



Capacity Building Program Series

Meet the Division Leadership
Administration

Your Passport to Business Connections at DFW

Welcome Remarks

Tamela Lee

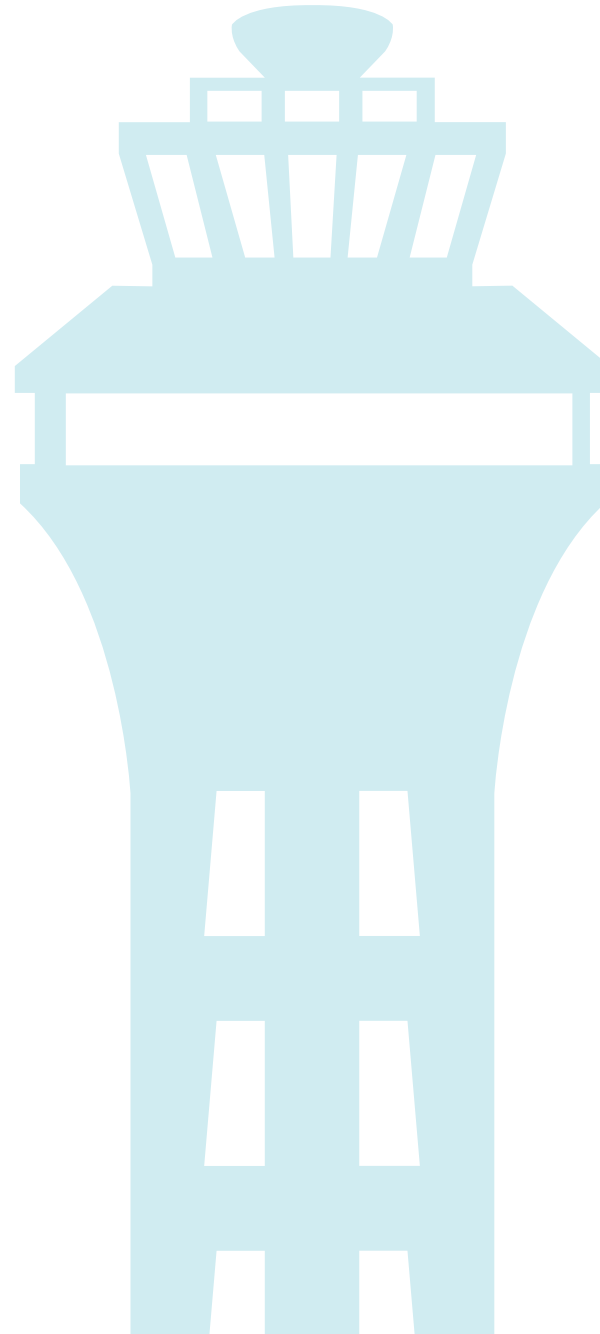
Vice President

Business Diversity & Development Department

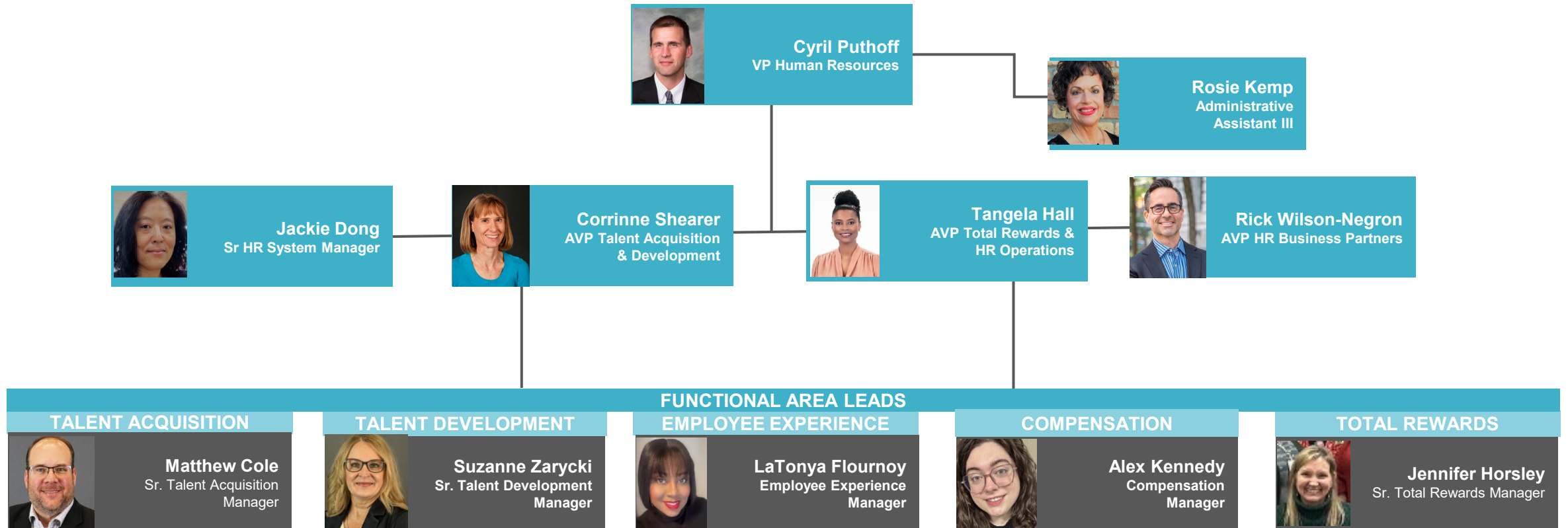


Human Resources

Cyril Puthoff
Vice President



Meet the HR Leadership Team

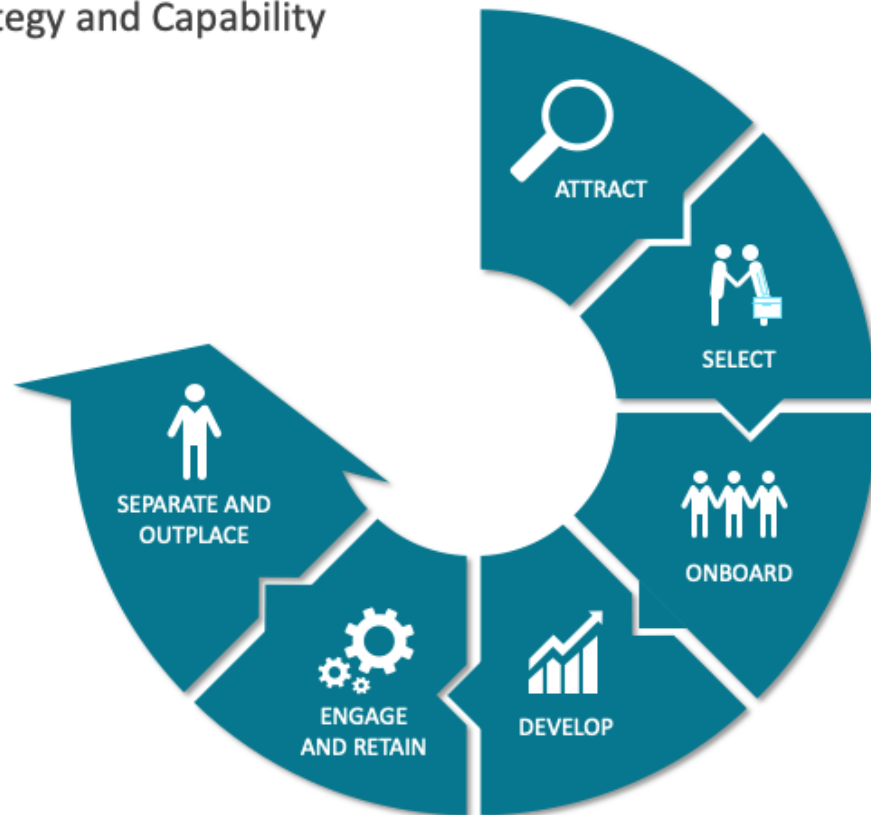


Human Resources

What We Do

HIRE-TO-RETIRE

Organizational Strategy and Capability



2185 employees and
over 300 contractors



Over 1900 employee
utilize DFW benefits

Human Resources

What We Do



Manager retirement benefits for 2165 active employees and more than 1900 retirees.

Eight employee resource groups- 33% of employees participate in an ERG



DFW employees received over 7300 hours of training already this fiscal year

Human Resources

What We Do

Vision: To be the employer of choice.

Mission: To be an agile, trusted, strategic partner delivering best in class services and solutions that contribute to the success of DFW Airport through the attraction, retention, and engagement of a talented and diverse workforce.

