CITY OF NAPLES AIRPORT AUTHORITY (NAA)
Board of Commissioners
Notice of Consultant Selection Committee Meeting

Naples
AIRPORT AUTHORITY

FINAL AGENDA

Airport Office Building, 2nd Floor Conference Room
200 Aviation Drive North
Naples, Florida

Thursday, June 6, 2019
8:30 a.m.

Commissioner Donna M. Messer – Chair and NCC Liaison
Commissioner Michael Lenhard – Vice Chair and Consultant Selection Committee Chair
Commissioner James Rideoutte – Audit Committee Chair, Consultant Selection Committee Member
Commissioner Ted Brousseau – Legal Liaison
Commissioner Kerry C. Dustin, Audit Committee Member
Executive Director: Christopher A. Rozansky
Authority Attorney: William L. Owens, Esq. of Bond, Schoeneck & King, PLLC

Welcome. If you wish to address the Consultant Selection Committee regarding an item listed on the Agenda, please complete a Speaker Registration form and hand it to the Executive Assistant prior to consideration of that item. We ask that speakers limit comments to 5 minutes and that large groups name a spokesperson whenever possible. All written, audio-visual, and other materials distributed to Committee members or staff during this meeting will become the property of NAA and will be a public record. Thank you for your interest and participation.

NOTICE

Formal action may be taken on any item listed on the Agenda below, or added to the Agenda before or during the meeting, or discussed during the meeting without being added to the Agenda. Also, the sequence of items may be changed as the meeting progresses.

Any person who decides to appeal a decision of this Committee with respect to any matter considered at this meeting (or hearing) will need a record of the proceeding and may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be heard.

Any person with a disability requiring auxiliary aids or services in order to participate in this proceeding for meetings at the City Council Chamber may call the City Clerk’s Office at 213-1015, or for meetings at the Airport Office Building, the NAA Executive Assistant’s Office at 643-0733, with requests at least two business days before the meeting.

Information on Action Items and other items which has been provided in advance of this meeting may be inspected at the office of the Executive Assistant, General Aviation Terminal Building, 2nd Floor, 160 Aviation Drive North. Minutes of this meeting will be prepared for Board approval, usually at the next Regular Meeting.
A. **ROLL CALL**

B. **PLEDGE OF ALLEGIANCE**

C. **AGENDA (Add, delete or re-sequence items)**

D. **DISCUSSION ITEM**

   1. Interviews and Rankings of Qualified Respondents to Information Technology Support Services Consultant - Request For Proposals

      a. ITVantage, Inc.

      b. Softrim, LLC

E. **PUBLIC COMMENTS (Public comments accepted for items not otherwise listed on the Agenda; 5 minute limit)**

F. **CORRESPONDENCE/COMMISSIONER COMMENTS & REQUESTS/MEETINGS**

G. **ADJOURN**

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Information on Discussion Items and other items which has been provided in advance of this meeting may be inspected at the office of the Executive Assistant, General Aviation Terminal Building, 2nd Floor, 160 Aviation Drive North. Minutes of this meeting will be prepared for Board approval, usually at the next Regular Meeting.

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**NOTE:** The Consultant Selection Committee is comprised of Vice Chair Lenhard and Commissioner Rideoutte. All NAA Commissioners are welcome to attend and can “opt in” to participate and vote.
To: Honorable Chair of the Consultant Selection Committee and Commissioners  
From: Christopher A. Rozansky, Executive Director  
By: Margo Kidd, Business Analyst

Meeting Date: June 6, 2019  
Re: DISCUSSION ITEM

1. Interviews and Ranking of Responses to Information Technology Support Services (RFP)

ACTION REQUESTED: Interview two (2) responding firms and make a rank-order recommendation to the Board for their meeting on June 20, 2019.

BACKGROUND: In compliance with State of Florida requirements, an RFP for the Information Technology Support Services consulting firm was issued on April 1, 2019. The RFP was advertised and posted to our website.

Respondents had until May 1, 2019 to submit their response. Four (4) submittals were received. Out of those four (4) submittals, two (2) were determined to be responsive to the RFP. They included: ITVantage and Softrim, LLC. The submittals are attached.

The first 10 minutes of the meeting will allow time for Commissioner comments and questions for staff regarding the RFP and selection process followed by consultant presentations, Commissioner questions and presentation discussion.

After all presentations, the Committee will be asked to provide a ranking of the firms interviewed. With Board approval, staff will work with the selected firm and Authority legal counsel to finalize a contract. The results of the Consultant Selection Committee will be presented to the full Board for approval on June 20, 2019.

COMMUNICATIONS PLAN: The firms will be notified of the final ranking, and the results will be posted on our web site.
Potential Interview Questions of the RFP Respondents

- How is your company different from other consulting firms for offering IT Support Services?

- Future innovation, our values, and goals are important to us. What role do you see your company playing in our Strategic Plan initiatives?
  
  ➢ Answers may highlight our four goals, and also incorporate how efficiency and excellence in customer service are integral to our operation.

- Please elaborate on your experience with IT support in Florida, both government and non-government corporations.
  
  ➢ Answers could include experience with Sunshine Law and other items unique to government agencies.

- In understanding your company's current workload, how do you anticipate being able to handle the workload of services for Naples Airport Authority?
  
  ➢ Both firms have many local clients. Answers should address how they will manage our airport in addition to other priorities.

- We understand that many issues can be handled remotely. However, please explain how your firm plans to handle on-site support and issues.
  
  ➢ Softrim has a two day onsite model, while ITVantage has a remote model.

- How do you plan to help the Naples Airport Authority remain innovative over the next five years?
  
  ➢ Answers could include cyber security, cloud-based solutions, and other technological advances.

- Would you be amenable to contracting with the NAA if we selected one consultant for base monthly network administration services, the other consultant for vCIO services and both consultants for projects?

- Do any of your employees or the company receive a commission for any of the products or services you offer to clients (i.e. kickback for a particular piece of hardware or software)?

- If selected for network administration services, what would be your top three priorities for the NAA?

- ITVantage – If selected for network administration services, please outline a transition plan from our current provider.
• The NAA does not currently have an IT position on staff. Are you confident that your firm can provide support needed (whether it be a server or desktop device malfunction) to help the NAA provide internal and external customer service excellence every day? Please explain how using three different examples with existing clients.

• How do you view your firm’s role in assisting the NAA with the identification, selection and implementation of software?
### IT Vantage

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### Softrin

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<tr>
<th>Monthly Onsite 2 days</th>
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### Consulting Hourly

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To: Honorable Chair of the Consultant Selection Committee and Commissioners

From: Christopher A. Rozansky, Executive Director

By: Margo Kidd, Business Analyst

Meeting Date: June 6, 2019

Re: DISCUSSION ITEM

1. Interviews and Ranking of Responses to Information Technology Support Services (RFP)

REFERENCE CHECKS:

IT Vantage
Lori-Ann Martell @ Advanced Medical of Naples - Called 11:03 am on 5/13/19
- They've used ITVantage for 7 years. They used to have an internal IT group, but this limited their technological growth due to the capped knowledge of a small staff. Therefore they see a huge advantage to having ITVantage.
- From an IT perspective, they are in the best shape ever. They recently had an unscheduled move and were provided 24/7 support.
- A 3 year plan was developed right away with ITVantage. They wanted to have less servers to pay for and maintain.
- They do order all hardware through them and work together on the IT budget.
- They schedule time onsite, but can be at their location right away.
- They are very organized and have nothing bad to say about them.

Amy Rohner @ City of Palms Charter High School - Called 11:16 am on 5/13
- At a charter school, they support a large number of workstations. ITVantage has helped set these up.
- ITVantage has grown as a company but they have worked with the same top of the line people. One or two technicians are assigned to them specifically.
- They understand their mission because they are local and work well falling within grant parameters.

Sara Hines @ Insurance Risk & Management Services - Called 11:22 on 5/13
- They have worked with ITVantage for 5 or 6 years. They used to have a lot of emergencies but that has been fixed over the years. They never seem to have issues and are proactive.
- They do not have issues with getting someone onsite right away due to the 3 offices close by. Each office usually has a tech and an engineer at that office at all times.
Consultant Selection Committee
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Softrim
Roger Reinke @ City of Naples - Emailed at 4:24 on 5/13
- Spoke with Rodger on the phone. They are very happy with Softrim and want to continue working with them. Originally they were going to keep them short term but have been very happy with them and wanted to continue on.
- Softrim was brought on in a bit of an emergency and have proven to be a good partner for the City.

Tom Costello @ Discovery Senior Living – Emailed at 4:15 on 5/13 and on 6/4
Becky Salaun @ Bonita Bay Club – Emailed at 4:18 on 5/13 and on 6/4

Saalex
Linda Goettse @ Early Learning Coalition of Alachua County - Called 11:32 on 5/13
- They have worked with Saalex since July 1, 2018 (Less than a year)
- They are used to having someone able to be onsite in a few minutes. However, their support is primarily in California and some in Rockledge FL (other coast).
- Due to not having someone in the local area, she has to do many IT related activities since no one in onsite other than 2 hours a month (negotiated in contract).
- Their support is helpful and very knowledgeable.
- 99% of their support is remote. Extra site visits cost extra.

Lewis Aguirre @ The Trial Professionals - Called 11:35 on 5/13
- Lewis is no longer with the company
- Talked to Lori on 5/14 at 10:12. She highly recommends them. She said they feel like they're "their only client".
- They have an annual sit-down to go over new initiatives
- She doesn’t mind the remote support because their Florida office is 30 minutes from Orlando.

Chelsea Watson @ Zuber Lawler Del Duca LLC - Called 12:04 on 5/13
- No answer or reply.
REQUEST FOR PROPOSALS

Information Technology Support Services

Naples Airport Authority
160 Aviation Drive North
Naples, FL 34104

Issued
April 1, 2019

Proposal Due Date
May 1, 2019
By 2:00 PM Local Time
ADVERTISEMENT

Request for Proposals
April 1, 2019

Information Technology Support Services

Notice is hereby given that the City of Naples Airport Authority ("NAA") will receive sealed responses to a Request for Proposals ("RFP") at Naples Municipal Airport, General Aviation Terminal, Second Floor Reception Desk, 160 Aviation Drive North, Naples, FL 34104 on or before 2:00 p.m., May 1, 2019 from all interested and qualified parties with demonstrated expertise in INFORMATION TECHNOLOGY SUPPORT SERVICES at Naples Airport. A copy of the detailed Request for Proposals and instructions for submittal may be obtained from the Naples Airport Authority online at https://flynaples.com beginning April 1, 2019. Responses are due no later than 2:00 p.m., May 1, 2019.

A Mandatory Pre-Proposal Meeting will be held at 2:00 PM local time, on April 11, 2019 at Naples Municipal Airport, General Aviation Terminal, Larson Conference Room, 160 Aviation Drive North, Naples, FL 34104. Following the meeting, a group site visit will be conducted.

All questions related to this Request for Proposals shall be submitted in writing to:

Margo Kidd
Business Analyst
Naples Airport Authority
160 Aviation Drive North
Naples, FL 34104

No later than 5:00 PM local time on Tuesday, April 23, 2019. Answers to questions will be posted at http://flynaples.com in the form of an addendum to this RFP.

Proposals will be publicly opened at 2:00 PM on May 1, 2019 at Naples Airport, General Aviation Terminal, Second Floor Larson Conference Room, 160 Aviation Drive North, Naples, FL 34104. The names of the Respondents shall be read aloud.

The Authority recognizes fair and open competition as a basic tenet of public procurement. Respondents doing business with the Authority are prohibited from discriminating on the basis of race, color, creed, national origin, handicap, age or sex. The Authority has a progressive Disadvantaged, Minority, and Women-Owned Business Enterprises Program in place and encourages Disadvantaged, Minority, and Women-Owned Business Enterprises to participate in its RFP process.

The Authority adheres to the Americans with Disabilities Act and will make reasonable accommodations for access to Airport services, programs and activities. Please call (239) 643-
0733 for further information. Requests must be made at least 48 hours in advance of the event in order to allow the Authority time to provide the requested services.

The Authority reserves the right to accept or reject any or all proposals and to waive any formalities or irregularities in the best interest of the Authority and is not liable for any costs incurred by the responding parties. All Respondents must be licensed in accordance with Florida Laws.

PROSPECTIVE RESPONDENTS SHALL NOT CONTACT ANY CITY OF NAPLES AIRPORT AUTHORITY OFFICIALS OR STAFF REGARDING THIS REQUEST FOR PROPOSALS, OTHER THAN THE SPECIFIED CONTACT PERSON LISTED IN THE RFP.
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Exhibit E: Florida Required Provisions for Solicitations
I. INTRODUCTION

The City of Naples Airport Authority ("Authority") is soliciting Proposals from qualified firms interested in providing professional **Information Technology Support Services** at the Naples Airport through a term of five years (the "contract period"), in the Authority’s sole and absolute discretion. Renewals are contingent upon satisfactory performance evaluations by the agency and subject to the availability of funds. The firm will provide ongoing computer and technical support services, including but not limited to, infrastructure, network, hardware, and software.

II. SCHEDULE

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Time</th>
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<tr>
<td>Request for Proposals (RFP) Issue Date</td>
<td>April 1, 2019</td>
</tr>
<tr>
<td>Mandatory Site Visit</td>
<td>April 11, 2019 - 2:00 P.M.</td>
</tr>
<tr>
<td>Request for Information Deadline</td>
<td>April 23, 2019</td>
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<tr>
<td>Addendum Issued</td>
<td>April 26, 2019</td>
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<tr>
<td>RFP Submittal Deadline</td>
<td>May 1, 2019 - 2:00 P.M.</td>
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<td>Proposal Opening Meeting</td>
<td>May 1, 2019 - 2:00 PM</td>
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<tr>
<td>Evaluation of Submittals</td>
<td>May 2 - 13, 2019</td>
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<tr>
<td>Publication of Shortlist</td>
<td>May 14, 2019</td>
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<tr>
<td>Shortlist Presentations – NAA Consultant Selection Committee</td>
<td>TBD week of June 3 - 7, 2019</td>
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<td>Selection Committee Ranking Approval at NAA Board Regular Meeting</td>
<td>June 20, 2019</td>
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<tr>
<td>Contract Negotiations with #1 Ranked Firm</td>
<td>June 20 – August 2, 2019</td>
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<tr>
<td>Professional Service Agreement Approval by NAA Board</td>
<td>August 15, 2019</td>
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III. CITY OF NAPLES AIRPORT AUTHORITY

The Authority was created under Chapter 69-1326 Laws of Florida, as amended, as an independent Authority responsible for the operation of the Naples Municipal Airport. It is governed by a five (5) member volunteer Board of Commissioners who are appointed by the Naples City Council. Under their direction, an Executive Director manages the airport and its programs.

The Authority financially supports itself directly from aviation fuel sales and airport user fees, and indirectly by airport user taxes. No local, state or federal general taxes, such as property, utility, sales, intangible or income taxes directly support the Authority. The Authority receives, for certain capital projects, state and federal financial funds.
General information regarding the Authority can be obtained from our official website http://www.flynaples.com/.

IV. SCOPE OF SERVICES

It is the intent of the Naples Airport Authority to enter into an agreement with a qualified party (“Consultant”) to provide managed services, support the Technology and Telecommunications solutions of the Authority, as well as serve as a strategic partner, assisting the Authority in developing long range solutions to make use of emerging technologies. The Consultant will be engaged in and provide recommendations for the Authority’s strategic planning and budgeting process. They will also provide ongoing recommendations and support to ensure that the network and infrastructure meet operational and security needs in order to be proactive against possible risk. The Consultant will also help identify and eliminate potential gaps in the current IT environment, in order to provide service excellence to our employees as well as our customers.

The Consultant is expected to maintain and support existing technology, user environment, and user related functions. These include, but are not limited to:

- User administration, on-boarding, off-boarding
- Windows Active Directory services
- Group Policy management
- Email Administration (On premise Microsoft Exchange Outlook)
- Desktop and portable device management, maintenance, and support
- Installation, maintenance, and support of Citrix virtual client environment
- Forming and executing a backup plan for the critical servers including a regularly tested recovery process.
- Lifecycle Management of Hardware Units. Advice for end-of-life notification, replacement, and asset decommissioning/disposal etc.
- Regularly required reporting
- Deployment, configuration, and support of all wired and wireless networks and infrastructure.
- Configuration of DID phone lines, VOIP phone system, and POTS fax lines
- Configuration of network printers, as well as scanner and copier support
- Audio visual system for recording and streaming meetings.

The Authority’s current technology platform serves approximately 80 employees. The Consultant will be responsible for deployment, configuration, and support of all wired and wireless networks and infrastructure.

The Consultant will support all hardware, as well as the infrastructure to support software solutions. The Authority runs a fuel point of sale system, financial system, human resources system, and other department-specific software.
The IT Support Service Consultant will be responsible for server/workstation health and performance monitoring. This includes installation, operation, support, and monitoring of all server, network, and storage infrastructure. In addition, they will be responsible for environmental monitoring (temperature, humidity, power systems) of the server communications rooms.

The Authority has a current physical security badging, camera, and door access system. The Consultant will assist with any networking and configuration related to this. Two factor authentication is used for external network access security. This will be supported by the Consultant. The Consultant will also manage firewall policies and other security protocol. The Authority will partner with the Consultant to ensure that proactive security testing and training is in place. Email filtering, white/blacklisting, and anti-spam solutions will be supported by the Consultant.

As part of a business continuity/disaster recovery plan, determined by the Authority along with the Consultant, critical applications and data must be replicated to infrastructure located in an off premise location. This process, and infrastructure, will be supported by the Consultant. The Consultant will participate in, and continue to support development of, business continuity programs and archiving solutions.

Ongoing support and incidents should be tracked by a ticketing process provided by the Consultant. Notifications and customer surveys should be available upon ticket closures. Tickets should be closed in accordance with Service Level Agreements set in place by the Consultant and the Authority. Periodic reporting on support tickets will be required on a schedule to be determined by the Authority.

This list is not inclusive and is subject to change as priorities and funding change. Should any project that is active extend past the contract termination date, that contract shall be extended until completion of such project.

V. CONTENT OF RESPONSES

In order to be eligible for consideration, Respondents must be in good standing with the Authority at the time the proposal is submitted and for the prior three (3) years. In making a determination of “good standing”, consideration shall include, but not be limited to, performance under recent agreements, monies owed to the Authority, defaults on any leases/contracts/agreements and/or any other negative legal processes or adverse terminations. Proposals from Respondents who have not previously entered into a prior lease/contract/agreement with the Authority shall be considered to be in good standing. Performance will be evaluated based on responses provided by reference checks. Proposals from Respondents not in good standing shall not be evaluated. For purposes of this section, “Respondent” shall include all persons and entities having a beneficial and/or financial interest in the proposal, as well as the corporate/company officers and/or owners.
It is the responsibility of the Respondent to thoroughly examine this RFP and ensure that the proposal clearly and directly responds to each of the requirements, including, but not limited to its content and format. Any proposal determined by the Authority to be non-responsive, and any modifications received after the proposal deadline, will not be evaluated.

The following sections and contents are required:

A. A statement of qualifications pertinent to the work to be performed. This should be accompanied by a one-page transmittal letter prepared on the respondent’s company letterhead, with firm name, including any alias, years in business, contact person, address, telephone number and email address, and which is signed by an individual who is authorized to commit the firm to the services and requirements of the RFP and consequent task orders. The transmittal letter shall also acknowledge any addenda pertaining to this RFP. Any exceptions to the terms and provisions of the Professional Services Agreement (Exhibit A) must be noted in the transmittal letter. The Authority maintains the right to reject the respondent’s exceptions.

B. Names and contact information of the individual who will serve as the Authority’s main point of contact.

C. Educational background with copies and any certificates and licenses held, including any State and/or Federal licenses or registrations.

D. Information as to how long your firm has been in business, and your experience in providing services comparable to those solicited in the RFP to other airports or business similar in size and operation complexities. Provide examples of the successful efforts of your team.

E. Provide your general understanding of the Naples Airport, community, projects and issues regarding the identified projects. Identify any potential challenges or special concerns that may be encountered and how they will be addressed.

F. Provide any additional information to help us in understanding how your experience and qualifications relate to the Authority’s organization and any additional services that may be provided.

G. Proposals must include three (3) verifiable references.

H. Pricing List: Please include on-call consulting, on-site consulting, and additional tiered pricing for specialized consultants for project work.

I. Include required forms from Appendix A:
A. Statement of Drug-Free Workplace

B. Non-Collusion Affidavit

J. Provide a Certificate of Insurance which meets the insurance requirements contained in the attached Professional Services Agreement.

