



Amendment No. 5  
to  
Contract No. 5600 NS150000011  
For  
ABM and ASCCS Support and Maintenance Agreement  
between  
GCR, Inc. (Contractor)  
and the  
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. Effective February 4, 2019. The term for the extension option will be February 4, 2019 to February 3, 2020. No options remain.
- 2.0 The total contract amount is increased by \$38,595.00 for this extension option period. The total contract authorization is recapped below:

Term	Action Amount	Total Contract Amount
Basic Term: 02/04/2015 – 02/03/2016	\$38,863.00	\$38,863.00
Amendment No. 1: Option: 1 02/04/2016 – 02/03/2017	\$39,220.00	\$78,083.00
Amendment No. 2: Additional Statement of Work (Admin Increase)	\$54,000.00	\$132,083.00
Amendment No. 3: Option: 2 02/04/2017 – 02/03/2018	\$39,580.00	\$171,663.00
Amendment No. 4: Option: 3 02/04/2018 – 02/03/2019	\$40,671.00	\$212,334.00
Amendment No. 5: Option: 4 02/04/2019 – 02/03/2020	\$38,595.00	\$250,929.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: Timothy A. Walsh 01-04-2019

Printed Name: Timothy A. Walsh  
Authorized Representative

GCR, Inc.  
2021 Lakeshore Drive, Suite 500  
New Orleans, LA 70122

Sign/Date: Bartley Tyler 1/4/19

Printed Name: Bartley Tyler  
Authorized Representative

Sign/Date: James T. Howard

Printed Name: JAMES T. HOWARD

City of Austin  
Purchasing Office  
124 W. 8<sup>th</sup> Street, Ste. 310  
Austin, Texas 78701



Amendment No. 4  
to  
Contract No. 5600 NS150000011  
For  
ABM and ASCCS Support and Maintenance Agreement  
between  
GCR, Inc. (Contractor)  
and the  
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. Effective February 4, 2018. The term for the extension option will be February 4, 2018 to February 3, 2019. One (1) twelve month extension options remain.
- 2.0 The total contract amount is increased by \$40,671.00 for this extension option period. The total contract authorization is recapped below:

Term	Action Amount	Total Contract Amount
Basic Term: 02/04/2015 – 02/03/2016	\$38,863.00	\$38,863.00
Amendment No. 1: Option: 1 02/04/2016 – 02/03/2017	\$39,220.00	\$78,083.00
Amendment No. 2: Additional Statement of Work (Admin Increase)	\$54,000.00	\$132,083.00
Amendment No. 3: Option: 2 02/04/2017 – 02/03/2018	\$39,580.00	\$171,663.00
Amendment No. 4: Option: 3 02/04/2018 – 02/03/2019	\$40,671.00	\$212,334.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: Timothy A. Walsh 1/31/2018

Printed Name: Timothy A. Walsh  
Authorized Representative

GCR, Inc.  
2021 Lakeshore Drive, Suite 500  
New Orleans, LA 70122

Sign/Date: Bartley Tyler 1/31/18

Printed Name: Bartley Tyler  
Authorized Representative

City of Austin  
Purchasing Office  
124 W. 8<sup>th</sup> Street, Ste. 310  
Austin, Texas 78701



Amendment No. 3  
to  
Contract No. 5600 NS150000011  
For  
ABM and ASCCS Support and Maintenance Agreement  
between  
GCR, Inc. (Contractor)  
and the  
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. Effective February 4, 2017. The term for the extension option will be February 4, 2017 to February 3, 2018. Two (2) twelve month extension options remain.
- 2.0 The total contract amount is increased by \$39,580.00 for this extension option period. The total contract authorization is recapped below:

Term	Action Amount	Total Contract Amount
Basic Term: 02/04/2015 – 02/03/2016	\$38,863.00	\$38,863.00
Amendment No. 1: Option 1 02/04/2016 – 02/03/2017	\$39,220.00	\$78,083.00
Amendment No. 2: Additional Statement of Work (Admin Increase)	\$54,000.00	\$132,083.00
Amendment No. 3: 02/04/2017 – 02/03/2018	\$39,580.00	\$171,663.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: TAWL 1/23/2017

Printed Name: Timothy A. Walsh; Director Aviation Services  
Authorized Representative

GCR, Inc.  
2021 Lakeshore Drive, Suite 500  
New Orleans, LA 70122

Sign/Date: Bartley Tyler 2/2/17

Printed Name: Bartley Tyler  
Authorized Representative

City of Austin  
Purchasing Office  
124 W. 8<sup>th</sup> Street, Ste. 310  
Austin, Texas 78701



Amendment No. 2  
to  
Contract No. NS150000011  
for  
ABM and ASOCS Support and Maintenance Agreement  
between  
GCR, Inc. (Contractor)  
and the  
City of Austin

1.0 The above referenced contract is amended as follows:

The attached Statement of Work is hereby added to Exhibit A: Pricing Agreement.

2.0 The total Contract authorization is recapped below:

Term	Action Amount	Total Contract Amount
Basic Term: 02/04/15 – 02/03/16	\$38,863.00	\$38,863.00
Amendment No. 1: Option 1 02/04/16 – 02/03/17	\$39,220.00	\$78,083.00
Amendment No. 2: Additional Statement of Work	\$54,000.00	\$132,083.00

3.0 MBE/WBE goals were not established for this contract.

4.0 By signing this amendment the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas or the City of Austin.

5.0 All other terms and conditions remain the same.

By the signature affixed below, this amendment is hereby incorporated into and made a part of the above referenced contract.


**Authorized Representative:**

Contractor Signature: 

Printed Name: David R. McKeever

Date: July 8, 2016

GCR, Inc.  
2021 Lakeshore Drive, Suite 500  
New Orleans, LA 70122

Signature: 

City of Austin Purchasing Office

Printed Name: Gil Zilkha

Date: 7/12/16

City of Austin  
124 W. 8<sup>th</sup> St., Ste. 310  
Austin, TX 78701

GCR Inc.

## **Statement of Work**

### ***Austin-Bergstrom International Airport ABM Update and Reconfiguration***

Prepared for:

**Information Systems**

**Department of Aviation**

**City of Austin**

*5 May 2016 (v02)*

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# Statement of Work for Services

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This Statement of Work (SOW), including any appendices, schedules, and/or attachments, documents the understanding between GCR Inc. ("GCR") and the City of Austin, Department of Aviation (City) with respect to certain services to be performed in regards to the Airport Business Manager (ABM) product ("Services") at the Austin-Bergstrom International Airport (AUS). These Services shall be provided under the provisions of this SOW, the existing licensing agreement for ABM granted to the City for use at AUS, and the on-going Maintenance and Support agreement between GCR and the City.

## Project Scope and Objectives

### Background and Overview

ABM was implemented at AUS in 1999. Since that time AUS has experienced tremendous growth, has changed many aspects of its approach to conducting the business of the airport, and has experienced a significant change in personnel using the ABM application. Based upon these changes, the City has decided to evaluate the configuration of ABM in light of the current business of the airport and department organization. In addition, there are certain data interchange enhancements that are now available that would improve the efficiencies in certain business processes. A final consideration is that the next generational version of ABM will be released in late 2016 / early 2017 and AUS wants to be aligned so that the transition to that version will be as seamless as possible.

### Scope Components

This scope of work is divided into the following components:

1. Reconfiguration of current ABM
2. Implementation of data interchanges
3. Preparation for transition to the next generation of ABM

Each of these components are detailed in the subsequent sections of this document.

### Objectives

The objectives of this effort include:

1. To standardize data elements used in ABM
2. To make core and routine processes more automated and easier to manage.
3. To make compliance processes more efficient.
4. To facilitate compliance and routine reporting (both internal and external)
5. To enhance management information and access to that information.
6. To enhance the processes of servicing tenants and other clients.
7. To make communications more efficient.
8. To provide better information more efficiently for decision making.



## **GCR Services**

GCR will provide the following professional services:

### **Reconfiguration of Current ABM**

1. Provide on-site visits every four to eight weeks to facilitate the progress in the project
2. Facilitate working sessions with AUS personnel to reconfigure the reference data within ABM and ensure that the reconfiguration supports the key objectives for each department.
3. Facilitate working sessions with AUS personnel to define and standardize non-reference data within ABM and ensure that the data supports the key objectives for each department.
4. Facilitate the implementation and transition of the reconfigured reference data into a REBUILD environment so that users can validate the reconfigured settings.
5. Facilitate the evaluation and adjustment of the reconfigured environment.
6. Work with AUS personnel to leverage various functionality in ABM to provide more efficiencies to processes and routines. Identify adjustments to processes as needed.
7. Work with AUS personnel to plan the transition of the reconfigured data into the PROD environment.
8. Work with AUS personnel to develop reports in the Report Designer and provide data extracts as needed to improve reporting functionality.

### **Implementation of Data Interchanges**

There are several data interchanges that have been identified by the City and GCR as possible initiatives to gain process efficiencies. Not all of these will be possible to accomplish within this scope of work. The following is the listing of possible interchanges to consider. Further discussion will occur as part of this SOW to prioritize these interchanges and determine which one or ones can be accomplished within the SOW.

1. PASSUR - Automated Flight Landing Information
2. Phone Systems
3. AVI - Automated Vehicle Identification
4. STS - Shared Tenant Services
5. WO - Work Orders for Tenant Billing (Maximo)
6. City of Austin ERP
7. CUTE - Common Use Terminal Equipment
8. Airport Operational Database (AODB)
9. BMS - Building Management System
10. APS - Automated Parking System

### **Preparation for the Transition to the Next Generation of ABM**

It is expected that the next generation of ABM will be deployed at AUS in 2017. The exact timing is to be coordinated between the City and GCR. As part of this SOW, GCR will continually update the City on the progress of the development of ABM and enlist feedback from AUS personnel on the product. GCR will conduct sessions with AUS personnel to display progress to date and to receive user feedback. In addition, GCR will work to ensure that the reconfigurations, reporting, and other work performed within this SOW will transition smoothly to the next ABM generation.

