

**CITIRI SOFTWARE PLATFORM SERVICE ORDER**

This Customer Order Form for software services (the "**Customer Order**"), entered by and between Citiri, Inc. ("**Citiri**") and Customer (as set forth below) (Citiri and Customer each constituting a "**Party**"), is effective on the last date of signature by a Party to this Order. All aspects of the software service will be delivered by Citiri subject to all terms and conditions of the terms of use (the "**Terms of Use**") attached and located at <https://www.citiri.com/terms>. The Terms of Use are incorporated herein by reference.

The purpose of this Customer Order is to have Citiri provide Operations Enablement Services and use of Citiri's proprietary software as a service solution (the "**Citiri Solution**"), data management, reporting, training, and support services, collectively (the "**Service**") to Customer, and Customer's consultants, stakeholders, and relevant project partners. The initial term of this Order is from the Effective Date through July 31, 2022 (the "**Order Period**"). Should the South Terminal Complex opening occur later than July 31, 2022, the Order Period shall automatically extend up to an additional 8 months at no additional cost to Customer. This Order is inclusive of the services detailed in the Statement of Work (the "**SOW**") attached hereto as EXHIBIT A.

**SERVICE**

| ITEM                                                                                                                                                                                                                                                                                                                                                                                                      | NOT TO EXCEED PRICE |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Pilot-Priced Engagement</b>                                                                                                                                                                                                                                                                                                                                                                            | \$197,586           |
| <b>Citiri Operations Enablement Software Platform</b><br>Task Management; Issue Management; Activity Lists (Gate Fits, Integrated Systems Verification, Validation Check Lists); SOP Development Tracking, Familiarization & Training Processing and Administration; Trial Operations; Move & Mobilization Management; Status and Progress Reporting and Dashboards; Stakeholder Engagement and Surveying |                     |
| <b>Operations Enablement Data Manager (DM)</b><br>Months 1 – 4: Alternate on-site and remote every other week.<br>Months 5 – 12: Monthly visits as needed                                                                                                                                                                                                                                                 |                     |
| <b>Implementation Package</b>                                                                                                                                                                                                                                                                                                                                                                             |                     |
| <b>Success Package</b>                                                                                                                                                                                                                                                                                                                                                                                    |                     |
| <b>Schedule</b> <ul style="list-style-type: none"><li>• Launch within two weeks of contract signing &amp; Kick-off</li><li>• Discovery &amp; Configuration (1 week)</li><li>• Deployment, Testing &amp; Go-Live (1 week)</li></ul>                                                                                                                                                                        |                     |
| <b>Users</b><br>ORT, Executives, Stakeholder Points of Contact, Volunteer PAX                                                                                                                                                                                                                                                                                                                             |                     |

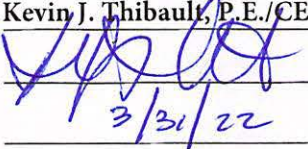
**The following terms and conditions are applicable to this Customer Order:**

1. Description of the Service. Citiri covenants and agrees to license and make available to Customer the Citiri Solution in accordance with the terms set forth herein and the SOW along with options, implementation and support services paid for by customer. Customer agrees to abide by all applicable local, state, national and foreign laws, treaties, and regulations in connection with use of the Citiri Solution,

including those related to data privacy, international communications, and the transmission of technical, financial, or personal data.

2. Integration and Data Management. Customer may desire to integrate the Citiri Solution with third-party products. Citiri, pursuant to services ordered herein, will cooperate in establishing any applicable interconnections relating to the storage and transmission of Customer Data. Citiri is not liable for Customer Data or Customer's customer transmitted outside of the Citiri Solution and is not responsible for the privacy, security, or integrity of such data except if it is transmitted by Citiri.
3. Payment Terms.
  - a. Upon execution of this Customer Order, Customer agrees to make its first payment of \$138,310.20 within 15 days of the execution of this order. The second payment in the amount of \$59,270.80, representing the remaining balance will be due August 15, 2022. Travel expenses outside of scheduled visits included in the SOW will be billed separately at cost.
  - b. If Customer moves forward with expanding its Operational Readiness program to its broader capital improvement program, Citiri will provide Customer a credit of \$144,349 towards an expanded multi-year agreement executed by November 1, 2022.
4. Order of Precedence. The Parties agree that the terms and conditions of this Order supersede proposals, written or oral, as well as other communications between Customer and Citiri relating to the subject matter hereof. In the event of any conflict between the terms of this Order and the Agreement or Terms of Use, then this Order shall govern.
5. Modifications to Terms of Use. The Terms of Use may be updated or modified from time to time. Such updates or modifications shall take effect upon Citiri's delivery of thirty (30) days' written notice to Customer, provided that such updates and modifications shall not adversely impact the rights of Customer under the Terms of Use in any material respects.
6. Governing Law; Arbitration. Any controversy or claim arising out of or relating to this Order or the Terms of Use, or the breach thereof, shall be settled under Georgia law by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.
7. Miscellaneous. This Order Form and the Terms of Use shall inure to the benefit of and shall be binding upon the Parties hereto and their respective heirs, successors, and assignors. Section headings used in this Order are for convenience only and shall not be used to interpret any term hereof. This Order may be executed in one or more counterparts delivered electronically, each of which shall constitute an original and together one and the same instrument. Each person executing this Order represents that such person has full authority and legal power to do so on behalf of his or her respective Party.

