

**GREATER ORLANDO AVIATION AUTHORITY  
NOTICE OF INFORMATION TECHNOLOGY CONSULTING SERVICES  
(W296)**

Pursuant to the policies and procedures of the Greater Orlando Aviation Authority (the "Authority"), notice is hereby given that firms and individuals ("Proposers") are invited to submit a Statement of Qualifications to render Information Technology Consulting Services (the "Services") to the Authority at the Orlando International Airport, Orlando Executive Airport and other facilities operated by the Authority (the "Airport").

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

The term for the Information Technology Consulting Agreement(s) will be five (5) years. The compensation and scope of services for each specific project will be negotiated between the Authority and the selected Proposer(s). Specific projects will commence upon the Authority's issuance of a Notice to Proceed and will continue until completion of the Services required for each project. The selected Proposer(s) will be prohibited from submitting a competitive bid or proposal as a vendor for information technology products.

A Pre-Submittal Conference will be held **at 2:00 p.m., Wednesday, January 9, 2013 in the Maintenance Shops Building, Greater Orlando Aviation Authority, Orlando International Airport, 8648 Casa Verde Road, Orlando, FL 32827.** The Scope of Services, the Submission Requirements, the Minority and Women Business Enterprise (MWBE) and Local Developing Business (LDB) Participation Policies and all questions regarding this procurement will be reviewed at the Pre-Submittal Conference. The Advertisement, Submission Requirements, Responses to inquiries and Pre-Submittal Conference minutes, will be made available on-line at the Authority's web site:

<http://www.orlandoairports.net/construction>

The Services referenced in this Advertisement are subject to approval by the Greater Orlando Airport Authority prior to any work or services being performed.

**GREATER ORLANDO AVIATION AUTHORITY**

By: \_\_\_\_\_  
Frank Kruppenbacher  
Aviation Authority Chairman

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**SUBMISSION REQUIREMENTS**

For scope of services and information regarding the Pre-Submittal Conference, refer to the Advertisement for subject services, which is available on-line at the Authority's web site:

<http://www.orlandoairports.net/construction>

Proposers and their key personnel must be experienced in performing Services of a similar scope and nature to those identified in this Request for Qualifications.

Proposers should have prior experience 1) coordinating with, 2) meeting the requirements on projects funded by, 3) and in accordance with the rules and regulations of the following public/governmental agencies: the Federal Aviation Administration, the Transportation Security Administration, the Florida Department of Transportation, the Orlando Utilities Commission, the Office of Tourism, Trade and Economic Development.

Written inquiries shall be directed to the **Department of Information Technology, Greater Orlando Aviation Authority, Orlando International Airport, 5850-B Cargo Road, Orlando, Florida 32827-4399, fax number (407) 855-3531, or E-Mail at W296Consultants@goaa.org**. Questions received after close of business on **Monday, January 14, 2013**, will not be answered.

Interested Proposers are requested to submit twelve (12) printed copies of and one (1) electronic PDF version\* on compact disk (or single-layer DVD) of a Statement of Qualifications **up to 2:00 p.m. local time on Wednesday, January 23, 2013 to the Receptionist Office, Greater Orlando Aviation Authority, 5850-B Cargo Road, Orlando, FL 32827**. Any Statements of Qualifications received after the time and date stated above will not be considered and will be returned unopened. Statements of Qualifications shall be submitted in sealed packages clearly labeled, "**Statement of Qualifications for Information Technology Consulting Services (W296)**".

**\*PDF submission requirements:** All documents shall be PDF/A compliant. PDF/A compliant documents have embedded fonts and do not reference external files. Layers shall be preserved from CADD drawings. Scanned documents shall be created as PDF/A compliant, made text searchable and have a minimum resolution of 300 dpi. Submittals in PDF format shall have navigational bookmarks inserted in lieu of any tabs required in the hard copy. The entire submittal shall not exceed a single layer DVD disc. In cases where there are discrepancies between the PDF and hard copy, the hard copy shall take precedence.