## **Project Schedule and Personnel**

### **Project Schedule**

Based on the outlined scope and objectives, GCR proposes the following schedule (dates may be shifted to accommodate project movement and AUS personnel schedules):

1. Week of May 16<sup>th</sup>: Status call and remote session between the City and GCR to review current status of reconfiguration, the proposed schedule, and other questions or matters AUS personnel would like to discuss.
2. Week of June 6<sup>th</sup>: On-site GCR visit for two to three days to facilitate discussions on Agreement and Provision reference data as well as non-reference data. Other items can be addressed during this session.
3. Week of June 20<sup>th</sup>: Status call and remote session for validation of reference data in the REBUILD environment.
4. Week of July 11<sup>th</sup>: Status call and remote session to clear any remaining reference data issues.
5. Week of July 11<sup>th</sup>: Work with AUS IT personnel to transition reconfigured reference data to all relevant records within the REBUILD environment.
6. Week of July 25<sup>th</sup>: On-site GCR visit for two to three days to facilitate the evaluation of reconfigured data and to plan for non-reference data adjustments. Evaluate whether some of the reconfigured data can be transitioned to PROD. Begin reporting review.
7. Week of August 8<sup>th</sup>: Status call and remote session to assimilate feedback and next steps. Evaluate additional movement to PROD.
8. Week of August 22<sup>nd</sup>: On-site GCR visit to plan for final reconfiguration transition to PROD. Continue reporting review and implementation.
9. Week of September 5<sup>th</sup>: Status call and remote session. Evaluation of data interchanges.
10. Week of September 12<sup>th</sup>: Status call and remote session to discuss progress on data interchanges.
11. Week of September 29<sup>th</sup>: On-site GCR visit to conclude movement to PROD for reconfigured data and reporting. Working session to update data interchanges.
12. Week of October 10<sup>th</sup>: Data interchanges in TEST.
13. Week of November 7<sup>th</sup>: Data interchanges move to PROD.
14. Week of December 5<sup>th</sup>: Recap and project close-out.

### **Project Personnel**

The following individuals shall be assigned to the engagement. GCR may, from time to time, add or re-assign personnel as needed.

1. David McKeever – Project Sponsor, GCR Airport Systems Division Director
2. Raymond Ceasar – Project Manager and Senior Consultant, GCR Director of Aviation Solutions
3. Patrick Brady – ABM Business Functional Specialist
4. Nick Aizen – Lead Developer

### **Project Termination**

GCR will have fulfilled its obligations for the Services described in this SOW when GCR completes the activities described in this SOW and those activities are accepted by the City.

## Fees and Expenses

### Summary of Charges

GCR will provide services on a Time and Materials/Expenses basis. The total amount of the SOW will not exceed \$54,000. Estimates are as follows:

	Rate / HR	Est. Hrs.	Est. Total
David McKeever	\$ 225.00	16	\$ 3,600.00
Ray Ceasar	\$ 190.00	156	\$ 29,640.00
Data Interchanges			\$ 17,260.00
Expenses (5 trips @ \$700 per trip)			\$ 3,500.00
			-----
Total Estimate			\$ <u>54,000.00</u>

Professional Services and Expenses will be invoiced monthly as incurred.

### Project Change Control

The following process will be followed if a change to this SOW is required.

A Change Request will be the vehicle for communicating change. The Change Request must describe the change, the rationale for the change, and the effect the change will have on the Services.

Both parties will review the proposed change and recommend it for further investigation or reject it. The investigation will determine the effect that implementation of the Change Request will have on price, schedule and other terms and conditions of the SOW.

A written Change Authorization and/or Change Request must be signed by authorized representatives from both parties to authorize implementation of the investigated changes. Until a change is agreed in writing, both parties will continue to act in accordance with the latest agreed version of the SOW.

### Acceptance of Statement of Work

Each party accepts the terms of this SOW by signing this SOW by hand or, where recognized by law, electronically. By such acceptance, each party agrees that no modifications have been made to this SOW.

Agreed to:

**City of Austin, Department of Aviation**

By: \_\_\_\_\_  
Authorized Signature

Name: \_\_\_\_\_  
(type or print)

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

Agreed to:

**GCR**

By:  \_\_\_\_\_  
Authorized Signature

Name: David R. McKeever  
(type or print)

Date: July 8, 2016



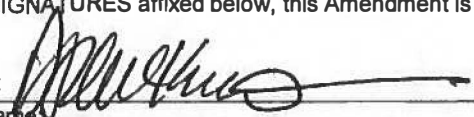
Amendment No. 1  
of  
Contract No. NS150000011  
for  
ABM and ASOCS Support and Maintenance Agreement  
between  
GCR Inc.  
and the  
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be February 4, 2016 to February 3, 2017 and there are three remaining options.
- 2.0 The total contract amount is increased by \$39,220.00 for the extension option period. The total Contract authorization is recapped below:

Term	Action Amount	Total Contract Amount
Basic Term: 02/04/15 – 02/03/16	\$38,863.00	\$38,863.00
Amendment No. 1: Option 1 02/04/16 – 02/03/17	\$39,220.00	\$78,083.00

- 3.0 MBE/WBE goals were not established for this contract.
- 4.0 By signing this Amendment the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced contract.

Signature:   
Printed Name: \_\_\_\_\_  
Authorized Representative

David R. McKeever  
Feb 1, 2016

GCR Inc.  
2021 Lakeshore Drive Ste. 500  
New Orleans, LA  
Tom Schuessler  
[tschuessler@gcrconsulting.com](mailto:tschuessler@gcrconsulting.com)  
504-304-2500

Signature:   
Linell Goodin-Brown, Contract Compliance Supervisor  
City of Austin  
Purchasing Office 2/3/16

**CONTRACT BETWEEN THE CITY OF AUSTIN  
AND**

**GCR Inc.**

**For**

**ABM and ASOCS Support and Maintenance Agreement**

This Contract is made by and between the City of Austin ("City"), a home-rule municipality incorporated by the State of Texas, and GCR Inc. ("Contractor"), having offices at 2021 Lakeshore Drive, Suite 500, New Orleans, LA 70122.

**SECTION 1. GRANT OF AUTHORITY, SERVICES AND DUTIES**

**1.1 Engagement of the Contractor.** ~~Subject to the general supervision and control of the City and subject to~~ the provisions of the Terms and Conditions contained herein, the Contractor is engaged to provide the services set forth in Section 2, Scope of Work.

**1.2 Responsibilities of the Contractor.** The Contractor shall provide all technical and professional expertise, knowledge, management, and other resources required for accomplishing all aspects of the tasks and associated activities identified in the Scope of Work. In the event that the need arises for the Contractor to perform services beyond those stated in the Scope of Work, the Contractor and the City shall negotiate mutually agreeable terms and compensation for completing the additional services.

**1.3 Responsibilities of the City.** The City's Contract Manager will be responsible for exercising general oversight of the Contractor's activities in completing the Scope of Work. Specifically, the Contract Manager will represent the City's interests in resolving day-to-day issues that may arise during the term of this Contract, shall participate regularly in conference calls or meetings for status reporting, shall promptly review any written reports submitted by the Contractor, and shall approve all invoices for payment, as appropriate. The City's Contract Manager shall give the Contractor timely feedback on the acceptability of progress and task reports.

**1.4 Designation of Key Personnel.** The Contractor's Contract Manager for this engagement shall be Tom Schuessler, Phone: (504) 304-2500, Email Address: [Tschuessler@gcrconsulting.com](mailto:Tschuessler@gcrconsulting.com). The City's Contract Manager for the engagement shall be Phillip Bays, Phone: (512) 530-2638, Email Address: [Phillip.Bays@austintexas.gov](mailto:Phillip.Bays@austintexas.gov). The City and the Contractor resolve to keep the same key personnel assigned to this engagement throughout its term. In the event that it becomes necessary for the Contractor to replace any key personnel, the replacement will be an individual having equivalent experience and competence in executing projects such as the one described herein. Additionally, the Contractor will promptly notify the City Contract Manager and obtain approval for the replacement. Such approval shall not be unreasonably withheld.

**SECTION 2. SCOPE OF WORK**

**2.1 Contractor's Obligations.** The Contractor shall fully and timely provide all Deliverables described herein and in the Contractor's Offer in strict accordance with the terms, covenants, and conditions of the Contract and all applicable Federal, State, and local laws, rules, and regulations.

**SECTION 3. COMPENSATION**

**3.1 Contract Amount.** The Contractor will be paid as indicated herein upon the successful completion of the Scope of Work, as described herein. In consideration for the services to be performed under this Contract, the Contractor shall be paid an amount not-to-exceed \$38,863.00 for all fees and expenses with four 12-month extension options in an amount not-to-exceed \$39,220.00 for the first extension option, \$39,580.00 for the second extension option, \$40,671.00 for the third extension option, and \$38,595.00 for the fourth extension option for a total contract amount not-to-exceed \$196,929.00.

**3.2 Economic Price Adjustment.**

**3.2.1 Price Adjustments.** Prices shown in this Contract shall remain firm for the first 12 period of the Contract. After that, in recognition of the potential for fluctuation of the Contractor's cost, a price adjustment (increase or decrease) may be requested by either the City or the Contractor on the anniversary date of the Contract or as may otherwise be specified herein. The percentage change between the contract price and

the requested price shall not exceed the percentage change between the specified index in effect on the date the solicitation closed and the most recent, non-preliminary data at the time the price adjustment is requested. The requested price adjustment shall not exceed ten percent (10%) for any single line item and in no event shall the total amount of the contract be automatically adjusted as a result of the change in one or more line items made pursuant to this provision. Prices for products or services unaffected by verifiable cost trends shall not be subject to adjustment.