Company: Citiri, Inc.  
Name/Title: N. Orteza Gude / CEO  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Address: 3225 Cumberland Boulevard SE  
Suite 100  
Atlanta, GA 30339

Customer: Greater Orlando Aviation Authority  
Name/Title: Kevin J. Thibault, P.E./CEO  
Signature:   
Date: 3/31/22  
Address: One Jeff Fuqua Boulevard  
Orlando, Florida 32827

Approved as to Form and Legality  
this 30 day of March, 2022  
Nelson Mullins Riley & Scarborough, LLP  
By   
Greater Orlando Aviation Authority

## EXHIBIT A

This Statement of Work (this "SOW") adopts and incorporates by reference the terms and conditions of the Customer Order Form (the "Agreement") between Greater Orlando Aviation Authority ("Customer") and Citiri. This SOW is effective as of the last date signed by a Party below (the "SOW Effective Date"). Services performed and Deliverables provided under this SOW will be in accordance with and be subject to the terms and conditions of this SOW and the Agreement. Capitalized terms used in this SOW shall have the meanings given to such terms as defined elsewhere in this SOW or in the Agreement.

### Engagement Scope:

#### Citiri Operations Enablement Software Platform

Task Management; Issue Management; Activity Lists (Gate Fits, Integrated Systems Verification, Validation Check Lists); SOP Development Tracking, Familiarization & Training Processing and Administration; Trial Operations; Move & Mobilization Management; Status and Progress Reporting and Dashboards; Stakeholder Engagement and Surveying

#### Operations Enablement Data Manager (DM)

Months 1 – 4: Alternate on-site and remote every other week.

Months 5 – 12: Monthly visits as needed

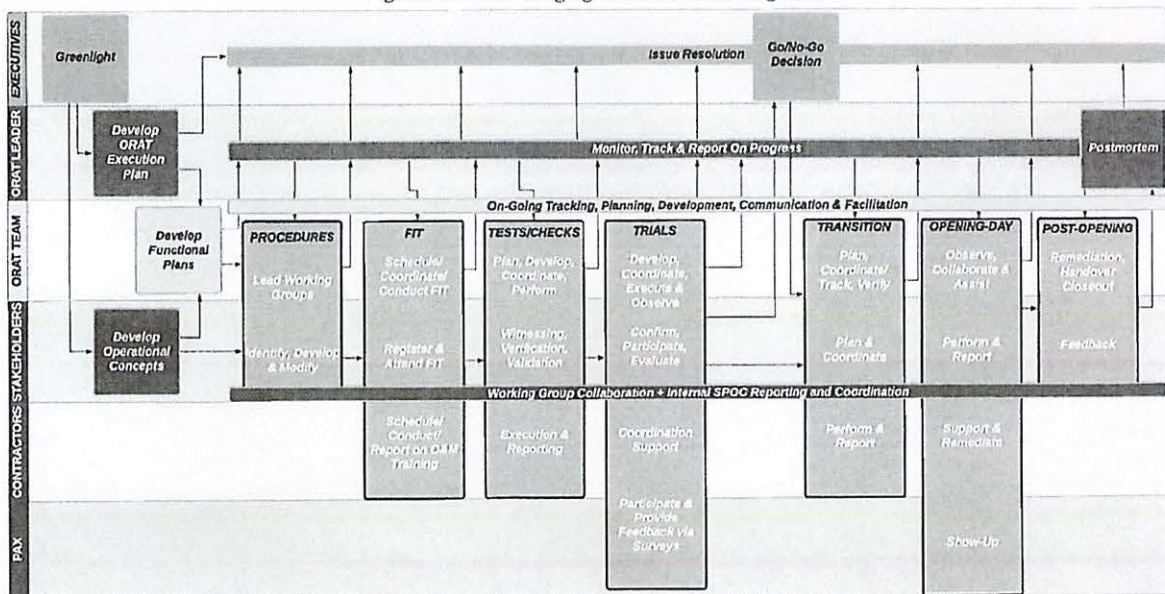
#### Schedule

- Launch within two weeks of contract signing & Kick-off
- Discovery & Configuration (1 week)
- Deployment, Testing & Go-Live (1 week)

