City of Fort Lauderdale

Airport Operations Inspections Software & Maintenance

Solicitation 864-11776

July 18, 2016

July 14, 2016

Ms. Laurie D. Platkin, Procurement Specialist II
City of Fort Lauderdale
Procurement Services Division
100 N. Andrews Avenue, #619
Fort Lauderdale, FL 33301

RE: Solicitation 864-11776
       Airport Operations Inspections Software & Maintenance

Dear Ms. Platkin:

GCR Inc. (GCR) is pleased to submit this proposal for the Airport Operations
Inspections Software & Maintenance for the City's Transportation and Mobility –
Executive Airport Department. We have thoroughly reviewed the RFP and are
confident this proposal describes the experience and capabilities of GCR in providing an
airport operations system that exceeds the specifications identified in the RFP.

In addition to meeting the core requirements in the RFP, GCR's AirportIQ Safety and
Operations Compliance System (ASOCS) software has the capability to deliver all of the
optional expansion functionality requested by the City of Fort Lauderdale. This
provides the airport with the immediate benefit of leveraging the functionality that has
been developed over the past 15 years by airport operations professionals throughout the
U.S. The ASOCS product is used daily by airports large and small to meet the Federal
Aviation Administration requirements for safety, security, and certification. The key
attributes of the ASOCS software are as follows:

- Part 139 Certification System in use by over 30 airports including the PANYNJ
- Cloud based solution with mobile offline and online use
- Integrated GIS Mapping, Work Order and Training Management Modules
- Multiple Airport Department Capability through the use of our flexible forms
  designer
- 150+ standard Airport inspection forms, checklists and compliance matrices as well
  as the ability to customize to meet the needs of the City
- Accredited Airport Executives (AAE) GCR Management Team who understands
  your business
- Ease of transition to our Cloud based Safety Management System (SMS) in the
  future

Ms. Platkin
Page Two

GCR has over 20 years of experience in developing and integrating comprehensive technology solutions for the aviation industry, and have successfully implemented those solutions at airports such as Hartsfield-Jackson Atlanta International, Los Angeles International, Baltimore/Washington International, San Diego Regional Airports, and the Houston Airport System.

Timothy Walsh, Director of Aviation Services will serve as the point of contact for this initiative and can be reached at (504) 754-0048 or twalsh@gcrincorporated.com if you have any questions regarding our proposal.

We appreciate having the opportunity to submit this proposal for your consideration. For a more detailed listing of GCR's capabilities and experience, please visit our corporate website at www.gcraviation.com.

Sincerely,

Todd Bouillion
Chief Operating Officer
tbouillion@gcrincorporated.com

UNANIMOUS WRITTEN CONSENT

OF THE

BOARD OF DIRECTORS

OF

GCR INC.

The undersigned, being each of the members of the Board of Directors (the "Board") of

GCR Inc., a Louisiana corporation (the "Company"), do hereby consent to the adoption of the

following resolutions by written consent and direct that this consent be placed in the minutes of

the Company:

RESOLVED, that individuals listed here in have the authority to execute for and on behalf of the Company all contracts or contract proposals, except for those contracts or contract proposals with a value exceeding Five Hundred Thousand ($500,000) dollars in revenue:

<u>Name and Title</u>

Dan Cox, Chief Executive Officer

Anand Balasubramanian, Chief Technology Officer

Nicolas Alberga, Chief Financial Officer
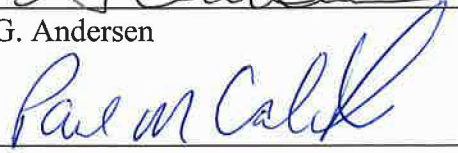
Todd Bouillion, Chief Operating Officer

;and be it further

RESOLVED, that this consent may be executed in one or more counterpart copies which, when signed by all of the members of the Board, shall be effective and taken together shall be one and the same instrument.

[Signature Page to Follow]

IN WITNESS WHEREOF, the undersigned, being each of the members of the Board of Directors of the Company, have hereunto set their hand as of the 18 day of February, 2016.

_____
James G. Andersen

_____
Paul Caliento

_____
Dan Cox

_____
Michael W. Flores

_____
Joseph Posewick

_____
Gregory C. Rigamer

_____
Mathias Rumilly

GCR001
02.2016

SIGNATURE PAGE TO
GCR INC.
BOARD OF DIRECTORS CONSENT
Exhibit 4
Page 5 of 75

1. Executive Summary

1.A. Who We Are

GCR Inc. (GCR), established in 1979, is a software products and consulting firm with a focus on the aviation industry. GCR has a diversified professional staff of over 260 employees and a client base that extends from corporate interests to institutional clients, including airports, and state, local, and federal government agencies. GCR has successful and viable professional relationships with numerous organizations, including the Federal Aviation Administration (FAA), 34 State Aeronautics Departments, and currently provides a variety of services to over 60 airports throughout the world.

GCR has been developing aviation related technology solutions since 1993 and Part 139 inspection and operations management systems since 2000. GCR corporate offices are located in New Orleans, Louisiana and this is the office location that will service this contract.

GCR's AirportIQ Safety & Operations Compliance System (ASOCS) is the most comprehensive and flexible Part 139 inspection tool on the market. It is used daily by airports large and small to meet the Federal Aviation Administration requirements for safety, security, and certification. Currently, ASOCS has been installed at over 30 U.S. airports (see **Table 1**).

1.B. Officers, Principals, Supervisory and Key Staff

GCR Inc. Officers

Dan Cox - Chief Executive Officer
James G. Andersen - Vice President
Paul Caliento - Chairman of the Board/Vice President
Mathias Rumilly- Secretary & Treasurer
Nicolas Alberga - Chief Financial Officer
Todd Bouillion - Chief Operating Officer
Angele Romig - Chief Administrative Officer

GCR Inc. Principals & Supervisory Staff

Dan Cox - Chief Executive Officer
Nicolas Alberga - Chief Financial Officer
Todd Bouillion - Chief Operating Officer
Angele Romig - Chief Administrative Officer
John Bastin - Chief Marketing Officer
Anand Balasubramanian - Chief Technology Officer
Timothy A. Walsh - Director, Aviation Services
Mona Nosari - Director, Real Estate
Steve McNear - Director, Elections & Campaign Finance
Bill Croft - Director, Disaster Recovery
Robin Keegan - Director, Resilience & Planning
John Koehl - Director, Business Solutions
David McKeever - Director, Airport Systems

Table 1: ASOCS Clients
Aspen-Pitkin County Airport
Hartsfield-Jackson Atlanta International
Austin-Bergstrom International
Austin-Straubel (Green Bay) International
Baltimore-Washington International
Baton Rouge Metropolitan
Cincinnati/Northern Kentucky International
Detroit Metropolitan Airport
Gulfport-Biloxi International
Houston George Bush Intercontinental
Houston Ellington Field
Houston Hobby Airport
Jackson-Medgar Wiley Evers (MS) Intl.
JFK International Airport
La Crosse Airport (La Crosse, WS)
Lafayette (LA) Regional Airport
LaGuardia Airport
Los Angeles International (LAX)
Louis Armstrong New Orleans International
Nashville International Airport
Newark International Airport
Appleton International Airport
Pensacola International Airport
Rochester (NY) International Airport
San Diego Lindberg Field International
Scottsdale Airport
Shreveport Regional Airport
Stewart International Airport
Teterboro Airport
Tulsa International
Tucson International

Key Staff

The following individuals will be assigned to the engagement. These team members have worked together on previous implementations of ASOCS and are ready to begin work immediately upon notice to proceed. They are available to work as needed for the duration of the project.
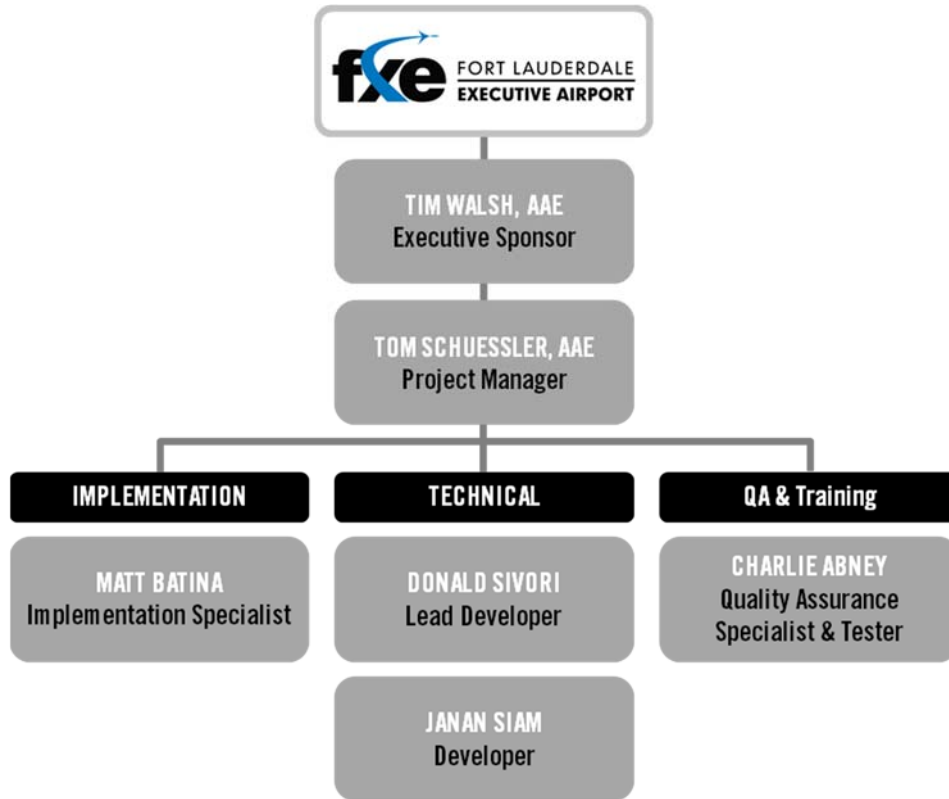

Figure 1-1: Organizational Chart

Tim Walsh, Director Aviation Services – Executive Sponsor (GCR)
Tim will be responsible for overall client satisfaction and ensuring the products and services GCR delivers meet the requirements in the contract. He has served as executive sponsor on the implementation of ASOCS at the Port Authority of New York/New Jersey, Orlando International Airport, Appleton International Airport, and the Greater Rochester International Airport. Tim manages all facets of service delivery for GCR aviation services including staffing, performance, service delivery and customer satisfaction. He has over 25 years of experience in the aviation and technology industries. Tim works from GCR's headquarters in New Orleans, Louisiana.

Tom Schuessler, ASOCS Program Manager – Project Manager (GCR)
As project manager, Tom will be the principal point of contact for fulfilling the scope of work responsibilities, and will be responsible for day to day management of the project team. As program manager for the ASOCS application, Tom is an expert with everything about ASOCS. He has implemented ASOCS at over 25 airports including Hartsfield-Jackson Atlanta International Airport, the Port Authority of New York/New Jersey, Orlando International Airport, Appleton International Airport, and the Greater Rochester International Airport. Tom works from GCR's office in Covington, Louisiana.

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Cincinnati/Northern Kentucky International
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Gulfport-Biloxi International
Houston George Bush Intercontinental
Houston Ellington Field
Houston Hobby Airport
Jackson-Medgar Wiley Evers (MS) Intl.
JFK International Airport
La Crosse Airport (La Crosse, WS)
Lafayette (LA) Regional Airport
LaGuardia Airport
Los Angeles International (LAX)
Louis Armstrong New Orleans International
Nashville International Airport
Newark International Airport
Appleton International Airport
Pensacola International Airport
Rochester (NY) International Airport
San Diego Lindberg Field International
Scottsdale Airport
Shreveport Regional Airport
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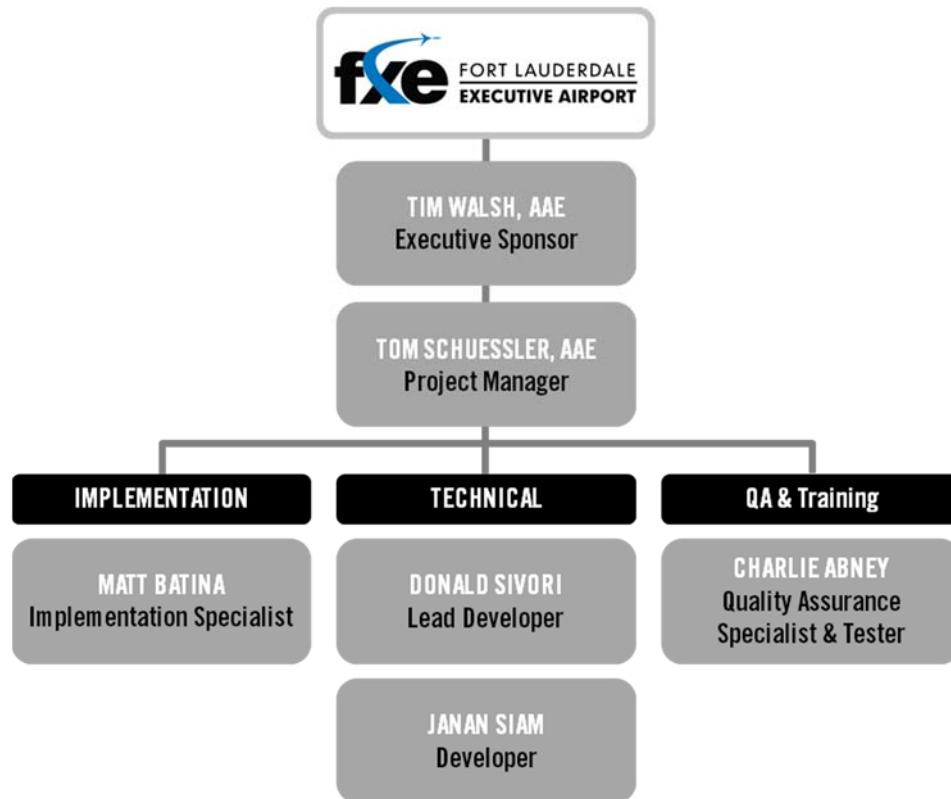

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Matt Batina – ASOCS Implementation Specialist (GCR)

Matt will be responsible for implementation and will lead the user training. He is involved in implementing ASOCS at new airports, and in providing training and support to new and existing clients. Matt also has experience gathering details from clients and stakeholders to better understand airport business processes and application needs in the realm of airport operations and safety, business management, credentialing, and airport project management. He has been part of the ASOCS team at the Port Authority of New York/New Jersey, Orlando International Airport, Appleton International Airport, and the Greater Rochester International Airport. Matt works from GCR's office in Covington, Louisiana.

Donald Sivori – Lead Developer (GCR)

Donald will serve as lead developer responsible for all programming and integration. He is the technical manager for ASOCS and is responsible for technical architecture, primary application development, maintenance and support, and new development initiatives. Donald has over 30 years of software development experience. He has been part of the ASOCS team at the Port Authority of New York/New Jersey, Orlando International Airport, Appleton International Airport, and the Greater Rochester International Airport. Donald works from GCR's headquarters in New Orleans, Louisiana.

Janan Siam – Developer (GCR)

Janan will serve as a developer. She is a skilled developer with proven experience in all phases of the software development life-cycle. At GCR, Janan has been primarily involved with the AirportIQ products. She is the lead software developer for AirportIQ Business Manager v5 (ABMv5) and on the implementation of the Safety Management System (SMS) application. She has been involved in the implementation of AirportIQ in New York and New Jersey, and Nashville International Airport. Janan works remotely out of Tampa, Florida.

CharlieAbney – Quality Assurance Specialist & Tester (GCR)

Charlie will ensure that ASOCS fulfills the needs of the Port and that the specific business requirements are fully functional prior to acceptance. He executes and manages the help desk, client support, quality assurance, regression and functional testing, and analysis for the AirportIQ suite of applications, including ASOCS. Charlie works from GCR's office in Covington, Louisiana.

1.C. Why GCR

The City of Fort Lauderdale (City), Florida faces an important decision in selecting the provider for Airport Operations Inspections Software and Maintenance for the City's Transportation and Mobility – Executive Aviation Department, to meet the needs of the Fort Lauderdale Executive Airport (FXE) safety self-inspection, Helistop Inspection, and Non-Aviation Property Inspection. GCR is the best choice for providing the software, implementation and support services for this project for the following reasons:

SOLUTION – GCR will implement ASOCS to meet the requirements for the FAR Part 139 Software. ASOCS is an effective solution as evidenced by our large and loyal list of airport clients included in **Table 1** on the first page. ASOCS will provide the City with a proven, mature system that is continuously being enhanced with new features.

PEOPLE – the GCR team is experienced and knowledgeable in the airport business software industry. Each key member of the team assigned to this project is experienced in guiding the implementation of airport systems. Includes AAE's as part of the implementation staff to provide critical airport operational assistance for inspection form creation.

FIRM – GCR is the leader in developing business management solutions for the aviation industry. With over 260 staff members, GCR has the strength and stability to support the City for many years to come.

APPROACH – GCR's approach employs best practices in project management. Our approach for planning, executing and controlling projects has proven effective for airports of all sizes. We will guide the Airport staff in blueprinting the overall solution for FAR Part 139 Software and work side by side in classroom training and individual instruction during system setup, testing and commissioning. Our approach has resulted in the successful implementation of ASOCS for every airport that has selected GCR as their FAR Part 139 Inspection Software provider.

About ASOCS

Functionality - ASOCS fulfills all of the Airport's needs. It is a turnkey consolidated Airport Operations Management System in use at over 30 airports. The system assists airports with their FAR Part 139 compliance program, and in managing and reporting on all incidents and activities occurring at an airport.

Reliability – With almost 15 years of continual use, ASOCS has proved to be a reliable system that satisfies the needs of airports both big and small. ASOCS' web-based cloud solution provides over 99% uptime, a 24x7 support line, and continuous product enhancements.