**3.2.2 Effective Date.** Approved price adjustments will go into effect on the first day of the upcoming renewal period or anniversary date of contract award and remain in effect until contract expiration unless changed by subsequent amendment.

**3.2.3 Adjustments.** A request for price adjustment must be made in writing and submitted to the other Party prior to the yearly anniversary date of the Contract; adjustments may only be considered at that time unless otherwise specified herein. ~~Requested adjustments must be solely for the purpose of~~ accommodating changes in the Contractor's direct costs. Contractor shall provide an updated price listing once adjustment(s) have been approved by the parties.

**3.2.4 Indexes.** In most cases an index from the Bureau of Labor Standards (BLS) will be utilized; however, if there is more appropriate, industry recognized standard then that index may be selected.

**3.2.4.1** The following definitions apply:

**3.2.4.1.1 Base Period:** Month and year of the original contracted price (the solicitation close date).

**3.2.4.1.2 Base Price:** Initial price quoted, proposed and/or contracted per unit of measure.

**3.2.4.1.3 Adjusted Price:** Base Price after it has been adjusted in accordance with the applicable index change and instructions provided.

**3.2.4.1.4 Change Factor:** The multiplier utilized to adjust the Base Price to the Adjusted Price.

**3.2.4.1.5 Weight %:** The percent of the Base Price subject to adjustment based on the index change.

**3.2.4.2 Adjustment-Request Review.** Each adjustment-request received will be reviewed and compared to changes in the index(es) identified below. Where applicable:

**3.2.4.2.1** Utilize final Compilation data instead of Preliminary data

**3.2.4.2.2.** If the referenced index is no longer available shift up to the next higher category index.

**3.2.4.3 Index Identification.** Complete table as they may apply.

Weight % or \$ of Base Price: 100	
Database Name: Producer Price Index Data	
Series ID: WPU34	
<input checked="" type="checkbox"/> Not Seasonally Adjusted	<input type="checkbox"/> Seasonally Adjusted
Geographical Area:	
Description of Series ID: Software Publishing	
This Index shall apply to the following items of the Bid Sheet / Cost Proposal: ALL	

**3.2.5 Calculation.** Price adjustment will be calculated as follows:

**3.2.5.1 Single Index.** Adjust the Base Price by the same factor calculated for the index change.

Index at time of calculation
Divided by index on solicitation close date
Equals Change Factor
Multiplied by the Base Price
Equals the Adjusted Price

3.2.6 If the requested adjustment is not supported by the referenced index, the City, as its sole discretion, may consider approving an adjustment on fully documented market increases.

### 3.3 Invoices.

3.3.1 Invoices shall contain a unique invoice number, the purchase order or delivery order number and the master agreement number if applicable, the Department's Name, and the name of the point of contact for the Department. Invoices shall be itemized. The Contractor's name and, if applicable, the tax identification number on the invoice must exactly match the information in the Contractor's registration with the City. Unless otherwise instructed in writing, the City may rely on the remittance address specified on the Contractor's invoice. Invoices received without all required information cannot be processed and will be returned to the Contractor. Invoices shall be mailed to the below address:

	City of Austin
Department	Communication Technology Management or (CTM)
Attn:	Accounts Payable
Address	PO Box 1088
City, State, Zip Code	Austin, TX 78767

3.3.2 Invoices for labor shall include a copy of all time-sheets with trade labor rate and Deliverables order number clearly identified. Invoices shall also include a tabulation of work-hours at the appropriate rates and grouped by work order number. Time billed for labor shall be limited to hours actually worked at the work site.

3.3.3 Unless otherwise expressly authorized in the Contract, the Contractor shall pass through all Subcontract and other authorized expenses at actual cost without markup.

3.3.4 Federal excise taxes, State taxes, or City sales taxes must not be included in the invoiced amount. The City will furnish a tax exemption certificate upon request.

### 3.4 Payment.

3.4.1 All proper invoices received by the City will be paid within thirty (30) calendar days of the City's receipt of the Deliverables or of the invoice, whichever is later.

3.4.2 If payment is not timely made, (per this paragraph), interest shall accrue on the unpaid balance at the lesser of the rate specified in Texas Government Code Section 2251.025 or the maximum lawful rate; except, if payment is not timely made for a reason for which the City may withhold payment hereunder, interest shall not accrue until ten (10) calendar days after the grounds for withholding payment have been resolved.

3.4.3 The City may withhold or off set the entire payment or part of any payment otherwise due the Contractor to such extent as may be necessary on account of:

3.4.3.1 delivery of defective or non-conforming Deliverables by the Contractor;

3.4.3.2 third party claims, which are not covered by the insurance which the Contractor is required to provide, are filed or reasonable evidence indicating probable filing of such claims;

3.4.3.3 failure of the Contractor to pay Subcontractors, or for labor, materials or equipment;

3.4.3.4 damage to the property of the City or the City's agents, employees or contractors, which is not covered by insurance required to be provided by the Contractor;

3.4.3.5 reasonable evidence that the Contractor's obligations will not be completed within the time specified in the Contract, and that the unpaid balance would not be adequate to cover actual or liquidated damages for the anticipated delay;

3.4.3.6 failure of the Contractor to submit proper invoices with all required attachments and supporting documentation; or

3.4.3.7 failure of the Contractor to comply with any material provision of the Contract Documents.

3.4.4 Notice is hereby given of Article VIII, Section 1 of the Austin City Charter which prohibits the payment of any money to any person, firm or corporation who is in arrears to the City for taxes, and of §2-8-3 of the Austin City Code concerning the right of the City to offset indebtedness owed the City.

3.4.5 Payment will be made by check unless the parties mutually agree to payment by credit card or electronic transfer of funds. The Contractor agrees that there shall be no additional charges, surcharges, or penalties to the City for payments made by credit card or electronic transfer of funds.

3.5 **Retainage.** The City reserves the right to withhold a 10 percent (%) retainage until completion of all work required by the Contract. The Contractor's invoice shall indicate the amount due, less the retainage. Upon final acceptance of the work, the Contractor shall submit an invoice for the retainage to the City and payment will be made as specified in the Contract. Payment of the retainage by the City shall not constitute nor be deemed a waiver or release by the City of any of its rights and remedies against the Contractor for recovery of amounts improperly invoiced or for defective, incomplete or non-conforming work under the Contract.

3.6 **Non-Appropriation.** The awarding or continuation of this Contract is dependent upon the availability of funding. The City's payment obligations are payable only and solely from funds Appropriated and available for this Contract. The absence of Appropriated or other lawfully available funds shall render the Contract null and void to the extent funds are not Appropriated or available and any Deliverables delivered but unpaid shall be returned to the Contractor. The City shall provide the Contractor written notice of the failure of the City to make an adequate Appropriation for any fiscal year to pay the amounts due under the Contract, or the reduction of any Appropriation to an amount insufficient to permit the City to pay its obligations under the Contract. In the event of non or inadequate appropriation of funds, there will be no penalty nor removal fees charged to the City.

3.7 **Reimbursable Expenses.** Expenses incurred directly in support of completing the work set forth in this Contract are reimbursable to the Contractor within the Contract amount.

3.7.1 **Administrative.** The Contractor will be reimbursed for selected administrative expenses incurred directly in support of executing this Contract. Reimbursable administrative expenses include actual charges for long distance telephone calls, facsimile transmissions, reproduction, printing and binding, postage, express delivery and report processing.

3.7.2 **Travel Expenses.** All travel, lodging, and per diem expenses in connection with the Contract for which reimbursement may be claimed by the Contractor under the terms of the Contract will be reviewed against the City's Travel Policy and the current United States General Services Administration Domestic Per Diem Rates (the "Rates") as published and maintained on the Internet at:

<http://www.gsa.gov/portal/category/21287>

No amounts in excess of the Travel Policy or Rates shall be paid. All invoices must be accompanied by copies of itemized receipts (e.g. hotel bills, airline tickets). No reimbursement will be made for expenses not actually incurred. Airline fares in excess of coach or economy will not be reimbursed. Mileage



charges may not exceed the amount permitted as a deduction in any year under the Internal Revenue Code or Regulation.

**3.8 Final Payment and Close-Out.**

3.8.1 The making and acceptance of final payment will constitute:

3.8.1.1 a waiver of all claims by the City against the Contractor, except claims (1) which have been previously asserted in writing and not yet settled, (2) arising from defective work appearing after final inspection, (3) arising from failure of the Contractor to comply with the Contract or the terms of any warranty specified herein, (4) arising from the Contractor's continuing obligations under the Contract, including but not limited to indemnity and warranty obligations, or (5) arising under the City's right to audit; and

3.8.1.2 a waiver of all claims by the Contractor against the City other than those previously asserted in writing and not yet settled.

**SECTION 4. TERM AND TERMINATION**

**4.1 Term of Contract.** The Contract shall be in effect for an initial term of 12 months and may be extended thereafter for up to 4 additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.

4.1.1 Upon expiration of the contract, the Contractor agrees to hold over under the terms and conditions of this Contract for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 calendar days unless mutually agreed on in writing).

**4.2 Right To Assurance.** Whenever one party to the Contract in good faith has reason to question the other party's intent to perform, demand may be made to the other party for written assurance of the intent to perform. In the event that no assurance is given within the time specified after demand is made, the demanding party may treat this failure as an anticipatory repudiation of the Contract.