#### Users

ORT, Executives, Stakeholder Points of Contact, Volunteer PAX

Figure 1: User Engagement Flow Diagram



**Primary Objectives include:**

- Identify and incorporate GOAA IT protocols and policies into delivery process
- Collect and organize existing GOAA ORT data.
- Migrate organized data into Citiri's proprietary software platform and digitalize GOAA's workflows for operational readiness within the system so that GOAA can cut-over from its current spreadsheet-based system. Examples of data includes issues, risks, tasks, checklists, SOPs, trials, familiarization, training, etc.
- Implement Citiri's templated electronic checklists and processes for GOAA's Operational Readiness Team
- Work with the ORT to develop a reporting cadence. Produce desired reports and dashboards for review by the ORT and distribution to board members, executives and stakeholders as needed.
- Assist the ORT in planning, development, and organization of various operational readiness activities including SOP development, training oversight and administration, integrated system testing and verification, trial operations, and transition/relocation.
- Onboard, train, and support staff, stakeholders, and others in the use of the software
- Participate in GOAA ORT and working group meetings as required
- Facilitate meeting capture and electronic minutes distribution
- Assist GOAA's ORT in facilitating stakeholder engagement
- Produce executive dashboards

**Expected Term**

- Anticipated Start Date: April 1, 2022
- Duration: 4 Months with the option of extending up to an additional 8 months.

**Data Management Objectives**

- a) Preparing for the Facility Uses – Core Process Mapping, Layout Integration, and Plan Management. We organize all activities into their appropriate core process grouping or management grouping. This allows seamless planning for individual and collective facility operational processes, flows, and uses.
- b) Resource Management – Capture and tracking of staffing requirements and hiring for involved stakeholders. Facilitate planning, administration, execution, oversight, and coordination of familiarization, induction along with operations and maintenance training. Assist ORT in its own manpower management through level-of-effort points system for tasks to allow for more accurate work planning based upon the level of effort required on the part of the ORT team and stakeholders.
- c) Systems and Equipment Management – Track systems and equipment through installation, testing & commissioning, and transfer/handover to operations and maintenance.
- d) Procedures Management – Assist ORT, stakeholders and others in the tracking and management of SOP development. Facilitate the capture of content and execution of electronic workflows to route procedures to the appropriate personnel for reviews and approvals.

- e) Testing Management – Digitalize ORT testing and verification processes using electronic checklists, for example: Gate Fit Checks and Integrated Systems Testing.
- f) Maintenance Integration Management – Assist with preparing a digital handover process that can facilitate capture of maintenance data required by maintenance teams and integrating into asset management system to ensure quick digital transfer of information.
- g) ORT Planning Requirements and Development Activities. – Facilitates all ORT planning and development activities including ORT execution planning and development, familiarization and training, operational concepts, trial operations, transfer.
- h) Coordination of Ongoing Projects and Activities Between Relevant Stakeholders – Provide collaboration capabilities that facilitate coordination of the thousands of activities across ORT team members, stakeholders, and suppliers. Provide stakeholder portal access, so stakeholders can engage with ORT in a self-service model, accessing and providing updates to the information they need in real time, including tasks, system records and other stakeholder-specific elements.
- i) Progress Tracking and Reporting – Provide reports and dashboards to track and report on progress of all ORT elements. Facilitate automated generation and distribution of status reports and self-service dashboards for executives.
- j) Risk Management – Capture risks in a register. Route risks to the appropriate stakeholder/escalation target and track mitigation activities and automatically score risks based on inputs of the ORT team or stakeholders when permitted.
- k) Tracking the Capture and Resolution of Issues – Facilitate issue logging, tracking and resolution. Route issues to the appropriate stakeholder(s) for resolution, review, verification, and validation, and when appropriate escalation.
- l) Stakeholder Mapping – Facilitate stakeholder mapping to capture key relationships, interfaces, and interactions with various ORT activities.
- m) Log Opportunities to Increase the Airport's Efficiency – Capture and organize the ORT members' and stakeholders' logs of identified opportunities to make improvements to operational efficiency.
- n) Optimize the use of Available Capacity – Support GOAA's Operational Readiness Team's ability to better manage the thousands of activities much more effectively and with less effort by digitalizing existing manual processes and data management.
- o) Support GOAA's Vision for Future (digitalization) – Provide a digital process that enables critical capabilities for GOAA's ORT.
- p) Reduce Manual Processes and Improve Efficiency of Coordination Between Stakeholders – Electronically facilitate GOAA's Operational Readiness Team's ability to connect and collaborate with stakeholders and eliminate the manual processes for organizing and managing report-outs and update capture to improve productivity and engagement.
- q) Plan and Share Real Time Information and Data, Relevant Progress – Facilitate reports, dashboards, and analytics that allow ORT, commissioners, executives, stakeholders, and other appropriate personnel to access real time, actionable insights on ORT functional progress across facilities, processes, people, systems, contracts, and equipment.