Adaptability - ASOCS' screen designer module allows airport staff to easily create forms, add controls (fields), and format the forms and controls to satisfy the needs of the airport now and into the future.

Figure 1-2: ASOCS Functional Diagram

Innovation – As technology evolves so does ASOCS. GCR constantly updates ASOCS to keep up with the latest trends. For example, ASOCS now includes the Mobile Inspector – a mobile app that gives airport personnel the ability to capture or view data in the field or at an incident site as it is occurring. The collective input of all ASOCS customers is built into future releases providing benefits for all the airports.

Experience - GCR knows airports. We have provided aviation management and technical consulting services since the mid-1980s, and have been developing aviation related technology solutions since 1993, including AAE's on staff. Our management systems are in use at over 60 airports including Hartsfield-Jackson Atlanta International Airport, all 3 airports within PANYNJ, Los Angeles International Airport, San Francisco International Airport and, internationally, in Bermuda, Egypt, Ghana, Jordan, Nigeria, Turkey, and Vietnam.

Resources – GCR's aviation staff has been working with the aviation industry for many years in many different capacities. Our staff members have managed airports, developed airport systems, and directly ensured compliance with FAR Part 139 at commercial service airports.

2. Experience and Qualifications

GCR's AirportIQ Safety and Operations Compliance System (ASOCS) provides the required FAR Part 139 Inspection utilities as standard features. Whether it's the Safety Self Inspection form or lighting inspection formats, the application meets all mandatory inspection elements for FAA inspection standards. ASOCS is used by over 30 commercial service airports nationwide as their primary FAR Part 139 inspection and reporting tool for compliance.

GCR also developed and hosts the software solution for the Federal Aviation Administration (FAA) that is used by the FAR Part 139 inspectors who conduct the annual inspections of the nation's commercial service airports. This twelve-year relationship with the FAA Airport Certification and Standards Division provides GCR with insights on forthcoming regulatory changes which we build into and address with our software.

The airport operations experts who use ASOCS daily provide GCR with ideas for enhancements and improvements. These suggestions are then included as part of our upgrades and product roadmap process, and benefit the collective group. For example, ASOCS now has the ability of providing snow and condition reporting from the field directly to users. This feature, suggested by one of the airport users, improves the timeliness and accuracy of the airports' current operating environment.

GCR has configured ASOCS to meet the needs of other airports, including large hub airports such as Atlanta-Hartsfield International Airport and JFK International, and smaller regional airports such as Aspen-Pitkin County Airport. We will work with the Airport to configure ASOCS and implement a robust system that the airports will use for years to come.

Implementation

GCR has over 35 years of experience in program implementation services, and has been involved in the aviation industry since 1987. GCR's approach to implementing the Airport Inspections Software and Maintenance system is based on globally recognized best practices as defined by the Project Management Institute (PMI). GCR's organizational philosophy emphasizes a project-centric management style.

GCR has numerous PMP-certified project managers trained in Project Management Institute practices. These project managers employ our Project Lifecycle methodology as the standard for planning, integrating, and delivering IT solutions. This methodology provides our program teams with the policies, processes, and step-by-step implementation guidance to achieve program performance excellence. The process is based on industry best practices, customer feedback, our expertise and credentials in IT delivery, and more than 3 decades of experience in successfully delivering high-quality, high-value solutions and services.

Program and project management services are critical to the successful implementation of any software or

Figure 2-1: GCR Vertical Markets

technology project. We will use GCR's proven software and network management process to provide step-by-step procedures to plan, manage, control, schedule, and track completion of the project. GCR also has over 25 years of experience in developing information management systems for the aviation industry, and is recognized as the leader in developing comprehensive aviation management systems in the United States. Through this work, GCR has developed the AirportIQ suite of airport intelligence solutions – a comprehensive set of applications to manage virtually all aspects of an airport. AirportIQ is flexible and can be adapted to integrate with other systems currently in use at an airport.

Training

GCR understands that thorough and well planned training is essential to successful end-user adoption of any new system. Accordingly, we have developed a proven, successful training strategy that starts at project commencement and actively involves the City personnel throughout system implementation. GCR training does not end when the classroom sessions are completed. Our trainers remain involved and available during the client set-up and initial roll-out phases, when administrators and users begin using the live system.

Figure 2-2: Some of the airports currently using ASOCS

2.A. Experience

The City is seeking an Airport Operations Inspections Software and Maintenance system for staff at Fort Lauderdale Executive Airport (FXE). This new system should be configurable to meet a wide range of operational and tactical needs and meet FAR Part 139 self-inspection requirements related to airfield safety, security and wildlife hazard management, and landside inspection controls. GCR is intimately familiar with the needs and requirements of this RFP, since we have completed similar assignments for over 30 airports in the U.S.

To fulfill the needs of this project, GCR proposes to implement its AirportIQ Safety and Operations Compliance System (ASOCS) – an industry leading application used at small and large airports alike. Implementation of ASOCS will provide enterprise-level functionality and features to significantly enhance the effectiveness of the FAR Part 139 compliance program. Furthermore, the system possesses the robustness and stability to serve the current requirements of the City, while providing the flexibility to serve unforeseen future needs. Many of our client airports use ASOCS in departments beyond operations, including security, ground transportation, parking, and any other airport business process that is data driven. GCR has been implementing Part 139 software solutions since 2000. Our first implementation was for the Port Authority of New York and New. Currently our Part 139 software solution (ASOCS) has been implemented at over 30 airports nationwide on-time and within the specified budget. GCR will bring this same on-time and budget methodology to the FXE implementation.

Aviation Experience

GCR has provided aviation management and technical consulting services since the mid 1980's, and has been developing aviation related technology solutions since 1993. Our broad depth of experience in almost all aspects of an airport's business operation is unsurpassed in the industry. Our experience developing mission-critical operational systems also provide GCR with a unique perspective on the

issues facing an airport. Table 2 displays a list of airports where GCR has implemented AirportIQ aviation solutions. ASOCS implementations are shown in green.

Table 2: U.S. Airports That Use GCR's Aviation Solutions

AirportIQ — Airport Intelligence Software	ASOCS	Agreement Mgmt.	Activity Statistics	Tenant Billing	Property Mgmt.	Accounts Receivables	Utility Management	Rates & Charges	MUFIDS / VPDS	Secure Credentials	Land Acquisition	Project Management	Obstruction Eval.	General Ledger/AP/ERP	Insight Mgmt. Dashboard	Noise Tracking
Aspen-Pitkin County Airport	●															
Atlanta Hartsfield International Airport	●															
Austin-Bergstrom Intl.	●	■	■	■	■	■			■							
Austin-Straubel (Green Bay) Intl.	●	■	■	■		■										
Baltimore-Wash. Intl.	●	■			■											
Baton Rouge Metropolitan	●	■	■	■	■	■			■		■			■		
Cincinnati/Northern Kentucky Intl.	●	■	■	■	■	■	■									
Detroit Metropolitan Airport	●															
Fresno-Yosemite Intl.	●	■	■	■	■	■										
Gulfport-Biloxi Intl.	●	■	■	■		■			■			■				
Houston George Bush Intercontinental	●															
Houston Ellington Field	●															
Houston Hobby	●															
Jackson-Medgar Wiley Evers (MS) Intl.	●	■	■	■	■	■			■			■	■	■		
JFK International Airport	●															
La Crosse Airport (La Crosse, WS)	●															
Lafayette (La) Regional Airport	●															
LaGuardia Airport	●															
Los Angeles International (LAX)	●							■		■						
Louis Armstrong New Orleans Intl.	●	■	■	■	■	■		■			■	■	■		■	■
Nashville International Airport	●	■	■	■	■	■						■		■		
Newark International Airport	●	■	■	■												
Appleton International Airport	●															
Pensacola International Airport	●															
Rochester (NY) International Airport	●															
San Diego Lindberg Field Int'l Airport	●															
Scottsdale Airport	●	■	■		■	■										
Shreveport Regional Airport	●	■	■	■	■									■		
Stewart International Airport	●															
Teterboro Airport	●															
Tulsa International	●	■	■	■	■	■		■				■			■	
Tucson Intl.	●							■				■		■		
Albuquerque International		■						■								
Cleveland-Hopkins International Airport		■	■													
ExpressJet		■	■	■												
General Mitchell (Milwaukee) Intl.		■	■	■	■	■									■	
Gerald R. Ford Intl. (Grand Rapids, MI)		■	■	■	■	■	■									
Kansas City Intl.		■	■	■	■	■										
Little Rock National Airport		■	■	■	■	■							■			
Manchester Airport		■														■
Palm Beach International Airport		■	■	■	■	■										
Piedmont Triad International Airport		■	■	■											■	
Raleigh-Durham International Airport		■	■	■	■											
Reno-Tahoe Intl.		■	■	■		■	■					■		■		
Riverside County Airports		■	■	■	■	■	■									
San Francisco Intl.							■									
Spokane International Airport		■	■	■	■	■										
T.F. Green (Providence, RI)		■	■	■		■								■	■	

The following projects demonstrate GCR's experience and background working with airports on projects similar to the one requested by the City.

Airport Operations Management System
Greater Rochester International Airport

Relevance: The Rochester Airport uses the cloud based ASOCS for logging airport operational information. During the requirements gathering, GCR determined that the airport also needed the ability to track training information for FAA compliance. This feature was then added to the airport's ASOCS. This new module is flexible while meeting the federally mandated requirements for the airport's Part 139 certification.

Background: The Greater Rochester International Airport (ROC) is a small hub airport that handles approximately 150 flights per day to over 17 cities, serves approximately 2.4 million passengers annually, and houses the operations of 16 air transportation providers.

In 2014 ROC was looking for a turnkey consolidated Airport Operations Management System to conduct Part 139 airfield inspections, manage and simplify the airport's work order-related processes, automate logging of daily operations, and track Part 139 required training.

QUICK FACTS
- Installed in May 2015
- Over 50 users
- Cloud based system
- Included configuration, testing, training, installation
- GCR worked with Rochester to develop a robust training module to track ARFF personnel which is now incorporated into ASOCS for all of our customers
- GCR provides continuing support

Project Description: GCR fulfilled the airport's requirements with the AirportIQ Safety and Operations Compliance System (ASOCS). ASOCS provides a complete turnkey operation, security, and law enforcement information management system, and enterprise wide communications system to effectively manage and report on all incidents and activities occurring at the airport. ASOCS provides a common interface for reporting these activities to both internal airport users and to external agencies. An integrated multi-level reporting module allows quick communication of activities and incidents to airlines and other tenants.

The system includes the following key strategic areas:

- Assigning work shifts.
- Recording incidents/events by subject category unique to each airport and division.
- Tracking action documents related to their completion in a timely fashion
- Reporting that complies with and supports the FAA Federal Aviation Regulation FAR Part 139 certification processes.
- Programming specialized processing for such items as NOTAMs, Snow Tours, Runway and Taxiway Lighting, and FAA Inspections.
- Permitting the archiving of all data and subjects, with appropriate retrieval capability.
- Providing the capability to attach maps and images.
- Providing electronic output to control towers and FAA Flight Services by fax or email log information.
- Integrated GIS mapping feature providing a detailed facility-based perspective of activities.
- Portal for Management Analysis

ASOCS Mobile: This mobile, GIS focused, device independent application provides a robust method to enhance the collection of data in the field on-line (network connected) or off-line. The application uses a GIS method of data entry that concentrates on airfield assets, discrepancies and inspection findings. With ASOCS Mobile, airfield inspectors can view airport assets in a GPS location-sensitive manner, and issue work requests to airfield maintenance regarding any discrepancies which may need to be addressed.

Completion: ROC began using ASOCS in May 2015.

Airport Operations Management System
Appleton International Airport (Formerly Outagamie County Regional Airport)

Relevance: The Appleton Airport utilizes the cloud based ASOCS system for logging airport operational information. Its primary purpose is for FAA Part 139 compliance. The Airport also tracks additional maintenance and ARFF inspections within the system.

Background: Appleton International Airport, formerly Outagamie County Regional Airport, is the third-busiest commercial airport in Wisconsin in terms of passengers served. The airport opened in 1965.

In 2012 the airport was looking for a software application that would allow operations and maintenance personal to input information into an electronic form used for safety self-inspections on the Air Operations Area (AOA) of the Airport. The application needed to be able to track vehicle location and provide positional reference information using GPS as a vehicle approached pre-determined assets on the airfield, and had to be customizable to be able to respond to changing conditions, asset additions/deletions, and regulation changes.

QUICK FACTS
- Installed in June 2013
- Over 20 users
- Cloud based system
- Included configuration, testing, training, installation
- GCR has worked extensively with airport staff and their GIS team to develop over 30 layers that track various airfield assets
- GCR provides continuing support

Project Description: ASOCS provides a complete turnkey operation, security, and law enforcement information management system, and enterprise wide communications system to effectively manage and report on all incidents and activities occurring at the airport. ASOCS provides a common interface for reporting these activities to both internal airport users and to external agencies. An integrated multi-level reporting module allows quick communication of activities and incidents to airlines and other tenants.

ASOCS Mobile: This mobile, GIS focused, device independent application provides a robust method to enhance the collection of data in the field on-line (network connected) or off-line. The application uses a GIS method of data entry which concentrates on airfield assets, discrepancies and inspection findings. With ASOCS Mobile, airfield inspectors can view airport assets in a GPS location-sensitive manner, and issue work requests to airfield maintenance regarding any discrepancies which may need to be addressed.

Completion: Appleton began using ASOCS in June 2013.

Airport Safety and Operations Compliance System (ASOCS)
Hartsfield-Jackson Atlanta International Airport

Relevance: The Atlanta Airport utilizes ASOCS for all inspection and incident related events at the airport. From FAA Part 139 compliance to safety and security events, Atlanta relies on ASOCS to electronically track all operational events occurring at the airport. With over

Background: The Hartsfield-Jackson Atlanta International Airport (ATL) is the world's busiest passenger airport and a global gateway for the southeastern United States. Faced with challenges in maintaining the information necessary for new security regulations, ATL looked to GCR for assistance. With ASOCS ATL can track any type of information from aircraft alerts to police calls.

Description: ASOCS provides a comprehensive data warehousing system that multiple departments can use to effectively and efficiently communicate. Using ASOCS, information is shared between the operations department and public safety/communication department. At ATL, ASOCS is used by five (5) divisions and over 200 users.

Each screen within ASOCS is custom-designed by authorized users. Utilizing an internal screen designer system users are able to create and store information for virtually any event occurring at the airport.

Hartsfield-Jackson Atlanta International Airport.

QUICK FACTS

- Installed in June 2009
- Over 200 users in 5 Divisions
- ATL began using ASOCS in 2009 for FAR Part 139 reporting
- Multiple departments now also use the system for tracking operational information
- Mobile app provides a way to collect data in the field on-line or off-line
- We are currently working with ATL staff to integrate ASOCS with the airport's asset management system, Maximo
- Included configuration, testing, training, installation
- GCR provides continuing support

Within ATL, ASOCS serves as the central record and legal documenter of activities that require monitoring by the Airport's operational units. Using tour stamps, pertinent information about particular shift events are stored in a central database. The log system is able to select, flag, and route subject entries and/or reports to printers or to send an email to users within the airport's LAN/WAN system. Efficient and user-friendly screen design provides easy input of daily log events.

The system is designed around a detailed security module, allowing full editing rights to some personnel and view-only rights to others. Each operating unit within the airport has the ability to view and edit their own operational unit records without interfering with others. A cross-unit viewing feature is available to allow other units read-only and/or editing rights to particular tours.

Completion: ATL, with over 200 system users, began using ASOCS in 2009 for FAR Part 139 compliance reporting. Since its inception, additional departments have begun using the

ASOCS Dashboard

system for tracking operational information. A total of seven divisions actively use the system for electronic report needs and trend analysis. The Airport Safety department utilizes the system for safety management reporting for FAA compliance.
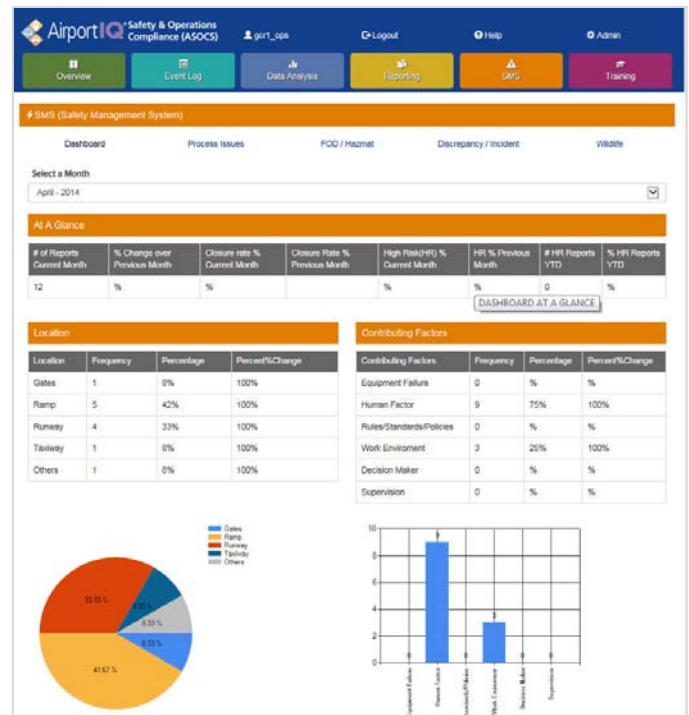
Airport Safety and Operations Compliance System (ASOCS)
Orlando International Airport

Relevance: The Orlando Airport utilizes ASOCS for all inspection and incident related events at the airport. In addition, ASOCS is fully integrated with Maximo, the airport's enterprise asset management system. The users are able to generate and track relevant airport work orders in both systems.