Human Resources

Types of Contracts Procured

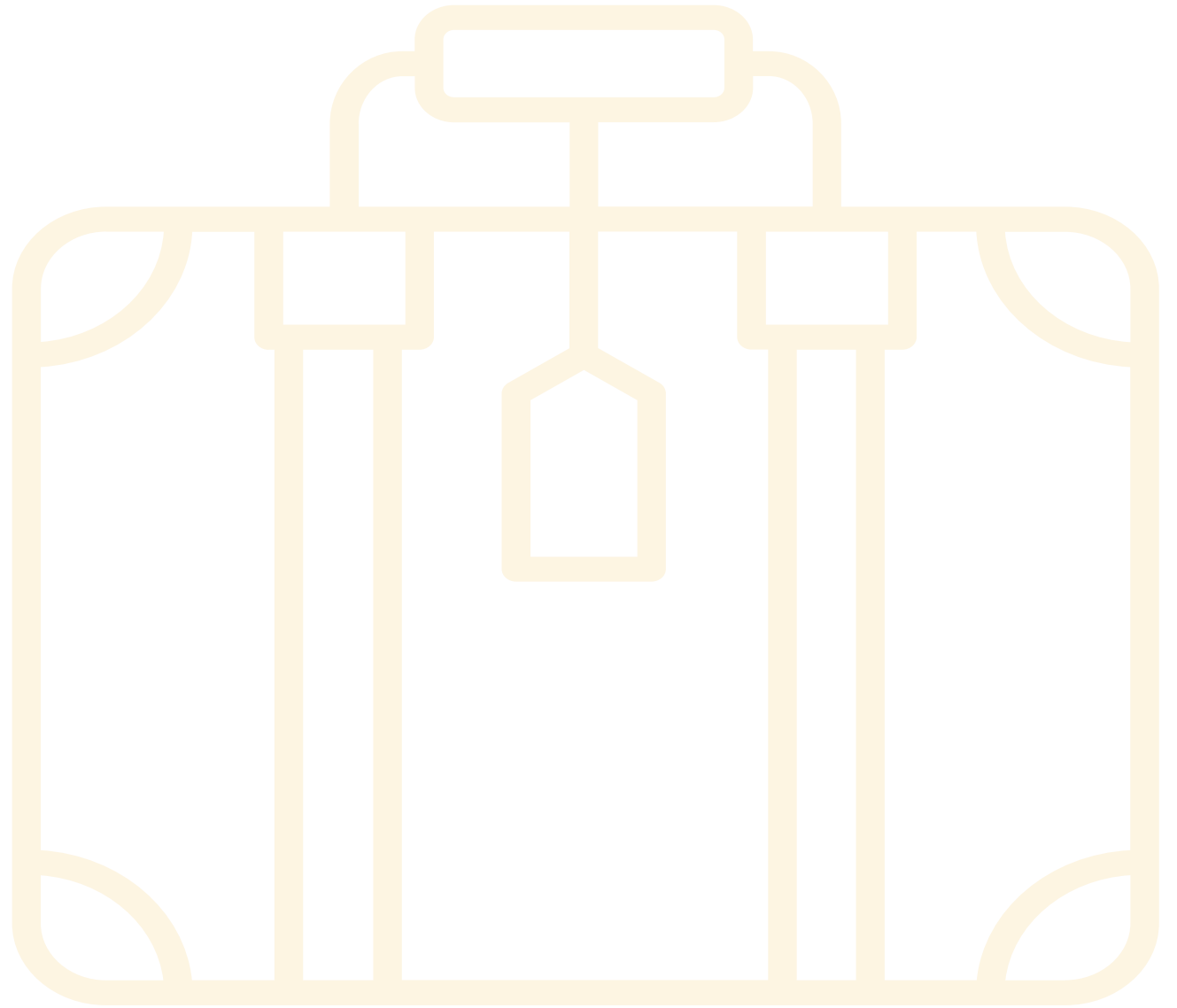
- HCM software and solution
- Benefits consulting
- Retirement plan administration
- Recruiting support
- Temporary labor
- Compliance training
- Developmental Assessments
- Instructional Systems Design
- Wellness courses and programming
- Fitness classes

Upcoming Solicitations

- Instructional design services
- Public Safety (police/fire)
promotional assessments
- Fitness classes (cross fit)

Risk Management

Catrina Gilbert
Vice President

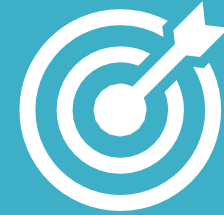


Vision and Mission



Our Vision

We support and protect employees, customers, and stakeholders by enabling risk-based decisions while delivering safe and effective services and solutions.



Our Mission

We identify, assess and control potential threats, ultimately protecting our assets, reputation and financial stability. By anticipating and mitigating risks, DFW can better protect our people, property and assets, make more informed decisions, prevent costly mistakes and improve overall organizational performance.

Risk Management Team at DFW

- Risk Management is staffed by 12 risk/safety professionals and is a part of Administration Division
- Responsibilities include:
 - risk evaluation,
 - insurance coverage procurement,
 - contract reviews,
 - claims and insurance recovery,
 - occupational safety,
 - employee leave administration and workers compensation,
 - and the Enterprise Risk Management (ERM) program
- Risk works closely with all lines of business, including Finance, Operations, Legal, Ops Safety, Security and Construction departments

Types of Contracts

Broker of Record

- R/OCIP
- Property and Casualty

Safety and Risk

- First Aid Kits
- Safety Floor Mats
- Safety Shoes
- Safety Glasses
- Safety Training
- Employee D&A Testing
- RMIS platform
- Disaster Recovery

Leave Administration

- Disability Programs Administration
- Workers Compensation Administration

Supporting DFW's strategic goals by fostering risk-based decision making, driven through the delivery of ERM-focused, risk management services & solutions.