The response to this RFP should be organized in the order set forth above. If subcontracting or joint proposals are to be submitted, that fact, and the name of the proposed subcontracting firms, must be clearly identified in the proposal. Following the award of the contract, no additional subcontracting will be allowed without the express prior written consent of the Authority.

VI. SUBMISSION INSTRUCTIONS

Respondent shall carefully review and address all of the evaluation criteria outlined in this request. In order to be considered, respondent shall demonstrate the firm’s ability to provide the required services as listed in this RFP. Any data furnished by the Authority is for informational purposes only. The full response shall not exceed fifty (50) pages and shall include all resumes requested in section V, the forms from Appendix A and the Certificate of Insurance. Blank tabs may be used to delineate sections and will not count towards the thirty page limit, however, they are not required.

A. All responses to this RFP must be submitted to:

Margo Kidd
Business Analyst
City of Naples Airport Authority
160 Aviation Drive North
Naples, FL 34104

No later than May 1, 2019 at 2:00 PM.

If mailed, it is recommended that Respondents confirm receipt of proposal by the Authority. Proposal delivery to the Authority by the deadline is solely the responsibility of the Respondent. Facsimile, email or late submittals will not be considered.

Upon receipt by the Authority, proposals shall become public records, which are subject to the requirements of Chapter 119, Florida Statutes, commonly known as the “Public Records” or “Sunshine Law”. Responding to this solicitation shall constitute a specific waiver of any claims against the Authority related to the disclosure of the Respondent’s proposal or any information contained therein.
To protect the professional integrity of this procurement process by shielding it from undue influences, the following statement shall be complied with from advertisement date through selection by the Authority’s Board of Commissioners:

PROSPECTIVE RESPONDENTS SHALL NOT CONTACT ANY CITY OF NAPLES AIRPORT AUTHORITY OFFICIALS OR STAFF REGARDING THIS REQUEST FOR PROPOSALS, OTHER THAN THE SPECIFIED CONTACT PERSON.

B. Submittals shall be sealed and clearly marked on the outside “Information Technology Support Services – Naples Airport Authority”. The delivery of the response to the Authority prior to the deadline is solely and strictly the responsibility of the responder.

C. One (1) unbound, one-sided, printed original submittal is required, along with seven (7) bound two-sided copies, and one (1) USB flash memory card scanned in advance for viruses (USB flash drive), containing the submittal, exactly like the unbound printed original, in Adobe Acrobat PDF format. Electronic format copy shall be one continuous file. Submissions via facsimile or email will not be accepted.

D. Responding to this RFP shall in no way be construed as a commitment on the part of the Authority. The Authority reserves the right to reject any or all responses. The Authority may waive any irregularities in this RFP or the submitted responses and may cancel, re-advertise, postpone or modify the RFP schedule at any time. The Authority is not responsible for any costs incurred by the responding parties prior to the issuance of an executed agreement.

E. All submittals will become the property of the Authority. The Authority adheres to open records requirements of Florida State Statute Chapter 119, and as such, all materials submitted by the Respondent to the Authority are subject to public disclosure. The Respondent specifically waives any claims against the Authority related to the disclosure of any materials.

F. Questions concerning this RFP shall be submitted in writing via email, in Microsoft Word format to Margo Kidd, Business Analyst at mkidd@flynaples.com no later than 5:00 p.m. on Tuesday, April 23, 2019. Respondents are encouraged to verify receipt of questions emailed to the NAA. Questions will be answered and posted online as an addendum on the NAA’s website: https://flynaples.com. Responders are strongly advised to monitor this site for any additional information and/or addenda regarding this solicitation. Only emailed questions will be addressed and answered as an addendum. The issuance of such posted responses is the only official method by which interpretation, clarification or additional information will be given by the Authority. Only requests answered by formal written responses will be binding. Oral and other interpretations or clarifications will be without legal effect.
G. In order to protect the professional integrity of this procurement process by shielding it from undue influences prior to the recommendation of contract award, responders shall not contact any City of Naples Airport Authority Employees, Agents, City of Naples Elected Officials, City of Naples Employees, Naples Airport Authority Board Members or the Naples Airport Authority Noise Compatibility Committee Members regarding this RFP from advertisement date through Consultant Selection Committee Recommendation to the NAA Board, other than the designated contact person listed above.

H. The Authority reserves the right to request any supplementary information it deems necessary to evaluate responder’s experience, qualifications, or clarify or substantiate any information contained in the responder response.

I. The Authority recognizes fair and open competition as a basic tenet of public procurement. Respondents doing business with the Authority are prohibited from discriminating on the basis of race, color, creed, national origin, handicap, age or sex. The Authority has a progressive Disadvantaged, Minority, and Women-Owned Business Enterprises Program in place and encourages Disadvantaged, Minority, and Women-Owned Business Enterprises to participate in its RFP process. All responding parties are required to make all efforts reasonably necessary to ensure that Disadvantaged, Minority and Women-Owned Business Enterprises have a full and fair opportunity to compete for this contract. Information pertaining to the DBE Certification requirements can be obtained by calling the Authority DBE Liaison Officer at 239-643-0733.

J. The Authority adheres to the Americans with Disabilities Act and will make reasonable accommodations for access to Airport services, programs and activities. Please call (239) 643-0733 for further information. Requests must be made at least 48 hours in advance of the event in order to allow the Authority time to provide the requested services.

VII. SELECTION OF THE CONSULTANT

Airport staff will evaluate responses to this RFP and short-list no more than three firms for formal presentations and further evaluation by the NAA Board Consultant Selection Committee. A copy of the Submittal Review Guidelines is attached (Exhibit B). Publication of the short-listed firms will be available on our website.

Short-listed firm presentations and evaluations by the NAA Consultant Selection Committee are currently scheduled to occur TBD the week of June 3 - 7, 2019. The presenters for each firm will be limited to three (3) individuals, to include at least the proposed Project Manager and Principal in Charge. You may take up to 25 minutes for your presentation to the NAA Board Consultant Selection Committee, which should focus on your understanding of the Naples Airport Authority and how you are going to ensure delivery of quality projects on time and within budget. We would like to hear from your proposed customer account representative and he/she will respond to all questions asked. After your presentation, there will be a 20 minute question and answer period.
Upon conclusion of presentations by all short-listed firms, the NAA Board Consultant Selection Committee will rank the presenting firms and submit the final ranking to the NAA Board of Commissioners at the June 20, 2019 Board meeting for approval. Contract negotiations will be conducted by staff with the highest ranked firm. If successful negotiations with the highest ranked firm are not possible, staff will begin negotiations with the second ranked firm and continue, as such, until satisfactory negotiations are accomplished.

We will NOT consider any request for a “de-brief” until after the contract is awarded and signed. A copy of our Standard Professional Services Agreement is attached for your information. We will assume that if you respond to the RFP that you accept the terms and conditions of our standard agreement.

VIII. ASSURANCES

By responding to this RFP, the firm assures the Authority that, if selected, it will:

A. Not assign or transfer the Authority’s account, or any portion of the Authority’s business, without the Authority’s prior written approval.

B. Act in the Authority’s best interest at all times.

C. Sign the Authority’s Professional Services Agreement for the agreed-upon work.

IX. GENERAL CONDITIONS

Submission of a proposal indicates acceptance by the Respondent of the conditions contained in this RFP.

A. Definitions

Unless otherwise indicated, the terms used in this solicitation shall have the following meanings:

Bid – Shall be understood to mean a bid, an offer, a proposal or any other response to a procurement action.

Owner – The City of Naples Airport Authority.

Request for Proposals (RFP) – A procurement method used to solicit proposals in response to a specific problem or condition. Price is not usually the primary evaluation factor but is a relevant factor. Provides for a negotiation of terms prior to contract award.

Responsive – A submittal by a Respondent that fully conforms in all material respects to the solicitation and all of its requirements, including form and substance.
The terms Professional, Consultant, Contractor, Offeror, Respondent and Vendor and are used interchangeably and shall have the same meaning.

All words used herein in the singular form shall extend to include the plural. All words used in the plural form shall extend to and include the singular. All words used in any gender shall extend to and include all genders.

B. Reserved Rights

The City of Naples Airport Authority reserves the right waive any formalities or irregularities in, or reject any or all proposals, and to award or refrain from awarding any contract for services. The City of Naples Airport Authority is not liable for any costs incurred by the responding parties prior to the issuance of an executed contract or agreement.

In addition, the Authority reserves to the rights to:

Make such investigation or to request clarifications, as it deems necessary to determine the ability of any Respondent to perform as proposed and the Respondent shall provide such information as the Authority deems necessary. Such information may include, but shall not be limited to current financial statements prepared by an independent CPA; verification of availability of equipment and personnel, past performance records, and fiscal viability;

Cancel, re-advertise, postpone or modify the RFP schedule.

Negotiate with any or all Respondents;

Accept the proposal(s) which, at the Authority’s absolute and sole discretion, best serves the interests of the Authority; and

Retain all proposals submitted and to use any ideas submitted as part of a response regardless of whether or not that proposal is selected.

C. The successful firm must supply the following certificates, as mandated by the State of Florida, in order for the Authority to ultimately enter into a contract with the firm.

i. A certificate that states that the firm is not participating in a boycott of Israel, on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or that it does not have business operations in Cuba or Syria.

ii. A truth-in-negotiation certificate that states that the wage rates and other factual unit costs supporting the compensation are accurate, complete, and current at the
time of contracting and the original contract price and any additions thereto will
be adjusted to exclude any significant sums by which the firm determines the
contract price was increased due to inaccurate, incomplete, or noncurrent wage
rates and other factual unit costs.

D. A person or affiliate who has been placed on the convicted vendor list following a
conviction for a public entity crime may not submit a response on a contract to provide
any goods or services to a public entity; may not submit a response on a contract with a
public entity for the construction or repair of a public building or public work; may not
submit a response on leases of real property to a public entity; may not be awarded or
perform work as a contractor, supplier, subcontractor, or consultant under a contract with
any public entity; and may not transact business with any public entity in excess of the
threshold amount provided in Florida Statutes, Section 287.017, for CATEGORY TWO
for a period of 36 months from the date of being placed on the convicted vendor list.

E. The firm warrants that it has not employed or retained any company or person, other than
a bona fide employee working solely for the firm to solicit or secure this agreement and
that it has not paid or agreed to pay any person, company, corporation, individual, or
firm, other than a bona fide employee working solely for the firm any fee, commission,
percentage, gift, or other consideration contingent upon or resulting from the award or
making of this agreement. For the breach or violation of this provision, the Authority
shall have the right to terminate the agreement without liability and, at its discretion, to
deduct from the contract price, or otherwise recover, the full amount of such fee,
commission, percentage, gift, or consideration.

F. Pursuant to applicable Florida law, the Contractor’s records associated with this Contract
may be subject to Florida’s public record laws, Florida Statutes 119.01, et seq, as
amended from time to time. Contractor shall comply with all public records obligations
set forth in such laws, including those obligations to keep, maintain, provide access to,
and maintain any applicable exemptions to public records, and transfer all such public
records to the Authority at the conclusion of this Contract, as provided for in Section
119.0701, Florida Statutes.

Upon request from the Authority, the Contractor shall provide the Authority with a copy
of the requested records or allow the records to be inspected or copied within a
reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida
Statutes, or as otherwise provided by law. Specifically, if the Contractor is acting on
behalf of the Authority, the Contractor shall:

1. Keep and maintain public records that ordinarily and necessarily would be
required by the Authority in order to perform the services provided by the
Contractor.

2. Provide the public with access to public records on the same terms and conditions
that the Authority would provide the records and at a cost that does not exceed
the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.

3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law.

4. Meet all requirements for retaining public records and transfer, at no cost, to the Authority all public records in possession of the Contractor upon the termination of the contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the Authority in a format that is compatible with the information technology systems of the Authority.

Failure by the Contractor to grant such public access shall be grounds for immediate unilateral cancellation of any agreement and/or contract by the Authority. The Contractor shall promptly provide the Authority with a copy of any request to inspect or copy public records in possession of the Contractor and shall promptly provide the Authority a copy of the Contractor’s response to each such request.

**IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR’S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (239) 643-0733, NAA@FLYNAPLES.COM OR CITY OF NAPLES AIRPORT AUTHORITY, 160 AVIATION DRIVE NORTH, NAPLES, FLORIDA, 34104.**

G. The Respondent agrees to comply with pertinent statutes, Executive Orders and such rules as are promulgated to ensure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance. If the Respondent transfers its obligation to another, the transferee is obligated in the same manner as the Respondent.

This provision obligates the Respondent for the period during which the property is owned, used or possessed by the Respondent and the airport remains obligated to the Federal Aviation Administration. This provision is in addition to that required by Title VI of the Civil Rights Act of 1964.

H. The Authority, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 USC §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders or offerors that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this RFP and will not be discriminated against.
on the grounds of race, color, or national origin in consideration for an award.

I. The successful Respondent, prior to the execution of a contract or agreement related to this procurement action, will be required to provide and maintain insurance coverages that are acceptable to the Authority, which requirements are set forth in the agreement. The policies of insurance shall be primary and written on forms acceptable to the Authority, and naming the City of Naples Airport Authority as additional insured.

J. An entity or affiliate who has been placed on the discriminatory vendor list may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity.

K. More than one response from the same Respondent under the same or different names will not be considered. Reasonable grounds for believing that a Respondent is submitting more than one response will cause the rejection of all responses in which the Respondent is involved. Responses will be rejected if there is reason for believing that collusion exists among Respondents, and no participant in such collusion will be considered in any future solicitations for a period of six months following the submittal deadline.

L. The firm warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the firm to solicit or secure this agreement and that it has not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for the firm any fee, commission, percentage, gift, or other consideration contingent upon or resulting from the award or making of this agreement. For the breach or violation of this provision, the Authority shall have the right to terminate the agreement without liability and, at its discretion, to deduct from the contract price, or otherwise recover, the full amount of such fee, commission, percentage, gift, or consideration.

M. Preference to Florida Businesses

Section 287.084, Florida Statutes requires that when the lowest responsible and responsive bid, proposal, or reply is by a vendor whose principal place of business is in a state or political subdivision thereof which grants a preference for the purchase of such personal property to a person whose principal place of business is in such state, then a preference shall be awarded to the lowest responsible and responsive vendor having a principal place of business within the state of Florida, which preference is equal to the preference granted by the state or political subdivision thereof in which the lowest responsible and responsive vendor has its principal place of business. In a competitive solicitation in which the lowest bid is submitted by a vendor whose principal place of business is located outside the state and that state does not grant a preference in
competitive solicitation to vendors having a principal place of business in that state, the preference to the lowest responsible and responsive vendor having a principal place of business in the state of Florida shall be five percent (5%).

A vendor whose principal place of business is outside of the state of Florida must accompany any written bid, proposal, or reply documents with a written opinion of an attorney at law licensed to practice law in that foreign state, as to the preferences, if any or none, granted by the law of that state to its own business entities whose principal places of business are in that foreign state in the letting of any or all public contracts.

A vendor whose principal place of business is in the state of Florida may not be precluded from being an authorized reseller of information technology commodities of a state contractor as long as the vendor demonstrates that it employs an internationally recognized quality management system, such as ISO 9001 or its equivalent, and provides a warranty on the information technology commodities which is, at a minimum, of equal scope and length as that of the contract.

This preference shall not apply to any projects for which federal aid funds are available.

X. EXHIBITS

Exhibit A: Sample Professional Services Agreement
Exhibit B: FAA Required Contract Provisions
Exhibit C: Florida Required Provisions
Exhibit D: FAA Legally Required Provisions for Solicitations
Exhibit E: Florida Required Provisions for Solicitations
Exhibit A

Sample Professional Services Agreement
PROFESSIONAL SERVICES AGREEMENT

THIS PROFESSIONAL SERVICES AGREEMENT (this “Agreement”) is made effective as of the ___ day of ______________, 2018 (the “Effective Date”), by and between the CITY OF NAPLES AIRPORT AUTHORITY, a political subdivision of the State of Florida (the “Authority”), and ______________________________, a Florida Corporation authorized to transact business in the State of Florida (“Professional”) (the Authority and Professional each individually a “Party” and collectively the “Parties”).

RECITALS

A. The Professional is a(n) _______ (type of firm) _______ firm, licensed by the _______ (licensing agency/ies) _______ , (License Numbers: _______ ).

B. The Professional maintains insurance coverage as required under Paragraph 8 of this Agreement and has provided certificates of insurance evidencing all such insurance to the Authority.

C. The Authority anticipates instructing Professional to perform and provide the specific services and work for the Information Technology Support Service described in Exhibit A attached hereto and made part of this Agreement (the “Services”).

D. Professional represents and warrants it is willing and fully competent to perform the Services pursuant to the terms and conditions set forth in this Agreement.

NOW, THEREFORE, in consideration of the representations, warranties, covenants and agreements set forth under this Agreement, and other valuable consideration, the receipt and sufficiency of which is hereby acknowledged by the Parties, the Authority and Professional agree as follows:

TERMS

1. Services. This Agreement sets forth the general terms and conditions under which Professional shall perform and provide the Services for the Authority as the Authority instructs from time to time. The precise Services to be performed by Professional for the Authority, and the term of this Agreement or deadline for satisfactory completion of all of the Services by Professional (the “Deadline for Satisfactory Completion”) are fully described and set forth in Exhibit A.

2. Term. The term of this Agreement is from the Effective Date until terminated as provided herein. Notwithstanding anything in this Agreement to the contrary, the Authority shall have the exclusive right to terminate this Agreement, without charge or penalty, at any time and for any reason without charge or penalty, in its sole discretion, upon thirty (30) days written notice to Professional. In the event of such termination by the Authority, (a) Professional shall be entitled to a pro-rata amount of any compensation earned under this Agreement but not paid prior to the date of termination and (b) the Authority shall be entitled to a pro-rata refund of any unearned compensation subsequent to the date of termination paid in advance to Professional hereunder.
3. **Termination Event.** Notwithstanding anything in this Agreement to the contrary, upon the occurrence of any of the following events (each individually a “Termination Event”), all of the rights and privileges of Professional hereunder shall, at the Authority’s sole option, cease to exist and this Agreement shall automatically terminate:

a. Professional fails to strictly comply with, fulfill, perform, keep or observe any of Professional’s obligations, covenants or conditions under this Agreement within five (5) days after written demand from the Authority, time being of the essence;

b. Professional makes any (i) intentional misrepresentation or (ii) unintentional yet material misrepresentation under this Agreement or other instrument or document delivered pursuant hereto;

c. The loss of any of Professional’s licenses, registrations or permits necessary to perform the Services or other obligations under this Agreement;

d. The appointment of a receiver to take possession, or the attachment, execution, or other judicial seizure, of all or any part of Professional’s assets or business;

e. The Authority determines, in its reasonable discretion, that Professional is or will be unable to pay its debts as they become due in the ordinary course of Professional’s business; or

f. Any voluntary or involuntary petition, or similar pleading, under any bankruptcy act, filed by or against Professional, or any other voluntary or involuntary proceeding in any court instituted to declare Professional insolvent or unable to pay its debts. In the event that under applicable law the trustee in bankruptcy or Professional has the right to affirm this Agreement and continue to perform the obligations of Professional hereunder, such trustee or Professional shall, in such time period as may be permitted by the applicable court having jurisdiction, cure all defaults of Professional hereunder outstanding as of the date of the affirmance of this Agreement and provide to the Authority such adequate security and assurances as may be necessary to ensure the Authority the continued performance of Professional’s obligations under this Agreement. Further, the Authority shall receive all of the protections available to creditors under the United States Bankruptcy Code including, but not limited to, section 365 thereof, as amended from time to time.

No right, power or remedy conferred upon or reserved to the Authority under this Agreement is intended to be exclusive of any other right, power or remedy, but each and every such right, power and remedy shall be cumulative and concurrent and shall be in addition to any other right, power and remedy given hereunder or now or hereafter existing at law or in equity or by statute.

Notwithstanding anything in this Agreement to the contrary, upon a Termination Event, the Authority may retain all payments due to the Professional at the date of termination until all of the Authority’s damages have been established and deducted from payments due.

4. **Duties of Professional.** Professional shall perform and complete all of the Services on or before the Deadline for Satisfactory Completion to the satisfaction of the Authority in a good and professional manner consistent with that degree of care and skill ordinarily exercised by members of the same profession currently practicing under similar circumstances. In addition, Professional shall:

a. Furnish all of the expertise, management, information, assistance and other requirements necessary to perform the Services to the Authority’s satisfaction;
b. Furnish such professional and support staff, equipment and supplies, if any, as may be specifically required to perform the Services to the Authority’s satisfaction;

c. Deliver to the Authority all memoranda, reports, notes, analyses, documents and other instruments as may be reasonably requested from time to time by the Authority relating to the performance of the Services and Professional’s other obligations under this Agreement;

d. Provide the Authority with prompt notification of any anticipated delays or difficulties in the performance of the Services;

e. Designate one or more individuals to act on behalf of Professional with respect to the Services and with whom the Authority may confer with respect to the Services; and

f. At all times conduct itself in a professional and cooperative manner in the discharge of its obligations under this Agreement.