**4.3 Default.** The Contractor shall be in default under the Contract if the Contractor (a) fails to fully, timely and faithfully perform any of its material obligations under the Contract, (b) fails to provide adequate assurance of performance under the "Right to Assurance paragraph herein, (c) becomes insolvent or seeks relief under the bankruptcy laws of the United States or (d) makes a material misrepresentation in Contractor's Offer, or in any report or Deliverable required to be submitted by Contractor to the City.

**4.4 Termination For Cause.** In the event of a default by the Contractor, the City shall have the right to terminate the Contract for cause, by written notice effective ten (10) calendar days, unless otherwise specified, after the date of such notice, unless the Contractor, within such ten (10) day period, cures such default, or provides evidence sufficient to prove to the City's reasonable satisfaction that such default does not, in fact, exist. The City may place Contractor on probation for a specified period of time within which the Contractor must correct any non-compliance issues. Probation shall not normally be for a period of more than nine (9) months, however, it may be for a longer period, not to exceed one (1) year depending on the circumstances. If the City determines the Contractor has failed to perform satisfactorily during the probation period, the City may proceed with suspension. In the event of a default by the Contractor, the City may suspend or debar the Contractor in accordance with the "City of Austin Purchasing Office Probation, Suspension and Debarment Rules for Vendors" and remove the Contractor from the City's vendor list for up to five (5) years and any Offer submitted by the Contractor may be disqualified for up to five (5) years. In addition to any other remedy available under law or in equity, the City shall be entitled to recover all actual damages, costs, losses and expenses, incurred by the City as a result of the Contractor's default, including, without limitation, cost of cover, reasonable attorneys' fees, court costs, and prejudgment and post-judgment interest at the maximum lawful rate. All rights and remedies under the Contract are cumulative and are not exclusive of any other right or remedy provided by law.

**4.5 Termination Without Cause.** The City shall have the right to terminate the Contract, in whole or in part, without cause any time upon thirty (30) calendar days prior written notice. Upon receipt of a notice of termination, the Contractor shall promptly cease all further work pursuant to the Contract, with such exceptions, if any,

specified in the notice of termination. The City shall pay the Contractor, to the extent of funds Appropriated or otherwise legally available for such purposes, for all goods delivered and services performed and obligations incurred prior to the date of termination in accordance with the terms hereof.

4.6 **Fraud.** Fraudulent statements by the Contractor on any Offer or in any report or Deliverable required to be submitted by the Contractor to the City shall be grounds for the termination of the Contract for cause by the City and may result in legal action.

## **SECTION 5. OTHER DELIVERABLES**

5.1 **Insurance:** The following insurance requirements apply.

### **5.1.1 General Requirements.**

5.1.1.1 The Contractor shall at a minimum carry insurance in the types and amounts indicated herein for the duration of the Contract and during any warranty period.

5.1.1.2 The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to Contract execution and within fourteen (14) calendar days after written request from the City.

5.1.1.3 The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.

5.1.1.4 The Contractor shall not commence work until the required insurance is obtained and has been reviewed by City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.

5.1.1.5 The City may request that the Contractor submit certificates of insurance to the City for all subcontractors prior to the subcontractors commencing work on the project.

5.1.1.6 The Contractor's and all subcontractors' insurance coverage shall be written by companies licensed to do business in the State of Texas at the time the policies are issued and shall be written by companies with A.M. Best ratings of B+VII or better.

5.1.1.7 All endorsements naming the City as additional insured, waivers, and notices of cancellation endorsements as well as the Certificate of Insurance shall be mailed to the following address:

City of Austin  
Purchasing Office  
P. O. Box 1088  
Austin, Texas 78767

5.1.1.8 The "other" insurance clause shall not apply to the City where the City is an additional insured shown on any policy. It is intended that policies required in the Contract, covering both the City and the Contractor, shall be considered primary coverage as applicable.

5.1.1.9 If insurance policies are not written for amounts specified in Paragraph 5.1.2, Specific Coverage Requirements, the Contractor shall carry Umbrella or Excess Liability Insurance for any differences in amounts specified. If Excess Liability Insurance is provided, it shall follow the form of the primary coverage.

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5.1.1.10 The City shall be entitled, upon request, at an agreed upon location, and without expense, to review certified copies of policies and endorsements thereto and may make any reasonable requests for deletion or revision or modification of particular policy terms, conditions, limitations, or exclusions except where policy provisions are established by law or regulations binding upon either of the parties hereto or the underwriter on any such policies.

5.1.1.11 The City reserves the right to review the insurance requirements set forth during the effective period of the Contract and to make reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by the City based upon changes in statutory law, court decisions, the claims history of the industry or financial condition of the insurance company as well as the Contractor.

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5.1.1.12 The Contractor shall not cause any insurance to be canceled nor permit any insurance to lapse during the term of the Contract or as required in the Contract.

5.1.1.13 The Contractor shall be responsible for premiums, deductibles and self-insured retentions, if any, stated in policies. All deductibles or self-insured retentions shall be disclosed on the Certificate of Insurance.

5.1.1.14 The Contractor shall endeavor to provide the City thirty (30) calendar days written notice of erosion of the aggregate limits below occurrence limits for all applicable coverages indicated within the Contract.

5.1.2 **Specific Coverage Requirements.** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

5.1.2.1 **Commercial General Liability Insurance.** The minimum bodily injury and property damage per occurrence are \$500,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injuries). The policy shall contain the following provisions and endorsements.

5.1.2.1.1 Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project.

5.1.2.1.2 Contractor/Subcontracted Work.

5.1.2.1.3 Products/Completed Operations Liability for the duration of the warranty period.

5.1.2.1.4 Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage.

5.1.2.1.5 Thirty (30) calendar days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage.

5.1.2.1.6 The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage.

5.1.2.2 **Professional Liability Insurance.** The Contractor shall provide coverage, at a minimum limit of \$1,000,000 per claim, to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, or omission, or breach of security (including but not limited to any confidential or private information) arising out of the performance of professional services under this Agreement. The required coverage shall extend to technology licensed and/or purchased, including any Software licensed or Hardware purchased under this Contract. If coverage is written on a claims-made basis, the retroactive date

shall be prior to or coincident with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for 24 months following the completion of the contract.

5.1.2.3 **Business Automobile Liability Insurance.** The Contractor shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of \$500,000 per occurrence for bodily injury and property damage. Alternate acceptable limits are \$250,000 bodily injury per person, \$500,000 bodily injury per occurrence and at least \$100,000 property damage liability per accident. The policy shall contain the following endorsements:

5.1.2.3.1 Waiver of Subrogation, Endorsement CA0444, or equivalent coverage.

5.1.2.3.2 Thirty (30) calendar days Notice of Cancellation, Endorsement CA0244, or equivalent coverage.

5.1.2.3.3 The City of Austin listed as an additional insured, Endorsement CA2048, or equivalent coverage.

5.1.2.4 **Worker's Compensation and Employers' Liability Insurance.** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$100,000 bodily injury each accident, \$500,000 bodily injury by disease policy limit and \$100,000 bodily injury by disease each employee. The policy shall contain the following provisions and endorsements:

5.1.2.4.1 The Contractor's policy shall apply to the State of Texas.

5.1.2.4.2 Waiver of Subrogation, Form WC420304, or equivalent coverage.

5.1.2.4.3 Thirty (30) calendar days Notice of Cancellation, Form WC420601, or equivalent coverage.

## 5.1 **Equal Opportunity.**

5.2.1 **Equal Employment Opportunity.** No Contractor or Contractor's agent shall engage in any discriminatory employment practice as defined in Chapter 5-4 of the City Code. No Bid submitted to the City shall be considered, nor any Purchase Order issued, or any Contract awarded by the City unless the Contractor has executed and filed with the City Purchasing Office a current Non-Discrimination Certification. The Contractor shall sign and return the Non-Discrimination Certification attached hereto as Exhibit C. Non-compliance with Chapter 5-4 of the City Code may result in sanctions, including termination of the contract and the Contractor's suspension or debarment from participation on future City contracts until deemed compliant with Chapter 5-4.

5.1.2 **Americans With Disabilities Act (ADA) Compliance.** No Contractor, or Contractor's agent shall engage in any discriminatory employment practice against individuals with disabilities as defined in the ADA.

5.2 **Acceptance of Incomplete or Non-Conforming Deliverables.** If, instead of requiring immediate correction or removal and replacement of defective or non-conforming Deliverables, the City prefers to accept it, the City may do so. The Contractor shall pay all claims, costs, losses and damages attributable to the City's evaluation of and determination to accept such defective or non-conforming Deliverables. If any such acceptance occurs prior to final payment, the City may deduct such amounts as are necessary to compensate the City for the diminished value of the defective or non-conforming Deliverables. If the acceptance occurs after final payment, such amount will be refunded to the City by the Contractor.

## 5.3 **Delays.**

5.4.1 The City may delay scheduled delivery or other due dates by written notice to the Contractor if the City deems it is in its best interest. If such delay causes an increase in the cost of the work under the Contract, the City and the Contractor shall negotiate an equitable adjustment for costs incurred by the Contractor in the Contract price and execute an amendment to the Contract. The Contractor must assert its right to an adjustment within thirty (30) calendar days from the date of receipt of the notice of delay. Failure to agree on any adjusted price shall be handled under the Dispute Resolution process specified herein. However, nothing in this provision shall excuse the Contractor from delaying the delivery as notified.

5.3.2 Neither party shall be liable for any default or delay in the performance of its obligations under this Contract if, while and to the extent such default or delay is caused by acts of God, fire, riots, civil commotion, labor disruptions, sabotage, sovereign conduct, or any other cause beyond the reasonable control of such Party. In the event of default or delay in Contract performance due to any of the foregoing causes, then the time for completion of the services will be extended; provided, however, in such an event, a conference will be held within three (3) business days to establish a mutually agreeable period of time reasonably necessary to overcome the effect of such failure to perform.