Enterprise Risk Management (ERM)

- Incident Reviews/Corrective Action Tracking
- Enterprise Risk Assessments
- ERM Framework Diagnostic
- Organizational Resiliency, Compliance & Governance
- Data Strategies and Business Process Improvement
- ERM Technology & Risk Analytics

Safety, Leave, Risk Management Services

- Risk Consulting & Advisory
- Safety and Risk Control, Mitigation & Action Plan Development
- Occupational Safety and Workers Comp Programs
- PPE Program (i.e. glasses, shoes, hard hats, hearing protection)
- Hearing Conservation Program
 - Incident & Claims Management, Near Miss Reporting and Monitoring
 - Leave Administration (Disability and ADA)

Risk Management

Rolling Owner Controlled Insurance Program (R/OCIP)

- Construction Safety Management
- Contractor Compliance
- Capital Development Risk Transfer & Protection

Risk Management Solutions

- Total Cost of Risk
- Emergency Preparedness / Response
- Risk Financing (Self-Insured Retention/Deductibles)
- Risk Transfer (Commercial Insurance Program)
- Contract & Vendor Risk Management
- Risk Information Management System (RMIS)



Rolling Owner Controlled Insurance Program

R/OCIP

R/OCIP is a comprehensive insurance and risk management program that enhances the Airport's Enterprise Risk Management strategy.

It provides strong safety and claims management approach to capital construction projects risk profiles.

It removes the barriers for small and mid-sized contractors to bid on projects that require high levels of liability insurance requirements while supporting community engagement goals.

R/OCIP ABC's

Advantages - Uniform insurance protection and dedicated limits;

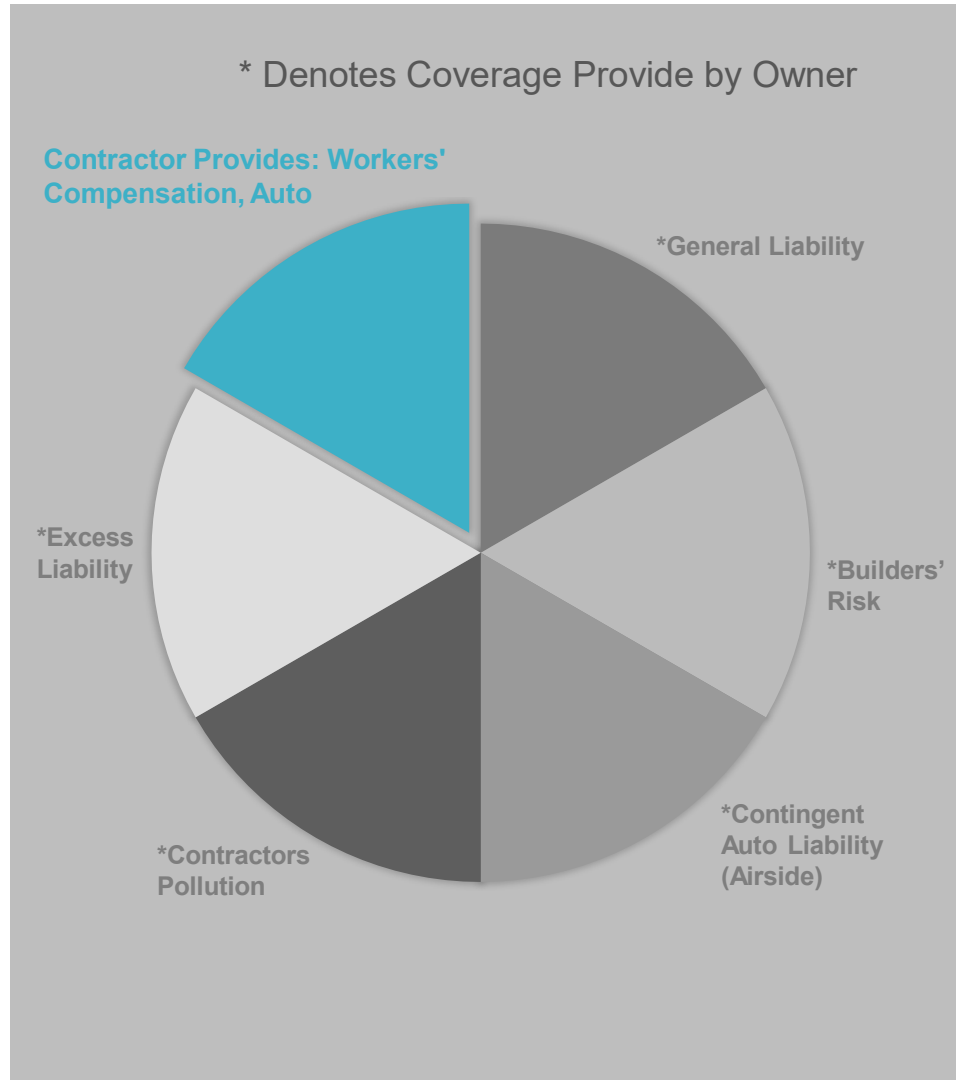
- Extended completed operations coverage;
- Centralized safety, loss prevention and claims handling program; and
- Reduction of potential litigation between contractors.

Bundled Structure

DFW's next generation risk transfer solution supports Airside capital improvement projects.