ORLANDO INTERNATIONAL AIRPORT

QUICK FACTS

- Installed in November 2014
- Over 250 users in 11 Divisions
- ASOCS is fully integrated with the airport's Maximo Enterprise Asset Management system
- MCO began using ASOCS in 2015 for FAR Part 139 reporting
- 11 divisions actively use the system for electronic report needs and trend analysis
- Mobile app provides a way to collect data in the field on-line or off-line
- GCR integrated Maximo with ASOCS in Orlando for work order processing and closure
- Included configuration, testing, training, installation
- GCR provides continuing support

Background: Orlando International Airport (MCO) is the second-busiest airport in the state of Florida and the 13th-busiest airport in the United States. The airport is a major international gateway for the mid Florida region. Faced with challenges in maintaining the information necessary for new security regulations, MCO looked to GCR for assistance in implementing a safety and operations compliance system.

Description: With GCR's ASOCS, MCO can track any type of information from aircraft alerts to police calls.

ASOCS provides a comprehensive data warehousing system that multiple departments can use to effectively and efficiently communicate. Using ASOCS, information is shared between the operations department and public safety/communication department. At MCO, ASOCS is used by eleven (11) divisions and over 250 users.

Each screen within ASOCS is custom-designed by authorized users. Utilizing an internal screen designer system users are able to create and store information for virtually any event occurring at the airport.

ASOCS serves as the central record and legal documenter of activities that require monitoring by MCO's operational units. Using tour stamps, pertinent information about particular shift events are stored in a central database. The log system is able to select, flag, and route subject entries and/or reports to printers or to send an email to users within the airport's LAN/WAN system. Efficient and user-friendly screen designs provide easy input of daily log events.

The system is designed around a detailed security module, allowing full editing rights to some personnel and view-only rights to others. Each operating unit within the airport has the ability to view and edit their own operational unit records without interfering with others. A cross-unit viewing feature is available to allow other units read-only and/or editing rights to particular tours.

Completion: MCO, with over 250 system users, began using ASOCS in 2015 for FAR Part 139 compliance reporting. Since its inception, additional departments have begun using the system for tracking operational information. A total of eleven divisions actively use the system for electronic report needs and trend analysis. The ASOCS system is fully integrated with the airport's Maximo Enterprise Asset Management system used for tracking all work order throughout the airport.

Airport Safety and Operations Compliance System (ASOCS)
Austin-Bergstrom International Airport

Relevance: The Austin Airport utilizes ASOCS for all inspection and incident related events at the airport. Integrated the ASOCS system with FIDS to produce severe weather alerts for passengers. Commercial Management department utilizes the system for lease compliance reporting.

Background: Austin–Bergstrom International Airport (ABIA) is a Class C international airport in Austin, Texas, and serving the Greater Austin metropolitan area, the 34th-largest metropolitan area in the United States. After the terrorist attacks of September 11, 2001 the Aviation and Transportation Security Act established a number of new regulations to secure the nation's transportation systems. Faced with challenges in maintaining the volumes of information necessary for new security regulations, the airport looked to GCR for assistance.

Description: GCR's Airport Safety and Operations Compliance System (ASOCS) is an enterprise wide data communication system that compiles and distributes operational information from departments throughout the airport. It stores and maintains critical airport operations data for easy access and reference and serves as the central record and legal documenter of activities that require monitoring by the airport's operational units. Using tour stamps, pertinent information about particular shift events are stored in a central database. ASOCS is used to document all airport inspections, manage the Part 139 compliance process, and document calls for service.

System users have the ability to custom-design each screen within ASOCS. Utilizing an easy-to-use screen designer built within the program, casual users of the system can create screens to gather and store information for virtually any event on the airport.

The system utilizes a detailed security module which allows the system administrator to assign "full edit" rights to some personnel and "view only" rights to others. Each operating unit within the airport can view and edit their own operational unit records without interfering with other units. A cross-unit viewing feature is available that allows units "view only" and/or "edit" rights to particular tours.

Completion: Austin-Bergstrom International Airport (ABIA) began using the Airport Safety and Operations Compliance System (ASOCS) in June 2007 for tracking FAR Part 139 compliance issues. Since the inception additional departments, including Landside, use the system for electronic collection of Airport Operational information.

Austin-Bergstrom International Airport

QUICK FACTS

- Installed in August 2007
- Over 60 users in operations and security divisions
- Used for all security compliance reporting including TSA reports
- Used in Airside operation for FAR Part 139 compliance
- Added module that integrates ASOCS severe weather information with FIDS system alerts
- Added module that allows airport FBO's to schedule itinerant aircraft parking approvals at airport
- Used for Commercial Management department lease compliance checklists
- Included configuration, testing, training, installation
- GCR provides continuing support

Computerized Airport Logging System (CALS, now known as ASOCS)
Port Authority of New York and New Jersey

Relevance: The Port Authority of NY/NJ (PANYNJ) utilizes ASOCS for all inspection and incident related events at the Authorities five airports. It allows PANYNJ to document and store all operational activity between the five PANYNJ airports electronically. Each airport customizes the application's forms to meet the individual business requirements with the capability of rolling the information into common operational dashboards.

Project Description: GCR has worked with the Port Authority of New York and New Jersey (PANYNJ) since 2000 when we developed the Computerized Airport Log System (CALS) for use by the Operations Department of the three Port Authority airports. CALS documents all airport inspections, manages the Part 139 compliance process, documents calls for service, issues NOTAMs, and stores operational and activity data for the facilities. The program is used on a 24-hour-a-day basis, and serves as the official and legal log of activities occurring at the airports. CALS also includes a Geographic Information System (GIS) data application that can map the location of any activity tracked in the system. Users can insert and manipulate layers of information, render maps on data elements in any layer, and query data within the GIS module.

THE PORT AUTHORITY
OF NEW YORK & NEW JERSEY

QUICK FACTS
- Installed January 2000
- Was the first ASOCS installation
- Upgraded in 2011 to include Wildlife Reporting and GPS
- Hundreds of users in 3 major airports
- Used by all PANYNJ airports as the primary FAR Part 139 reporting tool
- Multiple departments use it as the primary tool for electronic recordkeeping
- Mobile app provides a way to collect data in the field on-line or off-line
- Included configuration, testing, training, installation
- GCR provides continuing support

In 2011, GCR upgraded the system to include a Wildlife Reporting Module and Global Positioning capabilities. The GIS Mapping Module generates maps of wildlife event locations, integrates with the USB/Bluetooth Global Positioning system (GPS) within CALS mapping module, and generates a summary map showing wildlife event point(s) saved during a period of time.

ASOCS Mobile: This mobile, GIS focused, device independent application provides a robust method to enhance the collection of data in the field on-line (network connected) or off-line. The application uses a GIS method of data entry which concentrates on airfield assets, discrepancies and inspection findings. With ASOCS mobile airfield inspectors can view airport assets in a GPS location-sensitive manner, and issue work requests to airfield maintenance regarding any discrepancies which may need to be addressed.

Completion: The PANYNJ were the first users of the ASOCS system starting in January of 2000. They recently upgraded from a client server version of the application to the web version. Each airport uses the system as the primary FAR Part 139 inspection and reporting tool for compliance. In addition, each airport uses the application in multiple departments as the primary tool for electronic recordkeeping. The Wildlife Unit uses the application solely for tracking the authority's wildlife program.

Airport Safety Data Collection Program
Federal Aviation Administration (FAA)

Relevance: GCR works with the FAA in various capacities to keep Airport data accessible to the general public through GCR's cloud hosted Airport Facilities Directory.

Background: GCR is the contractor for the FAA's Airport Safety and Operations Division and has designed the single source software for airport safety related information to the flow of facility inspection data from the front-line to the FAA.

Description: In 2001, GCR initiated a project with the Federal Aviation Administration (FAA) to develop a web-based application that allows federal and state airport inspectors to transmit safety inspection data over a secured Internet application. The core record set comprised of an inventory of over 256 data elements for each of the over 5,364 public-use airports in the United States and in US territories. The challenge in this project was to completely re-engineer the transmittal process of airport inspection data from a manual operation (US postal service or facsimile) to a secured web-based transmittal process.

This web application provides the vehicle for the inspection information to flow from individual state and federal airport inspectors to FAA headquarters. GCR also conducts internal reviews of the airport data collected. This consists of source verification and compliance with FAA standards, prior to their final transmission directly to FAA servers, and encompasses potentially over 1,367,040 data elements annually. To date, over 96,000 separate airport submittals have flowed through the 5010Web.com website and GCR, directly to the FAA.

GCR also maintains registration of over 400 certified state and federal airport inspectors, and facilitates annual training seminars in FAA Form 5010-1 inspection procedures at established locations in various regions of the country. To date, GCR has trained over 300 state and federal inspectors.

Federal Aviation Administration

QUICK FACTS
- GCR client since 2001
- One of several FAA applications developed by GCR
- Cloud-hosted
- GCR provides continuing support

In 2004 the FAA executed a grant with GCR, in association with the National Association of State Aviation Officials (NASAO), to collect safety data for the entire nation. With this agreement between the GCR/NASAO team and the FAA, the current inspection process will remain intact (i.e. all field inspections will be accomplished by state aviation departments with GCR assuming the FAA's responsibility to compensate state departments through the FAA's GCR grant). All 50 states have taken advantage of this new program and have been reimbursed over $10 Million.

Recent additions to the structure of 5010Web allow Airport District personnel access to the program and provide new screens and streamlined processes.

Certification and Compliance Management Information System (CCMIS)
Federal Aviation Administration

Relevance: GCR works with the FAA in various capacities to keep Airport data accessible to the general public through GCR's cloud hosted Airport Facilities Directory.

Summary: CCMIS allows federal airport inspectors to transmit and collect information related to safety and certification inspections of airports regulated under Part 139 of the Federal Aviation Regulations (large air-carrier airports). CCMIS generates, stores, and archives all FAA Order 5280 correspondences related to Part 139 certification compliance issues.

The current system accommodates over 100 active users in all 9 FAA Regional offices.

Background: In August 2003, the Federal Aviation FAA needed a web-based system that would allow federal airport inspectors to collect information related to safety certification and inspection under Part 139 of the Federal Aviation Regulations (large air-carrier airports).

Challenge: The challenge in this project was to take an existing desktop application - used by over 50 airport inspectors and more than 45 regional personnel across the United States - redesign it in a web-enabled environment, retain the functionality of the previous program, and complete it in less than three months.

Solution: GCR met this challenge with CCMIS - a secure, web-enabled application fulfilling all of the FAA's requirements. CCMIS allows FAA certified regional and Airport District Office inspectors to track information pertaining to an airports' Part 139 Certification. It provides a way to track and store deficiencies, recommendations, certificate actions, and enforcement details resulting from annual or surveillance inspections.

Federal Aviation Administration

QUICK FACTS

- One of several FAA applications developed by GCR
- Cloud-hosted
- GCR provides continuing support and updates

Updates: In 2010, GCR upgraded CCMIS to CCMISNet. The new application has all of the functionality of the earlier CCMIS, along with the addition of new modules and features, including a completely re-designed new letter interface allowing full Microsoft Word functionality on-line, archiving of FAA Order 5280 correspondences related to Part 139 certification compliance issues, and new Vehicle/Pedestrian Deviation and executive Dashboard modules to highlight Runway Incursions, or other important issues.

GCR maintains and supports the current CCMISNet application.

2.B. Sustainable Business Practices

GCR Inc. is a professional services firm and we focus on our ability to innovate our services towards less waste production and sustainable best practices. We support requests for and use recycled materials for our hard copy reports and proposals.

2.C. Registered to Do Business in Florida

GCR Inc. is licensed to do business in the State of Florida and includes a copy of our current business license in *Section 7* Required Forms. Per the requirements of the RFP, GCR provides the following:

Point of Contact

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GCR Inc.
2021 Lakeshore Drive, Suite 500
New Orleans, LA 70122
(504) 304-2500
(504) 340-2525 – Fax
twalsh@gcrincorporated.com
www.gcrincorporated.com

2.D. Size of Firm

GCR has a diversified professional staff of over 260 employees. All GCR projects have an executive sponsor who ensures that the project meets GCR standards, and our project managers communicate openly with the executive sponsor. GCR is focused on quality throughout all phases of a project. Our processes are designed to ensure quality deliverables and successful system implementations.

GCR Qualifications	
Stability	Governmental and technology projects since 1979
	Continual relationships with Louisiana government clients for 37 years
	Never a failed project in 37 years
	37 years of financial stability
	Average staff tenure 8 + years
	Average management tenure 15 + years
Size	Over 260 Full-time employees: • 17 Executive Management • 25 Project Managers • 35 Technical Staff • 185 Support Staff
	$47 million in annual revenue
	15 Fortune 500 clients
	Clients in 50 states and 10 countries
Depth	45 employees with multiple Microsoft certifications
	12 certified PMPs
Resources to Support	Technical staff skills include SQL, .NET, COBOL/CICS, JAVA/EasyTrieve Plus, VSAM, DBA
	Business staff skills include Project Mgmt., Requirements Mgmt., Change Mgmt.

3. Approach to Scope of Work

3.A. Project Understanding

GCR understands the City of Fort Lauderdale (City) is seeking to procure a hosted software solution to satisfy the needs of the Fort Lauderdale Executive Airport (FXE) safety self-inspection, Helistop Inspection and Non-Aviation Property Inspection. The existing inspection processes are manual and with the procurement of an automated system, the FXE will be more efficient in carrying out these functions. The City will be able to create all of their existing forms within ASOCS making the transition from paper to electronic an easy process.

GCR proposes the AirportIQ Safety and Operations Compliance System (ASOCS) for the purposes of operations staff at FXE to capture information electronically for safety self-inspections in the Airport Operations Area (AOA) as outlined in the Federal Aviation Administration (FAA) Part-139 standards, the Helistop at City Park Garage and non-aviation property around the AOA.

This software shall be configurable for FXE operations to be able to respond to property additions/ deletions, regulation changes and should have the ability to be expanded to add additional modules and be configurable to accommodate changes in standard operating procedures.

This application shall have the ability to track location and provide positional reference using GPS in vehicle and on the mobile devices on the airfield, Helistop and non-aviation property.

Table 3: Requirements from RFP

Requirement		YES	NO	Yes with Customization	Comments: Describe how the requirement is met
3.2	Security Controls				
3.2.1	Allow for user access control and security that can vary by module and security level.	✓			ASOCS provides out of the box
3.2.2	Allow for a valid login with username and password for user access	✓			ASOCS provides out of the box
3.2.3	Allow Active Directory Integration (if not available, password must meet complexity requirements (eight characters, at least one upper case, lowercase and numeric characters)	✓			ASOCS provides out of the box
3.2.4.	Have an automatic timeout for a defined period of inactivity	✓			ASOCS provides out of the box
3.2.5	The software shall allow for mandatory password change after a defined period (preferably)	✓			ASOCS provides out of the box
3.2.6	Allow an administrator to enable or disable a user access	✓			ASOCS provides out of the box
3.2.7	Automatically log off users once the application screen is closed	✓			ASOCS provides out of the box
3.2.8	Lock out users for a specified period of time (e.g. 15 minutes) after a defined number of unsuccessful attempts to log in (preferably)	✓		✓	ASOCS provides the requirement with modifications.

Requirement		YES	NO	Yes with Customization	Comments: Describe how the requirement is met
3.3	**Requirement**				
3.3.1	Aviation Input				
	A. Aviation Input				
	Input fields in the software shall be but not limited to those of the safety self-inspection forms	✓			ASOCS provides out of the box
	Exhibit 1 – is a sample of the blank safety self-inspection form currently used at the Fort Lauderdale Executive Airport (FXE)	✓		✓	Form included as part of the proposal
	Exhibit 2 – is a sample of the safety self-inspection, after completion, which would be submitted to the FAA during an airport inspection (if there is need)	✓		✓	Form included as part of the proposal
	Exhibit 3 – is sample of the maintenance personnel resolution form	✓		✓	Form included as part of the proposal
	Exhibit 4 – is the airport lighting & signage plan. This document should provide a reference of items that would be placed in the safety self-inspection database	✓		✓	Form included as part of the proposal
	Exhibit 5 – Helistop inspection form	✓		✓	Form included as part of the proposal
	B. Non-Aviation Input				
	Exhibit 6 – Parcel map – reference of items to be part of the self-inspection database	✓		✓	Form included as part of the proposal
	Exhibit 7 – Gates – reference of items as part of the safety self-inspection database (Pedestrian, vehicular, crash gates etc.)	✓		✓	Form included as part of the proposal
	Exhibit 8 – Arial map of gates (pedestrian, vehicular, crash gates etc.)	✓		✓	Form included as part of the proposal
	Exhibit 9 – Non-aviation property inspection form	✓		✓	Form included as part of the proposal
	Exhibit 10 – Airport Facilities Daily-Weekly Inspection Form	✓		✓	Form included as part of the proposal
	Exhibit 11 – Airport Facilities Monthly Inspection Form	✓		✓	Form included as part of the proposal
	Exhibit 12 – Airport Electrician – Preventative Maintenance Weekly-Monthly Inspection Form	✓		✓	Form included as part of the proposal
	Exhibit 13 – Airport Electrician – Preventative Maintenance Annual Inspection Form	✓		✓	Form included as part of the proposal
	Exhibit 14 – Airport Incident Report Form	✓		✓	Form included as part of the proposal
	Exhibit 15 – Airport Project Report Form	✓		✓	Form included as part of the proposal