Company: Citiri, Inc.

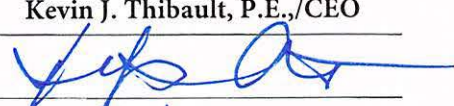
Name/Title: N. Orteza Gude / CEO

Signature: \_\_\_\_\_

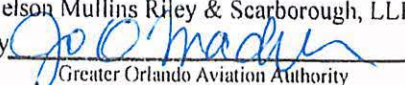
Date: \_\_\_\_\_

Customer: Greater Orlando Aviation Authority

Name/Title: Kevin J. Thibault, P.E./CEO

Signature: 

Date: 3/31/2022

Approved as to Form and Legality  
 this 30 day of March, 2022  
 Nelson Mullins Riley & Scarborough, LLP  
 By   
 Greater Orlando Aviation Authority

**GREATER ORLANDO AVIATION AUTHORITY  
CONCESSIONS/PROCUREMENT COMMITTEE**

**DATE:** March 14, 2022

**DAY:** MONDAY

**TIME:** 1:30 P.M.

**PLACE:** CARL T. LANGFORD BOARD ROOM, ORLANDO INTERNATIONAL AIRPORT, ONE JEFF FUQUA BOULEVARD

**I. CALL TO ORDER**

**II. ROLL CALL**

**III. ANNOUNCEMENTS - Appeal Process**

**The Aviation Authority is subject to federal mask mandates. Federal law requires wearing a mask at all times in and on the airport property. Failure to comply may result in removal and denial of re-entry. Refusing to wear a mask in or on the airport property is a violation of federal law; individuals may be subject to penalties under federal law. Seating at sunshine committee meetings will be limited according to space and social distancing. Attendance is on a first-come, first-served basis.**

*NOTE: If a bidder or proposer is aggrieved by any of the proceedings of today's meeting and wishes to appeal the results of actions made by this Committee, they must file an appeal stating the item they wish to appeal and the basis for which they wish to appeal. Any decision made at these meetings will need record of the proceedings and for that purpose may need to ensure that a verbatim record of the proceeding is made which includes the testimony and evidence upon which the appeal is to be based. Any appeal must be received in writing by the Acting Chief Executive Officer, Mr. Thomas W. Draper, via email [TDraper@goaa.org](mailto:TDraper@goaa.org) with copy to [gail.musselwhite@goaa.org](mailto:gail.musselwhite@goaa.org) by March 21, 2022, by 4:00 p.m. (emails will be accepted during the pandemic COVID-19).*

*For individuals who conduct lobbying activities with Aviation Authority employees or Board members, registration with the Aviation Authority is required each year prior to conducting any lobbying activities. A statement of expenditures incurred in connection with those lobbying instances should also be filed prior to April 1 of each year for the preceding year. Lobbying any Aviation Authority Staff who are members of any committee responsible for ranking Proposals, Letters of Interest, Statements of Qualifications or Bids and thereafter forwarding those recommendations to the Board and/or Board Members is prohibited from the time that a Request for Proposals, Request for Letters of Interests, Request for Qualifications or Request for Bids is released to the time that the Board makes an award. The policy, forms, and instructions are available on the Aviation Authority's offices web site. Please contact the Chief Administrative Officer with questions at (407) 825-7105.*

**IV. CONSIDERATION OF MINUTES FOR DECEMBER 13, 2021 and FEBRUARY 14, 2022**

**V. CONSENT AGENDA**

- A. Recommendation to Award Invitation for Bid (IFB) 16-22, Wood Furniture Refurbishment and Repair Services to A&A Unlimited Design, Inc.
- B. Recommendation to Award Purchasing Request for Written Quotation (RFQ) 93544-22, Purchase of One (1) John Deere 6130M Cab Tractor with a Boom Mower through the Utilization of the State of Florida Contract # 25101900-21-STC to Everglades Equipment Group
- C. Recommendation to Approve the Purchase for Renewals of On-Call Support Services and Website Maintenance Onsite Support Services through the Utilization of GSA Contract#: GS-35F-0445Y to EPIC Engineering & Consulting Group, LLC
- D. Recommendation to Award Invitation for Bid (IFB) 93363-22, HVAC Filters and Filter Media Supplies
- E. Recommendation to Award Invitation for Bid (IFB) 93472-22, Miscellaneous Baldor Motors to A&A Electric Motors & Pumps Sales & Service
- F. Recommendation to Award Temporary Staff Extension for Finance Staff through the Utilization of the HGACBuy Interlocal Contract for Cooperative Purchasing ILC No: ILC21-11483, to Robert Half Management Resources