Coverage - Our **General Liability ONLY** program covers:

- DFW (Owner)
- General Contractors
- Enrolled Subcontractors





Total M/WBE Contracts 139 (\$836,242,139)

Safety Training 4168 people of which 44% Spanish



Features & Benefits

Support/Encourage MBE/DBE Participation:

Removed Barriers

Addresses AOA/secure/non-secured-specific insurance requirement

Removes the barrier for small- to mid-sized contractors, which do not currently maintain \$10M and/or \$5M in Liability insurance

Capacity Building Program

Supporting the achievement of Community Engagement



R/OCIP- Current Projects

Airport Pavement Remediation	\$12,555,555
Rental Car Center Garage Dry Sprinkler System	\$2,239,333
Airfield Ramp Efficiencies Terminal C-N, Terminal B-N ,Terminal A-S Austin Bridge and Road	\$36,070,000
DFW Airport Runway 17R-35L Description of Work (*)	\$257,197,483
Southwest End Around Taxiway with Flatiron Constructors	\$47,980,000
Airfield Electrical Circuit Replacement 2023	\$6,615,465
Terminal D Plumbing and Mechanical Equipment EOL Replacement	\$7,508,333
Terminal C Renovations- Utility Corridor	\$75,855,639
Terminal A Roofing	\$15,615,390
Recapitalization - Terminal D	\$56,935,435
Recapitalization of Terminals A, B & C (including HVAC & Other Systems)	\$12,645,800
Central Terminal Area Expansion Terminals C and A- Project Management Office/Design Build (PMO-DB)	\$30,000,000
Central Terminal Area Expansion Terminals C and A-Design Build	\$474,838,181
Terminal C Renovations CMAR Balance of Contract Value	\$400,000,000
Terminal F /Skylink Station Limited NTP	\$25,985,163
19th Street Cargo Redevelopment	\$167,342,146
East West Connector Road-Rental Car Dr	\$33,861,216
West Potable Water Pump Station	\$25,980,000
Terminal C South Garage & Roadways	\$130M
Southwest End Around Taxiway Pkg 1B, COBUS Services Relocation & Snow & Ice Facility	\$150M



Rolling Owner Controlled Insurance Program **R/OCIP- Future Projects**

Terminal F	\$855M
DFW Southwest Hardstands Relocation	\$65M
Runway 18L/36L	\$160M
Terminals C-E Connector	\$70M



Construction Project Controlled Insurance Program (CIP)

North American Construction

Owners, developers, construction managers and general contractors face a host of insurance uncertainties with every project. While no silver bullets can eliminate every uncertainty, a controlled insurance program (CIP) can improve coverage without blowing budgets by consolidating into one program insurance coverages for all project contractors and subcontractors. Also known as a wrap-up, a CIP can be sponsored by a project owner, developer, construction manager or general contractor. These programs have historically included Workers' Compensation, Employers Liability, General Liability and Excess Liability. Many CIPs today are commonly designed to include only General and Excess Liability. Other project specific coverages, such as Builders Risk, Environmental Liability and Professional Liability, can easily be added to a CIP.

Without a CIP, each contractor working on a project provides its own insurance and builds the cost for insurance into its bid. With a CIP, the sponsor negotiates and purchases the coverage for all eligible contractors working on the project. In exchange, the sponsor requests an off-set, or insurance credit, from all parties included in the CIP coverage. The credit will be equal to the conventional cost of the on-site insurance coverages each contractor would have been required to buy in the traditional marketplace. For those contractors with a loss-sensitive program, the insurance credit should include expected loss values.



Our clients are owners, developers, general contractors, construction managers and sub-contractors, engineering and construction firms, civil contractors, manufacturers, alternative energy and and power firms.



[Click on image for PDF](#)

Willis Towers Watson 



Risk Management Solutions Insurance

All Risk Property Insurance Program

The All-Risk Property Insurance Policy is with American Home Insurance Group (AIG). They are the lead provider along with 36 other carriers. They provide coverage for direct physical loss to Board property including facilities, structures, infrastructure, contents, mobile equipment and business interruption.

The Policy meets the Board's contractual requirements for the following:

- Requirements under the controlling bond documents
- Limits of Liability - \$2B
- Blanket Coverage
- Business Interruption
- Terrorism
- Loss Control/Engineering Services

Property Risk Mitigation Programs

- Comprehensive employee training programs with an emphasis on safety
- Contractor safety and training programs
- Lock-out/tag-out/concealed space protocols
- Cutting/welding and hot work permits
- Fire protection impairment handling programs
- Predictive maintenance programs
- Thermography testing of electrical panels; transformer oil gas analyses of transformers
- Contractor safety and training programs
- Comprehensive roof inspection, maintenance and replacement program
- New construction meets/exceeds highest standards



Risk Management team promotes a safe and secure workplace through initiatives, such as:

- Volunteer Safety Captain Program
- Safety Training (In person and Virtual), OSHA Training with TEXO, and Facility and Terminal Inspections
- Safety Risk Assessments
- Emergency Evacuation Training and Drills
- Workplace Violence Prevention Program
- DOT Drug & Alcohol Screening
- Emergency 24-hour phone coverage
- Incident and Claims handling, including general liability, property, auto, and many others

Leave Administration Team at DFW



The DFW Leave Administration Team is dedicated to supporting employees through their claims for workers compensation, short/long-term disability, and modified duty.