Requirement		YES	NO	Yes with Customization	Comments: Describe how the requirement is met
3.4	**Outputs**				
3.4.1	Data – From inputs, the software shall create a database of Airport Operations Area (AOA), Helistop and non-aviation property items that can be searched and allow for reports to be generated. There must be flexibility to filter, summarize and/or detail data sets	✔			ASOCS provides out of the box
3.4.2	Log Files – The software shall log files for inspection and shall be clear and easy to navigate giving details of the person/inspector that carried out the inspection, time stamp, inspection details, deficiencies if any, resolution, recommendation and/or referral, all notes and comments and supervisors' approval	✔			ASOCS provides out of the box
3.4.3	Maintenance: Airport Operations Area (AOA), Helistop and non-aviation property items with deficiencies and descriptive notes of the location shall be available to the maintenance personnel for review and for carrying out corrective action	✔			ASOCS provides out of the box
3.4.4	Supervisor: Supervisors shall be able to access details of items with deficiencies, including text description of location, resolution, recommendation and/or referral	✔			ASOCS provides out of the box
3.4.5	Tracking – The software shall have a work in progress log for each inspection with its unique identification, for inspectors to note the deficiency and for maintenance personnel to account for the status of the resolution and for supervisors to track and review	✔			ASOCS provides out of the box
3.4.6	Audit Trail - The software shall have an audit trail of all activities in the system by user, date, time and activity preformed with the associated details	✔		✔	ASOCS provides the requirement with modifications
3.4.7	Alert – Upon completion of a safety self-inspection of the AOA, Helistop or non-aviation property, if an item is found to be deficient, once the inspector saves and closes the inspection screen, there should be an alert sent to the maintenance personnel and the supervisor of the immediate need by way of an email or an alert on the application home screen	✔			ASOCS provides out of the box
3.4.8	Report – The software must be able to create reports of inspections, user, items, resolutions, and general searchable reports on input fields for specified periods. There shall be pre-defined reports available by menu selection and ad-hoc reports as defined by the user	✔			ASOCS provides out of the box

Requirement		YES	NO	Yes with Customization	Comments: Describe how the requirement is met
3.5	**AOA Operational Flow**				
3.5.1	Hardware (tablet pc etc. with cellular data service) will be assigned to inspectors	✔			ASOCS provides out of the box
3.5.2	The GPS tracking capability on the tablet will pin-point exactly where the inspector is in all AOA, Helistop and non-aviation property when inspecting those and other areas	✔			ASOCS provides out of the box
3.5.3	When an item is found deficient (i.e. pavement, lighting structure, signage, etc.) the item can be selected on the moving map touch screen and the appropriate dialog box will open for the inspector showing basic information about the selected item. This dialog box will allow the inspector to record any the deficiency noted via drop down menus and fill-in fields. The inspector should have the capability to take pictures and attach to notes for reference	✔			ASOCS provides out of the box
3.5.4	Any AOA, Helistop and non-aviation property item that is not individually noted will automatically fill-in (by default) with "Acceptable", "Good" or similar terminology without the inspector having to manually fill-in each line item	✔			ASOCS provides out of the box
3.5.5	Upon completing the inspection of the AOA, Helistop and non-aviation property, this data will be automatically transmitted to the database where it can be accessed by: A. The maintenance personnel to resolve deficiencies identified B. The supervisor for review and sign-off	✔			ASOCS provides out of the box
3.5.6	The maintenance personnel will enter the AOA, Helistop and non-aviation property to locate the deficient items. The GPS and map will be used to locate the deficient item. As the maintenance personnel travel towards the item, it will be marked with an indicator on the screen to alert them of approaching the item.	✔			ASOCS provides out of the box

Requirement		YES	NO	Yes with Customization	Comments: Describe how the requirement is met
3.5.7	Once the maintenance personnel locate the deficient item and select it via the touch screen and moving map display, the appropriate dialog box will open showing basic information about the selected item and details of the deficiency. Maintenance personnel will then be able to record the resolution via drop down menus and fill-in fields. Anything other than "Complete" or similar terminology that is placed on an item will be flagged on that item within the system to signal it is still in need of attention	✓			ASOCS provides out of the box
3.5.8	When an item is marked complete or similar, the flag will be removed	✓			ASOCS provides out of the box
3.5.9	The supervisor will review the process, ensure completeness and accuracy of the inspections and maintenance activities and generate reports as necessary	✓			ASOCS provides out of the box
3.6	**Other Features**				
3.6.1	The software shall support multiple users and multitasking	✓			ASOCS provides out of the box
3.6.2	The software shall have a help feature that can be accessed from any screen if needed	✓			ASOCS provides out of the box
3.6.3	The database and airfield layout diagram, such as, taxiway edge lights, signage, paint markings, etc. should be easily updatable	✓			ASOCS provides out of the box
3.6.4	The Software application should have the ability for images and documents to be uploaded	✓			ASOCS provides out of the box
3.6.5	The software application should allow multi-access on a network with web interface (preferably)	✓			ASOCS provides out of the box
3.6.6	Inspector, maintenance personnel and supervisor shall be able to access the internet via tablet, to check FAA, TSA websites for current regulations or equipment websites to order parts/ equipment	✓			ASOCS provides out of the box
3.6.7	The software shall be capable of importing/exporting data to other systems such as Microsoft Office	✓			ASOCS provides out of the box
3.7	**Expansion Capability**				
3.7.1	Bird and Wildlife Observation	✓			ASOCS provides out of the box
3.7.2	Issue and tracking Notice to Airman (NOTAM)	✓			ASOCS provides out of the box
3.7.3	Incident/Accident Investigation	✓			ASOCS provides out of the box

Requirement		YES	NO	Yes with Customization	Comments: Describe how the requirement is met
3.7.4	Work Order system	✔			ASOCS provides basic Work Order tracking out of the box. ASOCS can also integrate with other Work Order systems.
3.7.5	Training record database	✔			ASOCS provides out of the box
3.8	**Technical Specifications**				
3.8.1	Hardware – vendor must provide hardware requirements and specifications that will allow the software to run efficiently	✔			See Appendix A
3.8.2	Operating Systems – city uses iOS, Android, Windows 7, Server 2008, Server 2012, MS SQL Server 2012 and Oracle Database	✔			ASOCS is compatible with indicated operating systems.
3.8.3	The city is seeking to identify a hosted solution for Safety Self-Inspection Software	✔			GCR can host the ASOCS system in a private cloud environment
3.9	**Alternate Option may be presented for a self-hosted solution**				
3.9.1	Application will utilize a secure VPN to access the City's network (Net-Motion), unless cloud-based and be compatible with the latest popular browser versions (IE, Safari, Chrome, Firefox etc.)	✔			ASOCS provides out of the box
3.9.2	The vendor must provide an option to convert CADD/GIS data and set up database	✔			GCR will provide these services as part of the proposal
3.9.3	VMware is the preferred platform for Application and Database Server environment	✔			GCR's Cloud solution uses VMware for the application and database platform

Defects and Liabilities

GCR warrants that ASOCS and all updates and improvements to the software delivered as part of this RFP will be free from defects as to design, material, and workmanship and will perform in accordance with the Airport's published specifications for the Licensed Software for a period of 365 calendar days from the Airport's Acceptance of such Licensed Software at the conclusion of the implementation closeout and acceptance phase.

3.B. Approach to Managing the Project

Project Planning, Management and Control

GCR has adopted an approach to managing complex projects modeled on policies, procedures and standards developed by the Software Engineering Institute (SEI) at Carnegie Mellon University. This approach to project management is better known as the Capability Maturity Model for Integration (CMMI). We believe our approach to managing this project will benefit the Airport by helping ensure the success of the project, with completion being achieved on time and within budget.

The CMMI based project management approach has proven to be effective in the critical aspects of project management for a number of projects we have completed for clients, including the 30 Part 139 systems we have installed. GCR's process provides step-by-step procedures to plan, manage, control, schedule, and track completion of a project. The system lifecycle model adopted by GCR has seven phases, as shown in Figure 3-1.
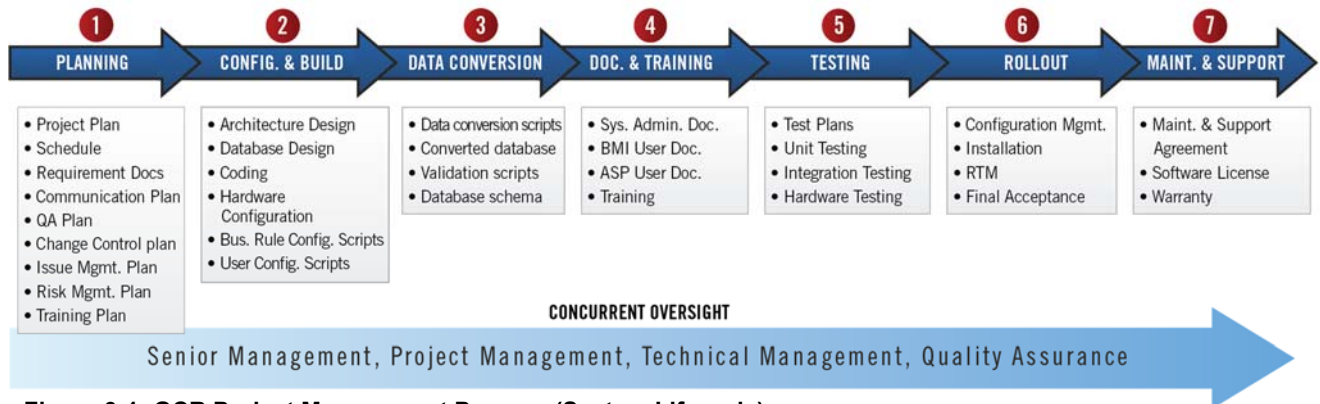
Figure 3-1: GCR Project Management Process (System Lifecycle)

The major phases under which project tasks will be organized are Sponsorship, Planning, Build, Testing, Deployment, Sponsor Acceptance, and Closeout. An Oversight Timeline frames this project lifecycle model for management and quality assurance activities. While these phases are chronological and have distinctive deliverables for completion, tasks within phases can be executed concurrently.

GCR continuously enhances our System Lifecycle management approach to reflect customer feedback, lessons learned, evolving industry standards, and emerging and anticipated technical needs. We understand that our customers may employ their own established project management resources, such as personnel, policies, procedures, and tools. Use of the Project Lifecycle methodology simplifies integrating GCR resources with those of our customers. We do not replace a customer's existing practices, we leverage and supplement them.

Implementation Strategy

GCR is proposing the following high level phases to implement the Cloud based Airport Operations System for the City of Fort Lauderdale.

Kickoff and Requirements Workshops – During the first two weeks of the project GCR will work with the Airport stakeholders to fully define the interfaces and business rules which will be documented in a Business Requirements Document (BRD). The BRD will be reviewed and approved by the Airport and this will kick off the specific interface development required for the Airside, Landside and Terminal.

ASOCS Installation – In parallel with the interface workshops the GCR team will install ASOCS on the test platform with the standard integrations such as ARC GIS and url components. This will permit the end-users to start to become familiar with the application and also start the thought processes for what forms to include/develop to customize ASOCS to the Airport business processes.

Interface Integration – Once the documented interface configuration is completed we will install on the test platform and begin our internal testing process. Once approved by GCR QA the Airport staff will conduct some testing prior to the go-live at the end of October. During this period the staff will begin to use the system and we will work through any interface challenges. This period will last for 60 days leading up to the System Acceptance Testing (SAT) process beginning in early October 2016. The 30-day SAT will conclude with the acceptance and full-production go-live of the system.

Maintenance and Support – Ongoing maintenance and support will occur along with upgrades to ASOCS based on the product roadmap and input from our airport end-users.

3.C. Project Plan

Proposed Schedule
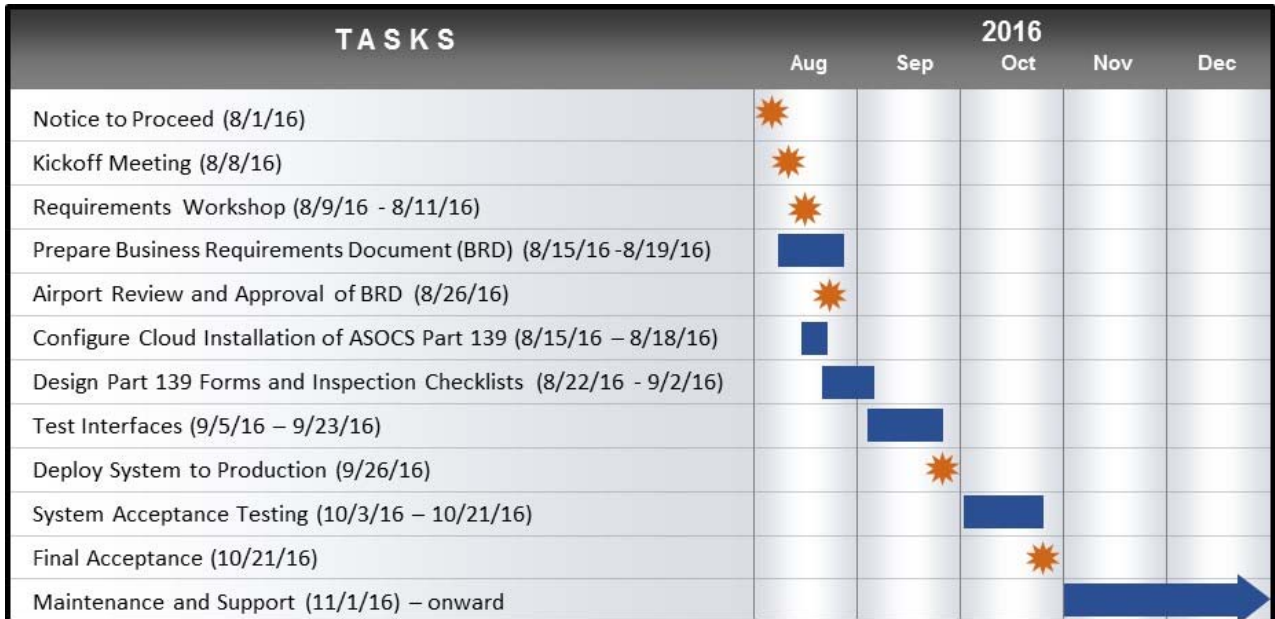
Figure 3-2: Proposed Project Schedule

Training

GCR recognizes that training for both the system administrators and users is paramount to the successful implementation and use of the applications. To ensure that system administrators and users are trained appropriately, GCR will create and submit a training program to the airport for review and approval. With the approval of the format for administrator and user training, GCR will begin preparing the requisite documentation.

User training will be directed by the GCR staff through a multi-stage process conducted throughout the implementation life cycle. Training will consist of both one-on-one interaction and formal classroom settings. Segregation of user training into distinct modular components will facilitate a clear understanding of the individual component, as well as full comprehension of how each component fits into the whole system. After completion of all training modules, each user will possess the knowledge to adequately operate and troubleshoot the application.

The nature of the system and its multiple functions will require various levels of training for different types of users. The user base will range from the "casual" level user to the advanced "Super-Users," who will possess a high level of understanding of the system. "Grand-Users" are the highest level users and will administer the security functions and generate custom reports and graphics from the system. This training can be accomplished over a week period at a minimum. The following training requirements are identified by system component and skill level.
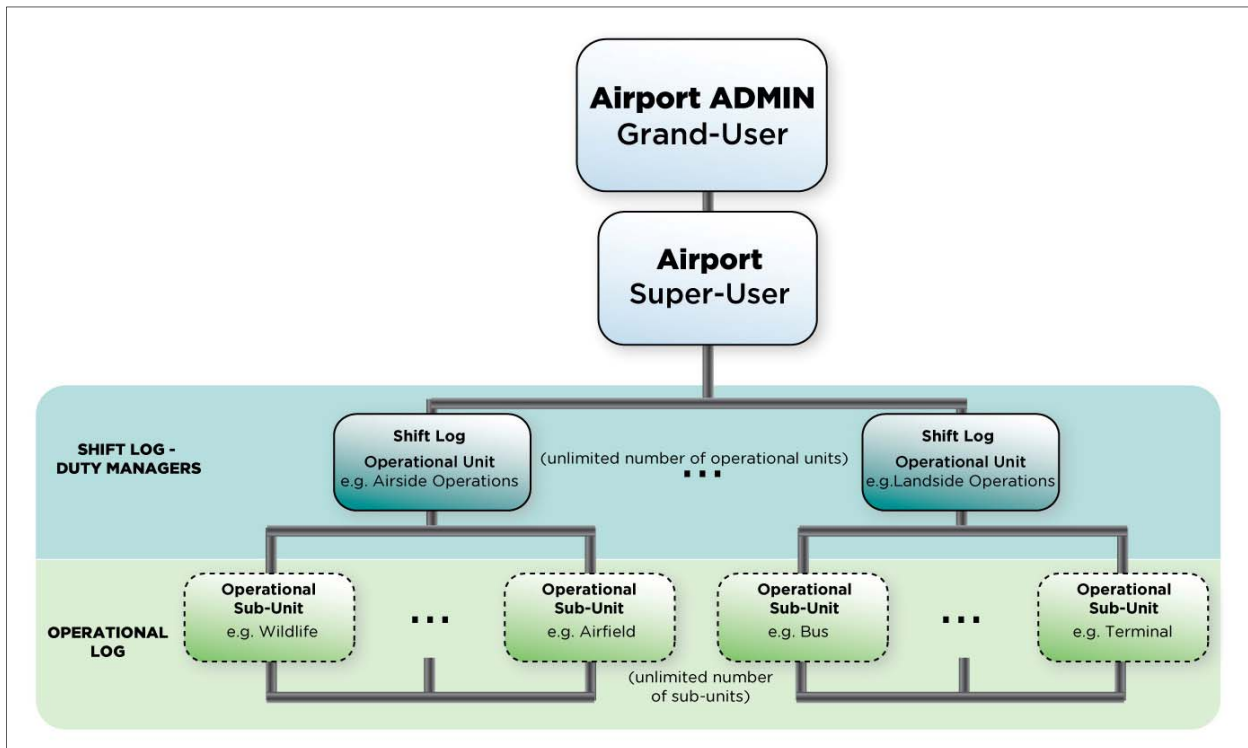
Figure 3-3: Sample Organizational Functions and Hierarchy

Grand User

The grand user will be responsible for creating forms, assigning forms, assigning super users, and maintaining the system security. As indicated earlier, the system will have a user-definable form feature that is used to "create" new forms. For instance, the grand user would be responsible for creating new forms for Airport users and assigning them to the correct airport operational unit. Specific training for the grand user shall include the following courses:

- "Advanced" use of the Form creator
- Assigning super-users to the system
- How to establish system security rights for users and modules

Super User

The super user will primarily be responsible for helping beginner users navigate and operate the system. The super user will also have the option of creating forms for the airport, assigning casual users to the department, and maintaining reference tables associated with the airport. A number of reference tables are needed to upkeep forms and event types in the system. For instance, the super user would be responsible for adding new event types and assigning forms to those event types.