5.4 **Ownership And Use Of Deliverables.** The City shall own all rights, titles, and interests throughout the world in and to the Deliverables.

5.5.1 **Patents.** As to any patentable subject matter contained in the Deliverables, the Contractor agrees to disclose such patentable subject matter to the City. Further, if requested by the City, the Contractor agrees to assign and, if necessary, cause each of its employees to assign the entire right, title, and interest to specific inventions under such patentable subject matter to the City and to execute, acknowledge, and deliver and, if necessary, cause each of its employees to execute, acknowledge, and deliver an assignment of letters patent, in a form to be reasonably approved by the City, to the City upon request by the City.

5.4.2 **Copyrights.** As to any Deliverables containing copyrightable subject matter, the Contractor agrees that upon their creation, such Deliverables shall be considered as work made-for-hire by the Contractor for the City and the City shall own all copyrights in and to such Deliverables, provided however, that nothing in this paragraph shall negate the City's sole or joint ownership of any such Deliverables arising by virtue of the City's sole or joint authorship of such Deliverables. Should by operation of law, such Deliverables not be considered works made-for-hire, the Contractor hereby assigns to the City (and agrees to cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver an assignment to the City of) all worldwide right, title, and interest in and to such Deliverables. With respect to such work made-for-hire, the Contractor agrees to execute, acknowledge, and deliver and cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver a work-made-for-hire agreement, in a form to be reasonably approved by the City, to the City upon delivery of such Deliverables to the City or at such other time as the City may request.

5.4.3 **Additional Assignments.** The Contractor further agrees to, and if applicable, cause each of its employees to, execute, acknowledge, and deliver all applications, specifications, oaths, assignments, and all other instruments which the City might reasonably deem necessary in order to apply for and obtain copyright protection, mask work registration, trademark registration and/or protection, letters patent, or any similar rights in any and all countries and in order to assign and convey to the City, its successors, assigns and nominees, the sole and exclusive right, title, and interest in and to the Deliverables. The Contractor's obligation to execute, acknowledge, and deliver (or cause to be executed, acknowledged, and delivered) instruments or papers such as those described in this paragraph shall continue after the termination of this Contract with respect to such Deliverables. In the event the City should not seek to obtain copyright protection, mask work registration or patent protection for any of the Deliverables, but should desire to keep the same secret, the Contractor agrees to treat the same as Confidential Information under the terms herein.

5.5 **Rights to Proposal and Contractual Material.** All material submitted by the Contractor to the City shall become property of the City upon receipt. Any portions of such material claimed by the Contractor to be proprietary must be clearly marked as such. Determination of the public nature of the material is subject to the Texas Public Information Act, Chapter 552, Texas Government Code.

5.6 **Publications.** All published material and written reports submitted under the Contract must be originally developed material unless otherwise specifically provided in the Contract. When material not originally developed is included in a report in any form, the source shall be identified.

## **SECTION 6. WARRANTIES**

### **6.1 Warranty – Price.**

6.1.1 The Contractor warrants the prices quoted in the Offer are no higher than the Contractor's current prices on orders by others for like Deliverables under similar terms of purchase.

6.1.2 The Contractor certifies that the prices in the Offer have been arrived at independently without consultation, communication, or agreement for the purpose of restricting competition, as to any matter relating to such fees with any other firm or with any competitor.

6.1.3 In addition to any other remedy available, the City may deduct from any amounts owed to the Contractor, or otherwise recover, any amounts paid for items in excess of the Contractor's current prices on orders by others for like Deliverables under similar terms of purchase.

6.2 **Warranty – Services.** The Contractor warrants and represents that all services to be provided to the City under the Contract will be fully and timely performed in a good and workmanlike manner in accordance with generally accepted industry standards and practices, the terms, conditions, and covenants of the Contract, and all applicable Federal, State and local laws, rules or regulations.

6.2.1 The Contractor may not limit, exclude or disclaim the foregoing warranty or any warranty implied by law, and any attempt to do so shall be without force or effect.

6.2.2 Unless otherwise specified in the Contract, the warranty period shall be at least one year from the acceptance date. If during the warranty period, one or more of the warranties are breached, the Contractor shall promptly upon receipt of demand perform the services again in accordance with above standard at no additional cost to the City. All costs incidental to such additional performance shall be borne by the Contractor. The City shall endeavor to give the Contractor written notice of the breach of warranty within thirty (30) calendar days of discovery of the breach of warranty, but failure to give timely notice shall not impair the City's rights under this section.

6.2.3 If the Contractor is unable or unwilling to perform its services in accordance with the above standard as required by the City, then in addition to any other available remedy, the City may reduce the amount of services it may be required to purchase under the Contract from the Contractor, and purchase conforming services from other sources. In such event, the Contractor shall pay to the City upon demand the increased cost, if any, incurred by the City to procure such services from another source.

6.3 **No Warranty by City Against Infringement.** The Contractor represents and warrants to the City that: (1) the Contractor shall provide the City good and indefeasible title to the Deliverables and (2) the Deliverable supplied by the Contractor in accordance with the specifications in the Contract will not infringe, directly or contributorily, and patent, trademark, copyright, trade secret or any other intellectual property right of any kind of any third party; that no claims have been made by any person or entity with respect to the ownership or operation of the Deliverables and the Contractor does not know of any valid basis for such claims. The Contractor shall, at its sole expense, defend, indemnify, and hold the City harmless from and against all liability, damages, and costs (including court costs and reasonable fees of attorneys and other professionals) arising out of or resulting from: (1) any claim that the City's exercise anywhere in the world of the rights associated with the City's ownership, and if applicable, license rights, and its use of Deliverables infringes the intellectual property rights of any third party; or (2) the Contractor's breach of any of Contractor's representations or warranties stated in this Contract. In the event of any such claim, the City shall have the right to monitor such claim or at its option engage its own separate counsel to act as co-

counsel on the City's behalf. Further, Contractor agrees that the City's specifications regarding the Deliverables shall in no way diminish Contractor's warranties or obligations under this paragraph and the City makes no warranty that the production, development, or delivery of such Deliverables will not impact such warranties of Contractor.

## **SECTION 7. MISCELLANEOUS**

**7.1 Place and Condition of Work.** The City shall provide the Contractor access to the sites where the Contractor is to perform the services as required in order for the Contractor to perform the services in a timely and efficient manner in accordance with and subject to the applicable security laws, rules, and regulations. The Contractor acknowledges that it has satisfied itself as to the nature of the City's service requirements and ~~specifications, the location and essential characteristics of the work sites, the quality and quantity of materials, equipment, labor and facilities necessary to perform the services, and any other condition or state of fact which~~ could in any way affect performance of the Contractor's obligations under the Contract. The Contractor hereby releases and holds the City harmless from and against any liability or claim for damages of any kind or nature if the actual site or service conditions differ from expected conditions.

### **7.2 Workforce.**

7.2.1 The Contractor shall employ only orderly and competent workers, skilled in the performance of the services which they will perform under the Contract.

7.2.2 The Contractor, its employees, subcontractors, and subcontractor's employees may not while engaged in participating or responding to a solicitation or while in the course and scope of delivering goods or services under a City of Austin contract or on the City's property:

7.2.2.1 use or possess a firearm, including a concealed handgun that is licensed under state law, except as required by the terms of the Contract; and

7.2.2.2 use or possess alcoholic or other intoxicating beverages, illegal drugs or controlled substances, nor may such workers be intoxicated, or under the influence of alcohol or drugs, on the job.

7.2.3 If the City or the City's representative notifies the Contractor that any worker is incompetent, disorderly or disobedient, has knowingly or repeatedly violated safety regulations, has possessed any firearms, or has possessed or was under the influence of alcohol or drugs on the job, the Contractor shall immediately remove such worker from Contract services, and may not employ such worker again on Contract services without the City's prior written consent.

**7.3 Compliance with Health, Safety, and Environmental Regulations.** The Contractor, its Subcontractors, and their respective employees, shall comply fully with all applicable federal, state, and local health, safety, and environmental laws, ordinances, rules and regulations in the performance of the services, including but not limited to those promulgated by the City and by the Occupational Safety and Health Administration (OSHA). In case of conflict, the most stringent safety requirement shall govern. The Contractor shall indemnify and hold the City harmless from and against all claims, demands, suits, actions, judgments, fines, penalties and liability of every kind arising from the breach of the Contractor's obligations under this paragraph.

**7.4 Significant Event.** The Contractor shall immediately notify the City's Contract Manager of any current or prospective "significant event" on an ongoing basis. All notifications shall be submitted in writing to the Contract Manager. As used in this provision, a "significant event" is any occurrence or anticipated occurrence which might reasonably be expected to have a material effect upon the Contractor's ability to meet its contractual obligations. Significant events may include but not be limited to the following:

7.4.1 disposal of major assets;

7.4.2 any major computer software conversion, enhancement or modification to the operating systems, security systems, and application software, used in the performance of this Contract;

7.4.3 any significant termination or addition of provider contracts;

7.4.4 the Contractor's insolvency or the imposition of, or notice of the intent to impose, a receivership, conservatorship or special regulatory monitoring, or any bankruptcy proceedings, voluntary or involuntary, or reorganization proceedings;

7.4.5 strikes, slow-downs or substantial impairment of the Contractor's facilities or of other facilities used by the Contractor in the performance of this Contract;

7.4.6 reorganization, reduction and/or relocation in key personnel;

7.4.7 known or anticipated sale, merger, or acquisition;

7.4.8 known, planned or anticipated stock sales;

7.4.9 any litigation against the Contractor; or

7.4.10 significant change in market share or product focus.

