Must be a self-motivated individual who can perform with minimal direction, using sound judgment and creativity in solving highly complex technical problems.
- Must possess the ability to work in a stressful environment and use professional etiquette when dealing with Authority personnel and outside vendors.
- Experience and proficiency with the following applications and devices: Microsoft Windows 7, Microsoft Windows 10, Microsoft Word, Excel, and PowerPoint, Microsoft Outlook including calendaring, contacts, PST files, rules wizard and delegate rights, Adobe, Smartphone devices, VPN, Network Printers (HP)
- Understanding and working knowledge of TCP/IP and Multicast technologies

- Working knowledge and understanding of Active Directory
- Must have a valid Driver's License

(Jr.) IT Systems Specialist - Certifications

- High School Diploma and four (4) years of relevant experience, or
- An Associate or higher degree from an accredited college or university in data processing/information systems preferred.
- CompTIA A+

Telecom Engineer/Analyst

Responsibilities, Tasks and Requirements:

- Connect, configure and test phone equipment.
- Provide onsite Level 1 end-user support of telecommunications systems, to include the Avaya CM.
- Engage in active equipment checks with any issues being recorded/tracked via a trouble ticket.
- Perform and complete work orders in a timely manner.
- Perform testing and troubleshooting activities as required.
- Respond to telephone system trouble calls as needed to maintain GOAA service levels.

Knowledge and Skills:

- Strong knowledge of Avaya CM 6.0 and up.
- Knowledge of T-1 ISDN, VoIP and fiber testing procedures and equipment.
- Excellent customer interaction skills.
- Excellent troubleshooting skills.
- Eagerness to learn in a fast-paced environment.
- Ability to work independently and as a team member.
- Strong communication skills.
- Strong work ethic and commitment to deadlines.
- Competency in all Microsoft Office applications, with an understanding of basic telephony.
- Avaya CM, Avaya Aura Messaging, auto-attendant applications and programming skills.
- Experience providing solution recommendations, training and support to system end user individuals and departments.
- Experience reading and navigating building floor plans, office or room area layouts, or other relevant space schematics.
- Able to lift 25lbs and walk moderate/long distances.
- Must have a valid Driver's License.

Service Desk Representative

Responsibilities, Tasks and Requirements:

- Performs preventative and regular maintenance on personal computers, peripherals and other equipment as required.
- Performs installation, configuration, relocation and support of the Authority's computer equipment and workstation software.
- Responsible for the timely completion of assigned work orders.
- Maintains an on-hand inventory of computer related parts and supplies for repairs and upgrades.
- Receives user Service Desk calls, documents user's requests, and provides telephone assistance for troubleshooting, installation and configuration of the Authority's computers and software.
- Provide first level VoIP and Mobile device support.
- Provide first line support and escalate more complex problems to a second level resource.
- Produce training material as needed.
- Assign users and computers to proper groups in Active Directory.
- Performs other duties as required.

Knowledge and Skills:

- Knowledge of MS Windows and Windows based software required.
- Thorough knowledge of computer hardware diagnostics and repair required.
- Must possess excellent verbal and written skills.
- Must be a self-motivated individual who can perform with minimal direction, using sound judgment and creativity in solving highly complex technical problems.
- Must possess the ability to work in a stressful environment and use professional etiquette when dealing with Authority personnel and outside vendors.
- Experience and proficiency with the following applications and devices: Microsoft Windows 7, 8 & 10, Microsoft Word, Excel, and PowerPoint, Microsoft Outlook including calendaring, contacts, PST files, rules wizard and delegate rights, Adobe, Smartphone devices, VPN, Network Printers (HP).
- Understanding and working knowledge of TCP/IP and Multicast technologies.
- Working knowledge and understanding of Active Directory.
- Must have a valid Driver's License.

App. Prog./Analyst

Responsibilities:

TMC understands that the below listed duties are only illustrative and are not intended to describe every function which may be performed by this position. TMC also understands that the Authority management may assign specific duties not listed if such duties are a logical assignment to the position. The App. Prog./Analyst will be able to further integrate and advance the ServiceNow modules into the overall strategy of the IT department to create ServiceNow as the main portal for Configuration Change Management, Ticketing, Moves/Adds/Changes, Help Desk, NOC, SOC:

- Configure application related fields, forms, views, dashboards and homepages
- Configure email notifications, acceptance roles and access controls
- Configure relationship of application to other ServiceNow modules/applications
- Assist in the expansion of the ServiceNow knowledge base for use either directly or through links to the new Electronic Content Management-SharePoint.
- Coordinate and continue to develop the active ServiceNow modules as stated above to align with recommendations and procedures outlined by the Information Technology Infrastructure Library (ITIL) in order to integrate People, Processes, & Technology (PP&T) into a cohesive, service delivery model and framework (e.g. ISO20000, ITIL v3, etc.) for GOAA's IT infrastructure and environment.
- Expand ServiceNow through working sessions and one-on-one activities to define functional requirements for the Asset Management Module.
- Be available as the subject matter expert for ServiceNow for other departments and staff within IT.
- Creation of ServiceNow training requirements for airport and IT department staff.
- Greater Orlando Aviation Authority (GOAA) Service Delivery Model Training: develop, expand and implement the GOAA service delivery Standard Operating Procedures (SOP) manual: roles, responsibilities, and accountabilities throughout the GOAA service delivery model.
- Conduct one-on-one training and group training on-site to ensure that ServiceNow is a success and delivers as expected for the organization.
- Perform other related duties as assigned.

Education and Experience:

- 3-5 years' experience supporting the implementation, administration, configuration, and/or development of ServiceNow.
- ServiceNow Experience should include scripting in ServiceNow, tool configuration, design work, technical configuration and deployment. Specifically, candidates shall possess the skill to develop on the ServiceNow platform including the creation and/or customization of the core applications such as Incident, Problem, Change and Service Catalog

- System/Process Automation (orchestration) experience
- Experience with working or developing in any one of the following programming languages: JavaScript, PHP, C, Java, Perl, HTML or HTML 5
- Generating detailed documentation
- Excellent communication skills
- Leadership skills in technical initiatives
- Communications that clearly articulate solutions and perform demonstrations

Special Knowledge, Skills and Abilities:

- Experience implementing systems using the Agile/Scrum methodology
- Experience in the System Development Life Cycle (SDLC) processes including customer requirement analysis and system design
- Administration of a ServiceNow instance including the delegation of groups, modification of CMS, workflows, business rules, UI actions, UI policies, ACLs, dictionary, catalog items and updates of all existing solutions requiring revisions
- Understanding of Configuration Management as it relates to ITIL
- Web Services Integration (SOAP, REST, and JSON)
- Experience with Altiris Software is a plus
- ITIL certification and ServiceNow Implementer is a plus

Licenses and Certifications:

- Valid driver license and US Citizenship
- ServiceNow Certifications: ServiceNow Certified System Administrator; ServiceNow Application Developer

Sr. App. Prog./Analyst

The Senior Applications Systems Analyst / Administrator will support a multi-tier SharePoint environment. The candidate will require a minimum five years of recent experience designing and implementing SharePoint solutions. An understanding web application architecture. Experience SharePoint 2016 (or higher). Experience implementing and supporting business process automation and/or workflow tools; K2 preferred. Strong interpersonal relationship skills with a focus on teamwork, customer service and customer satisfaction in a sometimes-stressful environment are important attributes of the candidate.

This position shall be part of the IT team fostering the continued growth and acceptance of the ECM program by providing SharePoint administration and supporting both the internal and external customers in various ECM initiatives including but not limited to the following tasks:

- Work closely with customers and peers to elicit all requirements needed to implement capabilities.
- Develop, review, and maintain documentation and best practices and procedures.
- Troubleshoot and resolve SharePoint system issues.
- Assist with customer training.
- Perform installation, configuration, and maintenance of SharePoint and related technologies.
- Advanced SharePoint administration including Search, Content Type Hub and Record Center.
- Manage security for SharePoint, both intra and extranet.
- Support Office Web Application and Project Web Application Server installations with SharePoint.
- Able to write custom queries for both search functions (data review) and Reporting Services including SSRS reports.
- Configuration and support IIS application servers and components.
- Ability to apply branding to the portal and sites using HTML5, CSS and jQuery.
- Must also have an understanding of document and records management concepts and techniques.

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.

Consultant: Technology Management Corporation

By: Cheryl O'Brien _____

Print Name: Cheryl O'Brien

Date: 7/17/2023



MEMORANDUM

TO: Members of the Aviation Authority

FROM: Kathleen M. Sharman, Interim Chair, Procurement Committee/Chief Financial Officer

DATE: August 16, 2023

ITEM DESCRIPTION

Recommendation of the Procurement Committee to Approve an Addendum to the Information Technology (IT) Consulting Services Agreement with Technology Management Corporation dba Technology Management Corporation – 1 Incorporated for Fiscal Year (FY) 2024 Helpdesk and Staff Augmentation Support