Specific training for the super user shall include the following courses:

- The "basics" of using the Form creator
- Assigning casual users to the system
- How to use the ad hoc query tools of the system
- The proper use of the system reference screens
- The proper use of the system for standard entry functions, use of all screens, and the report writing functions of the system

Casual User

The casual user will be responsible for querying and modifying the system data.

- Using the ad hoc query tools of the system
- The proper use of the system for standard entry functions
- The use of all screens and the basic report writing functions of the system

User Documentation

System documentation will address the structural and operational requirements of the database, its operating environment, and the application. It will be directed to system administrators and describe how security is established for new users and how permissions are granted for varying levels of access. It will also address the multiple utility tables used to generate "list of values," external interfaces, and other table-driven data alternatives.

User documentation will be available as online help, and in a PDF format. The user guide will be one of the primary documents used in training sessions. By focusing on the user manual during the training sessions, users will become familiar with both the application and the documentation available to support it. As a result, they are more likely to use it for reference purposes after the training session.

Figure 3-4: ASOCS User Guide

User guides will provide documentation for operation of the software applications in the systems to be used at the airport. The airport staff will be responsible for developing specific airport policies and procedures documentation.

Training Database

GCR will create a copy of the application and databases to support system and user training initiatives. This training database allows system users to experiment freely without fear of corrupting important data records.

Training for specific airport personnel on maintenance and system backup and recovery plans will be performed during the installation and completion stage. Ongoing maintenance training during the implementation is included on a one-on-one basis.

Effective hands-on training is the quickest, most economical way to jump-start users on the basics of a software package. Training will be conducted both on-site and through remote sessions. The training will include, but will not be limited to, entering data, performing key processes, verifying data, and customizing and printing needed reports. The final segments of the training program will provide instruction on total use of the system, with an emphasis on system reporting and data extraction.

Implementation Timeframe

Table 4 lists the proposed implementation tasks and outlines the specific areas that require Airport input and support. GCR suggests that we kickoff the project with several requirements workshops. Some of the interfaces will require Airport domain and/or IT staff expertise that we will document in the form of a business requirements document. This will permit the end users to provide the specific functionality they would like to see in the application and allow the Airport IT staff and GCR to work through the interface specifications. The other areas requiring specific Airport input are the development of forms and checklists, and the configuration of dashboards and roles for each of the groups that will utilize ASOCS.

Table 4: Implementation Tasks and Team Member Involvement

Task	Team Members	Responsibility
1. Installation Services		
Initial Installation	GCR Team, City	GCR Team
Coordination	GCR Team, City	GCR Team
Project management	GCR Team, City	GCR Team
Develop project plan	GCR Team, City	GCR Team
Install software	GCR Team, City	GCR Team
Training	GCR Team, City	GCR Team
Final system documentation	GCR Team, City	GCR Team
Testing	GCR Team, City	City
System Utilization	GCR Team, City	City
2. Software Support Services		
Diagnose, and if necessary, temporarily patch defective components	GCR Team, City	GCR Team
Ensure qualified staff are available within two (2) hours of encountering a critical service outage;	GCR Team	GCR Team
Back-up data as necessary prior to installing any temporary patches and to restore such data after patch installation has been completed;	GCR Team	GCR Team
Certify that all permanent fixes must be validated and tested by the Contractor prior to inclusion in a regularly scheduled software update;	GCR Team	GCR Team
Provide software maintenance for all Contractor-supplied components.	GCR Team	GCR Team
3. Security Administration		
Provide technical security administration	GCR Team, City	GCR Team
Coordinate security updates	GCR Team, City	GCR Team
Maintain Patch management for: • ASOCS • Server components • Application development platform;	GCR Team	GCR Team

Solution Functionality and Technical Design

System Solution

GCR uses the Microsoft Azure Government Cloud based solution for our AirportIQ products to satisfy the unique government regulatory requirements around security, compliance and economics. GCR has a proven track record with implementing solutions into Cloud environments, and is adept and experienced at guiding government organizations through the Azure Government onboarding process.

GCR's Microsoft solution is fully compliant with the Airport's Technology Environment given our software is Windows based, ASP.NET, MS SQL Server, and, although not specifically requested in the RFP, ASOCS includes a mobile solution that is compatible with all three operating systems (iOS, Android and Windows).

GCR's professional services teams have worked hand-in-hand with government entities, third party integrators and Microsoft Azure Government Cloud architects to guide government organizations through the Azure education, nomenclature, onboarding process, and organizational change

management. GCR employs a set of process tools for capturing the best practice cloud infrastructure pattern to meet organizational goals. Our people understand government organizational priorities around security, the maintainability of the hybrid on-premises and Azure infrastructure and the organizational change required in employing such a strategy for multiple solution types.

ASOCS Overview

GCR's AirportIQ Safety & Operations Compliance System (ASOCS) provides a turnkey operation, safety, security, law enforcement, information management and enterprise-wide communications solution to effectively manage and report on incidents and activities occurring at an airport.

The fully-integrated system allows quick communication of activities and incidents to airlines and other tenants.

ASOCS is a central point of access for multiple operational units, such as airport safety, law enforcement, security, operations, and communications.

Overall Advantages:

- Features Part 139 inspection processes, manages maintenance, and FAA reporting
- Maintains records and tracks incidents and events with integrated GIS mapping and image attachment
- Tablet mobile app runs in both on- and off-line modes
- Provides automatic alerts, email, and ad-hoc reporting with document and image repository
- Features dashboard analytics and advanced search engine of all archived data
- Integrates with enterprise asset management solutions for work requests
- Includes a Screen Designer for common and custom forms
- Open architecture allows for future interfaces

Figure 3-5: ASOCS is a central point of access for multiple operational units at an airport.

ASOCS Features

- Configuration and Flexibility
- Airport Operations Log
- Inspections, Memos, and Service Requests
- Part 139 Inspection System
- GIS, Computer Aided Drawing and Drafting (CADD) Interface
- Mobile Inspections App
- ARFF Training System Module

The features listed above are described in the following paragraphs.

Configuration and Flexibility

An airport's data needs change over time, so systems must be flexible. ASOCS offers the ability to modify existing forms and/or create new ones. The Screen Designer functionality is revolutionary and provides the ultimate in program flexibility. The database is updated with the latest version of the form which makes configuration management straightforward.

Airport Operations Log

ASOCS stores and maintains critical FAR Part 139 compliance information and airport operations data for easy access and reference in the Airport Operations Log (see Figure 3-6 and Figure 3-7). The information includes all types of inspections, wildlife hazards, daily logs, training records, unusual events, and fuel inspections. The log serves as the central record and legal document of activities that require monitoring by the Airport operational units. Using tour stamps, pertinent information about particular shift events is stored in a central database. The system has the capabilities of selecting and routing log entries and/or reports to printers or email users; or flagging entries as required reading for individuals or groups of users.

The Airport Operations Log serves as the central record and legal document of activities that require monitoring by the airport operational units. This unique software feature locks down event details by time and provides the highest level of operations accuracy.

The system features a detailed security module that allows a user full editing, read only, or no access, based on administrative selections. Operating units within the airport can view and edit their own records without interfering with other units. This cross-unit viewing feature can be configured to allow other units the ability to "read only" and/or have "editable" rights to particular tours.

Figure 3-6: Airport Operations Log

Figure 3-7: Airport Operations Log

Advantages:

- Document and automate tasks with operations unit number.
- Daily Operations Log, accessible for data entry and retrieval from multiple workstations.
- Automatic time and date stamp of each task.
- Advanced search capability to quickly retrieve information via date, time, and task.
- Daily Operation Log automatically distributed to established user lists.

- Bulletin board allows the temporary posting of information and pushing to users via text messages.
- Dashboard enabling trend and historical analysis.

Inspections, Memos, and Service Requests

ASOCS documents routine inspection items required by both FAA regulations and specific airport requirements. It maintains an online history of daily inspections, corrective actions, and follow-ups. In addition, "ticklers" are applied to notify users when Service Requests are past due or open NOTAMs are aging.

Part 139 Inspection System

The ASOCS solution is used by Airport Operations and Airfield Maintenance staff to facilitate meeting FAA Part 139 requirements for self-inspection and corrective actions for associated discrepancies. The module provides an interface for reporting activities to both internal airport users and to external agencies.

Figure 3-8: ASOCS Configurable Dashboard

Advantages:

- Integrates with Enterprise Asset Management (EAM) software to streamline work order reporting processes and avoid duplication.
- Scanned documents and photos attach to each service request.
- Export service requests and reports in commonly used electronic document formats (e.g., PDF or Excel)
- Configurable dashboard. (See Figure 3-8)
- Generates automatic email alerts notifying users when new service requests or work orders are created.

GIS, Computer Aided Drawing and Drafting (CADD) Interface

GIS is one of GCR's core competencies. Whether in desktop analysis, database development, or the deployment of web-based mapping applications, GCR has been a leader in GIS services for over two decades. GCR has special expertise in GIS development, having designed and built scores of applications using ESRI ArcGIS technologies, including environmental and urban planning data analytics applications. GCR has focused extensive technological resources in developing web-enabled tools to aid government

Figure 3-9: GIS Interface

agencies in the processing and practical use of data. Just a few highlights of our experience and capabilities include:

- GCR has been an ESRI Business Partner for over 20 years and understands the power and benefit of geographically driven information.

ASOCS links to GIS files that can be converted by drawings maintained by an airport's Planning/Engineering Divisions. This interface allows for a "maps on demand" feature, including maps for airfield, terminal, and landside. Operations personnel can mark and print specified areas, as well as prepare exhibits for use in Service Requests or Incident forms by "red-lining" and editing images derived from GIS files.

Along with each activity record, users can attach an unlimited number of graphics and other files (such as photographs, drawings, scanned exhibits, documents, etc.). Additionally, a Geographic Information System (GIS) record is associated with each activity, providing a facility-based perspective of the activity. (See Figure 3-9)

Advantages:

- Easily update content in the database and airfield layout diagram, such as taxiway/runway lighting, signage, pavement markings, etc.
- Upload electronic photos and attach to inspections in process.
- Access the software from mobile devices and remote computers to edit, modify, print, etc.
- Airports such as Orlando have integrated 45 different GIS Layers with ASOCS

Mobile Inspector Application

The ASOCS Mobile Inspector application uses the latest in web and GIS technology to enhance the collection of data related to airfield assets, discrepancies, and inspection findings in compliance with FAR Part 139 (see Figure 3-10).

Advantages:

- Built on GCR's mobile platform
- Available online or offline
- Quick open discrepancy list to see current airfield status
- Links daily inspections with work order processing
- Unlimited access to different types of inspections; self-inspections, wildlife, lighting. etc.
- Unlimited GIS Layering available
- Upload images as part of discrepancy or inspection
- Field level security allowing updates to certain information
- Offline data capture and resync once connected to the network
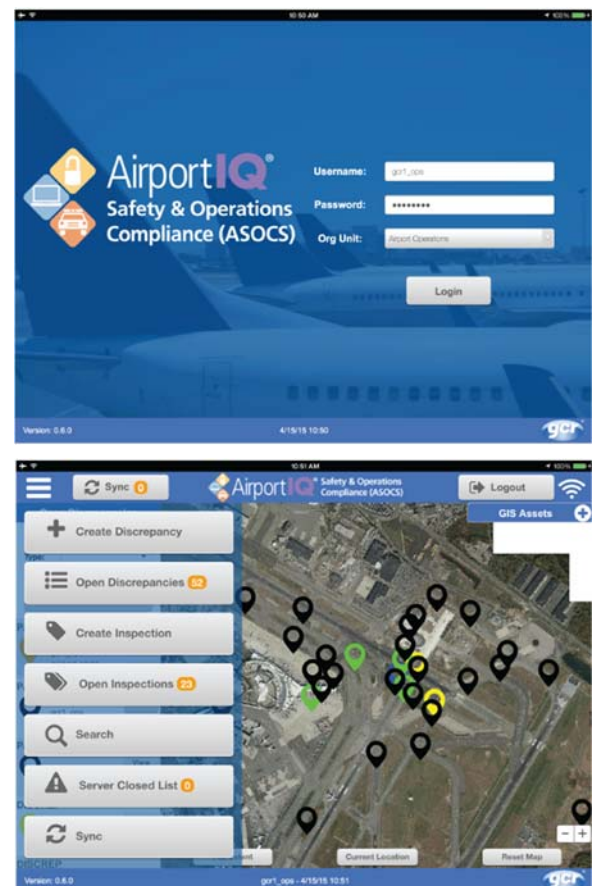
Figure 3-10: ASOCS Mobile Inspector App

ARFF Training System Module

ASOCS' Training Module tracks training for airport operations (e.g., Part 139, Customer Service, Annual Movement Area Driver, Part 139 ARFF required training, Annual Environmental, and Employee Development/Safety).
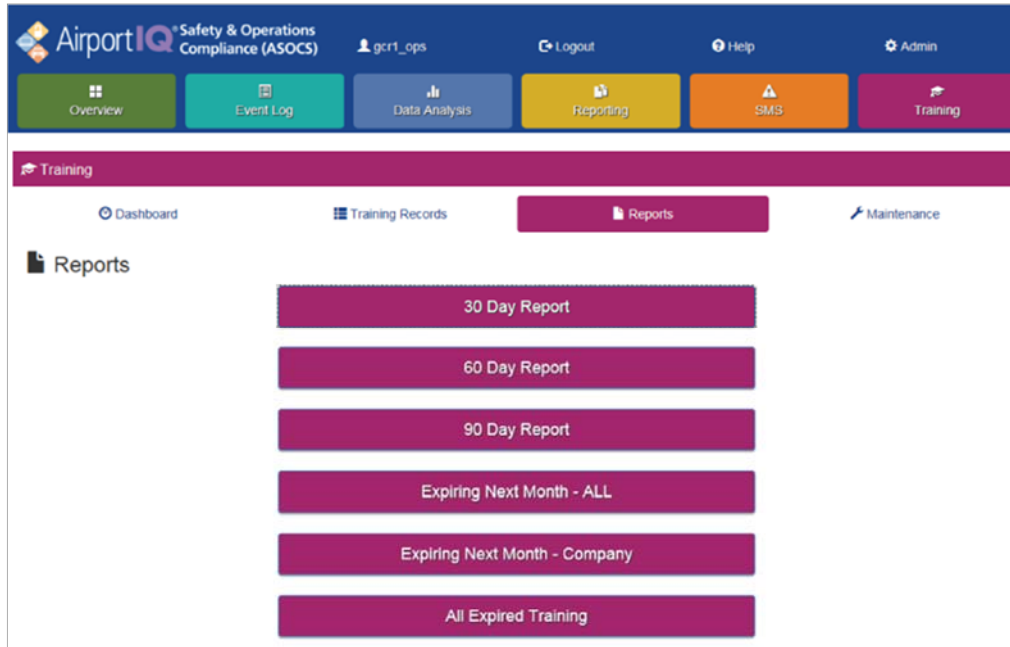

Figure 3-11: ASOCS Training Module

Advantages:

- Dashboard showing global training compliance for all staff and tenants including past completed, present in-progress, and future required training.
- Automatic email alert notifying relevant stakeholders of upcoming scheduled staff and tenant training, and any incomplete or missing required training appointment(s).
- Archiving of all training records – able to log, track training of individuals.
- Extensive reporting capability.
- Capability to expand Training Module to City, OSHA, TSA and State level training.
- Advanced search capability with default and customizable search fields within the module.

System Architecture

Azure Government was developed based on Microsoft's extensive experience delivering software, security, compliance, and controls in other Microsoft cloud offerings such as Azure public, Office 365, O365 GCC, Microsoft CRM Online etc. GCR has verified that Azure Government is designed to meet the higher level security and compliance needs for sensitive, dedicated, U.S. Public Sector workloads found in regulations such as United States Federal Risk and Authorization Management Program (FedRAMP), Department of Defense Enterprise Cloud Service Broker (ECSB), Criminal Justice Information Services (CJIS) Security Policy and Health Insurance Portability and Accountability Act (HIPAA).