**7.5 Right To Audit.**

7.5.1 The Contractor agrees that the representatives of the Office of the City Auditor or other authorized representatives of the City shall have access to, and the right to audit, examine, or reproduce, any and all records of the Contractor related to the performance under this Contract. The Contractor shall retain all such records for a period of three (3) years after final payment on this Contract or until all audit and litigation matters that the City has brought to the attention of the Contractor are resolved, whichever is longer. The Contractor agrees to refund to the City any overpayments disclosed by any such audit.

7.5.2 The Contractor shall include this provision in all subcontractor agreements entered into in connection with this Contract.

**7.6 Stop Work Notice.** The City may issue an immediate Stop Work Notice in the event the Contractor is observed performing in a manner that is in violation of Federal, State, or local guidelines, or in a manner that is determined by the City to be unsafe to either life or property. Upon notification, the Contractor will cease all work until notified by the City that the violation or unsafe condition has been corrected. The Contractor shall be liable for all costs incurred by the City as a result of the issuance of such Stop Work Notice.

**7.7 Indemnity.**

7.7.1 Definitions:

7.7.1.1 "Indemnified Claims" shall include any and all claims, demands, suits, causes of action, judgments and liability of every character, type or description, including all reasonable costs and expenses of litigation, mediation or other alternate dispute resolution mechanism, including attorney and other professional fees for:

7.7.1.1.1 damage to or loss of the property of any person (including, but not limited to the City, the Contractor, their respective agents, officers, employees and subcontractors; the officers, agents, and employees of such subcontractors; and third parties); and/or;

7.7.1.1.2 death, bodily injury, illness, disease, worker's compensation, loss of services, or loss of income or wages to any person (including but not limited to the agents, officers



and employees of the City, the Contractor, the Contractor's subcontractors, and third parties),

7.7.1.2 "Fault" shall include the sale of defective or non-conforming Deliverables, negligence, willful misconduct, or a breach of any legally imposed strict liability standard.

7.7.2 THE CONTRACTOR SHALL DEFEND (AT THE OPTION OF THE CITY), INDEMNIFY, AND HOLD THE CITY, ITS SUCCESSORS, ASSIGNS, OFFICERS, EMPLOYEES AND ELECTED OFFICIALS HARMLESS FROM AND AGAINST ALL INDEMNIFIED CLAIMS DIRECTLY ARISING OUT OF, INCIDENT TO, CONCERNING OR RESULTING FROM THE FAULT OF THE CONTRACTOR, OR THE CONTRACTOR'S AGENTS, EMPLOYEES OR SUBCONTRACTORS, IN THE PERFORMANCE OF THE CONTRACTOR'S OBLIGATIONS UNDER THE CONTRACT. NOTHING HEREIN SHALL BE DEEMED TO LIMIT THE ~~RIGHTS OF THE CITY OR THE CONTRACTOR (INCLUDING, BUT NOT LIMITED TO, THE RIGHT TO SEEK CONTRIBUTION)~~ AGAINST ANY THIRD PARTY WHO MAY BE LIABLE FOR AN INDEMNIFIED CLAIM.

7.8 **Claims.** If any claim, demand, suit, or other action is asserted against the Contractor which arises under or concerns the Contract, or which could have a material adverse affect on the Contractor's ability to perform thereunder, the Contractor shall give written notice thereof to the City within ten (10) calendar days after receipt of notice by the Contractor. Such notice to the City shall state the date of notification of any such claim, demand, suit, or other action; the names and addresses of the claimant(s); the basis thereof; and the name of each person against whom such claim is being asserted. Such notice shall be delivered personally or by mail and shall be sent to the City and to the Austin City Attorney. Personal delivery to the City Attorney shall be to City Hall, 301 West 2<sup>nd</sup> Street, 4<sup>th</sup> Floor, Austin, Texas 78701, and mail delivery shall be to P.O. Box 1088, Austin, Texas 78767.

7.9 **Notices.** Unless otherwise specified, all notices, requests, or other communications required or appropriate to be given under the Contract shall be in writing and shall be deemed delivered three (3) business days after postmarked if sent by U.S. Postal Service Certified or Registered Mail, Return Receipt Requested. Notices delivered by other means shall be deemed delivered upon receipt by the addressee. Routine communications may be made by first class mail, telefax, or other commercially accepted means. Notices to the City and the Contractor shall be addressed as follows:

To the City:

City of Austin, Purchasing Office

ATTN: Contract Administrator

P O Box 1088

Austin, TX 78767

To the Contractor:

GCR Inc.

ATTN: Contract Manager

2021 Lakeshore Drive, Suite 500

New Orleans, LA 70122

7.10 **Confidentiality.** In order to provide the Deliverables to the City, Contractor may require access to certain of the City's and/or its licensors' confidential information (including inventions, employee information, trade secrets, confidential know-how, confidential business information, and other information which the City or its licensors consider confidential) (collectively, "Confidential Information"). Contractor acknowledges and agrees that the Confidential Information is the valuable property of the City and/or its licensors and any unauthorized use, disclosure, dissemination, or other release of the Confidential Information will substantially injure the City and/or its licensors. The Contractor (including its employees, subcontractors, agents, or representatives) agrees that it will maintain the Confidential Information in strict confidence and shall not disclose, disseminate, copy, divulge, recreate, or otherwise use the Confidential Information without the prior written consent of the City or in a manner not expressly permitted under this Contract, unless the Confidential Information is required to be disclosed by law or an order of any court or other governmental authority with proper jurisdiction, provided the Contractor promptly notifies the City before disclosing such information so as to permit the City reasonable time to seek an appropriate protective order. The Contractor agrees to use protective measures no less stringent than the Contractor uses within its own business to protect its own most valuable information, which protective measures shall under all circumstances be at least reasonable measures to ensure the continued confidentiality of the Confidential Information.

7.11 **Advertising.** The Contractor shall not advertise or publish, without the City's prior consent, the fact that the City has entered into the Contract, except to the extent required by law.

7.12 **No Contingent Fees.** The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon any agreement or understanding for commission, percentage, brokerage, or contingent fee, excepting bona fide employees of bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the City shall have the right, in addition to any other remedy available, to cancel the Contract without liability and to deduct from any amounts owed to the Contractor, or otherwise recover, the full amount of such commission, percentage, brokerage or contingent fee.

7.13 **Gratuities.** The City may, by written notice to the Contractor, cancel the Contract without liability if it is determined by the City that gratuities were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the City with a view toward securing the Contract or securing favorable treatment with respect to the awarding or amending or the making of any determinations with respect to the performing of such contract. In the event the Contract is canceled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold the amount of the cost incurred by the Contractor in providing such gratuities.

7.14 **Prohibition Against Personal Interest in Contracts.** No officer, employee, independent consultant, or elected official of the City who is involved in the development, evaluation, or decision-making process of the performance of any solicitation shall have a financial interest, direct or indirect, in the Contract resulting from that solicitation. Any willful violation of this section shall constitute impropriety in office, and any officer or employee guilty thereof shall be subject to disciplinary action up to and including dismissal. Any violation of this provision, with the knowledge, expressed or implied, of the Contractor shall render the Contract voidable by the City.

7.15 **Independent Contractor.** The Contract shall not be construed as creating an employer/employee relationship, a partnership, or a joint venture. The Contractor's services shall be those of an independent contractor. The Contractor agrees and understands that the Contract does not grant any rights or privileges established for employees of the City.

7.16 **Assignment-Delegation.** The Contract shall be binding upon and enure to the benefit of the City and the Contractor and their respective successors and assigns, provided however, that no right or interest in the Contract shall be assigned and no obligation shall be delegated by the Contractor without the prior written consent of the City. Any attempted assignment or delegation by the Contractor shall be void unless made in conformity with this paragraph. The Contract is not intended to confer rights or benefits on any person, firm or entity not a party hereto; it being the intention of the parties that there be no third party beneficiaries to the Contract.

7.17 **Waiver.** No claim or right arising out of a breach of the Contract can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party. No waiver by either the Contractor or the City of any one or more events of default by the other party shall operate as, or be construed to be, a permanent waiver of any rights or obligations under the Contract, or an express or implied acceptance of any other existing or future default or defaults, whether of a similar or different character.

7.18 **Modifications.** The Contract can be modified or amended only in writing signed by both parties. No pre-printed or similar terms on any Contractor invoice, order or other document shall have any force or effect to change the terms, covenants, and conditions of the Contract.

7.19 **Interpretation.** The Contract is intended by the parties as a final, complete and exclusive statement of the terms of their agreement. No course of prior dealing between the parties or course of performance or usage of the trade shall be relevant to supplement or explain any term used in the Contract. Although the Contract may have been substantially drafted by one party, it is the intent of the parties that all provisions be construed in a manner to be fair to both parties, reading no provisions more strictly against one party or the other. Whenever a term defined

by the Uniform Commercial Code, as enacted by the State of Texas, is used in the Contract, the UCC definition shall control, unless otherwise defined in the Contract.

#### **7.20 Dispute Resolution.**

7.20.1 If a dispute arises out of or relates to the Contract, or the breach thereof, the parties agree to negotiate prior to prosecuting a suit for damages. However, this section does not prohibit the filing of a lawsuit to toll the running of a statute of limitations or to seek injunctive relief. Either party may make a written request for a meeting between representatives of each party within fourteen (14) calendar days after receipt of the request or such later period as agreed by the parties. Each party shall include, at a minimum, one (1) senior level individual with decision-making authority regarding the dispute. The purpose of this and ~~any subsequent meeting is to attempt in good faith to negotiate a resolution of the dispute.~~ If, within thirty (30) calendar days after such meeting, the parties have not succeeded in negotiating a resolution of the dispute, they will proceed directly to mediation as described below. Negotiation may be waived by a written agreement signed by both parties, in which event the parties may proceed directly to mediation as described below.