**STATEMENT OF QUALIFICATION REQUIREMENTS**

Statements of Qualifications (SOQs) in print form shall include the following one (1) volume, addressing each numbered subsection in the order requested, indexed and clearly identified. The information submitted for Items 1-2 (excluding tabs) shall not exceed 20 one-sided 8 1/2"x11" pages in Arial font with no smaller than 12 pitch font. **Statements of Qualifications that are not in compliance with the requirements may be downgraded accordingly.**

1. **Proposing Entity Structure:** Proposer's Statement of the following:
  - a) The name and address of the legal entity that will contract with the Authority if awarded the Agreement for the Project.
  - b) Name, address, Email address and telephone/fax numbers of one (1) individual to whom all future correspondence and/or communications will be directed.
  - c) A statement declaring the type of business relationship the Proposer will use (i.e., a single company, joint venture or other business relationship to perform the Services) and whether the entity is currently in existence or whether it will be formed upon award. If the Proposer is a joint venture or partnership, all of the information sought in these Submission Requirements must be provided for each partner
  - d) A statement that the Proposer and each proposed subcontractor has agreed to terms and conditions that govern their relationship and to Authority terms and conditions that flow-down from the contractor to subcontractors.
  - e) A statement listing the Proposer's partnerships and distributorships and other relationships that could cause a real or perceived conflict of interest in performing the Services.
  
2. **Executive Brief / Qualifying Experience:** An executive brief which includes:
  - a) A narrative describing the Proposer's comprehensive approach to providing the Professional Services described in **Exhibit "A" (Scope of Services for Specific Projects)**, in particular describing
    - i) Proposer's approach to acquiring and / or assigning qualified personnel for specific service orders;
    - ii) Proposer's approach to delivering those services (e.g., virtual remote and /or travel, short-term local residence, long-term local residence), included the elapsed time from notification to proceed to commencement of the service;
    - iii) Proposer's approach to management of assigned personnel and related resources (e.g., computers, applications, tools) to meet service order requirements.
  - b) A diagram and narrative describing the structure and reporting relationships among all elements of the proposed organization, including subcontractors, and in particular a description of the proposed problem notification and escalation process.
  - c) A narrative describing the overall qualifications of the Proposer's and Proposer's subcontractor personnel to addresses all services, technologies and commercial

products enumerated in Exhibit A, Scope of Services , plus a person-specific resume for each key person.

d) A description of the Proposer's specific experience (including its team and key personnel), technical expertise and ability to deliver the services required and related to the technologies and commercial products identified herein. Include the name and contact information for the Proposer's customers and the scope of services provided to each (mainline strategic customer versus opportunistic niche customer).

3. **MWBE/LDB/DBE Requirements:** All Proposers for non-federal and non-State of Florida funded projects are hereby notified that they must comply with: 1) the Minority and Women Business Enterprise ("MWBE") program requirement as defined in the Authority's MWBE Policy, 2) the Local Developing Business ("LDB") program requirement as defined in the Authority's LDB Policy. All Proposers for federal and State of Florida funded projects are hereby notified that they must comply with the Disadvantaged Business Enterprise (DBE) requirements of 49 CFR Part 26, as referenced in the Authority's DBE Participation Program. **The Policies, Forms and certified MWBE, LDB and DBE Directories are available on-line at the Authority's web site: [http://www.orlandoairports.net/small\\_business](http://www.orlandoairports.net/small_business).**

The Proposer shall prepare a written action plan that demonstrates the Proposer's understanding of the MWBE, LDB and DBE participation programs, and how the Proposer will achieve the participation goals for these type of Services and submit proposed MWBE Participation, LDB Participation and DBE Participation Schedules showing where proposed participation could be achieved.

**The Authority will establish MWBE, LDB or DBE Participation Goals of for each negotiated project or scope.**

**Questions concerning the MWBE, LDB and DBE programs can be addressed to the Owner's Office of Small Business Development, Attn. Ms. Michelle Tatom, Director, Greater Orlando Aviation Authority, Orlando International Airport, 5850-B Cargo Road, Orlando, FL 32827; phone number (407) 825-7171, E-mail [MTatom@goaa.org](mailto:MTatom@goaa.org) or to Mr. Somdat Jiawan, Manager, Construction and Professional Services, at phone number (407) 825-3481, E-mail [SJiawan@goaa.org](mailto:SJiawan@goaa.org).** Proposers shall be solely responsible for confirming MWBE and LDB (DBE) subcontractors' experience, capacity, certification and any other information related to the Services.

4. **Insurance Requirements:** Include evidence of the Proposer's ability to provide the following insurance coverage, either by means of an existing policy, or other verifiable proof (Agent/Broker commitment letter):
- a) Professional Liability: Minimum of \$1,000,000 per claim and annual aggregate with maximum deductible or self-insured retention in an amount not exceeding \$100,000.