Figure 3-12 is a summary view of the Azure Government infrastructure, fabric, services and frameworks that are available to help government organizations build hybrid cloud solutions to meet

their goals.
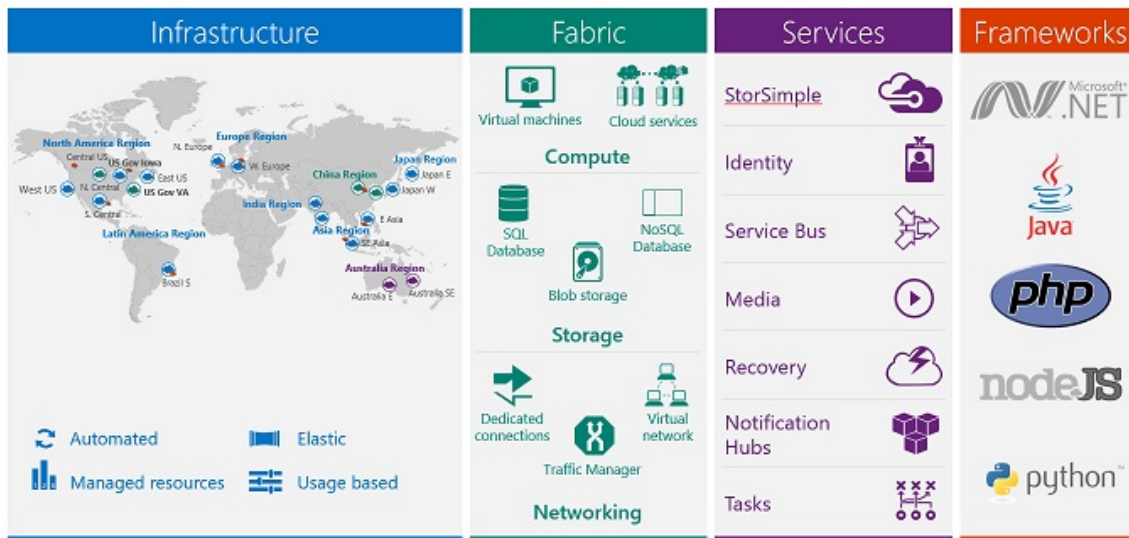
Figure 3-12: Azure Government Infrastructure

Azure Government includes the core components of Infrastructure-as-a-Service (IaaS) and Platform-as-a-Service (PaaS). This includes infrastructure, network, storage, data management, identity management and many other services.

Cloud Integration – Azure Government provides an integrated environment with O365 Government allowing for a single sign-on across cloud services and enhanced services such as 1TB of OneDrive storage space.

GCR will architect the implementation so that via Azure Government the Airport may maintain their existing technology investments and realize the benefits of cloud services.

ASOCS and Azure Government

GCR will implement ASOCS in an Azure environment using the following strategy:
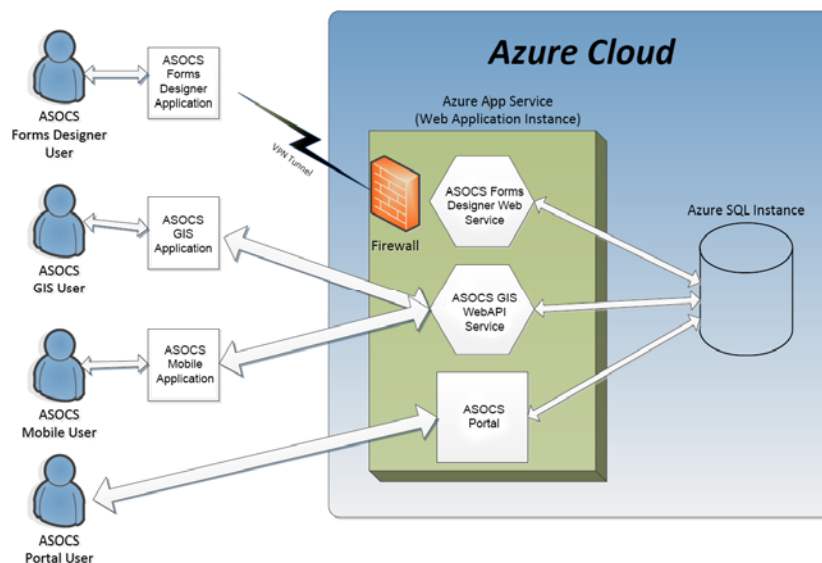
Figure 3-13: Azure Cloud

1. The ASOCS Web Service will not be accessible to the public internet. Forms Designer users will need a VPN connection to the Azure instance in order to use the Forms Designer. This service will be put behind the firewall and can only be accessed via VPN.
2. The ASOCS Portal will be available on the public internet and will have a direct connection to the AZURE SQL Database.
3. The ASOCS GIS Service will be converted to a Web API and use Bearer Tokens for authorization. It will be available on the public internet.

Network and System Interfaces

GCR will implement ASOCS on Microsoft Azure Government, a physically and network isolated instance of Microsoft Azure. GCR will ensure that the structure of the Airport's data center network is segregated from the external Azure networks. The use of this strategy is in compliance with the aforementioned government cloud compliance requirements that Azure Government already meets.

User Access

Permissions: ASOCS is designed around a detailed security module, which allows either full editing, view only, or no rights, based on administrative selections. Each operating unit within the airport will have the ability to view and edit their own operational unit records without interfering with other units. A cross unit viewing feature is available allowing other units read-only and/or editable rights to particular tours, also based on administrative settings.

GCR will ensure that the solution meets the following logical access control requirements:

1. Procedures to grant/modify/delete access should be documented.
   a. Access request forms for adding/modifying/deleting users will be used.
   b. Account expiration for contractors and consultants.
   c. Accounts adequately identify the user – no generic accounts

2. Ensure that security administrator procedures exist to:
   a. Create/remove application access in a timely manner
   b. Review user roles/permissions

3. Validate that all users have accessed the application within the past 90 days.
   a. Review dormant accounts
   b. Inactive accounts will be removed.

4. Each user has a unique user ID as described in the Airport Standard and Guidelines.
   a. All user accounts profile will include Employee ID# and full user name.

5. Roles will have a segregation of duties/roles.
   a. Roles are setup with least access required to perform job responsibilities.

6. Access Control List (ACL) will include:
   a. Current list of ACL
   b. Creation and updates to ACL
   c. Testing and approvals of ACL

7. The application will have the Airport's warning banner on the login screen.

8. The system will have an access role that would allow read only access to all application, database and operating system screens, functions, logs and reports.

9. Remote access will be approved, secured, and documented in accordance with Airport policy.

10. Encryptions level at a minimum will be AES 256bit when encryption is used.

Ability to Import Existing Data

The ASOCS system is designed as an open architecture environment and has routines that are readily available for importing existing legacy data. These routines are only accessible for DBA's and can be

run from within the database structure. However, additional analysis and configuration may need to be done in order to map the airport's legacy data.

Users have the ability to cut and paste information from various sources into form field data at any time.

Data Storage and Archiving

The Azure Government environment maintains 2 datacenters over 800 miles apart. All customer managed data is stored within the Continental United States (CONUS) datacenters. The Azure Government Cloud has many options available to the Airport to ensure the right level of available data and archived history.

Backup/Restore

GCR uses Azure Backup and Restore utilities to ensure reliable and secure protection of client data. Azure Backup protects your data in the cloud and optionally can be integrated with System Center Data Protection Manager for advanced workload protection. Features GCR utilize for cloud backup/restore protection:

- Data protection schedules can be daily, monthly, weekly, and yearly with retention up to 99 years in Azure
- Protects workloads running in Azure, in VMs, or on physical servers
- Centralized monitoring and reporting across on premises and Azure

Additional features GCR uses for Backup/Restore Policies:

- Scheduling: GCR can specify daily, weekly, monthly and yearly policies for backup and restore depending upon client requirements
- Retention: Data can be retained in Azure for up to 99 years
- Throttling: Network throttling can be configured so that optimal bandwidth usage happens during off-peak time
- Incremental: After the initial seeding, backups are incremental, ensuring that resources such as storage and bandwidth are efficiently used
- Compression: Data is compressed on the client side so there is less bandwidth consumption and less storage consumed
- Secure: Data is encrypted in datacenter and stored encrypted in Azure –the encryption key is stored and managed locally
- Reliable: 3 copies of the data are stored to a single datacenter location and optionally at an additional, remote datacenter

In addition, the SQL Azure fabric maintains a minimum of 14 days of backups in five minute increments for all the databases in the data center. These backup are stored in the data center as a safe guard against catastrophic software and system failures.

Additional Functionality

GCR's use of the Azure Government Cloud solution will allow the Airport to expand rapidly to add other applications such as our Safety Management System. The screens below describe the SMS application.
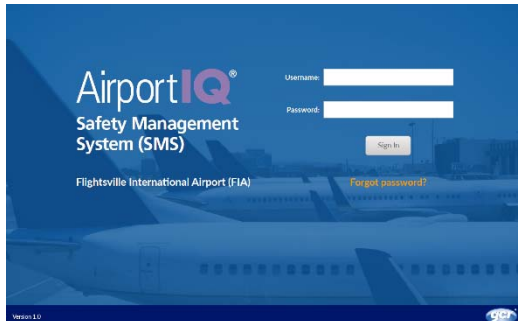

Login Screen: User credentials are authenticated at sign in. If the user has forgotten their password, they may click the Forgot Password link to retrieve it.


Summary Dashboard: Customizable dashboard allows selection of key safety performance indicators to include in tables and charts. Data is updated in real time.
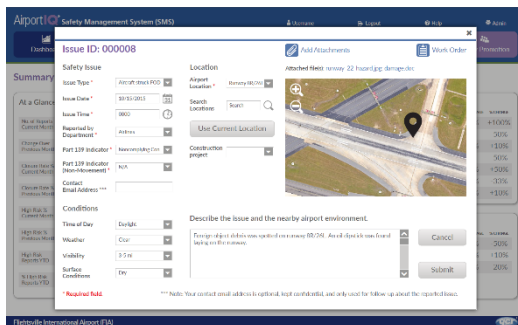
New Issue: New safety issues are reported anonymously using a simple form. Locations may be searched using a search feature, added to the interactive GIS map, or selected from among the airport's locations. You may also add attachments, associate construction projects, and generate work orders all from one simple, convenient form.
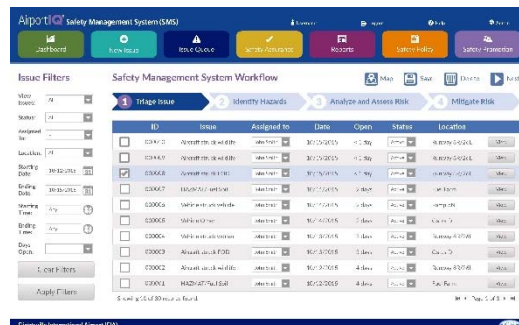
Issue Queue (Step 1 – Triage Issue): Key data about the safety issue is shown (ex: issue type, date, status, and location) and the original safety issue report may be viewed. Filters can be applied to view certain safety issues. Users may select a safety issue and begin processing it through the FAA 5-step process per FAA AC 150/5200-37A.
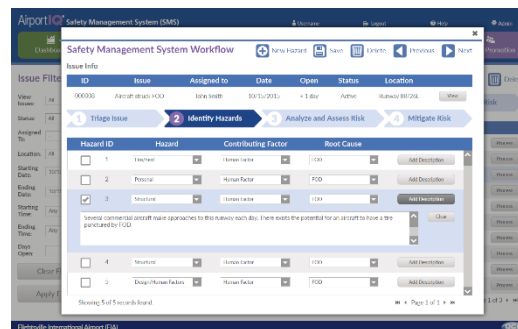

Issue Queue (Step 2 – Identify Hazards): After each safety issue is triaged and assigned, hazards are identified with contributing factor and root cause. A description of the hazard may be added.
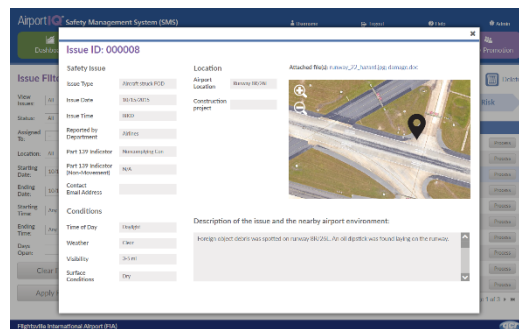

Safety Issue Report: A read-only copy of the original safety issue report is viewable from the Step 1 – Step 4 screens by clicking View.

– Page 36
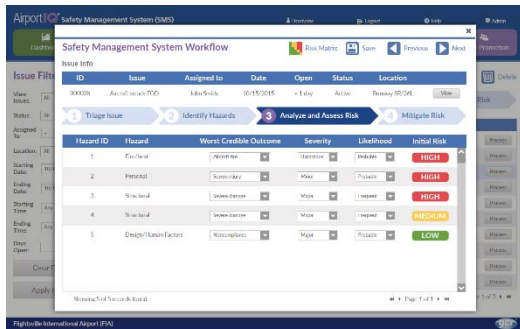
Issue Queue (Step 3 – Analyze and Assess Risk): Risk is analyzed for each identified hazard. After selecting the severity and likelihood for each hazard, the risk is displayed as high/medium/low.
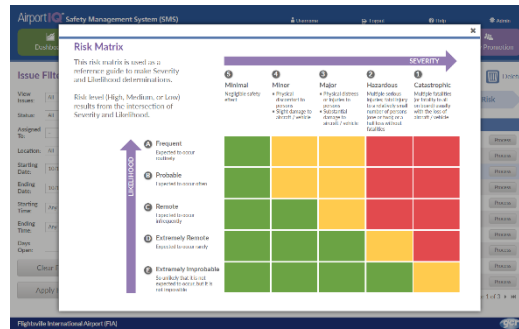
Risk Matrix: This is available in Steps 3 and 4 of the SMS workflow via a link on each screen. It is an FAA Risk Matrix that has support for custom Severity and Likelihood risk descriptions of airport uses.
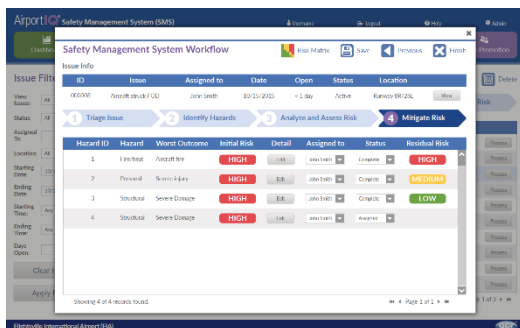
Issue Queue (Step 4 – Mitigate Risk): After determining the risk of each hazard, mitigation plans may be assigned to staff members. An analysis of the risk resulting after mitigation steps have been put into place can be done using the Risk Matrix as a reference.
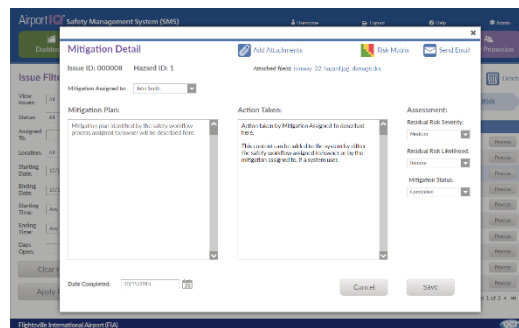
Mitigation Detail: Mitigation plans can be created and assigned to staff who will receive email notifications with a copy of the mitigation plan. The mitigation plan and corrective action for each item in the plan are entered and an analysis can be done of the risk resulting after mitigation steps have been completed.

Safety Assurance Dashboard: This customizable dashboard allows users to choose the key safety performance and assurance indicators to display. Data is reported by year and month, and is updated in real time. Upcoming Audit Activity can be linked to the calendar system and is reported with a breakdown of inspections, audits, training, etc. for the year.

Approach to Ongoing Support

GCR's clients expect a high level of support for our services. GCR meets these expectations through our progressive application and client support service system. GCR has two Accredited Airport Executives on staff who started in Airport Operations and thoroughly understand FAR Part 139 and the compliance requirements. GCR also hosts the FAA Part 139 Safety and Compliance system that inspects the over 500 commercial service airports in the U.S. This experience on both sides of the FAR Part 139 compliance framework is a unique differentiator for GCR that provides valuable benefits to our airport clients. GCR holds an annual users conference that is part of the maintenance and support fees and no additional costs to our clients. The conference is held annually in New

Figure 3-14: GCR Help Desk

Orleans and features product updates, industry speakers and the latest innovations from our 60 airport customers.

GCR's support is centered on a 24x7 support line with an associated help desk. ASOCS is one of the many applications supported by GCR's help desk. Each help desk member is trained in the applications being supported, and each has a particular area of specialty.

The specific escalation of calls follows this pre-defined process:

Level I Support

- Basic functional support questions about program operation

Level II Support

- Includes program errors, or functional questions
- The client logs issue with GCR through a dial-in number or on-line support, and specifies the type (critical, preference, general, etc.) and priority of the issue:
  - High – start as soon as possible; a critical system issue that is currently impacting production and has a severity of 1.
  - Medium – make efforts to start remedy immediately; an urgent system or training issue needs to be addressed.
  - Low – determine a schedule based on coordinating schedules and availability between the client and GCR resources.
- The client can also call GCR 24x7, particularly for critical issues
- GCR help desk will field the call and respond appropriately
- The support representative responds to the client and resolves issue
- Alternately, the support representative forwards the issue to Level III Support

Level III Support

- Highest support for unresolved issues
- Help desk assigns a support ticket to GCR technical staff for resolution
- GCR prepares a coordinated response
- Remote delivery may be used for high priority requests to make progress as soon as possible

- The responsible GCR resource will review the request documentation and investigate further if necessary; and, document new findings, the actions taken, and the completion/resolution
- If GCR cannot resolve the request remotely, it will be escalated to the client and GCR project team; the team cooperatively determines if a client site visit is necessary.

In addition to the formal process delineated above, each client is assigned a GCR client manager who is responsible for all project activities throughout its life cycle. Tom Schuessler will be the manager for this implementation. He will be responsible for screening issues and determining solutions. Above each project manager is an executive sponsor, who is responsible for all of the projects within a particular area of specialization; Tim Walsh is the executive sponsor for ASOCS. If problems occur, they are managed by the help desk, and also immediately directed to the client manager, who will monitor successful resolution. If necessary during the problem resolution phase, the client manager may become involved to coordinate the internal GCR efforts or coordinate the resolution with the client.