## **CONSENT AGENDA (cont.)**

- G. Recommendation to Award a Single Source Procurement for Purchasing Contract SG-0175, for Airport Operational Readiness Activation and Transition (ORAT) Software and Implementation Support to Citiri, Inc.

### **VI. NEW BUSINESS**

- A. Recommendation to Approve Amendment No. 3, Second Renewal Option for Purchasing Contract 07-18, Tradeport Drive Landscape Maintenance and Irrigation Services with Helping Hand Lawn Care LLC
- B. Recommendation to Approve Amendment No. 2, Contract Adjustment and approval for Year Two Funding for Purchasing Contract 01-21, Elevators, Escalators and Moving Sidewalks Maintenance and Repair Services with Schindler Elevator Corporation
- C. Recommendation to Approve Amendment No. 2, Second Renewal Option for Purchasing Contract 05-18, Airport Runway and Taxiway Painting Services with Hi-Lite Airfield Services, LLC
- D. Recommendation to Approve Amendment No. 1, First Renewal Option for Purchasing Contract 15-19, Shuttle Bus Management Services with SP Plus Transportation an Operating Division of SP Plus Corporation (SP Plus)
- E. Recommendation to Award Request for Written Quotation (RFQ) 93538-22, Purchase of HP Enterprise Nimble Array Storage hardware, software, and support through the Utilization of the State of Florida Alternate Contract Source #43211500-WSCA-15-ACS-E, to High Performance Technologies, LLC

### **VII. INFORMATION SECTION:**

**(No action is required on the item(s). Committee members should feel free to ask questions on the item(s).)**

- A. Revised Memorandum, Small Business Letter and Financial Attachment for the Recommendation to Approve Amendment No. 3, Second Renewal Option for Purchasing Contract 11-17, Creative Services with Appleton Creative, Inc. [From Concessions/Procurement Committee on December 13, 2021, Consent Agenda Item D]\*

\*The attached is a corrected Concessions/Procurement Committee memo showing that the item will go to the Aviation Authority Board for approval instead of approval by the Chief Executive Officer.

|                                                                                      |
|--------------------------------------------------------------------------------------|
| <b>NEXT SCHEDULED CONCESSIONS/PROCUREMENT COMMITTEE MEETING IS ON MARCH 28, 2022</b> |
|--------------------------------------------------------------------------------------|



## **GREATER ORLANDO AVIATION AUTHORITY**

Orlando International Airport  
One Jeff Fuqua Boulevard  
Orlando, Florida 32827-4399

### **MEMORANDUM**

TO: Members of the Concessions/Procurement Committee

FROM: Diana Hershner, Senior Manager – Purchasing and Material Control

DATE: March 14, 2022

### **ITEM DESCRIPTION**

Recommendation to Award a Single Source Procurement for Purchasing Contract SG-0175, for Airport Operational Readiness Activation and Transition (ORAT) Software and Subscription Support to Citiri, Inc.

### **BACKGROUND**

The Authority's Operational Readiness Team (ORT) has identified the subject software as a critical and unique tool designed to assist the Authority in effectively managing and delivering Capital Improvement Program (CIP) elements, beginning with the multi-billion dollar South Terminal Complex (STC) program. The software is designed to automate manual processes and track the multitude of essential activities required for airport projects, but is particularly useful in the Activation and Transitional phase of a major terminal project. As the STC approaches substantial completion, this is an opportune time to deploy this time and labor saving tool. Implementation support services would be included with the software in order to get the software platform installed and fully ready to support ORAT efforts within 30 days.

Over the course of the past several months ORT was assisted by a team comprised of staff from the Internal Audit and Information Technology departments in evaluating the software package. Data gathering meetings have also been held with counterparts at other major U.S. airports that are using the software in order to gain further insights on the practical use this specialized airport product offers.

Citiri represents that it has the only ORAT software package specifically tailored for use in complex projects undertaken at major international airports. Since this is a very niche product, market research has been difficult. ORT has found no other like software, and counterparts at major airports like Seattle-Tacoma, Los Angeles International and Salt Lake City have corroborated this information.