- b) Commercial General Liability (CGL): Minimum of \$5,000,000 per occurrence and annual aggregate, with maximum deductible or self-insured retention in an amount not exceeding \$10,000.
- c) Automobile Liability: Minimum of \$1,000,000, with maximum deductible or self-insured retention in an amount not exceeding \$10,000.
- d) Worker's Compensation (statutory limit)  
Employer's Liability: \$500,000 - each accident  
\$500,000 disease - policy limit  
\$500,000 disease - each employee

Policy terms must be acceptable to the Authority and must comply with the Authority's requirements for insurance.

- 5. **Licensure**: Proposers must be licensed professionals in accordance with Florida State law and shall be familiar with all applicable federal, State of Florida, Orange County, Florida, and City of Orlando codes, regulations and laws. Include the following:
  - a) Copy of the Florida Secretary of State Certification.
- 6. **Financial Statements**: Proposer's most recent audited annual financial statements for the last two years in order to evaluate the Proposer's ability to perform these Services. If audited annual financial statements are not available, provide balance sheets, income statements, and cash flow statements for the last two years. This financial documentation shall be submitted in a sealed envelope, and included in the original SOQ only, clearly labeled as follows: "Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure". Include the Project title on the sealed envelope. (Reference Florida Statutes Section 119.071(1)(c) for exemption on financial records.)
- 7. **Additional Information**:
  - a) Pursuant to Section 287.135, Florida Statutes, the Proposers must certify in writing that it is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.
  - b) Any additional information, which may be requested by the Authority at the Pre-Submittal Conference.

## **EVALUATION AND AWARD CRITERIA**

Following submission, the Authority's Professional Services Committee (PSC) intends to short list no less than three (3) Proposers. Among the factors that will be considered in selecting the Proposers who will be shortlisted are their qualifications, approach to providing the Services, ability to provide the required Services, prior experience on similar engagements, their past performance with the Authority (if applicable), their past performance

with other entities and the responses to the inquiries set forth above. The Authority reserves the right to solicit from available sources relevant information concerning a Proposer's past performance and may consider such information in its selection of shortlisted Proposers.

Shortlisted Proposers will be scheduled for an interview, presentation or both. Following shortlisting, and interviews or presentations, the Authority shall make a final ranking and select in order of preference, based on the above information and interview results, in order to select for award the most highly qualified Proposer(s) to perform the requested Services.

The Authority intends, but is not obligated, to enter into non-exclusive agreements with a minimum of two (2) Proposers to perform the required Services. The term of these agreements shall be for a period of five (5) years.

The Authority reserves the right to waive any informality in the Statement of Qualifications, to reject any and all Statements of Qualifications, to re-advertise or to elect not to proceed with the Services for any reason. All recommendations and decisions regarding award of the Services shall be made at open public meetings in accordance with the requirements of Florida Statute 286.011, and all interested parties are invited to attend such meetings. In accordance with Florida Statute 287.055 (10), the Authority declares that all or any portion of the documents and work papers prepared and submitted pursuant to this invitation shall be subject to re-use by the Authority.

### **ADDITIONAL INFORMATION**

Proposer's personnel will be required to meet the Greater Orlando Aviation Authority's (Authority) requirements for security background checks. All personnel requiring unescorted access to a secure or sterile area of the airport must undergo a Criminal History Records Check (CHRC) and are subject to the requirements of Title 49 of the Code for Federal Regulations Part 1542 or 1544 and the Airport Security Improvement Act of 2000.

Proposers are hereby advised that the Authority has adopted a lobbying registration policy. Copies of the policy, forms, and instructions are available in the Authority's offices and on the web site. The Authority prohibits lobbying any member of the Professional Services Committee from the time that the Request for Letters of Interest is issued until the Professional Services Committee ranks the proposers. In addition, if Board approval of the contract award is required, the Authority prohibits lobbying any Authority Board member from the time that the Professional Services Committee ranks the proposers until the Board authorizes the award.

Pursuant to Section 287.133(2)(a), Florida Statutes, interested Proposers who have been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide services for a public entity, may not be awarded a consultant contract and may not transact business with a public entity for services in excess of the threshold amount set forth in Section 287.017, Florida Statutes, for Category Two, for a period of 36 months from the date of being placed on the convicted vendor list. By submitting a Statement of Qualifications, the Proposer certifies that it is not included on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.