- Work with department managers and colleagues to coordinate and monitor benefits under the noted programs
- Monthly coordination with Human Resource partners to discuss current claim activity
- Quarterly claim review/stewardship presentations to key department leadership to discuss claims, patterns, or issues.

ADA Program Coordinator

- Develops and implements best practices to care for passengers and meet regulatory requirements
- Facilitates cross-functional ADA Committee that drives program efforts
- Respond to concerns from customers regarding ADA issues they might encounter while at DFW Airport

ADA Accessibility Enhancements



Sunflower Program

Sunflower Hidden Disability Program –

Through this voluntary program, participants can wear a sunflower lanyard which designates they have a hidden disability. This will let airport staff know that they may need extra assistance going through the airport.

Did you know? Some disabilities and conditions are not always evident to others. This can make it difficult to understand someone may need support. The Sunflower helps to encourage inclusivity, acceptance and understanding. By wearing the Sunflower, they are just letting everyone know they might need extra help, understanding, or more time.



What we need from you:

Compassion and support –

Please stay aware and recognize the Sunflower so that you can be available to **aid and support**, as needed. Always be discreet and compassionate.

Should you encounter a customer that is wearing a Sunflower Lanyard, please **assist** to ensure that their journey is positive. The Sunflower lanyard is an indication that the individual may need help. This may include **answering a question**, **giving extra time** to complete a process, **assisting with communication** to other entities, or **being a friendly presence** to ease anxiety.

For questions about the program or to request a lanyard contact:

DFW Risk Management –
dfwrisk@dfwairport.com or 972-973-5650

Contact the Leadership Team



Catrina Gilbert
VP, Risk Management
Cgilbert@dfwairport.com



Candra Schatz
AVP, Safety & Leave Administration
Cschatz@dfwairport.com



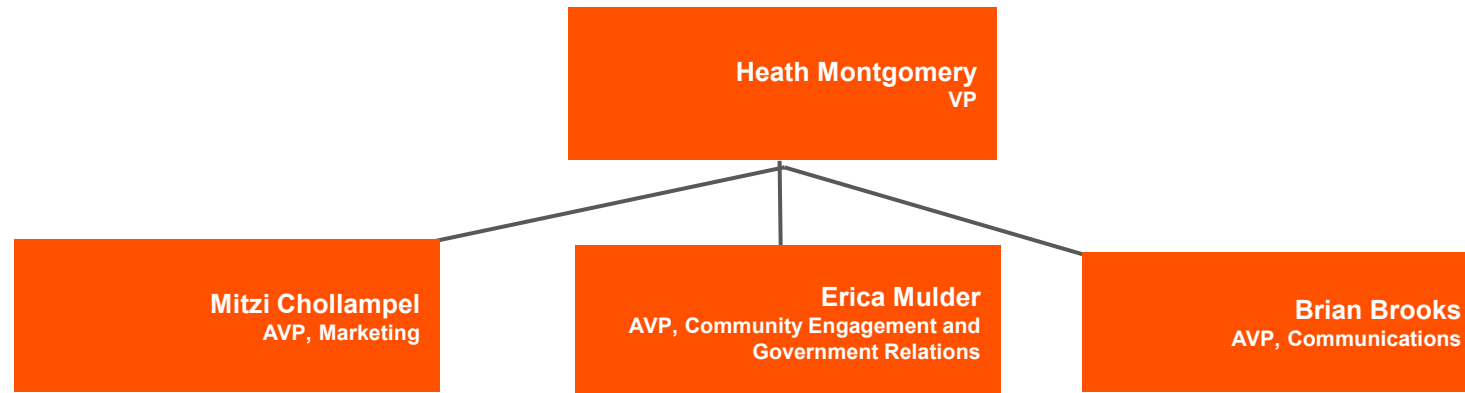
Courtenay Shorter, Sr. Manager
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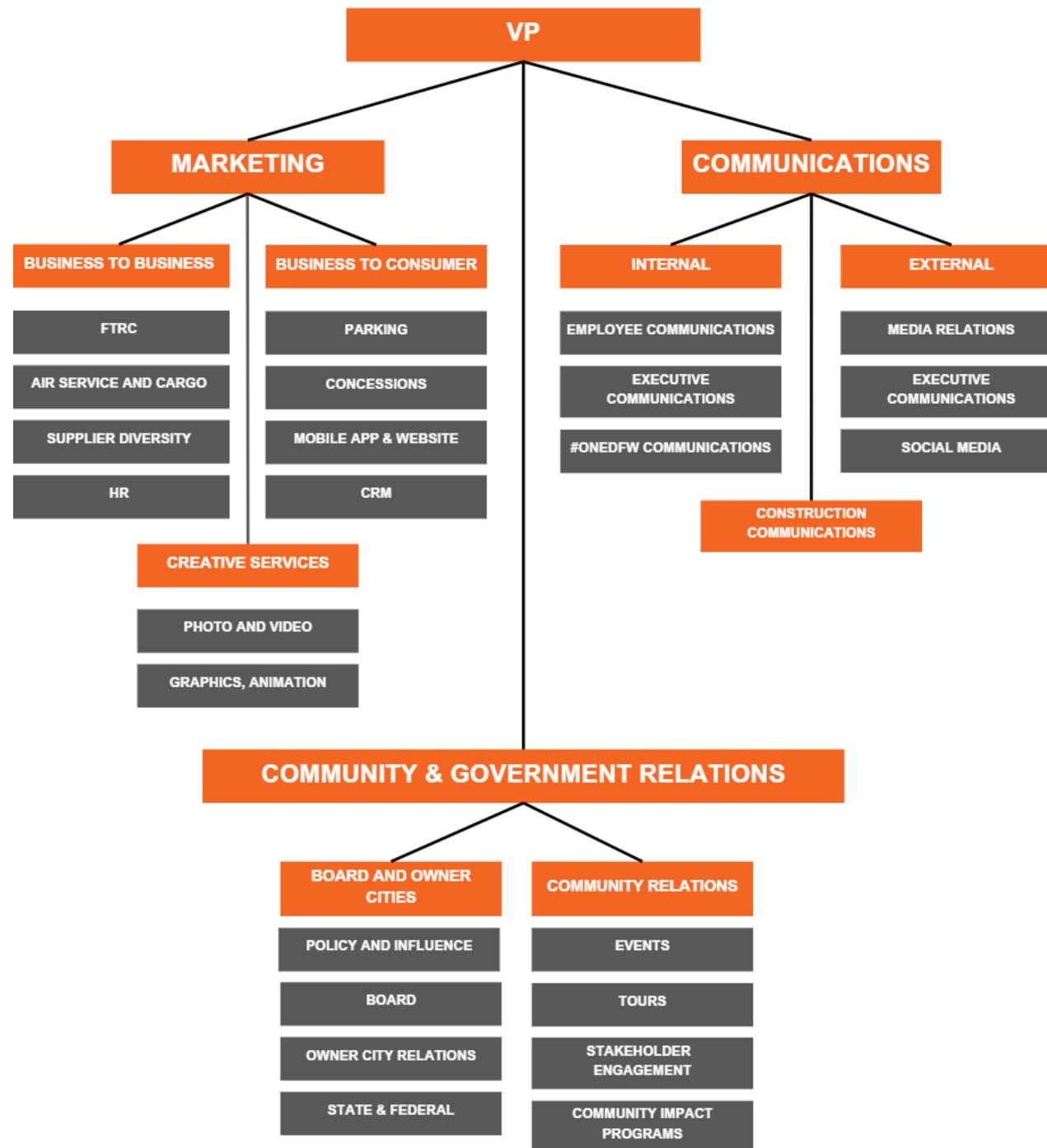
Communications & Marketing

Heath Montgomery
Vice President



Meet the Leadership Team





Communications and Marketing

Major KPIs

Social Media Engagement

ROI for marketing, advertising

Mobile App Downloads and Customer Usage

Newsletter Subscriptions

Event Execution

Media Message Pull-Through

Communications and Marketing

PREPARE FOR TAKEOFF



Communications and Marketing

Types of Contracts Procured

Marketing Agency B2B

Marketing Agency B2C

Public Relations Support Agency

Events Support Agency

Microsite Development

Technology – CRM, Internal Communications, Media Relations Management, Digital Channels Support