### **ISSUES**

This Contract Award is based on a Single Source Procurement Justification in accordance with Aviation Authority Policy 450.03. Staff has reviewed the justification and agrees with the ORT that this does not lend itself to a competitive solicitation.

This Contract Award is for a total not-to-exceed amount of \$197,586.00, beginning on or about April 1, 2022. This includes a four month software subscription and a hybrid onsite Data Manager services for four months. ORAT will also provide eight monthly visits and continue to support the ORT after the initial four month period, if required, for no additional cost.

This Contract does not include a Minority and Women Business Enterprise (MWBE) or a Local Developing Business (LDB) participation requirement due to the limited and specialized scope of the required services, and/or lack of ready, willing and able certified small businesses.

**CPC CONSENT AGENDA ITEM - G -**

**FISCAL IMPACT**

The fiscal impact for the Contract is a not-to-exceed amount of \$197,586.00 which is to be funded from the Operation and Maintenance Fund 301.521.170.5310009.000.00000. Funds expected to be spent under the Contract in the current fiscal year are within budget.

**RECOMMENDED ACTION**

It is respectfully requested that the Concessions/Procurement Committee approve that the following be recommended to the Chief Executive Officer: (1) award a Single Source Procurement for Purchasing Contract SG-0175, for Airport Operational Readiness Activation and Transition (ORAT) Software and Subscription Support to Citiri, Inc.; (2) authorize funding for the initial term of four months in a not-to-exceed amount of \$197,586.00 from the Operation and Maintenance Fund; and (3) authorize an Aviation Authority Officer or the Chief Executive Officer to execute the necessary documents following satisfactory review by legal counsel.

**Attachments**

- A – Single Source Procurement Request
- B – SBDD Memo
- C – Finance Form
- D – Fee Schedule



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**GREATER ORLANDO AVIATION AUTHORITY**

Orlando International Airport  
One Jeff Fuqua Boulevard  
Orlando, Florida 32827-4399

**MEMORANDUM**

To: Members of the Concessions/Procurement Committee

From: Orlando Santiago Pérez, MSEP, C.M., Small Business Compliance Administrator 

Date: March 14, 2022

Re: Recommendation to Award a Single Source Procurement for Purchasing SG-0175, for Airport Operational Readiness Activation and Transition (ORAT) Software and Implementation Support to Citiri, Inc.

The Small Business Development Department (SBDD) has reviewed the above referenced solicitation to identify opportunities for small businesses participation.

SBDD determined no small business goals for Minority and Women Business Enterprise, Local Developing Business and/or Veteran Business Enterprise participation, due to the following factor(s):

1. It is Single Source Procurement
2. Limited and Specialized scope.

Should you have questions, you may contact Orlando Santiago at 407-825-7134.

**Greater Orlando Aviation Authority  
Finance Attachment**

|                         |                                            |                            |                  |
|-------------------------|--------------------------------------------|----------------------------|------------------|
| Date:                   | <u>3/7/2022</u>                            | Requestor's Extension:     | <u>3541</u>      |
| Requestor's Name:       | <u>Shiv Persaud</u>                        | Preparer's Extension:      | <u>3070</u>      |
| Form Preparer's Name:   | <u>Diana Hershner</u>                      | Purchasing Solicitation #: | <u>93351-21</u>  |
| Requestor's Department: | <u>Information Technology Department</u>   | CCM / CPC / PSC:           | <u>CPC</u>       |
| Description:            | <u>Citiri ORAT Software &amp; Services</u> | Committee Date:            | <u>3/14/2022</u> |
| Vendor:                 | <u>Citiri, Inc.</u>                        | Committee Agenda Item#:    | <u></u>          |

**NON-PROJECT FUNDS: O&M, CAP EX, I&D, R&R, OEA REVENUE FUNDS**

| Account Code<br>Format: xxx.xxx.xxx.xxxxxxx.xxx.xxxxxx | FY 22<br>Amount | FY 23<br>Amount | FY 24<br>Amount | FY 25<br>Amount | FY 26<br>Amount | Total<br>Contract |
|--------------------------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|
| 301.521.170.5310009.000.000000                         | 197,586.00      |                 |                 |                 |                 | 197,586.00        |
|                                                        |                 |                 |                 |                 |                 | -                 |
|                                                        |                 |                 |                 |                 |                 | -                 |
|                                                        |                 |                 |                 |                 |                 | -                 |
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|                                                        |                 |                 |                 |                 |                 | -                 |
|                                                        |                 |                 |                 |                 |                 | -                 |
| <b>Total Requisition</b>                               | 197,586.00      | -               | -               | -               | -               | 197,586.00        |
| Requisition Number                                     | BPA - TBD       |                 |                 |                 |                 |                   |