Figure 3-15: Issue Escalation

Upgrade Cycles

GCR offers system upgrades every 12 months which includes incremental upgrades to the software and Windows compatibility upgrades to airports that have maintenance and support agreements with GCR. The upgrades are performed using a stringent in-house quality assurance and testing cycle, then a customer approval process on test servers before moving to production. Airport involvement is needed for testing and verification of expected functionality. The following steps are used by GCR as part of a system upgrade:

Test Site
1. Restore a clean copy of production database on test database server
2. Backup the Test Web Site
3. Database compare with ASOCS master database
4. Run script on Test database
5. Update files on Test Web site from ASOCS Version x.x.x.x compiled files.
6. Provide access to Test Web site for Airport user testing and approval

Production Site
1. Create backup of production database
2. Backup Web Site
3. Ensure users are out of the system
4. Database compare with ASOCS master database
5. Run script on live database
6. Update files on Web site from ASOCS Version x.x.x.x compiled files.
7. Provide access to Production Web site for Airport user testing and approval. If this step fails, go to _Roll-Back_ procedures below
8. Receive approval from Airport to let users back into the system.

Roll-Back Procedure
1. Restore backup of production database set
2. Restore backup of production web site
3. GCR run tests of current site
4. Allow Airport users back into production site
5. Submit report to Airport with notes on failures

3.D. Workload of Firm

As a mid-sized consulting firm, GCR is fortunate to have depth of bench in staffing for this assignment. We have several long-range efforts fully staffed with dedicated teams. Additionally, we offer a number of smaller teams capable of working on assignments in three to nine month intervals. Currently, we have staffing readily available to provide 100% resource engagement on this scope of work. If GCR is awarded this assignment, we will be positioned to commence work immediately with the professional staff identified.

Figure 3-16: AirportIQ Suite

In addition to our staffing GCR is constantly adding new products and services to our AirportIQ suite and can offer the City a portfolio of value added software to more efficiently manage the airport.

This includes Automated Passport Control Kiosks that could supplement your recent CBP Global Entry kiosks. FXE could be one of the first general aviation airports to offer this service to international arriving passengers. GCR looks forward to discussing this opportunity and other ways we can assist the City in operating one of the best GA airports in the country.

Figure 3-17: GCR APC Custom Kiosks

4. References

GCR provides the following references having direct knowledge for work related to this RFP.

Reference	Project Information
Geoffrey Gaskin, Airside Operations **Atlanta Hartsfield Jackson International Airport** Airport Operations and Safety 6000 N. Terminal Pkwy, Atrium, Suite 4000 Atlanta, GA 30320 (404) 382-1978 Geoffrey.Gaskin@atlanta-airport.com	• Project Budget: $140,000 • Installed in June 2009 • Over 200 users in 5 Divisions • ATL began using ASOCS in 2009 for FAR Part 139 reporting • Multiple departments now also use the system for tracking operational information • Mobile app provides a way to collect data in the field on-line or off-line • We are currently working with ATL staff to integrate ASOCS with the airport's asset management system, Maximo • Included configuration, testing, training, installation • GCR provides continuing support
Timothy J. Woolston, Operations Manager **Greater Rochester International Airport** 1200 Brooks Avenue Rochester, NY 14624 (585) 943-3381 TWoolston@monroecounty.gov	• Project budget: $120,000 • Installed in May 2015 • Over 50 users • Cloud based system • Included configuration, testing, training, installation • GCR worked with Rochester to develop a robust training module to track ARFF personnel which is now incorporated into ASOCS for all of our customers • GCR provides continuing support
Michael Gernant Manager, Technical and Operational Support Aviation Technical Services **Port Authority of NY & NJ** 4 World Trade Center 150 Greenwich Street, 18th Floor New York, NY 10006 United States of America (212) 435-3767 mgernant@panynj.gov	• Project Budget: $350,000 • Installed January 2000 • Was the first ASOCS installation • Upgraded in 2011 to include Wildlife Reporting and GPS • Hundreds of users in 3 major airports • Used by all PANYNJ airports (JFK, EWR, and LGA) as the primary FAR Part 139 reporting tool • Multiple departments use it as the primary tool for electronic recordkeeping • Mobile app provides a way to collect data in the field on-line or off-line • Included configuration, testing, training, installation • GCR provides continuing support
Scott Volberding C.M., ACE Operations and Maintenance Manager **Appleton International Airport** W6390 Challenger Drive, Suite 201, Appleton WI 54914 (920) 832-5176 svolberding@atwairport.com	• Project Budget: $80,000 • Installed in June 2013 • Over 20 users • Cloud based system • Included configuration, testing, training, installation • GCR has worked extensively with airport staff and their GIS team to develop over 30 layers that track various airfield assets • GCR provides continuing support

Reference	Project Information
Diana Heath IT Project Manager **Austin-Bergstrom International Airport** 3011 Employee Avenue Building 1101 Austin, TX 78719 (512) 530-6341 diana.heath@stintexas.gov	• Project Budget: $80,000 • Installed in August 2007 • Over 60 users in operations and security divisions • Used for all security compliance reporting including TSA reports • Used in Airside operation for FAR Part 139 compliance • Added module that integrates ASOCS severe weather information with FIDS system alerts • Added module that allows airport FBO's to schedule itinerant aircraft parking approvals at airport • Used for Commercial Management department lease compliance checklists • Included configuration, testing, training, installation • GCR provides continuing support
George Martinez Manager, Airport Operations Newark Liberty Airport **Port Authority of NY & NJ** 1 Conrad Rd. Newark, NJ 07114 United States of America (973) 961-6995 gmartinez@panynj.gov	• Project Budget: $350,000 • Installed January 2000 • Was the first ASOCS installation • Upgraded in 2011 to include Wildlife Reporting and GPS • Hundreds of users in 3 major airports • Used by all PANYNJ airports (JFK, EWR, and LGA) as the primary FAR Part 139 reporting tool • Multiple departments use it as the primary tool for electronic recordkeeping • Mobile app provides a way to collect data in the field on-line or off-line • Included configuration, testing, training, installation • GCR provides continuing support
Bonnie Wilson Deputy Director Jackson (MS) Evers International Airport 100 International Drive Suite 300 P.O. Box 98109 Jackson, MS 39296-8109 (601) 664-3502 bwilson@jmaa.com	• Project Budget: $80,000 • Installed January 2005 • Used for all Operations Departments • Used as Communication Center Log • Runs at two airports under the airport authority • Public Safety utilizes the application for incident reports • Included configuration, testing, training, installation • GCR provides continuing support

5. M/WBE Participation Plan

GCR has partnered with M/WBE firms on many previous projects. GCR has made a corporate commitment to contract with M/WBE firms on national level projects as well as local projects. Across all agency projects and business units of our firm, we have a track record of partnering with a variety of M/WBE firms. These partnerships have fostered professional relationships and provided a depth of services to clients. We are proud of our associations and subsequent products and services delivered through partnering. Table 5 provides a selected set of projects in which GCR has partnered with M/WBE firms.

Table 5: GCR M/WBE Partnerships

Project Title and Description	D/M/WBE Sub-Recipient	Total Budget	Percent of D/M/WBE Participation
Technical Consulting Services for the Louis Armstrong New Orleans International Airport	Luther C. Speight & Company Henry Consulting Leaf Environmental, LLC Jacobson/Daniels Associates	$5,743,613	34%
Professional Services for Los Angeles World Airports	The Norland Group	$5,269,800	Goal – 10%, Achieved – 17.6%
Professional Technology Services for the Houston Airport System	Advarion Incorporated AviDel Consulting LLC Diversified Networking Engraphix Imaging Systems Mshana Group PGA Engineers Recruiting Source International Zirlen Technologies	$7,775,896 (to date)	20% Goal 24.6% Actual
Professional Technology Services for the Dallas-Fort Worth International Airport	AllTex Staffing & Consulting EJES Incorporated	$110,081	47%
Jefferson Parish Bicycle Master Plan	Jemison & Partners Dana Brown + Associates	$225,000	11%
City of New Orleans Pedestrian Safety Action Plan	Dana Brown + Associates	$50,000	20%
RTA Later Evening Service Plan & Funding Study	In the Event Fernandez Plans	$137,500	34%
Baltimore Regional Plan for Sustainable Development	Lisa Hodges Development	$225,000	35%
CDBG-DR Program Design for Multi-Family Housing, Terrebonne Parish Consolidated Government	Federal Practice Group	$215,000	25%

GCR has successfully partnered with small businesses on other projects and on certain tasks, if additional resources are needed, GCR refers back to firms that are M/WBE certified to engage in the initiative and has had great success in meeting or exceeding the stated M/WBE goals.

Accordingly, as tasks and projects are identified, the GCR project manager would engage with our small business partner to disseminate staffing requirements. GCR would create a communication plan that provides all team members with knowledge of open positions and tasks available.

If additional engagement is requested, GCR will provide a plan for ensuring the participation of additional small business firms based on the skill sets required to perform the tasks, GCR will utilize the list of firms that are M/WBE certified by the City of Fort Lauderdale to identify registered firms that meet the skill set required.

6. Subcontractors

GCR will not utilize any subcontractors for this project.

7. Required Forms

Per the requirements of the RFP, GCR submits the following:

- Proposal Certification
- Cost Proposal
- Contract Payment Method
- Local Business Preference (LBP)
- Non-Collusion Statement
- Sample Insurance Certificate
- Florida Business License
- Addendum #3 Acknowledgement

BID/PROPOSAL CERTIFICATION

Please Note: All fields below must be completed. If the field does not apply to you, please note N/A in that field.

If you are a foreign corporation, you may be required to obtain a certificate of authority from the department of state, in accordance with Florida Statute §607.1501 (visit http://www.dos.state.fl.us/).

Company: (Legal Registration) _GCR Inc._

Address: ___2021 Lakeshore Drive, Suite 500_

City: ____New Orleans_ State: _LA_ Zip: _70122_

Telephone No. _(504) 304-2500_ FAX No. _(504) 304-2525_ Email: _tbouillion@gcrincorporated.com_

Delivery: Calendar days after receipt of Purchase Order **(section 1.02 of General Conditions):** Software installed w/i 30 days

Payment Terms **(section 1.04 of General Conditions):** _Net 30_

Total Bid Discount **(section 1.05 of General Conditions):** _N/A_

Does your firm qualify for MBE or WBE status **(section 1.09 of General Conditions): N/A** MBE _____ WBE _____

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No.	Date Issued	Addendum No.	Date Issued
1	6/27/16	3	7/1/16
2	6/30/16		

VARIANCES: If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other pages within your response. Additional pages may be attached if necessary. No exceptions or variances will be deemed to be part of the response submitted unless such is listed and contained in the space provided below. The City does not, by virtue of submitting a variance, necessarily accept any variances. If no statement is contained in the below space, it is hereby implied that your response is in full compliance with this competitive solicitation. If you do not have variances, simply mark N/A. **If submitting your response electronically through BIDSYNC you must also click the "Take Exception" button.**

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars ($500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Todd Bouillion
Name (printed)

Signature

July 8, 2016
Date:

Chief Operating Officer
Title

revised 04/10/15

SECTION VI – COST PROPOSAL PAGE

Proposer Name: <u> GCR INC. </u>

Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor must quote firm, fixed, costs for all services/products identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

Notes:

Attach a breakdown of costs including but not limited to labor, software, equipment, materials and parts.

1. Software/Application	$44,500
2. Labor	$17,500
3. Equipment, Material and Parts	$5,145
iPad Pro 9.7" with Cell/GPS/WIFI 128Gb $979.00	
4. Maintenance/Support	See Annual price below
• Year 1	<u>$9,900</u>
• Year 2	<u>$10,200</u>
• Year 3	<u>$10,500</u>
Total Project Cost	**<u>$97,745</u>**

Submitted by:

<u>Todd Bouillion</u>
Name (printed)

Signature

<u>July 12, 2016</u>
Date

<u>Chief Operating Officer</u>
Title

GCR Optional Pricing

1. CAD to GIS Service for up to 5 Layers DWG Format Best Case Estimate $7,500

2. Windows Rugged Tablet Option – Panasonic ToughPad Quantity (5) $17,000
   a. Panasonic G1
   b. Windows 7 Professional (with Win 8.1 Pro COA), Intel Core 5
   c. i5-5300U 2.30GHz, 10.1" WUXGA Gloved Multi Touch + Digitizer
   d. LCD, 128GB Solid State Drive, 8GB, Wi-Fi, Bluetooth, Dual Pass
   e. (Upper WWAN / Lower GPS), Medium Corner Guards, Camera,
   f. Webcam, Bridge Battery, TPM 1.2, 3 Year Panasonic Warranty
   g. Retrofit 4G LTE Multi Carrier (MC7355) for FZ-G1 FZ-A1 JT-B1.
   h. Includes Windows 8 GPS Install- FZ-G1 MK2 & MK3

LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local BUSINESS preference classification as indicated herein, and further certifies and agrees that it will re-affirm it's local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this ITB. Violation of the foregoing provision may result in contract termination.

(1) **N/A**

Business Name

is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the City of Fort Lauderdale current year Business Tax Receipt **and** a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

(2) **N/A**

Business Name

is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Business Tax Receipt **or** a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

(3) **N/A**

Business Name

is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.

(4) **N/A**

Business Name

requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(5) **N/A**

Business Name

requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(6) **GCR Inc.**

Business Name

is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. and does not qualify for Local Preference consideration.

BIDDER'S COMPANY: **GCR Inc.**

AUTHORIZED COMPANY PERSON: **Todd Bouillion**   *Todd Bouillion*   **July 8, 2016**

NAME   SIGNATURE   DATE

October 25, 2013

CONTRACT PAYMENT METHOD BY P-CARD

THIS FORM MUST BY SUBMITTED WITH YOUR RESPONSE

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to payment by credit card via MasterCard or Visa. This allows you as a vendor of the City of Fort Lauderdale to receive your payment fast and safely. No more waiting for checks to be printed and mailed.

Payments will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, firms must presently have the ability to accept credit card payment or take whatever steps necessary to implement acceptance of a credit card before the commencement of a contract.

Please indicate which credit card payment you prefer:

_____X_____ Master Card

_____X_____ Visa Card

Company Name: ___GCR Inc._____

Todd Bouillion
Name (printed)

Signature

July 8, 2016
Date:

Chief Operating Officer
Title

NON-COLLUSION STATEMENT:

By signing this offer, the vendor/contractor certifies that this offer is made independently and *free* from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

NAME	RELATIONSHIPS
N/A	

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

CERTIFICATE OF LIABILITY INSURANCE

ACORD®

DATE (MM/DD/YYYY)
3/31/2016

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

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

PRODUCER	CONTACT NAME: Alice Brutcher		
Commercial Lines - 952-242-3100	PHONE (A/C, No, Ext): (952) 242-3075		FAX (A/C, No):
Wells Fargo Insurance Services USA, Inc.	E-MAIL ADDRESS: alice.brutcher@wellsfargo.com		
400 Highway 169 South	INSURER(S) AFFORDING COVERAGE		NAIC #
St. Louis Park, MN 55426	INSURER A : Hartford Fire Insurance Company		19682
INSURED	INSURER B : Hartford Casualty Insurance Company		29424
GCR Inc.	INSURER C : Lloyd's of London		
2021 Lakeshore Drive, Ste 500	INSURER D : ACE American Insurance Company		22667
	INSURER E : National Casualty Company		11991
New Orleans LA 70122	INSURER F :		

COVERAGES CERTIFICATE NUMBER: 10327473 REVISION NUMBER: See below

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X **COMMERCIAL GENERAL LIABILITY** ☐ CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY X PRO-JECT ☐ LOC ☐ OTHER:			41UUNVT0682	4/3/2016	4/3/2017	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$
								$
A	**AUTOMOBILE LIABILITY** X ANY AUTO ☐ ALL OWNED AUTOS ☐ SCHEDULED AUTOS X HIRED AUTOS X NON-OWNED AUTOS			41UUNVT0682	4/3/2016	4/3/2017	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
B	☐ **UMBRELLA LIAB** X OCCUR ☐ **EXCESS LIAB** ☐ CLAIMS-MADE ☐ DED X RETENTION $ 10,000			41RHUVT0232	4/3/2016	4/3/2017	EACH OCCURRENCE	$ 10,000,000
							AGGREGATE	$ 10,000,000
								$
B	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			41WEAA0236	4/3/2016	4/3/2017	X PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
C	Professional Liability & Cyber Liability-Claims Made Retro Date- 07/12/1993			B0385ND011150C	04/03/2015	05/03/2016	Each Claim: $5,000,000 Per Occurance: $5,000,000 Aggregate: $5,000,000	

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

RE:Quest Information Systems Evidence of Coverage.

CERTIFICATE HOLDER	CANCELLATION
Evidence of Coverage c/o GCR Inc. 2021Lakeshore Drive, Suite 500 New Orleans, LA 70122	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE *Jeanne Brandon*

The ACORD name and logo are registered marks of ACORD

ACORD 25 (2014/01)

Certificate of Insurance (Con't)

OTHER Coverage

INSR LTR	TYPE OF INSURANCE	ADDL INSR	WVD SUBR	POLICY NUMBER	EFFECTIVE DATE (MM/DD/YY)	EXPIRATION DATE (MM/DD/YY)	LIMIT
A	Crime			41UUNVT0682	09/21/2014	05/18/2015	Limits: $5,000,000
							Deductible: $25,000
D	International Liability			PHFD38347871 001	4/03/2016	04/03/2017	$1,000,000 each occ.
	General Agg			$2,000,000			
	Prod/Compl Ops			$2,000,000			
E	Directors & Officers			EKO3125121	04/03/2014	05/18/2015	$1,000,000 Limit

State of Florida
Department of State

I certify from the records of this office that GCR INC. is a Louisiana corporation authorized to transact business in the State of Florida, qualified on June 24, 2009.

The document number of this corporation is F09000002546.

I further certify that said corporation has paid all fees due this office through December 31, 2016, that its most recent annual report/uniform business report was filed on April 1, 2016, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Twenty-eighth day of June, 2016

Ken Detzner

Secretary of State

Tracking Number: CU0591878354

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

ADDENDUM NO. 3

RFP No. 864-11776
TITLE: Inspections Software, Airport Operations

ISSUED: 06/30/16

This addendum is being issued to make the following changes:

Section 4.2.5 References: shall now read as:

Provide at least five references, preferably government agencies, for projects with similar scope as listed in this RFP. Information should include:
   A. Client Name, address, contact person telephone and E-mail addresses.
   B. Description of work.
   C. Year the project was completed.
   D. Total cost of the project, estimated and actual.

