Minutes
June 6, 2019
Consultant Selection Committee

A. ROLL CALL

Meeting was called to order by Consultant Selection Committee Chair Lenhard at 8:30 a.m. in the Airport Office Building, 2nd Floor Conference Room. Also present were Commissioner Rideoutte, Committee Member; and Commissioner Dustin, who opted in.

Staff and Legal Counsel present were Mr. Rozansky, Ms. Terrill, Mr. Owens, Mr. Keith, Mr. Warriner, Ms. Kidd, Mr. Estrada, Ms. Vandersluis and Ms. Menard.

B. PLEDGE OF ALLEGIANCE

Chair Lenhard led the Pledge of Allegiance.

C. AGENDA

Mr. Rozansky stated that there were no changes to the agenda. He added that potential interview questions, a cost summary of the two finalist vendors and a reference check of the respondents were provided to the Committee via email and hard copies were distributed at the start of the meeting. Mr. Rozansky said that late last night, a reference check for Softrim was received from the Bonita Bay Club and it was not incorporated into the handout but staff could share it after the interviews are conducted.

D. DISCUSSION ITEMS

Ms. Kidd provided introductory comments regarding the interviews and ranking process for the Information Technology (IT) Support Services. She noted that in 2009, the Authority entered into a strategic partnership with Softrim as our IT partner and the Professional Services Agreement (PSA) was renewed in 2014. She provided a brief overview of the Request for Proposal process (RFP) which was issued on April 1st. She said that four RFP's were received on May 1st and only two of the firms were fully qualified. She added that the two firms who would be presenting today were ITVantage, Inc. and Softrim, LLC. Mr. Owens clarified that the PSA would be for a five-year term with a clause that either party reserves the right to terminate with a 30-day notice.

In response to Commissioner Dustin's question regarding the two responding firms who did not qualify, Ms. Kidd reported that Quality IP and Saalex did not meet the requirements.

1. Interviews and Rankings of Qualified Respondents for Information Technology Support Services Request for Proposals

a. ITVantage, Inc.

Mr. Jeremy Stakely, Chief Executive Officer and Owner of ITVantage, introduced himself; Mr. Josh Stevens, Chief Operating Officer; and Mr. Joe Morris, Chief Technology Officer/virtual CIO. Mr. Stakely thanked the Committee for the opportunity to present today and provided an overview of their presentation, a brief background of their firm, their mission, vision, values, their

technology leadership team structure and expertise. Mr. Stevens highlighted their firm's approach in handling customer service and their client IT support structure. Mr. Morris presented a roadmap to assist in solving NAA business goals and objectives with modern technologies and infrastructure, evaluating the security practices and procedures at the airport and looking at new disruptive technologies.

A question and answer period followed.

Commissioner Dustin asked Mr. Stakely if his firm would be open to conduct an audit of our infrastructure needs for a fee and re-propose after the audit. Mr. Stakely said it was common practice and they would be available to do that.

b. Softrim, LLC

Mr. Aaron Gruber, President of Softrim, LLC introduced his team of Mr. Joe Banfield, Vice President of Client Engagements and Mr. Jeff McCaslin, Senior Network Engineer who has been assigned to the Naples Airport Authority for the past 10 years. Mr. Gruber provided a brief history of their firm, their qualifications, experience, organizational structure, key performance indicators and recent history at Naples Airport. Mr. Banfield provided a recommendation of their approach to challenging the status quo in driving our future initiatives forward. He proposed a three-part plan which included providing a virtual Chief Information Officer, IT systems support and an on-site engineer for special (supplementary) projects.

A question and answer period followed.

Chair Lenhard opened the discussion to evaluate the two firms. Commissioner Dustin asked if staff had any information that may be useful in making the Committee's recommendations. Mr. Rozansky commented that Softrim has excelled in keeping the Authority secure. He added that a benefit of Softrim is that they have a wide variety of expertise such as audio/video, structured cabling and ability to respond to the needs of our access control system. He said that Softrim has made improvements in the reporting in the past year and moving towards the use of the help desk ticket system. Mr. Rozansky questioned whether the hosted servers are the best system for the NAA. He said the idea of asking the other firm to prepare an audit before a ranking was made had merit.

Commissioner Dustin asked whether the NAA had any employees who could help with routine IT issues rather than having a network engineer on site for two days per week. Mr. Rozansky stated that there are two employees currently that can respond to these issues on a limited basis. Mr. Keith added that giving administrator access to multiple people opens up the system for potential issues.

Chair Lenhard expressed his concern that only two companies qualified in this RFP process. He said he was impressed with ITVantage's presentation but he sensed that change was not desired and it appears that there is a comfort level with Softrim that he found a little troubling. Mr. Rozansky agreed that ITVantage had an excellent presentation.

Mr. Warriner commented that his prior experience was as Chief Financial Officer of a hospital system. He said he was unfamiliar with ITVantage but he did have experience working with ITVantage's newly appointed Chief Information Officer, Mr. Morris. He said that he worked with Mr. Morris for several years; and if he had to select anyone in the IT world for professional services, he would call Mr. Morris because he was exceptional.

Commissioner Dustin echoed Vice Chair Lenhard's concerns and the telltale sign was that the policies and procedures have not been updated in the last 10 years. Commissioner Dustin suggested that ITVantage conduct an audit to assess our systems and infrastructure.

Mr. Rozansky requested Mr. Owens to clarify that if an audit was conducted, would a completely new solicitation be required. Mr. Owens agreed that if there was going to be another proposal made, staff would probably want to open it up to an entirely new solicitation because of the way statutorily proposals need to be procedurally handled. Mr. Owens said that if the Committee decided to rank the firms today, the Board would approve or disprove the rankings. If the rankings are approved, then staff would enter into negotiations as well as solidify the pricing and other terms with the No. 1 ranked firm. Mr. Owens stated that if the terms could not be agreed upon, then staff would begin the negotiation process to enter into an agreement with the second ranked firm. Mr. Owens added that if the NAA engaged ITVantage to conduct an audit on the current state of our IT infrastructure, in fairness, the same engagement would need to be offered to Softrim. There was discussion regarding the process of an audit.

Commissioner Rideoutte said he was conflicted on the ranking, as well. He said the dilemma is that Softrim is doing their job satisfactorily but the question is have they gotten too comfortable. He said that sometimes you need a fresh look, but he didn't have an answer. He said that if an audit was conducted, it was clear to him that both firms would need to perform an audit. Mr. Rozansky said that he was in support of asking both firms to prepare an audit.

Mr. Owens advised that if the Committee's recommendation is to have them conduct an audit, the firms should not be ranked today.

After further discussion, Commissioner Rideoutte made a motion to rank the two firms as follows and to recommend the rankings to the full Board at the June 20th Regular Board Meeting:

(1) ITVantage, Inc.
(2) Softrim, LLC

Commissioner Dustin seconded. The motion passed unanimously 3-0.

E. PUBLIC COMMENTS

There were no public comments.

F. CORRESPONDENCE/COMMISSIONER COMMENTS & REQUESTS/ MEETINGS

There were no additional comments or requests.

G. ADJOURN

The meeting adjourned at 11:05 a.m.

Christopher A. Rozansky
Secretary

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

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**

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.

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.