OMB Notes:  
Funding Approver \_\_\_\_\_

|                                       |    |            |
|---------------------------------------|----|------------|
| Total Requisition                     | \$ | -          |
| PO Amount                             | \$ | 197,586.00 |
| Grand Total - Agree to Committee Item | \$ | 197,586.00 |

Converted into PO #: \_\_\_\_\_  
Date: \_\_\_\_\_  
Buyer: \_\_\_\_\_



March 8, 2022

Ms. Jacqueline Chin  
 Assistant Director of Airline Affairs  
 Greater Orlando Aviation Authority  
 5855 Cargo Road  
 Orlando, Florida 32827

Re: Proposal for Operations Enablement Services

Dear Ms. Chin:

Thank you for again making time to spend with our team discussing GOAA's goals for operationalizing the new South Terminal Complex.

We understand the significance of this project to GOAA and the Orlando community. We also understand that time is of the essence, and that for the Operational Readiness Team and GOAA's leadership, efficiency and effectiveness are equally important. As requested, I am providing this updated proposal, considering the additional details shared with our team by you and GOAA's executive leadership.

What the Operational Readiness Team has been able to accomplish under the constraints of spreadsheets is impressive. Still, having to use spreadsheets in executing the complexity and sheer volume of work moving forward, will make it difficult to ever have an accurate view of where things stand. I want GOAA to be as successful as possible. To provide GOAA with the best terms, we have made additional discounts and revised the scope to be laser focused on issue resolution, familiarization and training, operational requirements verification and validation, operational trials, move/mobilization, and reporting and dashboards.

The proposal is the most aggressively priced pilot of this scope, we've ever presented. We are proposing a 4-month software subscription for a discounted price of **\$144,349**. Should the South Terminal Complex opening occur later than July and to assist with project closeout, we will continue to provide software for up to an additional 8 months at no additional charge. We are also proposing 4 months of hybrid onsite Data Manager Services for the discounted price of **\$53,237**. The data manager will be on-site every other week for the initial 4-month period and would provide remote support on the alternate weeks. Additionally, the Data Manager would also provide up to 8 monthly visits and continue to support the Operational Readiness Team after the initial period. We are also waiving implementation fees and success package fees. In summary:

**Software:** Tasks; Issue Management; Activity Lists (Gate Fits, Integrated Systems Verification, Validation Check Lists); SOP Tracking, Familiarization & Training; Trial Operations; Move & Mobilization; Reporting & Dashboards; Stakeholder Portal

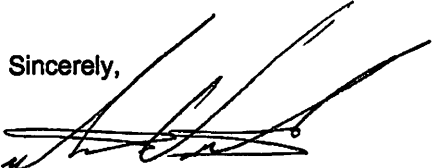
**Data Manager (DM):** The DM will work together with the Operational Readiness Team, supporting them through post-opening support of Terminal C and will setup automated report generation.

- **Schedule:** Citiri will work with GOAA to launch within two weeks of contract signing.
  - Discovery & Configuration (1 week)
  - Deployment, Testing & Go-Live (1 week)
- **Users:** ORT, Executive Team, Stakeholders, Volunteer PAX
- **GOAA 4-Month Discounted Subscription:** \$144,349
- **GOAA 4-Month Discounted Hybrid Onsite Data Manager:** \$53,237
- **Implementation Fee:** Waived
- **Success Package Fee:** Waived

I value long-term customer relationships, and in the same way we have worked to earn long-term relationships with our existing customers, I welcome the opportunity to earn a long-term relationship with GOAA. The success of the South Terminal Complex's opening is important to GOAA, the Orlando community and the millions of customers and guests that it will serve, including families of Citiri's employees. We have a vested interest in maximizing this project's operational readiness and we commit to doing our part to see you succeed.

Thank you for the opportunity to serve you, the Operational Readiness Team and GOAA. Our team is incredibly excited about the possibility of working with you on this great project. I look forward to discussing the next steps with you.