BACKGROUND

On June 20, 2018, the Aviation Authority Board approved no-cost base agreements for IT Consulting Services with the following firms, following a competitive award process in compliance with state statutes and Aviation Authority policies:

- Advanced IT Concepts, Inc. (*MWBE/LDB*)
- Barich, Inc.
- Faith Group Consulting, LLC (*MWBE*)
- Technology Management Corporation dba Technology Management Corporation – 1 Incorporated (*DBE/MWBE*)

The agreement is structured as a no-cost base agreement with negotiated hourly rates. Services that are within the advertised scope are negotiated on an as-needed or annual basis, and awarded as addenda to the base agreement. The terms of these IT consulting agreements shall be for a period of five years. On May 17, 2023, the Aviation Authority Board approved an additional renewal option of these IT consulting agreements through January 31, 2024, while discussions regarding the evaluation of agreement alternatives continue. The current scope has been separated into three distinctive scopes to optimize participation. It is anticipated that one or more of these procurements may be available for advertising in August 2023.

Technology Management Corporation dba Technology Management Corporation – 1 Incorporated will provide consulting services include a broad range of services associated with the planning and implementation of IT projects and initiatives that are identified in the Aviation Authority’s Capital Improvement Plan (CIP), IT Master Plan (ITMP), the Aviation Authority’s annual project planning process, and other IT projects and initiatives requested by the Aviation Authority. The services may include project management; staff augmentation; research of specific technologies; research and concept development; IT business analysis; business case development; infrastructure and applications design, installation, configuration, development and testing; database management and administration; cyber and physical security; development of solicitation documents; functional, performance and interface requirements definition and documentation project planning; applications development, implementation and integration across multiple systems; operations and management of IT; assistance with IT roadmap or strategic plans; vendor and product evaluations and recommendations; and other IT consulting services.

ISSUES

A fee has been negotiated with Technology Management Corporation dba Technology Management Corporation – 1 Incorporated for a total amount of \$2,303,454 to provide FY 2024 Helpdesk and Staff Augmentation Support. These services will provide ongoing staff augmentation support to the IT Department, and include, but are not limited to, IT network and server support monitoring and telecommunications monitoring services of various Aviation Authority systems; monitoring of over 700 users of the Microsoft Windows business enterprise environment supporting a mission-critical network, including servers, routers, switches and firewalls; connecting, configuring and testing phone equipment; onsite Level 1 end-user support of telecommunications systems, to include the Avaya system; performing and completing work orders and testing and troubleshooting activities; performing preventive and regular maintenance on Aviation Authority Personal Computers (PCs), peripherals and other equipment; performing installation, configuration, relocation and support of Aviation Authority computer equipment and workstation software; maintaining an on-hand inventory of computer-related parts and supplies; and receiving user Service Desk calls, documenting user's requests and providing telephone assistance for troubleshooting, installation and configuration of Aviation Authority computers and software. Services will be provided from October 1, 2023, through September 30, 2024. At the discretion of the Aviation Authority, the level of provided services may be adjusted during the fiscal year, depending on fluctuations of Aviation Authority staffing levels.

On August 1, 2023, the Procurement Committee recommended approval of an Addendum to the IT Consulting Services Agreement with Technology Management Corporation dba Technology Management Corporation – 1 Incorporated for FY 2024 Helpdesk and Staff Augmentation Support, as outlined in the memorandum.

SMALL BUSINESS

Technology Management Corporation dba Technology Management Corporation – 1 Incorporated is a certified Disadvantaged Business Enterprise (DBE) and Minority and Women Business Enterprise (MWBE) firm. The Aviation Authority has reviewed the proposal, and determined that Technology Management Corporation dba Technology Management Corporation – 1 Incorporated proposes 12% MWBE participation on this Addendum, and certifies that Technology Management Corporation dba Technology Management Corporation – 1 Incorporated is in good standing as it relates to the small business participation.

ALTERNATIVES

None.

FISCAL IMPACT

The fiscal impact is \$2,303,454. Funding is from Operations and Maintenance Fund (subject to adoption of the FY 2024 Aviation Authority Budget by the Aviation Authority Board under separate item).

RECOMMENDED ACTION

It is respectfully requested that the Aviation Authority Board resolve to accept the recommendation of the Procurement Committee and approve an Addendum to the IT Consulting Services Agreement with Technology Management Corporation dba Technology Management Corporation – 1 Incorporated for FY 2024 Helpdesk and Staff Augmentation Support, for a total not-to-exceed fee amount of \$2,303,454, with funding from Operations and Maintenance Fund; and authorize an Aviation Authority Officer or the Chief Executive Officer to execute the necessary documents following satisfactory review by legal counsel.