Note: Do not include City of Fort Lauderdale work or staff as references to demonstrate your capabilities. The Committee is interested in work experience and references other than the City of Fort Lauderdale.

5.2.2 Weighted Criteria – for Number of Proposed Version Installed and References

Under Explanation/Definition shall now read as:

5 Verifiable Airport References from Vendors you have supplied Airfield / Airport Inspection Software

All other terms, conditions, and specifications remain unchanged.

Laurie Platkin
Procurement Specialist II

Company Name: ___GCR Inc._____
)(please print)
Bidder's Signature: ____Todd Bouillion_____

Date: __July 11, 2016_____

Appendix A
Hardware/Software Requirements for Hosted Solutions

Network Connectivity

It is recommended that Windows Server 2012 or higher be operating as the LAN software. The network should provide and control the E-mail, Intranet, and database services.

Applications Server (GCR Cloud Hosted Server)

ASOCS will operate most effectively on a current, modern Web server, such as the ones used by Airports. It is recommended that the following minimum Web server configuration be present to operate the system:

- Two Intel® Xeon® E52640 v3 2.6GHz,20M Cache,8.00GT/s QPI,Turbo,HT,8C/16T (90W)
- 8 Gbyte of RAM
- 100 Gbyte hard disks
- Tape Backup
- Windows Server 2012
- IIS 7+ activated

Applications (Database) Server (GCR Cloud Hosted Server)

The database transaction load for ASOCS will be large enough to require a dedicated database server, particularly considering future growth of the system. It is recommended that the server meet the following minimum specifications:

- Two Intel® Xeon® E52640 v3 2.6GHz,20M Cache,8.00GT/s QPI,Turbo,HT,8C/16T (90W)
- 8 Gbyte of RAM
- 500 Gbyte hard disk space
- Windows Server 2012
- MS SQL Server 2012 or higher

Client Software

Clients' workstations should have the following minimum standards to operate the ASOCS program effectively:

- Microsoft Windows 7 + (required)
- MS Mail or Exchange Client (required)
- Any Windows viewing tool for opening attachments
- Internet Explorer 11.0 or higher or similar browser

Client Configurations

ASOCS will operate most effectively on current, modern client workstations, such as the ones used by Airports. It is recommended that the following minimum workstation configuration be present to operate the system:

- Dual-core Intel® Xeon® 3500 series processors +
- 2 GB of RAM

- 100 GB hard drive
- 17" monitor
- Windows 7 or better
- 10/100 Network Interface Card

Tablet Client Configurations (Mobile Option)

ASOCS will operate most effectively on current, modern client laptops/tablets. It is recommended that the following minimum configuration be present to operate the system:

- Windows 8.1, Android, iOS 9 device compatible
- WI-FI enabled
- Cellular connection (optional)
- IE 11, Google Chrome, or Safari Compatible

Appendix B
GCR Software License and Maintenance Agreement

CONTRACT FOR SOFTWARE LICENSE AND MAINTENANCE

This agreement ("Agreement") is made and entered into on _____, 20__, ("Effective Date") by and between [LICENSEE NAME] located at [LICENSEE ADDRESS] ("LICENSEE") and GCR Inc., located at 2021 Lakeshore Drive, Suite 500, New Orleans, Louisiana ("GCR") (collectively herein as "the Parties").

WHEREAS, LICENSEE desires GCR to provide [INSERT NAME OR SHORT DESCRIPTION OF THE SOFTWARE] ("Software") and associated maintenance services in connection with the use of the Software at LICENSEE [INSERT LOCATION OF USE] ("Site");

In consideration of the mutual promises and agreements of the Parties herein, the Parties agree as follows:

ARTICLE 1 – LICENSE

1.1   **Grant**. GCR hereby grants to LICENSEE a nonexclusive, worldwide, and nontransferable license ("License") to use the Software, its derivatives, and documentation embodying such provided and/or developed under this Agreement ("Licensed Material"). The License includes copying of the Licensed Material by LICENSEE with respect to its intended and licensed use, including copying of the Licensed Material for archival purposes. The License is limited to the Site and the Licensed Material may be used by LICENSEE on any of its computers or devices and on more than one computer at a time at such Site.

1.2   **Authorized Users**. The License is extended to LICENSEE's employees, agents, subcontractors, contractors, outsourcing vendors, consultants and others who have a need to use and copy the Licensed Material ("Authorized Users") in accordance with the terms of this Agreement. To the extent any Authorized Users has used or copied the Licensed Material for the benefit of LICENSEE, LICENSEE agrees to be liable for any breaches of such Authorized Users with regard to this Agreement.

1.3   **Confidentiality**. LICENSEE acknowledges, agrees, and understands that Licensed Material may contain certain information that is and must be kept confidential. To ensure the protection of such information, and to preserve any confidentiality necessary under intellectual property, including trade secret laws, LICENSEE agrees not to disclose the confidential information included in the Licensed Material to anyone unless allowed by GCR or required to do so by law, regardless of whether such information is designated as "Confidential Information" at the time of its disclosure. LICENSEE's confidentiality obligation does not extend to (1) information that is known to LICENSEE prior to obtaining the same from GCR; (2) information that is, at the time of disclosure by GCR, then in the public domain; or (3) information that is obtained by LICENSEE from a third party who did not receive same directly or indirectly from GCR and who has no obligation of secrecy with respect thereto. To the extent any Authorized Users have access to Licensed Material for the benefit of LICENSEE, such Authorized Users will be obligated to agree to protect the confidentiality of the Licensed Material to the same extent this Agreement obligates LICENSEE to protect the confidentiality of the Licensed Material. LICENSEE agrees to be liable for any breaches of such Authorized Users of the confidentiality of the Licensed Material. If so requested by GCR, LICENSEE further agrees to require any third

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party Authorized User to execute a nondisclosure agreement prior to having access to the Licensed Material.

1.4   **Ownership**. LICENSEE acknowledges, agrees, and understands that GCR is the sole and exclusive owner of the Licensed Material. Nothing in this Agreement can be construed as granting or transferring to LICENSEE any ownership or proprietorship of intellectual property rights of whatsoever kind under any information and data furnished or developed by GCR hereunder.

ARTICLE 2 – SERVICES AND MAINTENANCE

2.1   **Scope of Work**. GCR shall perform the services and provide Software and the deliverables as described in Exhibit A ("Services").

2.2   **Maintenance Services**. Throughout the term of the Agreement, GCR shall provide maintenance services as set forth in Exhibit A. In general, the maintenance services consist of (i) prompt customer support on-site or by telephone, fax or INTERNET (Support hours are 24/7/365); and (ii) Software updates, new releases, and enhancements reflecting on-going development at GCR.

2.3   **Change Orders**. Either Party shall have the right to request, in writing, changes in the Services. GCR shall not perform any such change in the Services unless compensation, schedule and scope of work are mutually agreed by Parties in writing.

2.4   **Schedule**. The Services shall commence upon the Effective Date. GCR agrees to diligently perform the Services and exercise commercially reasonable efforts to meet the estimated schedule set forth in Exhibit A. Notwithstanding the above, it is expressly understood and agreed that GCR shall not be liable as guarantor of the estimated schedule.

2.5   **Acceptance**. Except where this Agreement provides different criteria, Services will be accepted if they have been performed in accordance with the specifications applicable to the Services. Upon notification by GCR that a Service (or deliverable) has been completed and is available for review and acceptance, LICENSEE will use commercially reasonable efforts to review within seven (7) business days after the notification, but in no event later than ten (10) business days after the notification. GCR will correct unaccepted Services per the Warranty. If no notification is delivered to GCR within the applicable period, the Service will be deemed accepted. All accepted and deemed accepted Services remain subject to the Warranty.

2.6   **Warranty**. GCR shall faithfully perform the Services using the degree of care, skill, training, diligence and judgment ordinarily exercised under similar circumstances by competent members of the profession which GCR practices or industry or business in which GCR works. GCR warrants that the Software will perform in accordance with and in the manner described by related documentation, training manuals, and by Software functional design specifications. GCR warrants that the Software shall be free of any willfully introduced computer virus or any other similar harmful, malicious or hidden programs or data).

GCR agrees to promptly reperform, repair or replace, at LICENSEE's option and at GCR's cost and expense, any Service which fails to conform to such warranties. Correction of any error in the manner described above shall constitute complete fulfillment of all obligations and liabilities of GCR for nonconforming Services, whether the claims of the LICENSEE are based in contract, warranty, tort (including, but not limited to, negligence and strict liability), or otherwise. This exclusive remedy is LICENSEE's sole remedy for any failure of GCR to comply with its warranty obligations. The warranty period shall end one (1) year from the Effective Date.

ARTICLE 3 – COMPENSATION

3.1   **License Fee and Services**. LICENSEE agrees to compensate GCR [INSERT PRICE] ("Price") for the License and provision of Services. The Price is inclusive of license fees, user manuals, protection key(s) and three (3) years (from the Effective Date) of Maintenance Services, including Software updates. LICENSEE shall pay for the service monthly in advance at the rate of $_____the Price in accordance with the following payment schedule.

3.2   **Payment**. For the Price, GCR shall invoice LICENSEE per the payment schedule in Section 3.1. All payments by LICENSEE to GCR shall be made within thirty (30) days of LICENSEE's receipt of GCR's invoice. GCR assumes all responsibility for payment of taxes from the funds received under this Agreement.

ARTICLE 4 - LIABILITY AND INDEMNIFICATION

4.1   **Indemnification**. GCR agrees to release, defend, indemnify and hold harmless LICENSEE and its affiliates and their respective directors, officers, and employees, from and against any claim, demand, cause of action, liability loss, damage or expense (including reasonable attorneys' fees) arising from or relating to injury to or death of persons or from damage to or loss of property to the extent arising directly or indirectly out of any negligent acts or omissions of GCR or its employees, agents or representatives.

4.2   **Intellectual Property Indemnification**. GCR warrants that it is authorized to grant LICENSEE the right to use the Licensed Material as defined in this Agreement. LICENSEE shall advise GCR promptly in writing of any notice or claim of infringement or of the commencement of any suit or action for infringement of a third party's intellectual property, which third party intellectual property was obtained on or before the date of delivery of the Licensed Material, and which claim or suit or action is based upon the use of the Licensed Material in accordance with the terms of this Agreement. If the use by the Licensed Material is in accordance with this Agreement, GCR will, upon receipt of notice hereinabove required, undertake at its own expense the defense of any such suit or action for infringement based upon such use by LICENSEE. GCR shall have charge and direction of the defense of such suit or action, and LICENSEE agrees that it will render GCR all reasonable assistance that may be required by GCR in the defense of such suit or action. LICENSEE shall have the right to be represented therein by an advisory counsel of its own selection at its own expense. GCR will avoid any further possible infringement of the intellectual property right, and will seek to resolve the claim in consultation with LICENSEE, either by means of alternative arrangements for the services and Licensed Material, or by obtaining

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permission to use the intellectual property in question. If GCR fails to obtain permission for the continued use the intellectual property in question, or fails to provide a suitable replacement with equal or greater functionality, GCR agrees to refund fees paid by LICENSEE related to such intellectual property. Neither GCR nor LICENSEE shall settle or compromise any such claim or suit or action without consent of the other if the settlement or compromise obliges the other to make any payment or part with any property, or to assume any obligation or grant any licenses or other rights, or be subject to any injunction by reason of such settlement or compromise.

4.3   **Insurance**. GCR shall maintain for the duration of this Agreement insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the terms of this Agreement by the Parties, its agents, representatives, employees or drivers. At a minimum, GCR shall maintain (a) General Liability coverage of $1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage; and (b) Worker's Compensation Insurance to the meet the applicable statutory requirements and Employers' Liability insurance with limits of not less than $1,000,000 and shall include Alternate Employer Endorsement and Voluntary Compensation Endorsement.

4.4   **Consequential Damages Waiver**. Neither Party shall, under any circumstances or in any event, be liable to other Party for any special, punitive, indirect, incidental, or consequential damages of any nature, including, without limitation, loss of actual or anticipated profits or revenues; loss of production, by reason of shutdown, non-operation, or otherwise; increased expense of manufacturing or operation; loss of use; increased financing costs; or cost of capital.

4.5   **Limit of Liability**. Notwithstanding anything set forth in this Agreement, GCR's maximum liability in the aggregate under this Agreement shall in no event exceed twice the amount of monies received by GCR under this Agreement. LICENSEE will release, defend, indemnify, and hold harmless GCR and its Affiliates from and against any additional amounts.

ARTICLE 5: TERM AND TERMINATION

5.1   **Term**. The Agreement is effective as of the Effective Date and expires three (3) years therefrom. The Agreement, however, shall automatically renew in one (1) year increments perpetually. In order for the Agreement to not automatically renew, either Party shall notify the other Party in writing sixty (60) days prior to renewal date.

5.2   **Termination/Suspension for Default**. If either Party hereto is in default of any material obligation imposed upon it under this Agreement, including failure of payment, the other Party may give written notice of such default and indicate its intention to terminate or suspend this Agreement if same is not remedied within thirty (30) days or the defaulting Party has not taken reasonable steps to remedy the default within fifteen (15) days or, having initiated such steps, fails to follow through therewith, the other Party, at the end of the thirty (30) day period may give notice terminating this Agreement.

5.3   **Disposition of Licensed Material on Termination**. If the Agreement is terminated by LICENSEE's default or prior to three (3) years from the Effective Date due to LICENSEE's failure to renew, LICENSEE shall immediately: (i) return the Licensed Materials to GCR; (ii) purge all

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copies of the Software or any portion thereof from all computers and from any computer storage medium or device on which LICENSEE has placed or permitted others to place the Software; and (iii) give GCR written certification that through its best efforts and to the best of its knowledge, LICENSEE has complied with all of its obligations under this paragraph.

If the Agreement is terminated by GCR's default or after three (3) years from the Effective Date, (i) LICENSEE shall maintain the License in perpetuity subject to LICENSEE not breaching the scope of the License or confidentiality obligations set forth herein; and (ii) GCR's obligations with respect to Article 2 and Sections 4.1 and 4.2 shall terminate.

4.3   **Survival**. Except as set forth to the contrary herein, the Parties understand and agree that all terms and conditions of this Agreement, which by reasonable implication contemplate continued performance or compliance beyond the termination of this Agreement (by expiration of the term or otherwise) shall survive such termination and shall continue to be enforceable as provided herein).

ARTICLE 6 – CONTROLLING LAW AND MEDIATION

6.1   **Governing Law**. This Agreement will be governed by and construed in accordance with the laws of the State of Louisiana, excluding any choice of law provisions that may direct the application of any laws of any other jurisdiction.

6.2   **Mediation**. If during the course of this Agreement the Parties are unable to resolve any dispute or controversy arising out of or relating to the Agreement, such claims shall first be subject to non-binding mediation as a condition precedent to the initiation of any legal action (either court action or arbitration). Unless the Parties mutually agree otherwise in writing, the Commercial Arbitration Rules and Mediation Procedures of the American Arbitration Association in effect at the time of the demand for mediation shall be applied at the mediation. Demand for mediation shall be made in writing. The Parties agree to share equally the mediator's fee and any filing fees. Any agreement reached in mediation shall be enforceable and binding upon both Parties. Each Party agrees to bear its own attorneys' fees associated with the mediation.

ARTICLE 7 – GENERAL CONDITIONS

7.1   **Assignment**. Neither Party shall assign any interest in this Agreement by assignment, transfer, or novation, without prior written consent of the other Party. This provision shall not be construed to prohibit a Party from assigning to any banking, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished to the other Party.

7.2   **Force Majuere**. Neither LICENSEE nor GCR shall be considered in default in the performance of the obligations hereunder, except with respect to payment of monies hereunder, if such performance is prevented or delayed because of unavailability of labor, war, hostilities, revolution, civil commotion, acts of terrorism, strike, epidemic, accident, fire, wind, flood; or because of any Act of God; or for any cause, whether similar or dissimilar, now or hereafter existing, beyond the reasonable control of the Party affected. The Party suffering a delay in its

performance caused by an above described occurrence shall give notice thereof to the other Party as soon as reasonably possible thereafter, and shall use reasonable efforts to overcome such delay. In the event of such an occurrence, the Parties shall consult to determine how to overcome the effect on the Project and shall mutually agree to any equitable adjustment to the compensation due GCR hereunder.

7.3   **Export**. LICENSEE agrees to abide by any restrictions or conditions respecting the export, re-export, or other transfer of the Licensed Material disclosed and/or licensed to LICENSEE in accordance with this Agreement that are in effect now or are hereafter imposed by the United States Government, and will not export, re-export, or otherwise transfer the Licensed Material, except in full compliance with all relevant U.S. laws and regulations.

7.4   **Miscellaneous**. This Agreement is the entire agreement of the Parties on the subject matter hereof. This Agreement supersedes all prior agreements and understandings (whether written or oral) between the LICENSEE and GCR with respect to the subject matter hereof. In addition, this Agreement may not be modified or amended unless agreed by the Parties, reduced to writing, and signed by both the LICENSEE and GCR. Further, if any part of this Agreement is adjudged invalid, illegal or unenforceable, the remaining parts shall not be affected and shall remain in full force and effect. Headings in this Agreement are for convenience only and shall not affect the interpretation thereof.

IN WITNESS hereof, the Parties have executed this Agreement on the day and year first above written.

[LICENSEE]   GCR Inc.

Signature: _____   Signature: _____

Print: _____   Print: _____
Title: _____   Title: _____
Date: _____   Date: _____

The following attachments constitute a part of this Agreement and are incorporated herein by this reference.

Attachment XXXXXXXXXX