Authority Contracts require Contractors/Consultants to comply with the requirements of E-Verify. Contractor/consultants will be required to utilize the U.S. Department of Homeland Security's Employment Eligibility Verification System (e-verify), in accordance with the terms governing the use of the system, to confirm the employment eligibility of persons employed by the Contractor/Consultant, during the term of the Contract, to perform employment duties within Florida. Prime Contractors/Consultants are required to include an express provision in their Subconsultant/Subcontractor Agreements requiring the Subconsultants/Subcontractor to do the same.

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**EXHIBIT “A”  
(Scope of Services for Specific Projects)**

Proposers and associated team members must demonstrate that they are able to perform a variety of assignments and tasks including, but not limited to, the following:

**1) Scope of Services**

- a) **RESEARCH:** The consultant must conduct directed research on: technologies and their uses and, or potential uses, and document the findings and conclusions; commercial products (hardware, firmware and software) and services that incorporate those technologies, including fit for purpose, limitations, issues and probable total cost of ownership; related government and industrial standards and best practices, methods, regulations and policies. The consultant must plan, execute and, or, monitor and document discoveries and conclusions from hands-on evaluations and demonstrations of services and products to determine probable fit for intended purpose and, or, to determine compliance with pre-qualification requirements. Such evaluations and demonstrations must be performed in contractor laboratories, independent laboratories, or the Greater Orlando Aviation Authority (GOAA) IT laboratories, or in certain circumstances in product source laboratories in a structured and controlled and monitored environment.
- b) **CONCEPTS DEVELOPMENT:** The consultant must develop and document solution options to meet the needs (e.g., functional, performance, and interface requirements) of the enterprise at a conceptual level, but sufficient to describe possible commercial product and service components, custom designed and developed components, their inter-relationships, and an allocation of requirements to those components. Solution options and risks must also be defined commensurate with this level.
- c) **BUSINESS CASE DEVELOPMENT:** The consultant must develop and document a business case for each concept chosen for additional consideration to include: business impact assessment; technical infrastructure impact assessment, including impacts due to fail-operational and cyber-security requirements; risks assessment; credible implementation timeline; cost-benefits assessment that must address both direct and indirect project costs and benefits [including Return-On-Investment (ROI), Internal Rate-of-Return (IRR), and intangible benefits].
- d) **REQUIREMENTS DEVELOPMENT:** Once the concept is selected for implementation and funded, the consultant must develop and document complete functional, performance, and interface requirements, dependencies and limitations (e.g., financial, regulatory, technical, operational), and re-assess and amend the business case (referenced in Paragraph 1(c) above) to reflect the additional information developed in this phase. GOAA must at this point establish a design, development and test approach:



- GOAA personnel alone
  - GOAA personnel and consultant personnel
  - Consultant personnel
  - Competition among consultants
  - Competition among non-consultants
- i) Factors to be considered in establishing the preferred approach include but are not limited to the resources GOAA and, or, a consultant can allocate to the effort at the time needed and dollar thresholds defined elsewhere. The services the consultant must provide during the design, development, and test phase for each approach are delineated in subsequent paragraphs.
- ii) DESIGN REQUIREMENTS, DEVELOPMENT AND TEST [CASE (a)]: The consultant must provide qualified personnel to assist (augment) GOAA personnel for; definition of design requirements; design specifications definition; development of custom firmware and software; acquisition of commercial software, firmware and hardware; installation, configuration and integration of commercial and custom developed products; unit, subsystem and system verification and validations testing; problem determination and resolution; production of related documentation.
- iii) DESIGN REQUIREMENTS, DEVELOPMENT AND TEST [CASE (b)]: The chosen consultant must submit a proposal to provide qualified personnel to perform the services, described in Paragraph 1(d)(ii) above, in an independent, consultant-responsible manner. In such cases, the role of GOAA will be one of a client, in most instances a review and approval role. This case is permitted, but not required, when the value of a proposal is less than a threshold specified elsewhere in this Request for Qualifications (RFQ).
- iv) DESIGN REQUIREMENTS, DEVELOPMENT AND TEST [CASE (c)]: Two or more consultants must respond to a GOAA request for proposal based on the functional, performance and interface requirements, described in Paragraph 1(d)(iii) above. The consultant selected must then perform the services, described in Paragraph 1(d)(ii) above, in an independent, consultant-responsible manner. In these cases, the role of GOAA will be one of a client, in most instances limited to a review and approval role. This case is permitted for all GOAA requests for proposals but is required when the value of a proposal is more than a threshold specified elsewhere in this RFQ.
- v) DESIGN REQUIREMENTS, DEVELOPMENT AND TEST [CASE (d)]: The chosen consultant must prepare or assist in the preparation of all documents required for an open competition and provide professional advice related to an open competition from which the consultants are excluded. The exclusion can be the result of the value exceeding the upper threshold specified elsewhere in this RFQ, or at the discretion of the GOAA.
- e) OPERATIONAL READINESS: The consultant must perform or assist in performing those services required to bring a solution developed in the cases described above or