7.20.2 If the efforts to resolve the dispute through negotiation fail, or the parties waive the negotiation process, the parties may select, within thirty (30) calendar days, a mediator trained in mediation skills to assist with resolution of the dispute. Should they choose this option, the City and the Contractor agree to act in good faith in the selection of the mediator and to give consideration to qualified individuals nominated to act as mediator. Nothing in the Contract prevents the parties from relying on the skills of a person who is trained in the subject matter of the dispute or a contract interpretation expert. If the parties fail to agree on a mediator within thirty (30) calendar days of initiation of the mediation process, the mediator shall be selected by the Travis County Dispute Resolution Center (DRC). The parties agree to participate in mediation in good faith for up to thirty (30) calendar days from the date of the first mediation session. The City and the Contractor will share the mediator's fees equally and the parties will bear their own costs of participation such as fees for any consultants or attorneys they may utilize to represent them or otherwise assist them in the mediation.

#### **7.21 Minority And Women Owned Business Enterprise (MBE/WBE) Procurement Program.**

7.21.1 All City procurements are subject to the City's Minority-Owned and Women-Owned Business Enterprise Procurement Program found at Chapters 2-9A, 2-9B, 2-9C and 2-9D of the City Code. The Program provides Minority-Owned and Women-Owned Business Enterprises (MBEs/WBEs) full opportunity to participate in all City contracts.

7.21.2 The City of Austin has determined that no goals are appropriate for this Contract. **Even though no goals have been established for this Contract, the Contractor is required to comply with the City's MBE/WBE Procurement Program, Chapters 2-9A, 2-9B, 2-9C and 2-9D, of the City Code, as applicable, if areas of subcontracting are identified.**

7.21.3 If any service is needed to perform the Contract and the Contractor does not perform the service with its own workforce or if supplies or materials are required and the Contractor does not have the supplies or materials in its inventory, the Contractor shall contact the Department of Small and Minority Business Resources (DSMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service or provide the supplies or materials. The Contractor must also make a Good Faith Effort to use available MBE and WBE firms. Good Faith Efforts include but are not limited to contacting the listed MBE and WBE firms to solicit their interest in performing on the Contract; using MBE and WBE firms that have shown an interest, meet qualifications, and are competitive in the market; and documenting the results of the contacts.

#### **7.22 Subcontractors.**

7.22.1 If the Contractor identified Subcontractors in an MBE/WBE Program Compliance Plan or a No Goals Utilization Plan, the Contractor shall comply with the provisions of Chapters 2-9A, 2-9B, 2-9C, and 2-9D, as applicable, of the Austin City Code and the terms of the Compliance Plan or Utilization Plan as approved by the City (the "Plan"). The Contractor shall not initially employ any Subcontractor except as provided in the Contractor's Plan. The Contractor shall not substitute any Subcontractor identified in the Plan, unless the substitute has been accepted by the City in writing in accordance with the provisions of Chapters 2-9A, 2-9B, 2-9C and 2-9D, as applicable. No acceptance by the City of any Subcontractor shall constitute a waiver of any rights or remedies of the City with respect to defective Deliverables provided by a Subcontractor. If a Plan has been approved, the Contractor is additionally required to submit a monthly Subcontract Awards and Expenditures Report to the Contract Manager and the Purchasing Office Contract Compliance Manager no later than the tenth calendar day of each month.

7.22.2 Work performed for the Contractor by a Subcontractor shall be pursuant to a written contract between the Contractor and Subcontractor. The terms of the subcontract may not conflict with the terms of the Contract, and shall contain provisions that:

7.22.2.1 require that all Deliverables to be provided by the Subcontractor be provided in strict accordance with the provisions, specifications and terms of the Contract.

7.22.2.2 prohibit the Subcontractor from further subcontracting any portion of the Contract without the prior written consent of the City and the Contractor. The City may require, as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City;

7.22.2.3 require Subcontractors to submit all invoices and applications for payments, including any claims for additional payments, damages or otherwise, to the Contractor in sufficient time to enable the Contractor to include same with its invoice or application for payment to the City in accordance with the terms of the Contract;

7.22.2.4 require that all Subcontractors obtain and maintain, throughout the term of their contract, insurance in the type and amounts specified for the Contractor, with the City being a named insured as its interest shall appear; and

7.22.2.5 require that the Subcontractor indemnify and hold the City harmless to the same extent as the Contractor is required to indemnify the City.

7.22.3 The Contractor shall be fully responsible to the City for all acts and omissions of the Subcontractors just as the Contractor is responsible for the Contractor's own acts and omissions. Nothing in the Contract shall create for the benefit of any such Subcontractor any contractual relationship between the City and any such Subcontractor, nor shall it create any obligation on the part of the City to pay or to see to the payment of any moneys due any such Subcontractor except as may otherwise be required by law.

7.22.4 The Contractor shall pay each Subcontractor its appropriate share of payments made to the Contractor not later than ten (10) calendar days after receipt of payment from the City.

7.23 **Jurisdiction And Venue.** The Contract is made under and shall be governed by the laws of the State of Texas, including, when applicable, the Uniform Commercial Code as adopted in Texas, V.T.C.A., Bus. & Comm. Code, Chapter 1, excluding any rule or principle that would refer to and apply the substantive law of another state or jurisdiction. All issues arising from this Contract shall be resolved in the courts of Travis County, Texas and the parties agree to submit to the exclusive personal jurisdiction of such courts. The foregoing, however, shall not be construed or interpreted to limit or restrict the right or ability of the City to seek and secure injunctive relief from any competent authority as contemplated herein.

7.24 **Invalidity.** The invalidity, illegality, or unenforceability of any provision of the Contract shall in no way affect the validity or enforceability of any other portion or provision of the Contract. Any void provision shall be deemed severed from the Contract and the balance of the Contract shall be construed and enforced as if the Contract did

not contain the particular portion or provision held to be void. The parties further agree to reform the Contract to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this section shall not prevent this entire Contract from being void should a provision which is the essence of the Contract be determined to be void.

**7.25 Holidays.** The following holidays are observed by the City:

<u>Holiday</u>	<u>Date Observed</u>
New Year's Day	January 1
Martin Luther King, Jr.'s Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Friday after Thanksgiving	Friday after Thanksgiving
Christmas Eve	December 24
Christmas Day	December 25

If a Legal Holiday falls on Saturday, it will be observed on the preceding Friday. If a Legal Holiday falls on Sunday, it will be observed on the following Monday.

**7.26 Survivability of Obligations.** All provisions of the Contract that impose continuing obligations on the parties, including but not limited to the warranty, indemnity, and confidentiality obligations of the parties, shall survive the expiration or termination of the Contract.

**7.27 Non-Suspension or Debarment Certification.** The City of Austin is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal, State, or City of Austin Contracts. By accepting a Contract with the City, the Vendor certifies that its firm and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

**7.28 Incorporation of Documents.** Section 0100, Standard Purchase Definitions, is hereby incorporated into this Contract by reference, with the same force and effect as if they were incorporated in full text. The full text versions of this Section are available, on the Internet at the following online address: <http://www.austintexas.gov/sites/default/files/files/Finance/Purchasing/standard-purchase-definitions.pdf>.

**7.29 Order of Precedence.** The Contract includes, without limitation, the Solicitation, the Offer submitted in response to the Solicitation, the Contract award, the Standard Purchase Terms and Conditions, Supplemental Terms and Conditions if any, Specifications, and any addenda and amendments thereto. Any inconsistency or conflict in the Contract documents shall be resolved by giving precedence in the following order.

- 7.29.1 any exceptions to the Offer accepted in writing by the City;
- 7.29.2 the Supplemental Purchase Terms and Conditions;
- 7.29.3 the Standard Purchase Terms and Conditions;

7.29.4 the Offer and exhibits; within the Offer, drawings (figured dimensions shall govern over scaled dimensions) will take precedence over specifications or scope of work.

In witness whereof, the parties have caused duly authorized representatives to execute this Contract on the dates set forth below.

GCR Inc.

By: mmu  
Signature

Name: PHILIP D. BROOT  
Printed Name

Title: VICE PRESIDENT

Date: 1/8/2015

CITY OF AUSTIN

By: [Signature]  
Signature

Name: Jonathan Harris  
Printed Name

Title: Senior Buyer Specialist

Date: 1-28-15

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**List of Exhibits**

Exhibit A	Pricing Agreement
Exhibit B	Software Maintenance Agreement
Exhibit C	Non Discrimination Certification

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EXHIBIT A  
Pricing Agreement



GCR Inc.  
1021 Lakeside Drive, Suite 200  
New Orleans, Louisiana 70112  
Info: Research & Technology Park  
Austin Security Center  
Tel: 504.334.1000 / 800.708.5159  
Fax: 504.334.0526  
www.GCRinc.com

**AirportIQ**  
Airport Intelligence Software

July 18, 2014

Diana Heath  
Austin-Bergstrom International Airport  
City of Austin, IT Department  
3011 Employee Avenue  
Building 1161  
Austin, TX 78719

RE: Airport IQ Support / Maintenance Agreement (October 1, 2014 – September 30, 2019)

Dear Diana:

Attached is the support / maintenance agreement by GCR, inc. for your Airport Business Manager (ABM) application and Airport Security and Operations Compliance System (ASOCS) application.

Your support / maintenance agreement is for five (5), one year periods beginning on ~~October 1, 2014 and ending on September 30, 2019~~. The annual fee for the first year of period is \$31,209.00 for ABM and \$4,454.00 for ASOCS.