Sincerely,



N. Orteza Gude  
Chief Executive Officer



## Single Source Procurement Request

Requested By  
**Shiv Persaud**

Request Date  
**3/7/2022**

Department  
**521 - Information Technology**

Request ID  
**SG-00175**

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### Request Info

Initiated By  
**Shiv Persaud**

Supplier/Firm Name  
**Citiri, Inc.**

#### Description

**The Authority's Operational Readiness team has identified the subject software as a critical and unique tool designed to assist the Authority in effectively managing and delivering Capital Improvement Program (CIP) elements, beginning with the multi-billion dollar South Terminal Complex (STC) program. The software is designed to automate manual processes and track the multitude of essential activities required for airport projects, but is particularly useful in the Activation and Transition phase of a major terminal project. The software platform is cloud based so it can be accessed via any PC, tablet or phone device.**

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### Procurement Details

Need By  
**3/14/2022**

Document Number

Estimated Amount  
**\$200,000.00**

1. What is the end use of the item or nature of the Goods, Services or Professional Services being requested?

**The software and related support to be provided by Citiri, Inc. will be used by Authority staff to manage the project Operational Readiness Activation and Transition (ORAT) process, beginning with the activation of the South Terminal Complex (STC)**

2. What capacity does the supplier for the Goods, Services or Professional Services have that make it uniquely capable of satisfying the need?

**Citiri represents that it has the only ORAT software package specifically tailored for use in complex projects undertaken at major international airports. The ORT group has found no other like software and counterparts at major airports like Seattle-Tacoma, Los Angeles International and Salt Lake City have corroborated this information.**

3. Why are these unique capabilities or characteristics essential and necessary to meet the need?

**Citiri is a niche product and appears to be the de facto standard for airport ORAT software. Complex airport construction projects require tracking of thousands of activities necessary for a smooth transition to operational status. Citiri's ORAT software was designed to automate the tracking of these activities and processes by using tested templates and dashboards, as well as, to improve accountability, stakeholder communications, and stakeholder engagement, and to reduce project risk.**

4. What market research was done to ensure no other available source was capable of fulfilling the requirement?

**Internet-based market research indicated no other similar software is in use. Discussions with staff at similarly-sized airports indicated that Citiri's representation of uniqueness was accurate.**

5. Is there a specification, statement of work or purchase description available that is sufficient for competitive procurement? If not, is one being developed?

**Given the unique nature of the software, no formal specifications for this software have been developed. A draft scope of work to tailor the software to GOAA's specific needs developed in consultation with the vendor is attached to their proposal.**

6. What steps are being taken to foster competition in subsequent procurements of the Goods, Services or Professional Services?

**This would be a one-time purchase for proprietary software. Staff has confirmed ownership of data will remain with the Authority and ease of data transfer to a storage device, such as a thumb drive, is possible.**

7. What would the impact be in job accomplishment and/or financial loss if another supplier's Goods, Services or Professional Services with similar capabilities were substituted?

**The Authority's ORAT staff is currently using manual process and a complex set of Excel spreadsheets to track 2500+ activities required for the STC to open. Similarly, required user training/familiarization, operational procedures, vendor contracts, equipment warranties, systems commissioning, airline relocations and trials development are currently done manually. Automating these processes would improve the effectiveness and efficiency of all these processes, reduce project risk and improve the likelihood of a successful opening.**

8. If this request is for a one-time procurement, what is the estimated cost of the Goods, Services or...

**\$200,000 (inclusive of all software licensing, installation, implementation and support costs)**

9. If this request is for multiple procurements over a 12 month period, what is the estimated total cost of the Goods, Services or Professional Services over that time period?

**N/A**

10. Circumstances change over time. If this request is for approval for continuing requirements, what is the length of time this procurement approval is needed prior to re-evaluating available commercial solutions and the Authority's requirements?

**Staff will continue to monitor the market for proven and tested solutions specifically developed for the unique needs of airports.**

Is Project Related

**No**

Project Number

Is Committee Approved

**No**

Committee Approved On

Is Board Approved / Notified

**No**

Board Approved On

## Notes

**This item will be presented to the CPC at its 3/14/2022 meeting, and will require CEO approval after the 5 business day Appeal Period before issuance of a PO. The Single Source will be posted on the Authority's website for 7 business days as required by policy. DH 3/7/22**

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## Activity History

| Procurement Step      | Action Taken         | Action Taken On    | Comment | User             |
|-----------------------|----------------------|--------------------|---------|------------------|
| CEO Review            | Approve              | 3/9/2022 6:08 PM   |         | Tom Draper       |
| CFO Review            | Approve              | 3/9/2022 3:34 PM   |         | Kathleen Sharman |
| Purch Mgr             | Approve              | 3/7/2022 1:53 PM   |         | Diana Hershner   |
| Dept Approver         | Approve              | 3/7/2022 12:08 ... |         | Pete Pelletier   |
| Create Procurem...    | Workflow Initiali... | 3/7/2022 11:52 ... |         | Shlv Persaud     |
| Initialized Workfl... | Form Submitted       | 3/7/2022 11:50 ... |         | Shlv Persaud     |