acquired into an operational state, including but not limited to readiness of facilities, training of GOAA IT personnel, and training of end users.

- f) **PROJECT MANAGEMENT (PM) AND OWNER AUTHORIZED REPRESENTATION (OAR):** The consultant must be able to provide qualified personnel for PM and OAR services for IT projects and, or, for IT portions of non-IT projects. These services include but are not limited to monitoring and reporting on compliance with resource allocations, schedules, technical and business issues and partner issues, and assistance in resolution of issues.
- g) **RESOURCE ACQUISITION:** The consultant must provide qualified personnel to assist in development of statements of need, rationale, and methods for acquiring IT resources (e.g., facilities, systems, equipment, funds, personnel) needed to meet IT demands and commitments for services. Personnel acquisition assistance would include preparation of job descriptions and postings, review of resumes, interviews to validate qualifications, and support as requested during in-person interviews.
- h) **MAINTENANCE:** The consultant must be able to provide qualified personnel to assist in operation of in-place systems, subsystems and applications, including but not limited to installation and testing of software and firmware patches and releases, software and firmware version control, preventive and corrective hardware and software maintenance, removal and repair or replacement of hardware. These in-place systems, subsystems and applications include but are not limited to the major ones identified in Paragraph 3) below.
- i) **OPERATIONS:** The consultant must be able to manage the operation of in-place systems and subsystems, including but not limited to re-location, configuration, start-up, shut-down, backup, diagnostics and function and performance data collection, and other operations functions as an extension of GOAA IT Department personnel. These systems and subsystems include but are not limited to those identified in Paragraph 3) below.
- j) **PLANNING:** The consultant must be able to provide qualified personnel to create an IT Master Plan and Roadmap or update the current one, and IT inputs to the Airport Strategic Plan, Master Plan, Improvement Plan, and other Plans that require IT input as directed. Inputs include but are not limited to forecasts based on research and resource assessment, and relationships to Airport Plans.
- k) **POLICIES AND PROCEDURES:** The consultant must provide qualified personnel to draft and revise policies and procedures related to the service described herein, to monitor standards developments, and to monitor appropriate adoption of them into policies, procedures, and products.
- l) **DISASTER RECOVERY AND BUSINESS CONTINUITY:** The consultant must provide personnel to assist in the development, updating and testing requirements for the Authority Disaster Recovery and BCP components. This expertise will extend to those applications used to track plan components and should include experience with NFPA 1600 and ISO 24762 and current techniques for disaster recovery and business continuity planning.

- m) SECURITY: The consultant must provide personnel to assist with ongoing security assessment and monitoring activities, security metrics, systems and application hardening and configuration, development of security policies, adherence to compliance standards such as PCI DSS, HIPAA, state and federal law and internally driven regulatory requirements. Expertise should include vulnerability assessment, penetration testing, risk assessment, incident response, security mitigations, log management, forensic analysis for incident artifacts, and other activities in alignment with industry best practices such as ISO 27001/27002, NIST, OWASP, ISECOM OSSTMM, PTES, and SANS 20 Critical Controls.
- n) RELATED SERVICES: Due to the rate of change in technologies, products and services, it is not possible to delineate each of the services that could be required during the term of the contacts, including services that could be introduced during the term. The consultant must be able to respond to change and must describe their approach to maintaining or acquiring the expertise needed. The intent is to include such changes and introductions in services in the scope of this contract.