Professional covenants and agrees with the Authority that should Professional at any time become aware of any act, occurrence or omission on the part of the Authority or the Authority’s commissioners, officers, employees, insurers, attorneys, agents, lessees, licensees, invitees, successors and assigns which Professional believes or has reason to suspect may give rise to a claim by Professional of bad faith, negligence, fraud or any other form of liability against the Authority, Professional shall advise the Authority in writing of such claim or potential claim within a reasonable period of time not to exceed thirty (30) days of its discovery, or Professional shall be deemed to have waived the claim and be forever barred from asserting that claim or a related claim against the Authority. The purpose of this provision is to promptly advise the Authority of any potential claim and to allow the Authority to immediately investigate, and, if necessary, remedy the allegation. Professional agrees that its failure to notify the Authority of a claim or potential claim within a reasonable period of time of its discovery, not to exceed thirty (30) days, shall be a complete bar to the pursuit of such claim against the Authority and the Authority’s past and present commissioners, officers, employees, insurers, attorneys, agents, lessees, licensees, invitees, successors and assigns, in their individual and representative capacities.

5. Work Made for Hire, Assignment. All work product, research, notes, drawings, blueprints, models, reports, analyses, documents, instruments, data and other information prepared by Professional in connection with the Services (collectively the “Work”) shall be deemed work made for hire and made in the course of the Services rendered under this Agreement. To the extent that the Work may not be considered work made for hire, all right, title and interest in the Work is hereby irrevocably assigned to the Authority by Professional. As such, the Work shall belong exclusively to the Authority.

6. Compensation and Written Invoices.

a. Subject to the terms and conditions of this Agreement, the Authority shall pay Professional for the performance and completion of the Services at the rates and in the manner set forth in Exhibit A. Upon completion and acceptance of the Services in accordance with the terms and conditions of this Agreement to the satisfaction of the Authority, Professional shall send the Authority a written invoice detailing the time and authorized charges for such Services. All such written invoices are payable within sixty (60) days of receipt by the Authority.

b. Notwithstanding anything in this Agreement to the contrary, should Professional fail to commence, provide, perform or complete any of the Services in a timely and diligent manner, in addition to any other rights or remedies available to the Authority, including the rights specified under Paragraphs 2 and 3 herein, the Authority, in its sole discretion, may withhold any and all payments due.
and owing to Professional until such time as Professional resumes performance of its obligations in such a manner so as to satisfy the Authority.

c. After being paid by the Authority, Professional shall immediately pay all subcontractors who have submitted invoices for work already performed. If applicable, Professional shall strictly comply with the provisions of Florida Statute sections 255.071 through 255.078. Failure of Professional to pay any subcontractors shall, at the Authority’s option, be considered a material breach of this Agreement and, therefore, a Termination Event hereunder.

7. Licenses. Professional represents and warrants to the Authority that it has the resources and expertise necessary to complete the Services in accordance with the terms and conditions of this Agreement. Professional agrees to obtain and maintain throughout the entire term of this Agreement all licenses, registrations and permits as are required to transact business in the United States, State of Florida, Collier County and the City of Naples, including, but not limited to, all licenses and permits required by the respective federal and state boards and other governmental agencies responsible for regulating and licensing the Services to be provided by Professional. The employees, personnel, subcontractors and agents assigned by Professional to perform the Services shall be qualified to perform the assigned duties and shall be individually licensed, registered and permitted to perform such duties if required by applicable law. Upon request of the Authority, Professional shall provide the Authority with copies of all applicable licenses, registrations and permits of Professional and Professional’s employees, personnel, subcontractors and agents required under this Paragraph 7.

8. Insurance. Professional shall maintain all of the insurance coverage set forth in this Paragraph 8 uninterrupted at all times while Professional is providing Services under this Agreement. In the event Professional becomes in default of any of the insurance requirements hereunder, the Authority reserves the right to take whatever legal actions are deemed necessary to protect its interest. Professional agrees that, to the fullest extent available, all insurance policies required hereunder shall provide that the Authority is an additional insured.

a. Workers’ Compensation / Employer’s Liability. Professional shall maintain workers’ compensation / employer’s liability insurance, and the maximum limits of such insurance, inclusive of any amount provided by an umbrella or excess policy, shall be:

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<tr>
<th>Part One:</th>
<th>&quot;Statutory&quot;</th>
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<td>Part Two:</td>
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<tr>
<td>Each Accident</td>
<td>$100,000</td>
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<tr>
<td>Disease – Policy Limit</td>
<td>$500,000</td>
</tr>
<tr>
<td>Disease – Each Employee</td>
<td>$100,000</td>
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b. Commercial General Liability. Professional shall maintain commercial general liability insurance (or broad form property damage covering all Services and other work performed by Professional pursuant to this Agreement), and the minimum limits of such insurance, inclusive of any amounts provided by an umbrella or excess policy, without exclusion for independent contractors, shall be:

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<tbody>
<tr>
<td>General Aggregate</td>
<td>$1,000,000</td>
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<tr>
<td>Each Occurrence</td>
<td>$1,000,000</td>
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<tr>
<td>Personal and Advertising Injury</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Products and Completed Operations</td>
<td>$1,000,000</td>
</tr>
</tbody>
</table>
The insurance required under this Paragraph 8(b) shall include coverage for liability resulting out of, or in connection with, ongoing operations performed by, or on behalf of, Professional under this Agreement or the use or occupancy of the Authority premises by, or on behalf of, Professional in connection with this Agreement.

c. **Business Auto Liability.** Professional shall maintain business auto liability insurance (for all owned, hired and non-owned vehicles), and the minimum limits of such insurance, inclusive of any amounts provided by an umbrella or excess policy, shall be:

Each Occurrence – Bodily Injury and Property Damage Combined

$1,000,000

d. **Professional Liability / Malpractice.** Professional shall maintain professional liability / malpractice insurance, and the minimum limits of such insurance, inclusive of any amounts provided by an umbrella or excess policy, shall be:

Each Occurrence

$1,000,000

Annual Aggregate

$2,000,000

The insurance required under this Paragraph 8(d) shall (i) include coverage for all Services and other work of Professional, including, but not limited to, areas with possible environmental impact, without any exclusions unless approved in writing by the Authority’s Executive Director, and (ii) notwithstanding anything herein to the contrary, be maintained and continued for a minimum uninterrupted period of four (4) years following the later of completion of all of the Services by Professional or termination of this Agreement.

e. **General Requirements.** Renewal certificates evidencing all of the insurance required under this Paragraph 8 shall be sent by Professional to the Authority thirty (30) days prior to the expiration date of each applicable insurance policy. Each insurance policy required under this Paragraph 8 shall provide that the Authority shall receive at least thirty (30) days prior written notice in the event of any cancellation or modification of any insurance coverage. No insurance coverage required hereunder shall have a deductible amount in excess of $50,000 without the prior written approval of the Authority’s Executive Director. All insurance coverage of Professional shall be in addition to, and shall in no way be construed or interpreted to be a limitation of, Professional’s indemnification and other obligations to the Authority under Paragraph 9 of this Agreement. It is expressly agreed that Professional’s policies of insurance required under this Paragraph 8 shall be primary over any insurance which the Authority may maintain or carry, and that Professional shall obtain from its insurers an endorsement waiving any other insurance clauses which may be in conflict with this provision, and evidence of such waiver shall be indicated on all insurance policies or certificates of insurance furnished to the Authority. Professional shall be responsible and liable for insuring that all of Professional’s employees, personnel, subcontractors, agents, licensees or invitees who perform any of the Services carry and comply with the same insurance coverage and requirements required of Professional under this Paragraph 8. Upon the request of the Authority, Professional shall deliver to the Authority copies of all insurance policies required hereunder.

9. **Indemnification.** To the fullest extent permitted by applicable law, Professional shall indemnify, defend and hold harmless the Authority and the Authority’s past and present commissioners, officers, employees, insurers, attorneys, agents, lessees, licensees, invitees, successors and assigns, in both their individual and representative capacities, from and against any and all liabilities, damages, losses, penalties, causes of action, claims, demands and costs, including, but not limited to, reasonable attorneys’ fees and expenses of defense (through all appeals), arising out of or in connection with (a) the Services or other work performed by Professional pursuant to this Agreement, (b) the failure to fulfill any and all responsibilities, covenants and obligations of Professional under this Agreement and (c) any act or omission of Professional or Professional’s employees, personnel, subcontractors, agents, licensees or
invitees. Nothing contained herein will be construed as a waiver of any immunity or limitation of liability the Authority may have under the doctrine of sovereign immunity under Florida Statute section 768.28 or otherwise. The Authority reserves the right, at its option, to participate in the defense of any suit, without relieving Professional of any of its obligations hereunder. The obligations of this Paragraph 9 will survive termination of this Agreement and will not be limited by the amount of any insurance required to be obtained or maintained under this Agreement. If the provisions of this Paragraph 9 are found to conflict in any way with Florida or other governing law, then this Paragraph 9 will be considered modified by such laws to the extent necessary to remedy the conflict.

This Paragraph 9 shall also pertain to any claims brought against the Authority by any of Professional’s employees, personnel, subcontractors, agents, licensees and invitees and any other party claiming by or through Professional. Professional’s obligations under this Paragraph 9 shall not be limited in any way by Professional’s limit or lack of sufficient insurance protection.

10. **Rules and Regulations.** In performing the Services, Professional shall comply with each of the following:

   a. Any and all of the Authority’s (i) Rules and Regulations of the Naples Municipal Airport, Naples, Florida, as amended, (ii) regulatory and compliance regulations, as amended, and (iii) procedures, rules and other requirements on file in the offices of the Executive Director of the Authority or a hereafter promulgated, established or amended from time to time by the Authority in its sole discretion (collectively the “Airport Rules and Regulations”). The Airport Rules and regulations are incorporated herein by reference and made part of this Agreement. Upon request, Professional shall have the right to review any of the Airport Rules and regulations during regular business hours at the offices of the Executive Director of the Authority; and

   b. Any and all applicable laws statutes, ordinances, codes, rules, regulations, orders, and governmental permits and requirements.

11. **No Waiver.** The failure of the Authority to enforce at any time, or for any period of time, any one or more of the provisions of this Agreement shall not be construed to be, and shall not be, a waiver of any such provision or provisions or of its right thereafter to enforce each and every such provision. The waiver by the Authority of a breach of any provision of this Agreement shall not be deemed a continuing waiver, or a waiver of any subsequent breach of the same or any other provision hereof.

12. **Severability.** The invalidity of any one or more of the provisions of this Agreement shall not affect the enforceability of any or all of the remaining provisions hereof, all of which are included conditionally upon being valid in law, and, in the vent that any one or more of the provisions of this Agreement shall be declared invalid, this Agreement shall be construed as if such invalid provisions had not been included.

13. **No Assignment.** Professional shall not voluntarily, involuntarily or by operation of law assign, transfer or otherwise encumber this Agreement, or any rights or privileges of Professional hereunder, in whole or in part, without first obtaining in each and every instance the prior written consent of the Authority, which consent may be granted or withheld in the Authority’s sole discretion for any reason whatsoever. Any assignment, transfer or encumbrance contrary to the forgoing shall be a material default and, therefore, a Termination Event under this Agreement.

14. **Independent Professional.** Neither Professional nor Professional’s employees, personnel, subcontractors, agents, licensees and invitees shall be deemed to be a servant, employee, partner or joint
venture of the Authority. Professional shall perform the Services and its obligations under this Agreement as an independent contractor. Neither Professional nor Professional’s employees, personnel, subcontractors, agents, licensees and invitees shall hold themselves out as having the power or authority to bind or create liability for the Authority. Professional shall not be treated as an employee for purposes of FICA, FUTA, federal, state or local income tax, and Professional shall be responsible for its own employment, social security and other tax payments, as well as any other statutorily required coverage, including insurance.

15. Notices. All notices and Communications under this Agreement shall be in writing and shall be delivered by hand, by nationally recognized overnight courier or by certified United States mail, return receipt requested, to the perspective Parties as follows:

As to the Authority: City of Naples Airport Authority
Attention: Christopher A. Rozansky, Executive Director
160 Aviation Drive North
Naples, FL 34104

With Copy to the Authority’s Attorney:
William L. Owens, ESQ.
Bond, Schoeneck & King, PLLC
4001 Tamiami Trail North, Suite 250
Naples, FL 34103

As to Professional: Company Name: __________________________
Attention: __________________________
Address: __________________________
City, State, ZIP: __________________________

Notice shall be deemed conveyed upon personal delivery or receipt confirmation. Either Party may change its mailing address by giving written notice to the other Party in accordance with the requirements of this Paragraph 15.

16. Attorneys’ Fees. In the event of any controversy, claim, dispute or litigation relating to this Agreement, or the breach hereof, the prevailing Party shall be entitled to recover from the non-prevailing Party the prevailing Party’s costs and expenses, including, without limitation, reasonable attorneys’ fees (through all appeals).

17. Governing Law and Venue. This Agreement shall be interpreted under, and its performance governed by, the laws of the State of Florida (excluding any conflict of law rule or principle that would refer to the laws under jurisdiction). Each Party irrevocably submits to the jurisdiction of the Circuit Court of the State of Florida, Collier County, in any action or proceeding arising out of or relating to this Agreement, and each Party hereby irrevocably agrees that all claims with respect to any such action or proceeding must be brought and defended in such court; provided, however, that matters which are under the exclusive jurisdiction of the Federal courts shall be brought in the Federal District Court for the Middle District of Florida. Each Party consents to service of process by any means authorized by the applicable law of the forum in any action brought under or arising out of this Agreement, and each Party irrevocably waives, to the fullest extent each may effectively do so, the defense of an inconvenient forum to the maintenance of such action or proceeding in any such court. PROFESSIONAL AND THE AUTHORITY HEREBY IRREVOCABLY AND UNCONDITIONALLY WAIVE, TO THE FULLEST EXTENT IT MAY LEGALLY AND EFFECTIVELY DO SO, TRIAL BY JURY IN ANY SUIT, ACTION OR PROCEEDING ARISING UNDER THIS AGREEMENT.

IT Support Services RFP 2019
18. **Paragraph Headings.** None of the Paragraph headings of this Agreement shall be construed as a limitation upon the provisions hereof. Paragraph headings having been inserted as a guide and partial index and not as a complete index of the contents of any Paragraph or other provision of this Agreement. Whenever the singular or plural number, or the masculine, feminine or neuter gender is used in this Agreement, it shall include the other.

19. **Countersparts.** This Agreement may be executed in any number of counterparts, each such counterpart being deemed to be an original instrument, and all such counterparts shall together constitute the same Agreement. Delivery of an executed signature page by facsimile or electronic mail shall be as effective as delivery of a manually signed counterpart.

20. **No Modification.** No modification or change to this Agreement shall be valid or binding upon the Parties unless in writing and executed by the Party or Parties intended to be bound by it.

21. **Encumbrances.** Professional hereby covenants and agrees that all of Professional’s rights and privileges under this Agreement are subject and subordinate to any and all rights, liens, licenses, leases, tenancies, mortgages, uses, encumbrances and other restrictions which may now or hereafter bind the Authority or encumber the Naples Municipal Airport, and to all renewals, modifications and extensions thereof. In addition, this Agreement shall be subject and subordinate to all of the provisions and obligations of the Authority under any existing or future laws, regulations, grant assurances, requirements or agreements, by, from or with the United States Government or other governmental authority compliance with or the execution of which has been or will be required as a condition precedent to the operation (or granting of Federal or other governmental funds for the development) of the Authority or Naples Municipal Airport. Professional shall, upon request of the Authority, execute any subordination documents which the Authority may deem necessary, but no such documents shall be required to effectuate the subordination by Professional under this Paragraph 21.

22. **Further Assurances.** From and after the execution and delivery of this Agreement, Professional shall cooperate with the Authority in taking such actions, executing such instruments and granting such rights as may be reasonably necessary or requested by the Authority to effectuate the purposes of this Agreement or to evidence or perfect the rights and privileges granted and the obligations assumed hereunder.

23. **No Third Party Beneficiary Intended.** This Agreement is made solely for the benefit of Professional and the Authority, and their respective successors and assigns permitted hereunder, and no other person or entity shall have or acquire any right by virtue of this Agreement.

24. **FAA Required Contract Provisions.** See Exhibit B

25. **Florida’s Public Records Laws.** See Exhibit C.

26. **Florida Procurement and Department of Transportation Laws.** See Exhibit C

27. **Entire Agreement.** This Agreement represents the entire Agreement between Professional and the Authority and supersedes all prior agreements, oral or written, and all other communications relating to the subject matter hereof. Each Party has had the opportunity to review with counsel the terms of this Agreement and to negotiate the same. Therefore, any ambiguity in this Agreement shall not be construed against either Party by virtue of having drafted this Agreement.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the Effective Date.
AUTHORITY:

CITY OF NAPLES AIRPORT
AUTHORITY,
a political subdivision of the State of Florida

ATTEST:

By: ____________________________

______________________________
Chairman

Christopher A. Rozansky
Executive Director

Approved as to form and legal sufficiency by:

____________________________________
William L. Owens, Esq.
Counsel to the Authority

PROFESSIONAL:

COMPANY NAME
a (STATE) Corporation

By: ____________________________
Print Name: ____________________________
Print Title: ____________________________
AGREEMENT: EXHIBIT A

Description of Services: In addition to all of the obligations of Professional hereunder, the Services to be performed and provided by Professional pursuant to this Agreement are described in Schedule 1 (titled "" ) attached hereto and made a part of this Agreement.

Deadline For Satisfactory Completion: Except as otherwise provided in this Agreement, the Deadline For Satisfactory Completion of all of the Services by Professional is______. The Agreement may be renewed for either the length of the initial term or up to three years, with any such renewal, or no renewal at all, being in the Authority’s sole discretion. Renewals are contingent upon satisfactory performance evaluations by the Authority and subject to the availability of funds.

Rates and Manner of Compensation: Notwithstanding anything in this Agreement to the contrary, the total compensation due Professional from the Authority for the performance and completion of all of the Services in accordance with the terms and conditions of this Agreement to the satisfaction of the Authority is $________. A description and breakdown of the tasks and expense categories are described in Schedule 2 (titled "" ) attached hereto and made a part of this Agreement.

Other Provisions and Obligations of Professional: In addition to the Professional’s obligations set forth herein and all common law duties, Professional shall:

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________
Exhibit B

FAA Required Contract Provisions
AGREEMENT: EXHIBIT B


(a) Civil Rights – General. Professional agrees to comply with pertinent statutes, Executive Orders and such rules as are promulgated to ensure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance. This provision binds Professional and subtrier contractors from the bid solicitation period through the completion of this Agreement. This provision is in addition to that required of Title VI of the Civil Rights Act of 1964.

(b) Civil Rights – Title VI Assurances - Compliance with Nondiscrimination Requirements. During the performance of this Agreement, Professional, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor” in this Paragraph (b) agrees as follows:

(i) Compliance with Regulations: Professional (hereinafter includes consultants) will comply with the Title VI List of Pertinent Nondiscrimination Acts And Authorities, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.

(ii) Non-discrimination: Professional, with regard to the work performed by it during this Agreement, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. Professional will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21.

(iii) Solicitations for Subcontracts, Including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding, or negotiation made by the Professional for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the Professional of the Professional’s obligations under this Agreement and the Nondiscrimination Acts And Authorities on the grounds of race, color, or national origin.

(iv) Information and Reports: The Professional will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Authority or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts And Authorities and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Authority or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

(v) Sanctions for Noncompliance: In the event of Professional’s noncompliance with the Non-discrimination provisions of this Agreement, the Authority will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate,
including, but not limited to:

(A) Withholding payments to the Professional under this Agreement until the Professional complies; and/or in whole or in part.

(B) Cancelling, terminating, or suspending this Agreement.

(vi) Incorporation of Provisions: The Professional will include the provisions of Paragraphs 24(c)(i) through (vi) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The Professional will take action with respect to any subcontract or procurement as the Authority or the Federal Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the Professional becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the Professional may request the Authority to enter into any litigation to protect the interests of the Authority. In addition, the Professional may request the United States to enter into the litigation to protect the interests of the United States.