Experiential Engagements and One-Off Needs

Business Diversity & Development

Tamela Lee
Vice President



Business Diversity & Development

Who We Are



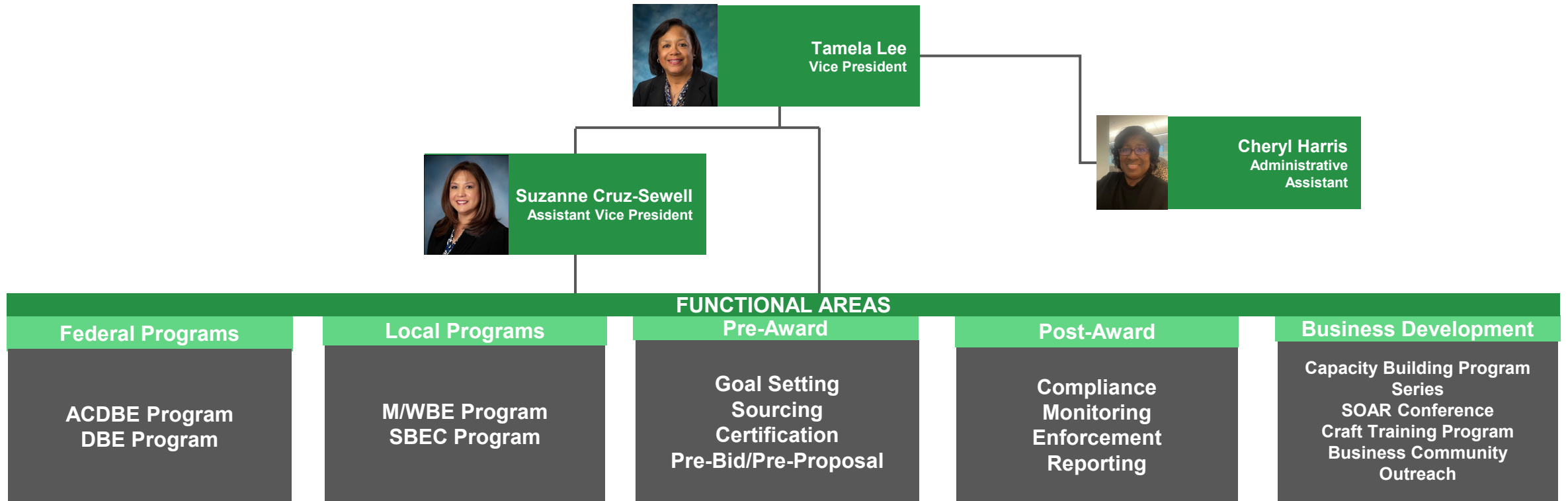
Vision

To propel a continuous path for wealth creation and economic impact in the business community.

MISSION

We lead with intention and integrity to educate, advocate and empower the utilization of diverse suppliers providing value to DFW and the business community.

Meet the Leadership Team



Business Diversity & Development

Federal Programs (Federal Regulations)

Disadvantaged Business Enterprise (DBE)

Airport Concession Disadvantaged Business Enterprise (ACDBE)

- 51% owned and controlled by one or more socially and economically disadvantaged individuals
- DBE – business size based on SBA size standards
- ACDBE – business size based on FAA size standards
- Personal Net Worth Threshold

DBE Program

Construction Services
Architectural &
Engineering Services
20% Annual Goal

ACDBE Program

Airport Concessions
31% Annual Goal

Business Diversity & Development

Local Programs (Disparity Study)

Minority and Women Business Enterprise (MWBE)

- 51% owned and controlled by one or more minority individuals or by one or more female individuals
- Socially disadvantaged

Small Business Enterprise Concession (SBEC)

- Business size based on SBA size standards
- Personal net worth threshold same as ACDBE
- No Local Preference but must be certified in Texas
- Gross receipts averaged over three (3) years
- Certification expires and requires annual renewal

MWBE Program

Construction Services
Architectural &
Engineering Services
Goods & Services

31% Annual Goal

SBEC Program

Airport Concessions

Doing Business with DFW Airport

Important Facts to Know and Understand
www.dfairport.com

Do Your Homework

Who is DFW?
Are we a prospective client?
Do we utilize your product or service?
How do we procure your product or service?

Check out Resources at www.dfairport.com

Supplier Registration
View Solicitation Schedule
Insurance/Bonding – ROCIP 2.0
Capacity Building Program Series

Learn About Business Diversity

M/WBE Local Program
ACDBE & DBE Federal Programs
Relevant Market Area
D/M/WBE Certification

Study the Bid/Proposal Process

Understand Procurement Method, Requirements & Deadlines
Attend Pre-Bid & Proposal Events
Network

Dallas Fort Worth International Airport 2025 Buying Plan



At DFW, we recognize that suppliers play a critical role in the Airport's ability to ensure the timely availability of quality supplies, materials, equipment, technology, construction, and professional services in support of the Airport's operational and administrative functions as well as its revenue-generating initiatives.

What's included:

- Forecast of opportunities to help businesses plan responses
- List of projected contracts for all DFW Airport departments
- Upcoming contract details: Project Description, Contract Type, Estimated Amount, Term, and Advertisement Dates
- Information on how to register to receive notifications of business opportunities and submit bids and proposals electronically
- Resources and opportunities for Doing Business with DFW Airport



What is Bonfire?

- An eProcurement platform used by the public sector to streamline the solicitation process.
- Once registered, Vendors can view and download proposals from any organization's Bonfire Portal.
- Vendors can submit bids/proposals online.
- No more in-person bid/proposal submissions.


VENDOR REGISTRATION

- Registration for [DFW's Bonfire Portal](#) is quick, easy and free.
- Once registered, you will be able to create submissions for the Open Public Opportunities.
- In addition to general organizational information, you will be able to:
 - Select commodity codes
 - Upload documents (i.e. insurance or MWBE certifications)

Portal Log in

Procurement Portal
Gisela Peters cloud DEMO

Log in Open Public Opportunities Past Public Opportunities

 **Register as a Vendor**


ORGANIZATION NAME


FIRST NAME LAST NAME

EMAIL EMAIL (AGAIN)

PASSWORD PASSWORD (AGAIN)

Create account »

 **Log in with your Bonfire Account**
[Show account login screen »](#)

 **Need Help?**
[Contact Bonfire Support here »](#)

Thank you