## 2) Technologies

- a) Wireless technologies including both licensed and unlicensed bands for use in customer service, passenger processing, way finding, advertising, location-based services, queue management, network infrastructure redundancy, and operations and airfield management.
- b) Video technologies and analytics for security, passenger flow monitoring and modeling including interactive multilingual video and voice on monitors and smart mobile devices for customer assistance and information, including way finding, parking and transportation, advertising, paging, visual paging.
- c) Unified Communications technologies, systems, and applications including video conferencing, Telepresence, language translation, digital messaging, remote agent information kiosk, and IP-PBX systems.
- d) Airport information management systems leveraging the airport operations database, the airport documentation database, and the airport spatial database for airport operations management, reporting, and planning.
- e) Mobile technologies for passenger processing, retail form-of-payment, baggage handling, cargo handling, operations management, airfield operations, and maintenance.
- f) Business intelligence solutions providing real-time situational awareness for operations, near real-time operations performance and financial management, operations simulation and monitoring, and historical trend analysis.
- g) Systems monitoring and management solutions providing proactive notification of risks and faults, and security threats. Automated resolution of potential faults, and notification and reporting of system performance.

- h) Geospatial solutions, including GIS, GPS, and custom programming.
- i) Information security processes, technologies, systems, and applications including monitoring/management of firewalls, intrusion prevention and management, and penetration testing, as well as, compliance with emphasis on Payment Card Industry (PCI) standards, Privacy requirements, security policy development and implementation, and policy enforcement.
- j) Building Information Management (BIM) systems including the generation and management of 3D digital representations and modeling of physical and functional characteristics of a facility.
- k) Building automation and management systems for monitoring, management, and performance reporting for elevators/escalators, UPS and generators, fire detection and alarm systems, HVAC, and low voltage and electrical systems.
- l) Technical infrastructure systems including computer room systems and design, computer room HVAC, UPS, and cabling, servers including virtualization strategy and operations, and network technologies (core and edge switches, routers) design, configuration and management.
- m) Airport trunk radio solutions and systems.
- n) Passenger and baggage processing including self-service baggage check, boarding, baggage tracking, and rebooking.
- o) Parking revenue control, parking space monitoring and reservations, vehicle monitoring, payment option innovations.
- p) Patron loyalty programs (e.g., frequent parker, frequent shopper, etc.).
- q) Point-of-sale systems and integration.
- r) Computer-based training systems.

### **3) Current Commercial Products in Use by the Authority**

- a) Oracle Financial Applications, including e-Business Suite, and Oracle Fusion Middleware
- b) Oracle Enterprise Content Management
- c) PROPWorks
- d) ESRI/Arc GIS
- e) IBM Maximo
- f) Com-Net Multi User Flight Information Display System (MUFIDS)
- g) Durasys Parking Revenue Control System
- h) SITA Common Use Passenger Processing (CUPPS)
- i) SITA Common Use Self-Service (CUSS)
- j) SITA Resource Management System (RMS)

- k) ACS Firehouse
- l) Interact Fire CAD
- m) Fire Alarm Monitoring
- n) Motorola RF Communications
- o) Jervis B. Webb/Siemens Baggage Handling System(s)
- p) MC2/Schneider Electric Building Operating System – Lighting and HVAC monitoring and control
- q) Powernet Electrical Power Monitoring
- r) Seimens Airfield Solution/ADB airfield lighting system
- s) Schindler Liftnet Elevator Management System
- t) Bombardier Automated Ground Transportation (AGT) monitoring and control
- u) CCure Access Control System (ACS), Alarm, and Badge ID System
- v) Larmix, Genentech, Nice Video Management Systems, Digital Video Recording Systems
- w) IED Paging System
- x) GCR Airport IQ Operations Centers
- y) AAAE Computer based training
- z) Avaya CS1000E High Availability Unified Communications
- aa) Avaya Unified Messaging
- bb) Microsoft Exchange Services
- cc) Mobile Device Management Services (Good, Airwatch)
- dd) Microsoft Windows Operating System servers, including clusters, virtual servers and blade servers
- ee) Sun Microsystems Solaris based servers
- ff) Linux based servers
- gg) Juniper and Palo Alto Software for intrusion prevention, detection, correction and reporting (e.g., Intrusion Prevention Systems (IPS) and firewalls)
- hh) Cisco 6500 core switches
- ii) Cisco 3560/3570 edge switches
- jj) Alcatel edge switches
- kk) Aruba 802.11 wireless controllers and access points
- ll) Solar Winds performance monitoring and trends, control and diagnostic