(c) Title VI List of Pertinent Nondiscrimination Acts and Authorities. During the performance of this Agreement, Professional, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor” in this Paragraph (c) agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 CFR part 21 (Non-discrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131
12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;

- The Federal Aviation Administration’s Non-discrimination statute (49 3) (prohibits discrimination on the basis of race, color, national origin, and sex);

- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;

- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100); and

- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

(d) Federal Fair Labor Standards Act. All contracts and subcontracts that result from this solicitation (including this Agreement) incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers. Professional has full responsibility to monitor compliance to the referenced statute or regulation. Professional must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

(e) Occupational Safety and Health Act. All contracts and subcontracts that result from this solicitation (including this Agreement) incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Professional must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. Professional retains full responsibility to monitor its compliance and their subcontractor’s compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Professional must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.
Exhibit C
Florida Required Provisions
AGREEMENT: EXHIBIT C

Florida Required Provisions

1. Public Information

(a) IF PROFESSIONAL HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO PROFESSIONAL’S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE AUTHORITY’S CUSTODIAN OF PUBLIC RECORDS AT (239) 643-0733, NAA@FLYNAPLES.COM AND/OR 160 AVIATION DRIVE NORTH, NAPLES, FLORIDA 34104.

(b) Professional acknowledges and agrees that Professional shall be required to comply with Florida’s Public Records Laws, Chapter 119, Florida Statutes. Specifically, Professional hereby covenants and agrees that it shall:

(i) keep and maintain public records required by the Authority to perform the services under this Agreement;

(ii) upon request from the Authority’s custodian of public records, provide the Authority with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law;

(iii) ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the term of this Agreement and following completion of this Agreement if Professional does not transfer the records to the Authority; and

(iv) upon completion of this Agreement, transfer, at no cost, to the Authority all public records in possession of Professional or keep and maintain public records required by the Authority to perform the services under this Agreement. If Professional transfers all public
records to the Authority upon completion of this Agreement, Professional shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Professional keeps and maintains public records upon completion of this Agreement, Professional shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the Authority, upon request from the Authority’s custodian of public records, in a format that is compatible with the information technology systems of the Authority.

2. Florida Procurement Laws

   (a) Convicted Vendor List. A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in s. 287.017 for CATEGORY TWO for a period of 36 months following the date of being placed on the convicted vendor list.

   (b) Discriminatory Vendor List. An entity or affiliate who has been placed on the discriminatory vendor list may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity.
Exhibit D
FAA Legally Required Provisions for Solicitations
Exhibit D

FAA Legally Required Provisions for Solicitations

1. GENERAL CIVIL RIGHTS PROVISIONS

The contractor agrees to comply with pertinent statutes, Executive Orders and such rules as are promulgated to ensure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance. This provision binds the contractor and subtier contractors from the bid solicitation period through the completion of the contract. This provision is in addition to that required of Title VI of the Civil Rights Act of 1964.

2. TITLE VI SOLICITATION NOTICE

The Authority, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

3. FEDERAL FAIR LABOR STANDARDS ACT (FEDERAL MINIMUM WAGE)

All contracts and subcontracts that result from this solicitation incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers.

The Contractor has full responsibility to monitor compliance to the referenced statute or regulation. The Contractor must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

4. OCCUPATIONAL SAFETY AND HEALTH ACT OF 1970

All contracts and subcontracts that result from this solicitation incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Contractor retains full responsibility to monitor its compliance and their subcontractor’s compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Contractor must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.
Exhibit E

Florida Required Provisions for Solicitations
Exhibit E

Florida Required Provisions for Solicitations
Florida State Procurement Law Required Provisions for Solicitations

1. CONVICTED VENDOR LIST

A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in s. 287.017 for CATEGORY TWO for a period of 36 months following the date of being placed on the convicted vendor list.

2. DISCRIMINATORY VENDOR LIST

An entity or affiliate who has been placed on the discriminatory vendor list may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity.

3. NO CONTACT

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.
The Naples Airport Authority Request for Proposals for Information Technology Support Services is amended by the following clarifications or additions. If any provisions of this Addendum conflict with the existing RFP, then this Addendum will control and is hereby made a part of the RFP documents. All other provisions in the RFP remain in effect as previously published.

**Respondents shall acknowledge receipt of any and all addenda in their transmittal letter.**

---

**QUESTIONS AND ANSWERS**

1. Will the Mandatory Pre-Proposal Meeting have a conference line or require a team member to attend?

   On-site attendance by a team member is required for the mandatory pre-proposal meeting and a conference line will not be available.
Request for Proposals for
Information Technology Support Services
ADDENDUM No. 2
April 26, 2019

The Naples Airport Authority Request for Proposals for Information Technology Support Services is amended by the following clarifications or additions. If any provisions of this Addendum conflict with the existing RFP, then this Addendum will control and is hereby made a part of the RFP documents. All other provisions in the RFP remain in effect as previously published.

Respondents shall acknowledge receipt of any and all addenda in their transmittal letter.

A mandatory pre-proposal meeting and site visit was held at 2:00 PM on April 11, 2019. Attendees were reminded that questions should be submitted in writing in accordance with the instructions in the RFP so that they can be properly documented for inclusion in an Addendum to the RFP documents. Attendees were offered a tour of the General Aviation Terminal, Airport Office Building, Facilities Building, and Commercial Terminal in order to view our current technology infrastructure. A copy of the pre-bid meeting agenda and sign-in sheet are included in this Addendum.

SUPPLEMENTAL INFORMATION

The Naples Airport Authority is requesting from the respondents that pricing be included in the proposal, broken out for hourly, monthly, on-call, etc. along with an associated matrix of services provided.

The Scoring Matrix has been provided in additional Exhibit G, included in this Addendum.

QUESTIONS AND ANSWERS

Q1. Can the NAA please provide the IT Service Level Agreement (SLA) support response time requirements?

A1. As stated in Section IV, page 7 of the RFP, the Service Level Agreements will be set in place by the Consultant and the Authority, therefore it will be negotiated.
Q2. Can the NAA confirm the full response has a 50 page limit (one passage in the submission instructions refers to a 30 page limit)?

A2. The following paragraph replaces the current paragraph in Section VI Submission Instructions, of the RFP.

Respondent shall carefully review and address all of the evaluation criteria outlined in this request. In order to be considered, respondent shall demonstrate the firm’s ability to provide the required services as listed in this RFP. Any data furnished by the Authority is for informational purposes only. The full response shall not exceed fifty (50) pages and shall include all resumes requested in section V, the forms from Appendix A and the Certificate of Insurance. Blank tabs may be used to delineate sections and will not count towards the thirty fifty page limit, however, they are not required.

Q3. Can you please confirm what the correct page limit is?

A3. The following paragraph replaces the current paragraph in Section VI Submission Instructions, of the RFP.

Respondent shall carefully review and address all of the evaluation criteria outlined in this request. In order to be considered, respondent shall demonstrate the firm’s ability to provide the required services as listed in this RFP. Any data furnished by the Authority is for informational purposes only. The full response shall not exceed fifty (50) pages and shall include all resumes requested in section V, the forms from Appendix A and the Certificate of Insurance. Blank tabs may be used to delineate sections and will not count towards the thirty fifty page limit, however, they are not required.

Q4. If there is a formal Section I of the Requirements Section refers to a Drug Free Workplace and a Non-Collusion form in Appendix A, but in all the materials online I cannot seem to find an Appendix A anywhere.

A4. Section V. Content of Responses, Section I., A. and B. are not required.

I. Include required forms from Appendix A:
   A. Statement of Drug-Free Workplace
   B. Non-Collusion Affidavit

Q5. Will the NAA please release the Appendix A documents for inclusion in the proposal (Statement of Drug-Free Workplace and Non-Collusion Affidavit)?

A5. Section V. Content of Responses, Section I., A. and B. are not required.

II. Include required forms from Appendix A:
   A. Statement of Drug-Free Workplace
   B. Non-Collusion Affidavit

Q6. Regarding RFP Content of Responses - Section V. B/C – This section calls for “names and contact information of the individual who will serve as the Authority’s main point of
contact”. Can the NAA confirm that a single resume and copies of certifications/licenses meets the requirements for V.C on page 8?

A6. A single resume, copies of certifications/licenses, in addition to contact information such as phone number and email meet the requirements.

Q7. Can the NAA clarify whether they prefer a technical POC or contractual POC to be the main point of contact?

A7. The NAA has no preference.

Q8. What is the NAA’s IT budget?

A8. The IT budget for Fiscal Year 2019 was $414,495. The IT budget for Fiscal Year 2020 has not been determined.

Q9. Can the NAA provide a list of upcoming projects and initiatives?

A9. The following projects are in scope for the upcoming year. These are subject to change at any time based on the needs of the Authority.
   - Fuel Point of Sale Software implementation
   - Document management system/process for records management
   - Financial system upgrade
   - Updated email retention processes
   - Intranet

Q10. What is the size of the NAA’s onsite IT staff? What is the staff comprised of (help desk clerks, system admins, etc.)

A10. The NAA does not currently have any internal IT staff. The external IT consulting firm is managed by the NAA’s Business Analyst. The IT consulting firm currently provides on-site staff two days a week, in addition to as-needed/scheduled.

Q11. What is the NAA’s current IT pain points?

A11. The NAA is focused on using, and relying on our technology in order to provide excellent customer service. Any time that our technology is a hindrance instead of helping us excel in this area, it is our largest pain point. The NAA is also concerned about IT security with all of the emerging technologies in order to keep our systems and data secure.

A12. Can the NAA identify who the current IT Services provider is?

A12. The current IT Services provider is Softrim.

Q13. Can the NAA provide an inventory of all IT hardware and software applications that will be supported by the Consultant?
A13. A list of current IT hardware and software applications are provided in Exhibit F, included in this addendum.

Q14. The sections and content required in the proposals, as outlined on page 8 of the RFP, do not appear to include a place for response to the maintenance and support tasks specified in the Scope of Services on page 6 of the RFP. Can you advise which section of the proposal should include this response?

A14. Dependent on the subject of the support tasks and/or service, the response should be in sections D, E, or F.

Q15. Does the NAA currently backup all of its data to local storage, or to the Cloud, or both?

A15. The NAA currently backs up its data to both local storage, and to servers that are owned by the NAA at an offsite location.

Q16. Does the NAA use an on-prem Active Directory or is there a need to extend Active Directory to cloud infrastructure or services? Is the NAA using Office 365, Azure, or only on-prem systems?

A16. The NAA uses and on premise Active Directory. The NAA is only using on premise systems with Active Directory.

Q17. What is the network topology? I.e.: general list and/or diagram of IT asset inventory

A17. A list of current IT hardware and software applications are provided in Exhibit F, included in this addendum.

Q18. What is currently hosted offsite and/or in the cloud?

A18. Our HR/Payroll solution (ADP), our Maintenance Management solution (Que Centre), our Work Schedule solution (ScheduleAnywhere), our noise abatement solutions PlaneNoise, our tracker InFlight by HMMH, and our Emergency Notification System (Everbridge) are currently cloud based solutions.

Q19. What are the software applications being used?
   a. Financial
   b. Human Resources
   c. Operations
   d. Applications specific to a department

A19. The Financial application is Serenic Navigator. The Human Resources application is ADP. Operations uses TotalFBO for our point of sale. A list of all other department specific software applications are provided in Exhibit F, included in this addendum.

Q20. Brand, Platform and age of phone system(s)?
A20. The VOIP phones on a phone switch that has a card for analog lines. The phones are Alcatel-Lucent and are approximately 4 years old.

Q21. What maintenance contracts are in place with regards to hardware and software? Annual or monthly budget allocated to IT maintenance contract line items?

A21. The Fiscal Year 2019 yearly budget for Computer Hardware and Software maintenance and support contracts was $139,475. The IT budget for Fiscal Year 2020 has not been determined. Currently there are contracts in place for the Financial system, Emergency Notification system, TotalFBO, Fuel Master, email security, firewalls, PCI compliance, server and switch support, website maintenance, and printer/copier support. These contracts are subject to change according to the needs of the Authority.

Q22. Please describe the current Storage and Backup process? Device and platform used?

A22. We have two servers offsite that replicate all of our internal servers. Locally we also have a replica of those servers, as well as the replica of the databases of our financial and point of sale systems. The devices and platforms are provided in Exhibit F, included in this addendum.

Q23. What are the security policies and procedures in place today? Last update?

A23. We have the following security policies and procedures:
   • Acceptable Use of Technology – Updated 7/1/2010
   • Computer Resources (Use Procedure) – Updated 6/29/2010
   • Email Procedure – Updated 6/25/2010
   • Internet Acceptable Use Procedure – Updated 6/25/2010
   • Information Security Procedure – Updated 6/25/2010
   • Password Security Procedure – Updated 6/17/2010

Q24. What is the Disaster Recovery Plan in place today? When was it last updated?

A24. The current Disaster Recovery Plan was created in July 2015. It consists of the following items:
   • Inventory of hardware and software
   • Information systems’ computer room emergency procedures
   • Determination of the extent of disaster and associated steps
   • Determination of other potential expenses to return to service
   • Recovery action plan
     o Immediate response
     o Infrastructure restore
     o Hardware restore
     o Restore and sync data
     o Resume business
     o Return to facility
   • Communication and notification plan
Q25. 80 employees are noted in the RFP. Of those 80, how many are electronic device/technology end users?

A25. We currently have approximately 50 workstations (laptops, notebooks, and towers) for users. All employees have email and network access.

Q26. Does the project scope include any installations for new audio-visual systems for recording and streaming meetings?

A26. At this time there are no plans to replace the current system. However, respondents should anticipate this as a future possibility.

Q27. Will the NAA need the vendor to provide cabling services that would involve running cable inside walls or outside the cable’s originating room?

A27. Yes.

Q28. Who is the current telecommunications provider?

A28. CenturyLink provides telecom services and Verizon provide mobile services.

Q29. Does the NAA use a SIP trunk, Hosted PBX, and/or POTS?

A29. The NAA uses a PBX that is an Alcatel Lucent OXO. It is serviced by one active and one back-up PRI circuit. We also have POTS fax lines.

Q30. What service is being used for fax?

A30. CenturyLink

Q31. Can the NAA define the components of their fax infrastructure?

A31. The NAA currently has 5 fax lines.

Q32. Does the NAA have an active MSP plan for their printers?

A32. Yes, however our IT support provides network configuration assistance for these printers.

Q33. Does the NAA have any application support plans and if so which ones? i.e. Citrix
A33. Currently there are support plans in place for the Financial system, Emergency Notification system, TotalFBO, Fuel Master, email security, firewalls, PCI compliance, server and switch support, website maintenance, and printer/copier support. These contracts are subject to change according to the needs of the Authority. Our Citrix environment is maintained by our IT Support.

Q34. **Due to the submitted unanswered questions, we are currently unable to prepare a proper proposal response.** Will NAA consider extending the submission deadline to May 8th?

A34. No, the deadline cannot be extended.
Exhibit F

Hardware

6 Physical Dell Servers (Dell PowerEdge, Windows 2016 or 2012)

12 Logical Servers (Hyper-V Virtual Machines)

50 Work Stations/Laptops

Audio/Visual:
   Tricaster TXCD460, Control Surface, and Set Editor
   7 Shure wireless gooseneck microphones
   1 Shure wireless handheld microphone

Phones:
   Approximately 40 mobile phones
   2 iPads
   Approximately 60 VOIP Phones
   Approximately 5 Fax Lines

Software

Microsoft Exchange 2013, Office Suite 2010 and 2013 Pro Plus
Microsoft SQL Server 2012
Windows Servers
Windows 7, 8 and 10
Mimiccast
Firewall
Citrix XenDesktop Enterprise
ADP
Serenic Navigator
TotalFBO
ScheduleAnywhere
Que Centre
Everbridge
DLT Solutions AutoCAD
Fuel Master
Thor Guard
eMerge
### Exhibit G

**Scoring Matrix**

<table>
<thead>
<tr>
<th>Selection Criteria</th>
<th>Your Score</th>
<th>Maximum Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional qualifications necessary for satisfactory performance</td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>• Project Manager and key team members are qualified to perform the work categories of the project</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Consultant's knowledge of standards and procedures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specialized experience and technical competence in the type of work required</td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>• Consultant has provided comparable projects with which they have been involved</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Consultant IT capability (hardware and software)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Subcontractor financial stability and ability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Past performance on contracts with government agencies and private industry</td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>• Past performance evaluations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• References if no past work has been performed for the NAA by the Consultant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The capacity to accomplish the work in the required time</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>• Consultant has adequate staff for this project</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Current workload of the consultant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Consultant financial stability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consultant has demonstrated understanding of key elements of the NAA Program:</td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>• Consultant has provided a logical approach to tasks and issues</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location of the Consultant and knowledge of the area and local issues; location criteria cannot be based on a political boundary (e.g. city or county limits)</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>• Consultant has demonstrated understanding of possible special considerations concerning the scope of work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Local availability for onsite support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Support availability during NAA office hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Price of Services and Cost Control</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>• Consultant has demonstrated method(s) of cost control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of Submittal/Proposal</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>• Proposal was clear and concise and demonstrates expertise in subject matter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Responses are consistent with project scope</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td>100</td>
</tr>
</tbody>
</table>
Request for Proposals for
Information Technology Support Services
ADDENDUM No. 3
May 14, 2019

On May 1, 2019 the Naples Airport Authority received four Proposals in response to the Information Technology Support Services RFP. It was determined that two of the submittals met the required criteria contained in the RFP. Therefore the following firms, in no particular order, have been shortlisted for further consideration and invited to present to the Consultant Selection Committee on Thursday, June 6, 2019:

1. Softrin, LLC
2. ITVantage

The Naples Airport Authority would like to thank each firm that responded to our Request for Proposals.

Respectfully,

Margo Kidd
Business Analyst
Agenda

NAA Response to RFP

Section A .................................. 3
Section B .................................. 4
Section C .................................. 4 - 6
Section D .................................. 7
Section E .................................. 8 - 9
Section F .................................. 10
Section G .................................. 11
Section H .................................. 12
Section I & J ................................. 13
Additional Questions ................... 13 - 15
Appendix ................................. 16 - 27
A. Transmittal Letter

Naples Airport Authority
160 Aviation Drive North
Naples, FL 34104

Dear NAA,

As the founder of ITVantage, I understand there are many options for technology solutions out there, so I offer my sincere appreciation for the opportunity to submit a proposal for your Information Technology Support Services. In this proposal, you will find the information designated in your RFP and more information about ITVantage culture and the team, along with recommendations for the consideration and review of your organization.

Since 2002, ITVantage has been providing our business partners – both for-profit and not-for-profit with technology solutions. We sit on committees & non-profit boards and understand what it requires for a business in SWFL to run successfully. If selected to partner with the Naples Airport Authority, we will deliver leading technology services and provide unparalleled customer satisfaction by understanding your business, your needs, and your expectations.

All of us at ITVantage recognize this is an important decision for your team to get the right fitting IT partner given the service you provide to our community and the $283,500,000 \(^1\) annual economic impact in Southwest Florida. We vow to always look to the safety and security of not only your IT needs, but accountability, urgency and understanding of your team and the important work you do. Afterall, facilitating over 260 takeoffs and landings per day and upwards of 95,000 \(^2\) annually is no small task. It is fair to say our success as a community hinges on your success as an operator.

On behalf of the ITVantage team, thank you for allowing us to participate in this IT Services decision process. Please do not hesitate to reach out to our Director of Communications & Marketing, Wendi Fowler, or myself to answer questions and offer further detail. We look forward to doing business with you.

Warm Regards,

Jeremy Stakely
President & CEO
jeremy@ITVantage.com
239-694-8324
5288 Summerlin Commons Way #901
Fort Myers, FL 33907

References:
[1,2] Naples Airport Authority, Strategic Plan FY 2017 – 2021, pg 2, URL

Proprietary & Confidential
# NAA Proposal

## B. Names and contact information of the individual who will serve as the Authority's main point of contact.

<table>
<thead>
<tr>
<th>Location</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Naples</td>
<td>3606 Enterprise Avenue, Suite 230</td>
</tr>
<tr>
<td></td>
<td>Naples FL 34104</td>
</tr>
<tr>
<td>Bonita Springs</td>
<td>9220 Bonita Beach Rd SE #102</td>
</tr>
<tr>
<td></td>
<td>Bonita Springs, FL 34135</td>
</tr>
<tr>
<td>Fort Myers</td>
<td>5288 Summerlin Commons Way, STE 901-902</td>
</tr>
<tr>
<td></td>
<td>Fort Myers, FL 33907</td>
</tr>
</tbody>
</table>

**Website:** [https://itvantage.com](https://itvantage.com)

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Name</th>
<th>Role</th>
<th>Email</th>
<th>Direct</th>
<th>Cell</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Contact</td>
<td>Wendi Fowler</td>
<td>Director of Marketing &amp; Communications</td>
<td><a href="mailto:wendi@itvantage.com">wendi@itvantage.com</a></td>
<td>239-600-6221</td>
<td>239-293-4053</td>
</tr>
<tr>
<td>Secondary Contact</td>
<td>David Alpert</td>
<td>Sales Director</td>
<td><a href="mailto:david@itvantage.com">david@itvantage.com</a></td>
<td>239-600-6224</td>
<td>239-564-4466</td>
</tr>
</tbody>
</table>

## C. Educational background with copies and any certificates and licenses held, including any State and/or Federal licenses or registrations.

ITVantage team members specialize in:
- Managed Services
- Infrastructure & Cloud
- Project Management
- Security & Risk Management
- Compliance
- Networking
- Telco & Communications

- SOC2 Type 2 Certification *(July 2019)*
- Microsoft MCP, MCSA
- Cisco CNA
- CompTIA A+, Network
- Datto Certified
- SonicWall Certified
- HIPAA Security
- GSEC – GIAC
Your Team

Provide backgrounds or biographies of individuals who might be involved in the management of our systems, including titles, functions, academic credentials, professional affiliations and relevant work experience.

**JEREMY STAKELY**
President & CEO

An entrepreneurial leader, Jeremy has been in the technology field for over two decades. Before formation of ITVantage in 2002, Jeremy applied his technical experience on business systems at Whirlpool, Hewlett-Packard and Emerson Control Techniques. Jeremy is on a constant mission to improve day to day technical operations and data security for businesses. One meeting with Jeremy will tell you he is a business professional true to his word and actions. Jeremy has dedicated his career to building the best Managed Services and Technology Consulting firm in SWFL, while never losing site of human aspect of technologies. The positive culture that Jeremy maintains within ITVantage resonates through each team member's interaction with clients.

**JOSH STEVENS**
Director of Operations & Consulting

The depth of Josh's experience in Managed Services and Network Consulting has benefited clients of all sizes over his 7 year tenure at ITVantage. Josh is a Business Management graduate of Indiana Wesleyan University, Steven's always has his finger on the pulse of advanced technologies and cyber security.

**WENDI FOWLER**
Director of Marketing & Communications

Wendi has been leader for more than 23 years in the local technology field as past CEO and owner of The Client Server, Inc., which was recently acquired by ITVantage. Wendi is the 2017 SWRTP Woman of the Year in Technology, and most recently nominated for 2019 APEX Award. Wendi holds a Degree in Marketing and Business Management, plus various community honors and industry certifications. She is a board member and officer of several charity organizations.

**DAVID ALPERT**
Sales Director

David, a native of SWFL, focuses on business growth and client retention, and develops technology solutions aligned with business strategies. David holds a Certificate in HIPAA Security, and a Degree in Communications & Media Studies from Florida Gulf Coast University. With a background in data & analytics, information technology, graphics, media and business, David strives to help businesses grow with more reliable and safe technology resources. Before joining ITVantage, David was a global top performer with Gartner's healthcare team.
(Continued) Provide backgrounds or biographies of individuals who might be involved in the management of our systems, including titles, functions, academic credentials, professional affiliations and relevant work experience.

CHARISSE ROSIER NABORS
Compliance Officer, Client Experience

Charisse is a native of Naples and has a degree in Information Technology from Stetson University with over 15 years as a Project Manager in the IT field. Charisse is one of only 11% world-wide technical females that has achieved a GIAC Certification from GSEC.

JUSTIN TAYLOR
Senior Solutions Engineer, Information Security & Privacy Officer

Justin is a leader on the ITVantage engineering team in Cyber Security and Managed Services. He has been with ITVantage for over 5 years. Justin has a list of technical certifications and a degree in Applied Computer Science from Hodges University. Justin's focus and technical ingenuity, along with his calm, reliable demeanor give clients a peace of mind.

TROY BLACKWELL
Senior Solutions Consultant

A longtime trusted partner in SWF business IT Services, Blackwell has the ability to quickly focus in on client's IT pain points, provide a resolution and peace of mind. Troy's vast technical knowledge allows him to offer custom IT plans to meet clients of all sizes. Troy attended the University of Florida.

JOSH BACK
Senior Solutions Architect

Josh has developed just about every type of LAN, WAN, WLAN, Cloud, Data Center and VPN Networks in his near decade career with ITVantage. Josh maintains certifications in various application systems and holds a degree in Computer Networking.
NAA PROPOSAL

D. Information as to how long your firm has been in business, and your experience in providing services comparable to those solicited in the RFP to other airports or business similar in size and operation complexities. Provide examples of the successful efforts of your team.

ITVantage, Inc. is one of the largest privately owned and managed IT Service Provider in Southwest Florida. With a team of over 25 fully certified and technically experienced engineers, techs and consultants, ITVantage is recognized for the ability to provide unparalleled technical consulting, support and managed services for businesses of all sizes and industries both locally and nationwide.

ITVantage was founded by Jeremy Stakely in 2002. It has specialized in technology services for Healthcare, Continued Care Communities, Education, Non-Profit, Manufacturing, Insurance, and the Banking & Finance Industry. Offerings include IT Consulting, Managed Services, VoIP Phone Systems, Information Security, Disaster Recovery, Cloud & Hosted Integrated Networks, Network Administration, and Infrastructure Design.

In 2018, ITVantage acquired The Client Server, Inc. to expand their services and geographic footprint. ITVantage is not affiliated with other IT management companies. ITVantage is in good standing financial condition with plans of further expansion and increased employment in 2019.

How many organizations are you managing in Southwest Florida? 100+ organizations

What is the range of sizes of accounts managed for client organizations? Five end-users to 900+ end-users
NAA PROPOSAL

E. Provide your general understanding of the Naples Airport, community, projects and issues regarding the identified projects. Identify any potential challenges or special concerns that may be encountered and how they will be addressed.

In 1969, the Florida State Legislature created the City of Naples Airport Authority as an independent governmental unit charged with the operation, development and improvement of the Naples Airport. In 1997, the last airport master plan was completed and a new plan is underway.

The FY 2017 – 2021 Strategic Plan outlines vision and mission statements, values, guiding principles, and four strategic goals:

1. Provide a safe, modern and efficient airport and FBO.
2. Be an engaged, responsive partner in service to our community.
3. Strengthen the airport’s economic vitality.
4. Equip employees and leaders to excel today while preparing for tomorrow.

As an organization, we feel particularly drawn to and aligned with supporting the NAA “APF CARES” values through technology maturation, becoming a more efficient and digital organization.

Some of the most compelling attributes and facts available on your website include over $283.5 million annual economic impact to the community, 95,018 takeoffs and landings, industry-leading noise abatement, protection of the environment and natural resources, and engaging with the community to provide a world-class airport.

With respect to projects and issues regarding identified projects, we are aware of and have reviewed the about 23 projects listed in the 2017/18 Strategic Plan Scorecard. Additionally, planned IT projects include Fuel Point of Sale Software implementation, Document management system/process for records management, Financial system upgrade, Updated email retention processes, and Intranet.

At this time, with the information available, we do not foresee potential challenges or special concerns within the list of upcoming projects included in Addendum 2.
E. (Continued) Provide your general understanding of the Naples Airport, community, projects and issues regarding the identified projects. Identify any potential challenges or special concerns that may be encountered and how they will be addressed.

With regards to Goal #3, Strengthen the airport's economic vitality, objectives we feel confident in positively impacting include:

- **Assure the fiscal health and integrity of the Naples Airport Authority**
- **Deliver internal and external customer service that anticipates and surpasses expectations**
- **Streamline internal procedures and business transactions**
- **Maintain business continuity and resiliency**

We will work with your team to assess, identify, improve, and measure the number of improved processes. It is also our goal to provide high availability to the team and your clients, minimizing disruptions to the facilities and services.

Upon reviewing Addendum 2, we are concerned that your security policies and procedures were last updated in 2010 and may present a level of risk unacceptable to organizations like NAA. It is our recommendation that an evaluation of your security policies and procedures is prioritized and then updated to reflect present best practices.

***

ITVantage can offer advanced technologies and security to not only modernize NAA facilities and operations, but equip staff with the right tools to more efficiently complete their jobs and prepare for future physical growth, revenue, and the future workplace.

ITVantage retains a fulltime Information Security Officer and Compliance Officer on staff to oversee all projects and plans for NAA.
NAA PROPOSAL

F. Provide any additional information to help us in understanding how your experience and qualifications relate to the Authority’s organization and any additional services that may be provided.

**LAYERED SECURITY**
- Antivirus Software
- Email Link Filtering
- Content Filtering
- Firewall Security Services
- User Education

**IT ASSURANCE**
- 24/7 Monitoring & Alerts
- Patch Compliance
- Strategic Maintenance

**INNOVATION**
- Best in Class Technology
- Industry Best Practices

**CONTINUITY**
- Image Based Backup
- Daily Test of Backups
- Offsite Replication

**ENGINEERING**
- Large & Small Projects
- Single Source of Truth

**DEDICATED CONSULTANT**
- Annual Budgeting
- Business Reviews
- Strategic Planning
- Training

**SERVICE DESK TEAM**
- Your Staff’s Support Team
- 98% Satisfaction Score

Proprietary & Confidential
G. Proposals must include three (3) verifiable references.

Advanced Medical of Naples
Lori-Ann Martell
239-566-7676
Imartell@advmednaples.com
720 Goodlette Road #500
Naples, FL 34102
5+ years with ITVantage

Clifford Medical Billing
Michael Smith
303-269-1074
michael@cliffordmedicalbilling.com
Wheat Ridge, CO
Fort Myers, FL
5+ Years with ITVantage

City of Palms Charter High School
Rick & Amy Rohner
239-561-6611 ext 107
rrohner@cityofpalmscharter.com
amyrohner@cityofpalmscharter.com
2830 Winkle Avenue, #201
Fort Myers, FL 33916
5+ years with ITVantage

Insurance Risk & Management Services, Inc.
Sara Hines
239-649-8048 x227
shines@irmsinc.com
8950 Fontana Del Sol Way #200
Naples, FL 34109
4+ years with ITVantage
# NAA PROPOSAL

## H. Pricing List: Please include on-call consulting, on-site consulting, and additional tiered pricing for specialized consultants for project work.

IT MSP Programs can be tailored per-User or per-Device dependent on client need and business case.

<table>
<thead>
<tr>
<th>SKU</th>
<th>DESCRIPTION</th>
<th>RATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITVantage Managed Service Program</td>
<td>Fully-managed IT services, security, and support in a per user model</td>
<td>$125 / User / Month</td>
</tr>
<tr>
<td>ITVantage Managed Service Program</td>
<td>Fully-managed IT services, security, and support in a per device model</td>
<td>$100 / Device / Month</td>
</tr>
<tr>
<td>Server Management</td>
<td>Managed administration for physical and virtualized server(s)</td>
<td>$175 / Server / Month</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SKU</th>
<th>DESCRIPTION</th>
<th>RATE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consulting &amp; Project Work</td>
<td>Hourly rate for project work under Managed Services Agreement</td>
<td>Flat rate - $175 / Hour</td>
<td>MSA clients discounted to $150 / Hour</td>
</tr>
<tr>
<td>vCIO Services</td>
<td>Monthly vCIO services including strategic planning and interaction with leadership</td>
<td>Flat rate - $250 / Hour</td>
<td>MSA clients discounted to $200 / Hour</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SKU</th>
<th>RATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Onboarding</td>
<td>One-time fee equal to one month of service</td>
</tr>
<tr>
<td>Computer Setup</td>
<td>One-time $200 fee to setup new computer for current or new employee</td>
</tr>
</tbody>
</table>
NAA PROPOSAL

I. Include required forms from Appendix A:
   A. Statement of Drug-Free Workplace
   B. Non-Collusion Affidavit

Please see attached documents.

J. Provide a Certificate of Insurance which meets the insurance requirements contained in the attached Professional Services Agreement.

Please see attached documents.

Do we have any recently completed on-premise to cloud migration projects that we could mention or summarize?

• Clifford Medical Billing – Moved their entire on-prem infrastructure from their office in Naples to a Private Cloud in Orlando
• Always On Call – Migrated on-prem Amtelco suite into Azure cloud environment
• Apollo Answering Service - Moved on-prem Citrix environment into Azure cloud
• Wagner Solutions – Moved on-prem Exchange and servers into cloud
NAA PROPOSAL

Define which of the following items are included in the manage service fee.

- User administration, on-boarding, off-boarding
- Windows Active Directory services
- Group Policy management
- Email Administration (On premise Microsoft Exchange Outlook)
- Desktop and portable device management, maintenance, and support
- Installation, maintenance, and support of Citrix virtual client environment *(Installation will be considered project work – maintenance and support is included)*
- Forming and executing a backup plan for the critical servers including a regularly tested recovery process. *(Backup plan will be addressed but actual backup costs are not included in standard rate)*
- Lifecycle Management of Hardware Units. Advice for end-of-life notification, replacement, and asset decommissioning/disposal etc.
- Regularly required reporting
- Deployment, configuration, and support of all wired and wireless networks and infrastructure.
- Configuration of DID phone lines, VOIP phone system, and POTS fax lines
- Configuration of network printers, as well as scanner and copier support
- Audio visual system for recording and streaming meetings.

How many hours of on-site time is included in the proposal if any and what is the hourly rate?

We have an office that is less than five minutes away from the NAA offices. Sending resources on site as much as is required to resolve any issues is not a problem. There is no limit on how many hours we will spend on site when it is appropriate and necessary to resolve an issue.
## NAA PROPOSAL

Define SLA for remote and onsite work both during working hours or after-hours/weekends.

<table>
<thead>
<tr>
<th>Problem Severity</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emergency (Business Hours)</strong></td>
<td>A large part of the Service is inoperable, the Emergency presents a high business impact for client (loss of revenue, profit, cash flow, or not able to meet legal or contractual requirements), or a large number of end users of the service are affected (more than 50% of the services and user population).</td>
</tr>
<tr>
<td><strong>Critical</strong></td>
<td>An Incident or Problem that is reoccurring at sufficient frequency to severely disrupt normal operations of a large part of client.</td>
</tr>
<tr>
<td><strong>High</strong></td>
<td>Operation of a significant portion of the service is degraded to be outside of the relevant service levels. This level of problem presents a small to medium business impact with a loss of efficiency in the business operation, or the problem relates to interfaces from critical source systems.</td>
</tr>
<tr>
<td><strong>Medium</strong></td>
<td>A problem that has little business impact, affecting the efficiency of the normal business operation of an individual user or a very small community.</td>
</tr>
<tr>
<td><strong>Low</strong></td>
<td>A user request not affecting business or job function</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Problem Severity</th>
<th>Initial Response Time</th>
<th>Escalation</th>
<th>Expected Time to Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emergency (Business Hours)</strong></td>
<td>2 hours</td>
<td>N/A</td>
<td>Next business day unless nature of event is that it cannot be resolved in that time frame.</td>
</tr>
<tr>
<td><strong>Critical</strong></td>
<td>2 hours/next business day</td>
<td>1 Hour</td>
<td>Next business day unless nature of event is that it cannot be resolved in that time frame.</td>
</tr>
<tr>
<td><strong>High</strong></td>
<td>2 hours/next business day</td>
<td>2 Hour</td>
<td>Next business day unless nature of event is that it cannot be resolved in that time frame.</td>
</tr>
<tr>
<td><strong>Medium</strong></td>
<td>2 hours/next business day</td>
<td>4 Hour</td>
<td>Determined by the nature of the event</td>
</tr>
<tr>
<td><strong>Low</strong></td>
<td>1 business day</td>
<td>N/A</td>
<td>Determined by the nature of the request</td>
</tr>
</tbody>
</table>
ITVantage At-A-Glance

Celebrating Seventeen Years in SWFL

Appendix

v.2019

FAQs
Our Mission
ITValues
ITVision
Frequently Asked Questions

IT MANAGEMENT

1. Describe your organization’s IT protection capabilities and process.

2. Describe your organization’s approach to network monitoring and server monitoring.

3. How many onsite visits do you do and describe what you would be doing during those visits.

4. Do you have a helpdesk ticket system? Describe that process.

5. What training or support tools does your organization offer that would be beneficial to NAA?

6. Describe your approach to system updates, server reboots and frequency of these.

7. Do you offer support for projects that NAA staff may have for process improvements? E.g. electronic workflows, templates from vendors for uploads etc.

8. If your organization is selected, how long would the transfer take and what assistance would you need from NAA?
1. Describe your organization’s IT protection capabilities and process.

Within the last few years, cyber attacks have intensified in frequency, sophistication and severity. Corporations, networks and individuals are under constant attack from cyber threats originating within the United States and abroad. Bad actors are targeting all organizations, regardless of their size or business mission, and a cyber attack could adversely affect the continued viability of your company. Indeed, your corporate or business systems present an attractive financial target for bad actors. Every organization wants to gain maximum value and effect for its finite cybersecurity related investments. This includes reducing risk and optimizing the potential reward of cybersecurity.

Organizations frequently make go-ahead decisions, comparing scenarios that differ in projected cost, and estimated benefit and risk reduction. However, these scenarios are often based on “best guess.” Increasingly, senior executives are asking for a more accurate and quantitative portrayal of these factors and how they might change. Providing more accurate and quantifiable answers to these questions requires an aligned, modular, and systemic approach to cybersecurity measurement, so that measurement at more technical levels is supportive of high-level decision making.

Given the context above, at ITVantage we know the NIST information security framework to be the best practice for managing technology risk. The framework provides five “functions” that all organizations, regardless of size, can use to evaluate and address cybersecurity:

1. Identify: Develop an understanding within an organization or operation to manage cybersecurity risks to systems, assets, data and capabilities.
2. Protect: Develop and implement appropriate safeguards to ensure the delivery of critical services.
3. Detect: Develop and implement the capability to identify the occurrence of a cybersecurity event.
4. Respond: Develop and implement methods to respond to cybersecurity events.
5. Recover: Ensure the ability to restore normal operations and to learn from events.

2. Describe your organization's approach to network monitoring and server monitoring.

We use a combination of specialized tools, including next-generation firewalls and monitoring, MDR, artificial intelligence and machine learning powered antivirus, and Network Detective and N-Able, for network discovery and security auditing. During the first phase of onboarding, our systems and network administrators will complete a network inventory and assessment, roadmap service upgrade schedules, and monitor host and service uptime. Our tools use raw IP packets in novel ways to determine what hosts are available on the network, what services (application name and version) those hosts are offering, what operating systems (and OS versions) they are running, what type of packet filters/firewalls are in use and dozens of other characteristics.

With our chest of sophisticated tools and experienced engineers, we monitor your network 24/7/365, can quickly and easily evaluate network assets, users, configurations, and vulnerabilities without installing any software, probes, or agents. Our proprietary algorithms analyze the data to generate professionally formatted, custom reports.

Many clients think of us as a compliance "administrator in a box" to automate the collection of network data and company information. We can produce all documentation and reports required under the compliance standard, quickly and accurately.

While no organization would think about running their IT without a firewall or anti-virus software, most remain vulnerable to internal threats, where most breaches occur. We help protect an organization from internal threats by alerting on anomalous activity, suspicious changes, and vulnerabilities caused by misconfigurations.
3. **How many onsite visits do you do and describe what you would be doing during those visits.**

ITVantage handles most service remotely to be less intrusive and more efficient. A team of engineers is available to be dispatched to handle your on-site IT concerns when needed. Regularly scheduled on-site visits are established depending on the desires of the client and the requirements of the network.

4. **Do you have a helpdesk ticket system? Describe that process.**

Yes, we use ConnectWise and every single minute of every employee's time and every action taken is on record.
5. What training or support tools does your organization offer that would be beneficial to NAA?

ITVantage believes every client has different training requirements. ITVantage will assist with your technical training needs for industry specific programs and applications on an individual basis. Your ITVantage Consultant will identify your training needs and help find a solution. As part of our managed service offering, remote support is unlimited. We use a proprietary tool to screenshare with your team so they may gain on-the-fly training while we are troubleshooting their ticket.

However, when it comes to education and awareness of Internet Security, ITVantage offers group sessions to your team of end users to help address and eliminate security vulnerabilities and potential breaches by teaching best practices for preventing a security event. ITVantage also offers phishing simulations to test end-user vulnerabilities that may exist in your organization.

6. Describe your approach to system updates, server reboots and frequency of these.

The ITVantage team reviews and approves new system updates/patches daily or weekly depending on the severity of the patch, vulnerability, or exploit. Critical patches are applied daily to workstations and servers. Each client’s reboot schedule is based on that customer’s preference. In some cases, the reboot is set to be deferred until the customer is ready for reboot. Reboots can be set for only evenings and weekends, or in some cases, a reboot can be set to happen immediately. This process is discussed with each client to eliminate downtime, lowered productivity, or network lag.

7. Do you offer support for projects that NAA may have for process improvements? E.g. electronic workflows, templates from vendors for uploads etc.

ITVantage is here to listen, consult, and assist in making program improvements, updates and enhance the network for productivity of all departments. Advancements in technology and applications allow all organizations to utilize cloud-based programs to better increase their collaboration, insight, agility, workflows, CRM, and more. Your ITVantage Consultant is your adviser and will develop a best practice roadmap for these projects.
8. If your organization is selected, how long would the transfer take and what assistance would you need from NAA?

Upon being selected, ITVantage will promptly schedule an assessment of the NAA network and systems. Your ITVantage Consultant will meet with key staff and management to discuss, plan, and prioritize tasks, projects, and implementation. We focus on reviewing the core network functions, configurations, security and data storage. This is used to complete documentation for managing the network as well as a best practice audit to correct any misconfigurations and inefficiencies identified during discovery. Overall hardware health will be evaluated. Your Consultant will then review a strategic plan for current and future expectations.

Provided we have network documentation and credentials, a transfer can be completed as quickly as required.

Regarding NAA assistance, we will require physical access to core technology stacks. These on-site visits will be planned in advance and coordinated with NAA staff, at NAA’s convenience. We commit minimal to no disruption of daily operations.
Naples Airport Authority IT Roadmap

Review & Plan

STEP 1

Complete Service Agreement

STEP 2

Phase 1: Onboarding & Services Transition

STEP 3

Phase 2: IT Service Delivery

STEP 4

Phase 3: Monitor, Maintain, & Enhance

STEP 5
How do I know the best IT solution for me?

The best organizations invest in keeping Information Technology up and running - not waiting for every time it breaks. If your current IT service provider waits till something fails, then they are failing you. Whether you’re a Start-up, Small to Mid-Size, or Enterprise, you must operate effectively.

A Managed IT Services program takes computer support and network management to a higher level. We don't wait for you to call with problems. Our program is a leading-edge, predictive, problem-solving technology using best practices to reduce risk and prevent issues before they happen. Moreover, that means making sure your IT is up-to-date and running smoothly.

Your operations suffers when your technology fails. Every moment lost to technology trouble is a missed opportunity to move your mission forward. Your clients can't afford you taking a chance on your technology.
Our Mission

Our mission is to improve and secure the technical operations of each client we serve. This is achieved by passionately providing technology solutions that add value through resourcefulness, stability and exceptional customer service.
ITValues

"Your beliefs become your thoughts, your thoughts become your words, your words become your actions, your actions become your habits, your habits become your values, your values become your destiny."

— Gandhi

01 Collaborative

02 Accountable

03 Respectful

04 Ethical

05 Service-Driven
ITVision

Our vision is to ensure we are a Strategic Business Partner to our clients.
Drug testing & substance abuse policy

**Purpose & Goal**
ITVantage Inc. is committed to protecting the safety, health and well being of all employees and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

All employees are prohibited from reporting to work or be subject to duty while their ability to perform job duties is impaired due to on- or off-duty use of alcohol or other drugs.

**Covered Workers**
Any individual who conducts business for the organization, is applying for a position or is conducting business on the organization's property is covered by our drug-free workplace policy.

**Prohibited Conduct**

**Alcohol**
This policy prohibits any employee from being impaired by alcohol while on employer business or at any time during the hours between the beginning and ending of the employee's work day, whether on duty or not, and whether on employer property or not. This policy also prohibits any employee from bringing alcohol onto employer premises or property or using, consuming, transferring, selling or attempting to sell or transfer alcohol while on employer business or at any time during the hours between the beginning and ending of the employee's work day, whether on employer property or not, except as specifically authorized by ITVantage Inc..

**Illegal Drugs**
This policy prohibits any employee from bringing onto employer premises or property, having possession of, being under the influence of or using, consuming, transferring, selling or attempting to sell or transfer any form of illegal drug while on employer business or at any time during the hours between the beginning and ending of the employee's work day, whether on duty or not, and whether on employer property or not.

For purposes of this policy, an "illegal drug" is any drug (a) which is not legally obtainable; (b) which may be legally obtainable but has not been legally obtained by the employee or (c) which is being used in a manner or for a purpose other than as prescribed for the employee.
Prescription and Over-the-Counter Drugs
This policy prohibits any employee from abusing prescription medications or over-the-counter drugs while on employer business or at any time during the hours between the beginning and ending of the employee’s work day, whether on duty or not, and whether on employer property or not.

For purposes of this policy, “prescription or over-the-counter drug abuse” means taking medications that were prescribed for someone else, using prescription drugs or over-the-counter drugs for a purpose other than for which they were prescribed or manufactured, or other than in accordance with the doctor’s instructions or recommended dosages.

Employees are expected to consult with their physicians regarding the effect of medications prescribed for them and to consult any package warnings for over-the-counter drugs. When you are taking a prescription or over-the-counter drug that can or will have an effect on your normal mental and/or physical state or interfere with work such as operating vehicles, machinery, equipment, etc., you should inform your immediate supervisor so that an accommodation may be made to allow you to continue job performance without endangering your health and safety or the health and safety of others.

<table>
<thead>
<tr>
<th>Notification of Convictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>In accordance with the federal Drug Free Workplace Act, any employee who is convicted of a violation of a criminal drug statute involving an on-the-job incident must notify ITVantage Inc. within five days of his or her conviction.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Drug &amp; Alcohol Testing</th>
</tr>
</thead>
<tbody>
<tr>
<td>To ensure the accuracy and fairness of our testing program, all testing will be conducted according to Substance Abuse and Mental Health Services Administration guidelines where applicable and will include a screening test; a confirmation test, the opportunity for a split sample, review by a Medical Review Officer, (including the opportunity for employees who test positive to provide a legitimate medical explanation, such as a physician’s prescription, for the positive result); and a documented chain of custody.</td>
</tr>
</tbody>
</table>

All drug-testing information will be maintained in separate confidential records.

Each employee, as a condition of employment, will be required to participate in pre-employment, periodic, random, post-accident, post-rehabilitation and reasonable suspicion testing upon selection or request of management.

The substances that may be tested for are:
- Amphetamines (amphetamines, methamphetamine, speed)
- Cannabinoids (marijuana, hash)
- Cocaine (cocaíne, crack, benzoylcarnine)
- Opiates (heroin, opium, codeine, morphine)
- Phencyclidine (PCP)
- Barbiturates (Phenobarbital, Secobarbital, Butalbital)
- Benzodiazepines (Valium, Xanax, Librium, Serax, Rohypnol)
- Methaqualone (Quaaludes)
- Methadone
- Propoxyphene (Darvon compounds)
- Alcohol

*Testing for marijuana is subject to local and state laws and regulations.

Testing for the presence of alcohol will be conducted by analysis of breath. Testing for the presence of the metabolites of drugs will be conducted by the analysis of urine. If necessary, the employee may also be asked to provide a blood sample test.

Subject to any state or local laws or regulations dictating otherwise, any employee who tests positive will be terminated immediately.

Employees will be subject to the same consequences of a positive test if they refuse the screening or the test, adulterate or dilute the specimen, substitute the specimen with that from another person or sends an imposter, will not sign the required forms or refuse to cooperate in the testing process in such a way that prevents completion of the test.

**Consequences of Failure to Comply with this Policy**

One of the goals of our drug-free workplace program is to encourage employees to voluntarily seek help with alcohol and/or drug problems. If, however, an individual violates the policy, the consequences are serious.

Any employee who violates any provision of this policy will be deemed guilty of misconduct and subject to discipline, up to and including termination from employment, even for the first offense. This will include any use, possession or sale of illegal drugs as prohibited by this policy, any use or abuse of alcohol as prohibited by this policy, and any prescription or over-the-counter drug abuse as prohibited by this policy.

**Confidentiality**

All information received by the organization through the drug-free workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.
Employee Assistance Program

ITVantage Inc. provides drug and alcohol dependency evaluation and referral services for substance abuse counseling, treatment and rehabilitation as part of an employee assistance program. Employees are encouraged to seek assistance through this program and an employee's decision to seek assistance from the employee assistance program will not be used as the basis for disciplinary action prior to a positive alcohol or drug test result or other violation of this policy. On the other hand, using the employee assistance program will not be considered a defense to imposition of disciplinary action when ITVantage Inc. becomes aware of a positive drug test or other violation of this policy outside of the employee assistance program. Depending on the circumstances, ITVantage Inc. may suspend the imposition of disciplinary action subject to an employee's successful participation and completion in an alcohol or drug dependency treatment or rehabilitation program, but such suspension of disciplinary action will be in the sole discretion of ITVantage Inc.. Employees will not be able to avoid disciplinary action for violation of this policy if they do not meet the standards of job performance established for their position even if the lack of performance is due to alcoholism or drug dependency.
NON-COLLUSION AFFIDAVIT

STATE OF FLORIDA

COUNTY OF COLLEER

I state that I, Jeremy Stakely, President & CEO of ITVantage, Inc.

am authorized to make this affidavit on behalf of my firm and its owner, directors and officers. I am the person

responsible in my firm for the price(s) and amount(s) of this Response, and the preparation of the Response. I

state that:

1. The price(s) and amount(s) of this Response have been arrived at independently and without consultation,

communication or agreement with any other Provider, potential provider, Proposal, or potential Proposal.

2. Neither the price(s) nor the amount(s) of this Response, and neither the approximate price(s) nor approximate amount(s) of this Response, have been disclosed to any other firm or person who is a Provider, potential Provider, Proposal, or potential Proposal, and they will not be disclosed before Proposal opening.

3. No attempt has been made or will be made to induce any firm or persons to refrain from submitting a Response for this contract, or to submit a price(s) higher that the prices in this Response, or to submit any intentionally high or noncompetitive price(s) or other form of complementary Response.

4. The Response of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive Response.

5. ITVantage, Inc., its affiliates, subsidiaries, officers, director, and employees are not currently under investigation, by any governmental agency and have not in the last three years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to Proposal, on any public contract, except as follows:

I state that I and the named firm understand and acknowledge that the above representations are material and important and will be relied on by the Naples Airport Authority for which this Response is submitted. I understand and my firm understands that any misstatement in this affidavit is, and shall be treated as, fraudulent concealment from

the Naples Airport Authority of the true facts relating to the submission of responses for this contract.
NON-COLLUSION AFFIDAVIT

Dated this 25 day of April 2019.

Name of Organization: ITVantage, Inc.

Signed by: Jeremy Stakely

Print Name: Jeremy Stakely
CERTIFICATE OF LIABILITY INSURANCE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFER NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Lee County Insurance Agency, Inc.
390 Pondella Rd, Suite 1
North Fort Myers FL 33903

CONTACT NAME: John Gardner
PHONE: (239) 656-5551
FAX: (239) 656-0640
ADDRESS:

INSURED
ITVantage, Inc.
5288 Summerlin Commons Wy #901
Fort Myers FL 33907

INSURER(S) AFFORDING COVERAGE
INSURER A: Wesco Insurance Company
INSURER B: Lloyd’s of London

NAIC #
25011

COVERAGES
CERTIFICATE NUMBER: Cert ID 217
REVISION NUMBER:

This is to certify that the policies of insurance listed below have been issued to the insured named above for the policy period indicated. Notwithstanding any requirement, term or condition of any contract or other document with respect to which this certificate may be issued or may pertain, the insurance afforded by the policies described herein is subject to all the terms, exclusions and conditions of such policies. Limits shown may have been reduced by paid claims.

<table>
<thead>
<tr>
<th>INSURER</th>
<th>TYPE OF INSURANCE</th>
<th>ADDED SUB LIMIT</th>
<th>ADDED WY</th>
<th>POLICY NUMBER</th>
<th>POLICY EFF DATE</th>
<th>POLICY EXPIRY DATE</th>
<th>LIMITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>COMMERCIAL GENERAL LIABILITY</td>
<td>CLAIMS-MADE</td>
<td>OCCUR</td>
<td>B00000013</td>
<td>12/30/2018</td>
<td>12/30/2019</td>
<td>EACH OCCURRENCE $1,000,000, DAMAGE TO RENTED PROPERTY (Le accident) $250,000, MED EXP (Any one person) $10,000, PERSONAL &amp; ADJ INJURY $1,000,000, GENERAL AGGREGATE $1,000,000, PRODUCTS - COMPOP ASS $2,000,000</td>
</tr>
<tr>
<td>A</td>
<td>AUTOMOBILE LIABILITY</td>
<td>OWNED AUTOS ONLY</td>
<td>SCHEDULED AUTOS NON-OWNED AUTOS ONLY</td>
<td>B00000013</td>
<td>12/30/2018</td>
<td>12/30/2019</td>
<td>COMBINED SINGLE LIMIT (Le accident) $1,000,000, BODILY INJURY (Per person) $1,000,000, BODILY INJURY (Per accident) $1,000,000, PROPERTY DAMAGE (Per accident) $1,000,000</td>
</tr>
<tr>
<td>B</td>
<td>UMBRELLA LIABILITY</td>
<td>OCCUR</td>
<td>CLAIMS-MADE</td>
<td>B00000013</td>
<td>12/30/2018</td>
<td>12/30/2019</td>
<td>EACH OCCURRENCE $1,000,000, AGGREGATE $1,000,000</td>
</tr>
</tbody>
</table>

WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY
N/A

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER
Naples Airport Authority
160 Aviation Drive North
Naples FL 34104

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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Filing Our Flight Plan

1. Who We Are
2. Why We Exist
3. The ITVision
4. Client IT Support Structure
5. Virtual Chief Information Officer (vCIO)
6. Technology-driven Business Goals
7. Security and Compliance Strategy
8. Innovation
WHO WE ARE

ITVantage History

Founded in 2002

3 Locations in SWFL

NAA Office

Naples Office
Why We Exist

Our Mission is Simple

Passionately provide technology solutions that add value through resourcefulness, stability, and exceptional customer service.
ITVision

Our vision is to ensure we are a Strategic Business Partner to our clients.
ITValues

“Your beliefs become your thoughts, your thoughts become your words, your words become your actions, your actions become your habits, your habits become your values, your values become your destiny.”
— Gandhi

01 Drive Change
Change is inevitable. Embrace change for the greater good.

02 Be Hungry
We’re always improving and striving for growth.

03 Be Aware
Good perception and situational awareness.

04 Be Humble
Help to others for the sake of making a better world.
Your Technology Leadership Team

JEREMY STAKELY
President & CEO

JOE MORRIS
Chief Technology Officer

DAVID ALPERT
Sales Director

CHARISSE ROSIER NABORS
Compliance Officer & Client Experience

JOSH STEVENS
Chief Operating Officer

WENDI FOWLER
Marketing & Communications Director

JUSTIN TAYLOR
Information Security & Privacy Officer

JOSH BACK
Senior Solutions Architect

Proprietary & Confidential
ITVantage Expertise

- IT Managed Services
- Infrastructure & Cloud
- Project Management
- Security & Risk Management
- Compliance
- Networking
- Telco & Communications

SOC2 Type 2 - July 2019
GSEC - GIAC (Gov. SEC)
Citrix Certified
Microsoft Silver Partner
  - Cloud Platform & Productivity
Cisco CCNA
Datto Certified Partner
SonicWall Certified Partner
HIPAA Security & Privacy
Our Approach

Josh Stevens
Chief Operating Officer
Your In-Flight Service Experience

- Intake Team
- Service Team

- Coordinates all Service Delivery

- Client Champion
- Project Engineer
- Escalation Resource
- Local Resource
NAA Strategic Technology Planning

Virtual CIO

- Strategic Planning
- Technology & Software Evaluation
- Service Coordination
- Annual Budget Review
- Fixed Fee Proposals
NAA Digital Transformation

Joe Morris
Chief Technology Officer

"We will assist Naples Airport's Digital Transformation through modern technologies to solve current and future Strategic Goals.”

-Joe Morris, CTO
vCIO Roadmap

ITVantage is focused on providing a transparent and collaborative approach to solving NAA business goals and objectives with modern technologies.

1. Assist and Provide Guidance for Vendor Selection
2. Fuel Point-of-Sale Software Implementation
4. Financial System Upgrade
5. Intra-company Collaboration Platform
vCIO Roadmap

ITVantage will work with NAA to develop and implement a modern comprehensive security and compliance strategy to protect on premise and cloud resources from threats and bad actors.

1. Review and modernize existing security and compliance processes and procedures
2. Provide industry standard guidance on securing internal and guest networks from threats
3. Implement Artificial Intelligence and Machine Learning threat prevention systems for email, Internet, and end point devices
4. Email & Cloud Optimization
5. Assess, identify, and secure Naples Airport facilities and technology

Proprietary & Confidential
vCIO Roadmap

ITVantage will work with NAA in developing a Digital Disruption strategy to provide technologies that will increase efficiencies, security, and a competitive edge.

1. Provide innovative technologies to differentiate Naples Airport from other local Airports that offer FBO services
2. Develop an Innovation Lab for experimenting with new and emerging technologies
3. Develop a mobile strategy for employees, pilots, and guests to safely access Naples Airport applications and Internet
4. Future-proof Internet of Things devices, and communication systems that can be deployed across all areas the Airport Campus utilizing reliable, always-available WiFi
THANK YOU
Q & A
Appendix

ITVantage Value Roadmap

Strategic Initiative Matrix
## Naples Airport Authority + ITVantage - Strategic Initiatives

### Goal #1 - Provide a safe, modern and efficient airport and fixed base operator

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Measures</th>
<th>Strategic Initiative</th>
<th>Ideation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan and develop facilities that meet customers current needs and anticipates future demands</td>
<td>Occupancy of NAA-owned facilities</td>
<td>NAA Customer Experience, Strategic Planning</td>
<td>Future-proof technology demands on infrastructure to support growth and innovation</td>
</tr>
<tr>
<td>Employ a proactive approach to workplace and operational safety, maintenance and security</td>
<td>Experience Modification Rate (EMR), FAA Part 139 Certification, Training courses completed</td>
<td>Enterprise Architecture, Risk Management</td>
<td>Assess, identify, and secure Naples Airport facilities and technology</td>
</tr>
<tr>
<td>Strive to preserve compatible land uses and the protection of airspace surrounding the airport</td>
<td>Maintain utility of runways and flight procedures, Prevention of new incompatible land uses</td>
<td>Sustainability</td>
<td>Commitment to eco-friendly technology recycling</td>
</tr>
<tr>
<td>Continue to innovate in preserving the environment and natural resources</td>
<td>Consumption of energy and other resources</td>
<td>Sustainability</td>
<td>Assess, rationalize, and retire unnecessary on-site technologies to reduce power consumption and minimize energy footprint</td>
</tr>
</tbody>
</table>

Proprietary & Confidential
### Naples Airport Authority + ITVantage - Strategic Goals

#### Goal #2 - Be an engaged, responsive partner in service to our community

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Measures</th>
<th>Strategic Initiative</th>
<th>Ideation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mitigate adverse impacts of aircraft noise on all the communities surrounding the airport to the extent feasible</td>
<td>Trends in noise comments</td>
<td>Community Engagement</td>
<td>Plan for future IoT infrastructure for real-time operations monitoring</td>
</tr>
<tr>
<td>Improve voluntary curfew compliance by appealing to the passenger and pilot</td>
<td>Curfew compliance</td>
<td>Operational Compliance</td>
<td>Further conversations with NAA requested to understand success metrics</td>
</tr>
<tr>
<td>Increase awareness about the value of the airport and noise abatement efforts through community and stakeholder outreach, education, collaboration and service</td>
<td>Number of community events, tours, and presentations</td>
<td>Community Engagement</td>
<td>Invest to support future online educational and community outreach resources</td>
</tr>
<tr>
<td>Honor, preserve, and celebrate aviation’s historical contributions to the community</td>
<td>Museum, Collings Foundation, Tri-Motor event attendance</td>
<td>Community Engagement</td>
<td>Further conversations with NAA requested to understand success metrics</td>
</tr>
</tbody>
</table>
### Naples Airport Authority + ITVantage - Strategic Goals

#### Goal #3 – Strengthen the airport’s economic vitality

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Measures</th>
<th>Strategic Initiative</th>
<th>Ideation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assure the fiscal health and integrity of the Naples Airport Authority</td>
<td>Certificate of Achievement in Financial Reporting, Unmodified audit opinion</td>
<td>Strategic Planning, Cost Optimization</td>
<td>Budgeting Support, Identify and rationalize low to no return expenses, KPI Prioritization</td>
</tr>
<tr>
<td>Deliver internal and external customer service that anticipates and surpasses expectations</td>
<td>Customer survey results</td>
<td>Customer Experience</td>
<td>Ensure NAA technology enables high quality internal and external service</td>
</tr>
<tr>
<td>Streamline internal procedures and business transactions</td>
<td>Number of processes improved</td>
<td>Business Process Management</td>
<td>Further conversations with NAA requested to understand success metrics – ideas include use of mobile technologies and data &amp; analytics tools to be predictive and prescriptive</td>
</tr>
<tr>
<td>Diversify revenue beyond the fixed base operator</td>
<td>Quantity and quality of revenue streams</td>
<td>Innovation</td>
<td>Expert bench with depth and breadth. Know when to adopt early and when to wait.</td>
</tr>
<tr>
<td>Maintain business continuity and resiliency</td>
<td>Duration of disruptions to facilities and services</td>
<td>Business Continuity Management</td>
<td>Using current best practices, update BCM (2015) and Security (2010) policies and procedures. (Last Update)</td>
</tr>
</tbody>
</table>
### Naples Airport Authority + ITVantage - Strategic Goals

**Goal #4 – Equip employees and leaders to excel today while preparing for tomorrow**

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Measures</th>
<th>Strategic Initiative</th>
<th>Ideation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promote a values-centered culture in order to better serve our customers and community</td>
<td>Performance scores</td>
<td>NAA Customer Experience</td>
<td>Use technologies like mobile and cloud where appropriate to provide NAA team with service-oriented information on-demand</td>
</tr>
<tr>
<td>Offer progressive opportunities for employee and leadership development</td>
<td>Employee completion of annual goals</td>
<td>Professional Development, Risk Management</td>
<td>Provide on-going, high-quality end-user security awareness training to empower the NAA team and further secure NAA's IP &amp; reputation</td>
</tr>
<tr>
<td>Enhance the employer value proposition</td>
<td>Employee engagement survey results</td>
<td>Culture Enrichment</td>
<td>Use of wearable technologies to gamify team-based fitness programs similar to those used in a number of large SWFL-based companies.</td>
</tr>
<tr>
<td>Inspire the next generation of aviation professionals</td>
<td>Participation in intern and mentoring programs</td>
<td>NAA Longevity, Talent Acquisition</td>
<td><em>Further conversations with NAA requested to understand success metrics</em></td>
</tr>
</tbody>
</table>

Proprietary & Confidential
Response to Naples Airport Authority

Request for Proposal

Information Technology Support Services

Submitted to:

Margo Kidd
Business Analyst
City of Naples Airport Authority
160 Aviation Drive North
Naples, FL 34104

Respondent

Softrim, LLC
9210 Estero Park Commons Blvd., Units 1-6
Estero, FL 33928
Phone: (239) 449-4444 Facsimile: (239) 449-4445
Website: www.softrim.com Email: agruber@softrim.com

Delivery:

May 1, 2019 by Hand Delivery
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Detailed Response to Section V

A. Statement of Qualifications

A statement of qualifications pertinent to the work to be performed. This should be accompanied by a one-page transmittal letter prepared on the respondent's company letterhead, with firm name, including any alias, years in business, contact person, address, telephone number and email address, and which is signed by an individual who is authorized to commit the firm to the services and requirements of the RFP and consequent task orders. The transmittal letter shall also acknowledge any addenda pertaining to this RFP. Any exceptions to the terms and provisions of the Professional Services Agreement (Exhibit A) must be noted in the transmittal letter. The Authority maintains the right to reject the respondent’s exceptions.

Softrim, LLC (hereinafter referred to as Consultant) is a full service information technology firm with offices in Florida and Georgia. We are a privately held Florida limited liability company based in Estero with clients primarily in Fort Myers and Naples. Softrim, LLC, hereinafter referred to as the Consultant, was incorporated in June 2000, in Cape Coral, FL.

The Consultant currently occupy offices with almost 12,000 sq. ft. in Estero, and has grown to about 70 employees, with highly qualified and experienced technologists in Computer Networking and Information Systems, Telephony, Audio/Visual/Lighting Systems Integration, Surveillance, Access Control and Custom Database/Application Development. Two years ago, Softrim expanded into Alpharetta, GA, to support its Atlanta-based data center and to augment services for its growing client base.

The Consultant avoids the use of sub-contractors, part-time workers and temporary personnel (except under special circumstances such as geographical coverage or the need for a special type of expertise). Virtually all technical personnel (in excess of 95%), including all structured cabling installers, networking engineers, database administrators, software developers, telephony technicians, audio/video engineers, and other low voltage technology personnel, are full-time W2 employees of the Consultant.
The Consultant hereby respectfully submits a full and comprehensive response to the RFP to the Naples Airport Authority (hereinafter referred to as the Authority), to provide complete Information Technology Support Services.

In 2009 and 2014, Softrim was awarded the contract to provide Computer Network, Desktop and Server Maintenance and Technical Support for the Naples Airport Authority. Since that time, Softrim has completed over 50 task orders and has provided routine maintenance and support as well as emergency response and operations. The Consultant is fully qualified and experienced in the requisite technologies and services to submit a response to all requirements specified in the RFP and is in good standing with the Authority.

Below are a selection of the Consultant’s achievements on behalf of the Authority to improve operational efficiencies, ensure the security and availability of data and operating systems, and promote the mission of the organization:

a. Assisted with CIP and operating budgets annually
b. Aided in the research, validation, deployment, and support of line of business systems including:
   i. Total FBO
   ii. Site Minder Self Fueler
   iii. Fuelmaster
   iv. Emerge Access Controls
   v. Crossmatch Finger Printing
   vi. Inter-connectivity between TOTAL FBO and Navigator
   vii. Customs and Border Control Surveillance System
   viii. Customer Email Signatures
   ix. Serenic Navigator
   x. Que Centre
   xi. Vertex (in progress)
c. Participated in Financial Audits regarding IT Controls with zero deficiencies
d. Assisted with Hurricane Irma disaster planning, business continuity, emergency comms for VIP guests, emergency migration of security systems to alternate building, etc.
e. Established Private-Cloud environment in Atlanta data center for hosting of all user compute and data
Response to RFP
Information Technology Support Services

f. Instituted a defense-in-depth methodology to Cybersecurity which has contributed to having no known security breaches and no ransomware incidents

g. Implemented advanced highly-available firewalls at client location and data center
   i. Configured, updated, maintained gateway security configurations including Geo IP Filtering, real-time block lists, URL filtering, deep packet inspection, SSL decryption, and application based inspection

h. Implemented 2-Factor authentication system for remote access

i. Offloaded email filtering and antivirus to a specialized third-party provider

j. Upgraded disaster recovery systems and added business continuity

k. Segmented LAN into multiple networks for additional security

l. Deployed VoIP telephony system to replace failing Cisco Call Manager Express

m. Upgraded on-premises email system

n. Installed video conferencing system in Larson Conference Room

o. Installed video recording and streaming system in AOB

p. Engineered solution and deployed camera with wireless backhaul to provide tower with visibility of taxiway C to help direct traffic and avoid incursions

q. Replaced aged virtual server hosts with SSD models for improved performance

r. Maintained servers, desktops/laptops, surveillance cameras, and other business systems

s. Upgraded/Updated the flynaples.com

t. Deployed a standardized email signature system

u. Provided custom reports by attaching to TotalFBO and Navigator databases

The Consultant provides very similar services to those solicited in the RFP in terms of the technologies mentioned, and our size and local resources are well suited to support the Authority under all conditions.

The Consultant has all the resources required to submit this RFP response with its own full time regular (W2) employees and does not intend to subcontract any part of the work specified herein.

In order to maximize the availability of same-day service, the Consultant maintains a large inventory (in excess of $200,000) in Estero that includes Dell Workstations, Laptops, Battery Backups, Firewalls, Layer 2/3 PoE Switches, MS Office Products, Monitors, Data Backup devices and most critical networking equipment.
B. Point of Contact

Names and contact information of the individual who will serve as the Authority's main point of contact.

I. Joe Banfield, VP, Client Engagements
   a. Email: ibanfield@softrim.com
   b. Office: (239) 449-4444

II. Aaron Gruber, President
    a. Email: agruber@softrim.com
    b. Direct: (239) 449-4400
    c. Mobile: (239) 872-0183

III. Teddy Wallingford, VP of Operations
     a. Email: twallingford@softrim.com
     b. Office: (239) 449-4444
C. **Educational Background** (Points of Contact and Senior Systems Engineers to be assigned to be familiar with and support the Authority)

*Educational background with copies and any certificates and licenses held, including any State and/or Federal licenses or registrations.*

**IT Services - Field (On-Site)**

I. **Elliot Larmie**, VP of Information Services: 17 years exp; ITIL Foundation, Mac
II. **Joe Banfield**, VP of Client Engagements: 9 years exp., B.A.Sc in Legal Studies
III. **Aaron Davis**, Principal Consultant, IT Systems: 18 years exp; B.A.Sc. in IMS
IV. **Andrew Chapman**, Senior IT Specialist, 20+ years exp; B.A.Sc. and MS in IMS
V. **Andy Ehrlich**, Senior IT Specialist, 15 years exp; BS in IT
VI. **Andy Marvitz**, Senior IT Specialist, 17 years exp; MCP
VII. **Jeff McCaslin**, Senior IT Specialist, 28 years exp; MCSE, Windows 7 Pro, HIPAA Security & Awareness
VIII. **Igor Krasnov**, Senior IT Specialist, 10 years exp
IX. **Brian Carraway**, Senior IT Specialist, 24 years exp; BS in Biochem/Chemistry, A+
X. **Evan Cameron**, Principal Consultant, IT Systems, 20 years exp; MCTS, MCP

**IT Services - Data Center**

XI. **Brandon Woodard**, Principal Consultant, IT Systems, 7 years exp; AAS in IS, MCP, CCE-Virtualization, CCA-Networking, CASP+, Security+, Network+
XII. **Erick Campos**, Principal Consultant, IT Systems, 16 years exp; AD in CIS, CCA-V, MCSA, N+, A+
XIII. **Liming Wang**, IT Specialist, 17 years exp; MSEE
XIV. **Kevin Sheets**, IT Specialist, 7 years exp; BS-ISS

**IT Services - Remote Services (Help Desk)**

XV. **Anthony Aguirre**, IT Specialist, 13 years exp; JNCIS, CompTIA A+, CompTIA Network+
XVI. **Darren Pointer**, IT Specialist, 23 years exp; CompTIA Network+, CompTIA Security+, CISSP, CASP, MCSA
XVII. **Tom Ragonese**, IT Specialist, 12 years exp.
XVIII. **Greg Shankle**, IT Specialist, 5 years exp; BBA in IS
Members of the teams listed above each have several years' experience administering servers using MS operating systems, Exchange, Office 365, Cloud Systems, Citrix XenApp, LAN's and WAN's, Routers, Firewalls, Advanced Cybersecurity systems, and disaster planning and recovery.

LV Technologies (Telecom, Audio Video, Electronic Access Control, Cabling, Surveillance)

XIX. Frank Parsons, VP of LV Technologies, 40 years exp - STI & 3M fire stop; CoreDial, Alcatel, Iwatsu, ESNATECH & Samsung Systems; RATH AOR; Assa Abloy Wireless Lock & Prox Reader; Next Level Security System

XX. Allen Glass, Low Voltage Systems Specialist, 28 years exp; Savant, Avigilon, ConnectWise, Rath AOR system

XXI. Mike Croulau, Sr. Telephony Specialist, 40+ years exp; Iwatsu, Ipitomy, Alcatel Lucent, Core Dial, Esna

XXII. Jason Roussel, Telephony Specialist, 13 years exp; AA Culinary Arts, AA in Intl Baking & Pastries, Iwatsu ECS, Alcatel Lucent OCO, Status Solutions SARA system, Core Dial, OSHA cert.

XXIII. Eric Sheehan, Door Entry/Surveillance Engineer, 25 years exp; Paxton, Avigilon, Florida Alarm level 1 & 2, OSHA 10 hr.

XXIV. Don Collins, Door Entry/Surveillance Engineer, 26 years exp; Open Options access control

XXV. Joe Polovich, Principal Consultant, A/V/L Systems, 29 years exp; AA Electrical Engineering, Dante, Lutron, Savant, Symetrix, Rane, Vaddio AutoTrak, OSHA 30 hr.

XXVI. Nick Thompson, A/V/L Specialist, 14 years exp - BScBA, Iwatsu & Samsung phone systems; Savant Level 1; OSHA 30 hr.; Vaddio AutoTrak

XXVII. Jonathan Lassen, A/V/L Systems Specialist, 17 years exp; AA in IT & Networking Admin, CompTIA A+, CompTIA Network+

Quality, Supply Chain, & Administration

XXVIII. Brian Gainey, Client Services Manager, 17 years exp.; MCF, CompTIA A+, ConnectWise Manage

XXIX. Teddy Wallingford, VP of Operations, 25 years exp.; Sun Solaris, Digium DSSA, Digium DCSA, Checkpoint CCSA

XXX. Collin Little, Business Analyst, ConnectWise Manage, ConnectWise Automate

XXXI. Gracie Herrera, Client Support Manager, 17 years exp; HIFAA
D. Basic Information and Examples of Successful Operations

Information as to how long your firm has been in business, and your experience in providing services comparable to those solicited in the RFP to other airports or business similar in size and operation complexities. Provide examples of the successful efforts of your team.

Basic Information

I. Full legal name of the firm: Softrim, LLC

II. Established: June 2000

III. Addresses:
   a. HQ: 9210 Estero Park Commons Blvd., Unit 5, Estero FL 33928
   b. GA: 5445 McGinnis Village Pl, Ste 105, Alpharetta GA 30005

IV. Main Phone: (239) 449-4444

V. Staffing: Over 60 full-time (W2) technical support staff. We prefer not to use subcontractors or 1099 employees to ensure consistent culture and client service.

VI. Principals:
   a. Aaron Gruber, President
      ▪ Years of Experience: 22
      ▪ 19 Years in Information Technology at Softrim
   b. Kevin Harvey, Executive Vice President
      ▪ Years of Experience in Network Technologies Marketing and Sales: 21
      ▪ 19 Years in Information Technology Marketing at Softrim
   c. Frank Parsons, Vice President LV Technologies
      ▪ Years of Experience in Telecom, Cabling, and Other Technologies: 40
Most Recent Experience: 16 Years in Low Voltage Technology at Softrim

d. Gurcharn Dang, B.A.Sc and M.A.Sc in Electrical Engineering.
- Years of Experience: 44
- 19 Years in Information Technology at Softrim
- Prior: AT&T and Lucent Microelectronics (Information Systems and Telecommunication)

Examples of Successful Operations:

Softrim’s Technology Offering covers all the needs, functions and network architectural requirements of the Authority. In response to the Authority’s RFP, Softrim is in a unique position in that we are fully aware of the network infrastructure employed at the Authority. The following list is provided to highlight Softrim’s expertise consistent with the requirements of the Authority presently, and all anticipated needs into the foreseeable future. Overall, the following list is comprehensive and represents Softrim’s ability to serve any enterprise in all areas of local and wide area network architectures including the design, development, installation, configuration, and maintenance thereof.

I. (Virtual) CIO / IS Manager / IT Director Services
   a. Softrim has integrated one of its consultants as a vCIO or IT/IS Manager into at some of its clients management teams to participate in the client’s strategic planning, project management, budgeting, and other management functions.
   b. In this role, Softrim participates in the organization in a much more assimilated fashion where the Consultant becomes an additional high-level resource to the leadership team of the client.

II. Cybersecurity:
   a. Softrim has many clients in Southwest Florida with needs similar to the NAA in terms of a defense-in-depth security model at the cloud, gateway, network, and endpoint levels. The main types of solutions used are gateway security appliances (firewalls), subscriptions, next-gen anti-malware, breach detection, advanced endpoint protection, data loss prevention, micro-segmentation, and multi-factor authentication. Softrim engineers have installed and configured hundreds of such solutions over the past two (2) years alone.
   b. Recent clients include government agencies, financial (investment advisors), hedge fund managers, CPA firms, universities and colleges, CCRC’s (continuous care retirement communities), medical offices (with
strict HIPAA requirements), and commercial entities (with PCI requirements).

- Softrin has installed and maintains various combinations of gateway security, including HA/failover redundancy and IPS/IPD, ADT, Geo-filtering, SSL decryption, DNS sink-holing, etc for added intrusion protection. Softrin has network technologists that have installed many Palo Alto, Cisco, Juniper, Sophos and SonicWALL appliances. The installed base covers over 125 enterprises.

III. Systems Management and Monitoring:
- Softrin has invested heavily in IT Managed Services infrastructure with industry leading tools including ConnectWise Manage, Automate/LabTech and Bomgar. These tools enable professional managed services to supplement on-site support. Softrin currently has over 100 clients benefitting from these tools.

IV. Network and Server Infrastructure: (LANs, WANs, Private/Public Cloud)
- Softrin has designed, installed and maintains computer architecture leveraging virtualization, with Microsoft Hyper-V and with VMware. In the past few years, Softrin has deployed over 200 such network systems.
- Softrin leases a full cage at a Tier 3 data center in Atlanta. There are over 50 clients with about 2,000 users on systems provided and hosted by Softrin at these data centers. Services include data backup, disaster recovery and business continuity.
- Softrin has installed numerous wide area networks and has the expertise to securely connect remote users through VPN’s and also has set up ‘thin-clients’ with Citrix or with the latest Windows Server Remote Desktop Protocol. One client has over 1000 users in the southern and eastern United States working on a Softrin-hosted Citrix XenApp private cloud platform.
- Private-cloud hosted clients have their main infrastructure in a Tier 3 data center and remote users on the East and West coasts and in the Caribbean islands.
- Softrin has installed full disaster recovery and business continuity infrastructure using its leased facilities in Atlanta.
- Softrin has planned, installed and manages over 200 standalone and mesh Wi-Fi systems. Installations range from 1 to 500 access points covering sites as small as a single office to those ranging over 600,000 square feet and over 100 acres.
V. **Messaging and Collaboration**
   a. Softrim has deployed and managed hundreds of on-premises email (Exchange) servers along with on-premises archiving systems.
   b. Softrim is a MS Gold Partner and a solutions provider of Office 365.
   c. Softrim has well over 100 clients leveraging a third-party cloud email filtering and anti-spam solution, which also has encryption, large file send, and archiving options.
   d. Softrim has deployed numerous messaging and video conferencing tools for its clients including Slack, Yammer, Go To Meeting, WebEx, Zoom, Polycom, Vaddio, etc.
   e. Softrim has setup, configured, and maintained Microsoft SharePoint on-premises and cloud for its clients.

VI. **Software Development:**
   a. Softrim has the advantage of having software developers and database administrators on staff, and as such, has the ability to work closely with clients with specific needs in deploying third party software applications geared towards their respective businesses.

VII. **Audio/Video Systems Integration:**
   a. Many of Softrim's clients require some level of audio/video integration and most systems are IP based. Softrim's unique offering allows for comprehensive systems in which the computer-centric networks are fully integrated with video and audio information and transmission.
   b. Softrim has Audio-Video systems integrators and AV specialists on staff successfully deployed numerous teleconference and video transmission systems integrated with the IP network. This includes video distribution using mixers such as the Tricaster.

VIII. **Telephony and other Low Voltage Systems:**
   a. Softrim has been installing telephone systems for clients ranging from five (5) users to over 1,000. The staff comprises of senior telephone engineers certified in both conventional digital key systems and VoIP systems (on-premises and hosted). Certifications include specific phone systems with most major telephone providers such as Avaya, Icon, Nortel, Cisco, Iwatsu, Icon, Alcatel-Lucent, and CoreDial.
   b. Softrim has an installed client base of over 250.
   c. Softrim installed and supports over 2,000 doors covered by its Electronic Access Control systems across a large number of client sites.
IX. **Structured Cabling:**

a. Softrim is State-licensed (electrical contractor) to design, install and maintain low voltage computer and AV cabling, including CAT5/6/7, fiber and coaxial infrastructure. Softrim has specialists capable of providing complete systems with a mix of single and multi-mode fiber along with all copper-based wiring and related equipment ranging from patch panels to layer three switches.

b. Softrim finishes at least five large, multi-year, low voltage cabling construction projects each year, in addition to smaller Move/Add/Change and refurbishment engagements.
E. Understanding of Scope of Work

Provide your general understanding of the Naples Airport, community, projects and issues regarding the identified projects. Identify any potential challenges or special concerns that may be encountered and how they will be addressed.

In response to the Authority's RFP, Softrim is in a unique position in that because of the last 10 years of service to the Authority we have worked with management and actually deployed the entire network infrastructure. We are open to restructuring our support offering should the Authority accept our proposal as defined in section H, which generally provides for strategic involvement and increased attention to business development.

Per RFP section IV "Scope of Services" the following are understood to be general foundations of the desired Information Technology Support Services:

- Strategic & Long-Range Solutions Planning
- Budgeting
- Security & Operational Recommendations
- Gap Analysis
- Maintenance & Support of Existing Technologies (per Addendum 2 and as added)
- End user support of operating environment and applications
- Vendor escalation
- Business Continuity and Disaster Recovery Planning, Maintenance & Testing
- Lifecycle management of technology assets, including EOL planning
- Support Ticketing
- Systems Monitoring and Alerting
- Service, Inventory, and Other Required Reporting
- Support of Business Systems Infrastructure, Telecom, and Audio Video
- Network, Active Directory, and Email Systems User Administration
- Peripheral Installation and Support
- Systems Updating and Log Reviews
- Network Configuration for Additional Systems such as Electronic Access Control and Surveillance
Per Addendum 2, the following projects are under consideration and collaborative planning and support of these and other Authority initiatives are included in the Scope of Work:

- Fuel Point of Sale Software implementation
- Document management system/process for records management
- Financial system upgrade
- Updated email retention processes
- Intranet

The Consultant offers the following for Inclusion in the SoW:

- vCIO Role including:
  - Policies & Procedures Update
  - CEMP Input (including updated DR/BC Plan)
  - Supporting the Business Analyst
  - Directors Meetings
  - Strategic/Long Range planning from RFP
  - Technology Roadmap
  - Work closely with Business Analyst to align IT with business needs and processes
  - Quarterly Business Reviews (QBRs)
  - A/P Review
  - Vendor Contract Review (ISPs, software maintenance, etc)

- Information/Cybersecurity Assessments:
  - Monthly external vulnerability scans
  - Monthly internal vulnerability scans
  - Protected data liability assessments
  - Quarterly internal & external penetration pre-tests

- Messaging & Collaboration (administration of):
  - Recommended migration to Office 365 for email
  - Office 365 SharePoint for Intranet
  - Office 365 Yammer for Chat Communication

Service Level Agreements (SLA)

Per the RFP, the Consultant would work with the Authority to set appropriate Service Level Agreement (SLA) response and resolution times and metrics. Following are the definitions and reports that the Consultant uses (customizable for the Authority) to measure and report on service excellence:
SLA Definitions (sample, to be customized)

<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
<th>Response Time</th>
<th>Resolution Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>A problem that affects the NAA entire network or a group of users</td>
<td>&lt; 30 minutes</td>
<td>&lt; 5 hours</td>
</tr>
<tr>
<td>High</td>
<td>A problem with no known workaround that affects a single user</td>
<td>&lt; 3 hours</td>
<td>&lt; 1 business day</td>
</tr>
<tr>
<td>Medium</td>
<td>A general service request or problem with a workaround solution</td>
<td>&lt; 8 hours</td>
<td>&lt; 2 business days</td>
</tr>
<tr>
<td>Low</td>
<td>A service request that does not require immediate attention or involves long range planning</td>
<td>&lt; 3 business days</td>
<td>Plan defined within 10 business days</td>
</tr>
</tbody>
</table>

Sample SLA Report

<table>
<thead>
<tr>
<th>Priority</th>
<th>SLA Totals</th>
<th>SLA Responded</th>
<th>SLA Resolution Plan</th>
<th>SLA Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>% Met SLA</td>
<td>Target % Met SLA</td>
<td>% Met SLA</td>
</tr>
<tr>
<td>Do Not Respond</td>
<td>0</td>
<td>0</td>
<td>0.00 %</td>
<td>0</td>
</tr>
<tr>
<td>No SLA</td>
<td>0</td>
<td>0</td>
<td>0.00 %</td>
<td>0</td>
</tr>
<tr>
<td>Priority 1 - Critical</td>
<td>0</td>
<td>0</td>
<td>0.00 %</td>
<td>0</td>
</tr>
<tr>
<td>Priority 2 - High</td>
<td>0</td>
<td>0</td>
<td>0.00 %</td>
<td>0</td>
</tr>
<tr>
<td>Priority 3 - Medium</td>
<td>200</td>
<td>170</td>
<td>85.00 %</td>
<td>186</td>
</tr>
<tr>
<td>Priority 3 - Medium (After Hours)</td>
<td>21</td>
<td>16</td>
<td>85.71 %</td>
<td>21</td>
</tr>
<tr>
<td>Priority 4 - Low</td>
<td>0</td>
<td>0</td>
<td>0.00 %</td>
<td>0</td>
</tr>
<tr>
<td>Summary</td>
<td>221</td>
<td>188</td>
<td>85.07 %</td>
<td>207</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ticket #</th>
<th>Company</th>
<th>Subject</th>
<th>Assigned</th>
<th>Entered Date</th>
<th>Responded</th>
<th>Rec Plan</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do Not Respond</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No SLA</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Priority 1 - Critical</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Priority 2 - High</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Priority 3 - Medium</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Softrim, LLC
F. Value Proposition

Provide any additional information to help us in understanding how your experience and qualifications relate to the Authority's organization and any additional services that may be provided.

Deep Experience. The Consultant's value proposition to the Authority is in its collective experiences (familiarity) with the client and its ability to provide a customized support model (see section H) to promote IT as an integrated part of the organization in a cost effective manner. The Consultant has supported the Authority's technology systems since 2009 and has successfully executed many tasks orders and initiatives as described in Section A of this response.

Access to Best of Breed Products and Services. Softrim's own strategy provides the Authority access to top technologies in all areas of IT and Low Voltage Technologies.

A Broad Solutions Approach. Softrim has a primary dictate, which has resulted from strategic planning over the past 15 years, to offer technology services that span the full spectrum of integrated Voice, Video and Data.

Quality Commitment. Softrim makes a concerted and ongoing effort to maintain and improve the quality of services delivered through increasingly rigorous quality assurance protocols, post-mortem studies, and internal performance evaluations and interventions.

First-Party Service Delivery. The overriding stratagem has and continues to be the development of in-house core competencies in Information Technology, Telecom, Automation /Audio/Video, Electronic Access Control, and Third Party Software Application support.
G. References

Proposals must include three (3) verifiable references.

- **Discovery Senior Living**
  Discovery Senior Living is an assisted/independent living management company that maintains over 60 communities throughout the southern and eastern United States.

  The entire IT Infrastructure for all locations including the headquarters has been and continues to be developed, managed, hosted and operated by Softrim at its data center in Atlanta. The locations use a variety of thin terminals, laptops, and desktops for about 1000+ users to access a XenApp private cloud infrastructure operated by Softrim.

  Recent Projects:
  I. Consultant has integrated one of its staff as an IT/IS Manager to participate in the client’s project management, strategic planning, budgeting, and other management functions.
  II. Consultant recently completed a disaster recovery / business continuity project.
  III. Consultant completed 10G core network upgrade.
  IV. Consultant recent replaced host and MSSQL server serving as the backend database server for Microsoft Dynamics and other business systems with 10G all SSD host.
  V. Consultant deployed host and virtual servers for and assisted with installation of Business Intelligence platform. Assisted with analytics report generation for BI system.

Contact: Tom Costello – CFO  
tcostello@discoverymgmt.com  http://www.discoveryseniorliving.com

- **Bonita Bay Club**
  Bonita Bay is a Bonita Springs & Naples Private Country Club and Master Planned Community. The Consultant has supported the technology needs of Bonita Bay for over 9 years. The Bonita Bay network includes over 100 users spread over multiple facilities connected by fiber and site-to-site VPN. They are also replicating to the QTS data center for business continuity.
Recent Projects:

I. Consultant recently completed a successful upgrade from MS Exchange 2010 to 2016, and Office 365 apps.

II. Consultant completed OS upgrades of 4 virtual servers from server 2008 to server 2016.

III. Consultant provides offsite replication and backup to Atlanta data center and recently updated the data center firewall from a Cisco ASA to SonicWALL with Advanced Threat Protection.

Contact: Becky Salaun – Director of Communications/IT
beckys@bonitabayclub.net  http://www.bonitabayclub.net

• BCB Homes

BCB Homes is a Naples based high-end custom home builder. The Consultant has supported the technology needs of BCB Homes for 4 years. BCB Homes has over 70 users spread throughout multiple locations and remote construction sites. Softrim provides all on-site and remote support including support of 3 physical servers and 9 virtual servers. All servers and backups are replicated offsite to the QTS data center.

Recent Project:

I. Consultant recently completed a project to upgrade server Operating systems from 2008 to 2016

II. Consultant added a NAS storage appliance for offsite backups in the QTS data center

III. Consultant recently completed the installation and hosting of a VoIP phone system that is used at the corporate offices and remote sites

Contact: Shazia Azami – CFO
sazami@bcbhomes.com  http://www.bcbhomes.com/

• City of Naples

The City of Naples is a local government consisting of over 500 employees with multiple administration buildings and community facilities across many departments.
Softrim supports the City's network by providing a virtual Chief Information Officer (vCIO) for technology guidance, infrastructure planning and budgeting. Softrim also provides the City with high-level engineering assets for network/server maintenance and upgrades. Softrim's senior engineers serve as an escalation point for the Technology Services department to help with complex general support incidents.

Recent Projects:

I. Consultants enabled the City's Technology Services department to perform emergency recovery of access to and documentation of the government network during a time of transition.

II. Consultants provided engineers to create a technology upgrade roadmap and budgeting for the new data center and EOC migration housed at the recently completed Fire Station 1.

III. Consultants are providing high-level engineering for City-wide network re-architecture and upgrade to apply best practices for network routing and security.

IV. Serving as the vCIO the Consultant:
   a. Attends Weekly Directors and Staff Meetings.
   b. Participates in the Social Media Policy Committee.
   c. Sits on various committees including recently one for an RFP for directional boring for the LPR camera project.
   d. Attends Records Management "round table" type meeting with the Clerk, Building Department, and county counterparts.
   e. Advises other departments on the technology components of their meetings.

Contact: Roger Reinke – Assistant City Manager
rreinke@naplesgov.com  http://www.naplesgov.com
H. Proposal and Pricing List

Pricing List: Please include on-call consulting, on-site consulting, and additional tiered pricing for specialized consultants for project work.

Current Support Model

For a fixed monthly fee, the Consultant provides an on-site senior IT specialist two days per week (Monday & Wednesday) and unlimited Remote Support services. All other services including AV, EAC, Surveillance, Cabling, Telecom, and Custom Programming have been billed in addition at pre-agreed upon rates. All issues and projects are ticketed using Softrim's in-house knowledge management system. In general, this has been the same support model for the prior two terms.

New Proposed Model: Integrated Support

Onsite & Remote Support - Softrim proposes a fundamental shift from a "nuts-and-bolts" break-fix approach to a model whereby IT is integrated into the Business and therefore able to understand, predict, and affect organizational needs. As such, the Consultant would offload all maintenance and administration type tasks to its Remote Operations Center, thereby freeing the on-site resource to assist in addressing the business demands on and for technology by supporting the efforts of the Business Analyst.

vCIO - The Consultant offers one day per week (number of days at the discretion of the Authority) of a vCIO to provide IT leadership and participate in director meetings, strategic planning, business systems assessments, business reviews, and other directives as required.

Flex-Time - Given the Consultant's core capabilities, it offers three days per quarter of flexible use time whereby the Authority may use the time (in ½ day increments) to address current needs in any area of technology served by the Consultant, including as additional days of the vCIO's time should there be need for extended efforts. Additional services paid for by the Authority under the current model suggests that this will help to control costs and improve budget forecasting.
Integrated Support Pricing
(Quantities, pricing and options are negotiable and ala carte.)

Onsite (2 days/week) & Remote Support (unlimited)       $8,640/month
Virtual Chief Information Officer (vCIO) (1 day/week)    $4,800/month
Flex-Time (3 days per quarter)                          $1,000/month

Hourly Rates*

IT Support                                             $135/hour
vCIO                                                   $150/hour
Audio Video                                            $125/hour
Telecom                                                $115/hour
Software Development                                   $150/hour
Electronic Access Control                              $130/hour
Structured Cabling                                     $ 85/hour

I. Required Forms and Assurances

*Include required forms from Appendix A: Statement of Drug-Free Workplace, Non-Collusion Affidavit*

**Forms:** Not required per Addendum 2 released April 26, 2019.

**Assurances:** Softrim hereby agrees to and assures the authority that, if selected, it will be bound by the covenants as stated in Section VII.
J. Certificate of Insurance

Provide a Certificate of Insurance which meets the insurance requirements contained in the attached Professional Services Agreement.

Certificate of Insurance is included with the delivery of this response. Consultant meets or exceeds all Insurance requirements as specified in the Professional Services Agreement (outlined below):

Worker's Compensation

✓ Bodily Injury by Accident/Each Accident $100,000
✓ Bodily Injury by Disease/Each Employee $100,000
✓ Bodily Injury by Disease/Policy Limit $500,000

Commercial General Liability including:

✓ Each Occurrence $1,000,000
✓ Personal Injury $1,000,000
✓ General Aggregate $1,000,000
✓ General Aggregate (Products/Completed Operations) $1,000,000

Business Auto Liability including:

✓ Property Damage Combined $1,000,000

Professional Liability / Malpractice:

✓ Each Occurrence $1,000,000
✓ Annual Aggregate $1,000,000
# Certificate of Liability Insurance

**Issuer:** Softlim LLC

**Address:** 9210 Estero Park Commons #5, Estero, FL 33928

**Producer:** Geri Randall

**License #:** L077730

**Producer Address:** 8850 Fontana Del Sol Way Suite 300, Naples, FL 34109

### Certificate Number:

**Certificate Number:** 21UUNJA7345

**Policy Number:** 21UUNJA7345

**Date:** 05/24/2018 - 05/24/2019

### Coverages:

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<tr>
<th>Type of Insurance</th>
<th>Policy Number</th>
<th>Policy Effective Date</th>
<th>Policy Expiration Date</th>
<th>Limits</th>
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<td>05/24/2018</td>
<td>05/24/2019</td>
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<td>05/24/2018</td>
<td>05/24/2019</td>
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<td>05/24/2019</td>
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<td><strong>D</strong> Worker's Compensation and Employer's Liability</td>
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<td>05/24/2018</td>
<td>05/24/2019</td>
<td>$1,000,000</td>
</tr>
</tbody>
</table>

### Description of Operations:

**City of Naples Airport Authority:**

**Address:** 160 Aviation Drive North, Naples, FL 34104

**Date:** 12/13/2017 - 05/24/2019

**Limit:** $5,000,000

**Contents FL:** $600,000

### Certificate Holder:

**Name:**

**Address:**

**City:** Naples

**State:** FL

**Zip Code:** 34104

### Cancellation:

**Should Any of the Above Described Policies Be Cancelled Before the Expiration Date Thereof, Notice Will Be Delivered in Accordance With the Policy Provisions:**

**Authorized Representative:**

**Signature:**

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Information Technology Support Services Proposal

June 6th, 2019

Presented by:
Aaron Gruber, President
Jeff McCaslin, Sr. Network Engineer
Joe Banfield, Vice President

Softrim, LLC
About Softrim, LLC

- Established 2000, Cape Coral
- Headquarters Estero, FL
- Metropolitan Atlanta Data Center and Office
- Primary client base: Collier & Lee Counties
- 65+ fulltime staff (W2 Employees)
- Information Technology/Systems, Cyber Security
- Telecom/VoIP, Audio Video, IP Surveillance, Access Control, Situational Awareness, Cellular Amplification, Structured Cabling/Fiber
- HQ parts warehouse of workstations, laptops, battery backups, firewalls, switches, monitors, data backup devices, etc.
Client Advocates

- Aaron Gruber, President
- Kevin Harvey, Executive Vice President
- Elliot Larmie: VP, IT Technical Services
- Joe Banfield, VP, Client Engagements
- Teddy Wallingford, VP, Operations
- Frank Parsons, VP, Telecom
- Joe Polovich, Director, Automation/Audio/Video
- David Maddi, Staff Consultant, Software Development
- Bruce Snauwaert, Controller
- Gracie Herrera, Client Support Manager
- Brian Gainey, Client Services Manager
Information Technology
- >34 Specialists
- Combined 500+ Years

Electronic Access Control & Cameras
- >6 Specialists
- Combined 65+ Years

Structured Cabling
- >10 Specialists
- Combined 100+ Years

Telecom/Telephony
- >3 Specialists
- Combined 75+ Years

Audio Video
- >3 Specialists
- Combined 60+ Years
Naples Airport Authority: Key Performance Indicators, Recent History

- 99.97% Uptime
- No Security Breaches
- Successful Execution of NAA Technology Roadmap
- 100% Projects On Budget
Provided On-Site and Remote IT Support since 2009 (contract renewed 2014)
- Routine maintenance
- End user Assistance
- Afterhours Service

Completed 50+ task orders
- Cybersecurity
- Network Infrastructure
- Business Continuity / Private Cloud
- Website Redesign

Financial Planning and Audits
- Assisted with annual CIP and budgeting process
- Participated in IT controls financial audits (zero deficiencies)

Aided in research and deployment for line-of-business applications, including:
- Total FBO
- Fuelmaster
- Custom email signatures
- Serenic Navigator
**Recommended Approach**

**Virtual Chief Information Officer (vCIO)**
- Provide IT leadership to assist in strategic planning, business reviews, etc.
- Oversee and report on IT operations
- Work closely with the business analyst to align IT with business needs and processes

**IT Support Services**
- Provide engineer onsite for 2 days per week to support end users and infrastructure
- Maintenance/administration tasked to Remote Operations Center
- Remote support will be available 24/7

**Onsite Engineer and Special (supplementary) Projects**
- Projects Approved by the NAA shall be worked on separately from the Onsite Hours Dedicated to Network Maintenance and IT Support
Scope of Services: Virtual Chief Information Officer

- Policies and Procedures Updates
- CEMP Input (inc. Updated DR/BC Plan)
- Supporting the Business Analyst
- Attending Directors' Meeting
- Strategic/Long-term Planning and Technology Roadmap
- Align IT with Business Needs/Processes
- Quarterly Business Reviews (QBRs)
- Vendor Contract Review and Advice
- Budgeting
- Security and Operational Recommendations
- Gap Analysis
- Technology Lifecycle Management (inc. EOL Planning)
- Direct research and the preparation of specifications for Special Projects:
  - Fuel Point of Sale Software
  - Document Management System
  - Finance System Upgrade
  - Email Retention System
  - Intranet/Internal Portal
  - Office 365
Scope of Services: IT Systems Support

- Onsite Engineer (2 days per week)
- Remote Helpdesk Services (Unlimited)
- Systems Documentation
- Network Monitoring/Alerts
- Cybersecurity Monitoring/Response
- Email and User Administration
- Line-of-Business Application Support/Assistance
- Firewall and Network Switching Administration
  - Palo Alto Security Appliances
  - Cisco Switches
  - Ruckus Wi-Fi AP’s
- Physical and Virtual Server Management
  - 25 Physical and Virtual Servers
  - Windows Updates/Patching
  - Active Directory Administration
- Client/End-user Support
  - XenApp/Thin Client Architecture
- Disaster Recovery/Backups
  - Onsite backups for immediate restores
  - Replicated offsite backups in datacenter
  - Replicated critical servers in datacenter
Integrated Support Proposal

Virtual Chief Information Officer – vCIO (1 day/week)

Onsite Engineer (2 days/week) & Remote Support (unlimited)

Specialists in All relevant technologies Available for Supplementary Projects

<table>
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Naples Airport Authority RFP

Softrim Has Supported The NAA for Nearly Ten Years. In the Past Few Years, The Softrim Team Has Enjoyed And Benefitted From The Leadership And Direction Of The Current NAA Executive Director And His Management Team.

Under The Direction of And In Consultation With The NAA Executive Director And His Managers, The NAA Technology Infrastructure Is:

- Robust And Has 99.97% Up-Time (Equal to Best-In-Class Benchmarks)
- Designed with the Level of Fault Tolerance And Cyber Security commensurate With The Needs Of An Airport In Naples, FL
- Current In Terms Of The Latest Proven And Best-In-Class Technologies


THE SOFRIM TEAM HUMBLY REQUESTS RENEWAL OF OUR CONTRACT AND THE CONTINUED OPPORTUNITY TO SERVICE THE NAPLES AIRPORT AUTHORITY

Softrim, LLC
Discussion