Each additional one year period for three years will be increased at 1% per year.

ABM		ASOCS	
2015	\$ 31,209	2015	\$ 4,454
2016	\$ 31,521	2016	\$ 4,499
2017	\$ 31,836	2017	\$ 4,544

Each additional one year period after the initial three years will be increased 5% per year.

ABM		ASOCS	
2018	\$ 32,791	2018	\$ 4,680
2019	\$ 33,775	2019	\$ 4,820





GCR Inc.

Summary of Support / Maintenance services include the following: (Attachment A has detailed description of support)

- Unlimited telephone support / maintenance for the airport staff for ABM and ASOCS technical or operational questions
- All incremental upgrades to the systems deployed during the service period
- Inclusion in the ABM User Group, which helps guide future development of the application
- Record updates for the Space Management module of ABM and Mapping Utility of ASOCS
- \* Active Flight Viewer – a new web based portal allowing your airport access to real time and historical flight data for your specific airport. The portal will enhance an airport's marketing and operations department by providing real time flight tracking of aircraft and custom real time reports on city market shares, aircraft type by market, and additional marketing reports. Please contact us for access.

In addition, GCR will provide 4 on-site training courses. Each course will last 2 ½ days and will cover ABM or ASOCS training, including feature review and best practice set up for a fee of \$3,200 per course.

Should you have any questions regarding the Support/Maintenance agreement, the application or the future development plans, please do not hesitate to contact me.

Best regards.

A handwritten signature in black ink, appearing to read "Tom Schuessler", written in a cursive style.

Tom Schuessler, AAE  
Program Manager



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Attachment A  
Coverage of Maintenance Agreement

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The Airport IQ Suite (SOFTWARE) covered by this Maintenance Agreement is as follows:

SOFTWARE includes the following: Airport Business Manager (ABM) and Airport Security and Operations Compliance System (ASOCS) plus any future versions offered by GCR as an incremental upgrade. Future expansion of the system that requires modifications outside the Maintenance of the base system is not covered under this Agreement.

The manuals, handbooks, and other written materials furnished by GCR for use with the SOFTWARE (the "Documentation") are:

- ABM User's Manual
- ASOCS User's Manual

Contract Term

~~The initial year of this agreement will commence on October 1, 2014 and will expire on September 30, 2015.~~

Renewal Term

~~Renewal Terms for this Agreement will extend for concurrent one (1) year terms until cancelled by AIRPORT.~~

Support Policy Descriptions

In accordance with the terms of this Maintenance Agreement, GCR will furnish one or more of the following support services (the "Services") for the SOFTWARE. *Installation and Basic Operation* support is required. The remaining available support services can optionally be added for supplementary coverage.



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Attachment A  
Coverage of Maintenance Agreement (Continued)

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Installation and Basic Operation

Support for the proper installation of the current release of the SOFTWARE, and any subsequent patches or updates to the version, on a pool of workstations on the network. This support level, GCR will ensure that the AIRPORT's SOFTWARE installation passes all set-up and configurations tests, and can communicate with the database effectively.

Application Navigational Operations

Support for the proper operation of the current release of SOFTWARE, and any subsequent patches or updates to the version. GCR will assist the AIRPORT's personnel in basic maintenance of data through the SOFTWARE interface. Additional support for business logic and procedures can be added at such charge and on such schedule as the parties may mutually agree in writing outside of the framework of this contract.

Application Development Support

This support policy is aimed at the developer responsible for ensuring the AIRPORT's applications work correctly when run in the "Live" environment. In addition to testing for proper operation with the applications that feed information, this provides support if a Customer's specific application encounters difficulty running in a live environment. Troubleshooting assistance and log file examination is included. In the event a Customer's application uncovers a previously undocumented limitation or bug in SOFTWARE, GCR will provide a suitable work-around or patch to allow the application to run until a permanent solution is developed and installed. Consultation about designing a program to run in an opportunistic environment is also provided. However, GCR is under no obligation to re-write or otherwise edit portions of the Customer's code.

Customized Project

At AIRPORT's request, GCR will consider developing modifications or additions that materially change the utility, efficiency, functional capability, or application of the SOFTWARE ("Enhancements") at such charge and on such schedule as the parties may mutually agree in writing outside of the framework of this contract.



Attachment A  
Coverage of Maintenance Agreement (Continued)

"Hotline" Support for contacting GCR

GCR will provide the following communication mechanisms for the AIRPORT to use when asking for support:

- (a) **Telephone Support.** GCR shall maintain a SOFTWARE telephone hotline during regular business hours (7:30 a.m. to 5:00 p.m. Monday-Friday CST) to assist AIRPORT in reporting errors and in providing first-line support in the use and operation of the SOFTWARE. Additional after hours support is available for ASOCS.
- (b) **Internet Email.** GCR shall maintain an email address for the express purpose of providing support.

Limitations on Hot-line support

GCR agrees that its point of contact for maintenance and support of the SOFTWARE will be limited to two (2) designated employees of GCR at any one time, who will act as the support liaison between the AIRPORT and GCR, and that hotline support services for the SOFTWARE subject to this Maintenance Agreement will be available to AIRPORT through electronic mail communication or by telephone. However, specifically for *Support Policy #2: Application Development Support*, up to two (2) designated GCR developers who are sufficiently familiar with the application being supported may use hotline support services.

Timeliness of Incident Resolution

GCR shall use reasonable effort to provide modifications or additions to correct errors in the SOFTWARE reported by AIRPORT. Upon receipt of notice of an error, GCR will assign a priority level as determined by GCR to the error according to the following criteria:

**Priority A** – An error that results in the SOFTWARE being substantially or completely nonfunctional or inoperative or HARDWARE failure occurs that cannot be easily resolved by component replacement.

**Priority B** – An error that results in the SOFTWARE operating or performing other than as represented in the Documentation, but which does not have a material adverse impact on the performance of the SOFTWARE.



Attachment A  
Coverage of Maintenance Agreement (Continued)

GCR will make reasonable efforts to correct the error or provide a work-around solution for each priority level and, if a work-around is the immediate solution, will make reasonable efforts to provide a final resolution of the error. Reasonable effort will be

made to respond to the incident within the following time frames after receiving notice and sufficient information and support from GCR:

<u>Priority Level</u>	<u>Correction or Work-Around</u>	<u>If Work-Around, Final Resolution</u>
A (ABM)	2 business days	15 business days
A (ASOCS)	8 hours	5 business days
B (ABM)	7 business days	30 business days
B (ASOCS)	2 business days	20 business days

New Releases

GCR shall be responsible for providing technical support and correcting errors for the most recent release of the SOFTWARE provided to AIRPORT; additionally, GCR shall continue to support the two (2) immediately prior releases for a reasonable period, not to exceed the term of the base contract.

AirportIQ Data Center Subscription

GCR shall be responsible for providing one (1) username and password free of charge to GCR's Airport IQ Data Center website. Airport IQ Data Center is a *subscription-based, monthly service*, which delivers real-time aviation data reporting for over 18,000 airports in the US. The service delivers the power of a desktop application via a web browser with no special plug-ins or modifications required. The value of this service is \$95 per month; however it will be considered a part of this agreement.

ABM Space Management Module and ASOCS Mapping Maintenance

GCR will offer up to 40 hours of maintenance to the Space Management/ASOCS Mapping records to be accomplished by appropriate GCR staff in support of AIRPORT's operation. GCR will require a detailed outline of the space changes for each submittal. The maintenance will include updating AutoCAD files for



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Attachment A  
Coverage of Maintenance Agreement (Continued)

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import into the ABM/ASCOS modules utilizing these records. GCR staff will perform the importing procedure only with the necessary access rights to the servers.

ABM Users Group Meeting

GCR will schedule a two (2) day annual Users Group meeting to be held in New Orleans. The meeting shall be free of charge for admission to all ABM users with active maintenance agreements and shall consist of the following:

- Training in the most recent version of ABM
- Discussions on new feature developments
- Peer group discussions

AIRPORT is responsible for all air fare and accommodations.

Time & Material (T&M) Rates

Should AIRPORT decide to maintain services under T&M then the following rates will apply outside reasonable travel expenses.

	<u>2014 Rates, adjusted 5% each year</u>
Project Manager	\$175/ hour
Network/Systems Administrator	\$115/ hour
Software Programmer	\$150/ hour
Data Input/Clerical	\$60/hour

Travel Expenses not included

**EXHIBIT B**  
**Software Maintenance Agreement**

**AIRPORT BUSINESS MANAGER (ABM) AND  
AIRPORT SECURITY AND OPERATIONS COMPLIANCE SYSTEM (ASOCS)  
SOFTWARE MAINTENANCE AGREEMENT**

This Software Maintenance Agreement is entered into on \_\_\_\_\_ (the "Maintenance Agreement") between \_\_\_\_\_, a public agency of the State of \_\_\_\_\_ and owner/operator of \_\_\_\_\_ Airport, hereinafter referred to as "the CLIENT," and GCR Inc., a corporation existing under the laws of Louisiana, hereinafter referred to as "the VENDOR."

WHEREAS, the VENDOR, has customized and installed Airport Business Manager and Airport Security and Operations Compliance System software hereinafter referred to as "the SOFTWARE," for the CLIENT along with Support Materials Identified in Supplement A; and

WHEREAS, the CLIENT, and the VENDOR have determined the SOFTWARE to be considered a critical application to the operation of \_\_\_\_\_; and

WHEREAS, the CLIENT wishes to engage the VENDOR to perform various maintenance services, in accordance with Supplement A in connection with the SOFTWARE and Support Materials and the VENDOR desires to provide such maintenance services to assure that all aspects of providing Billing and Accounts Receivable software services to the CLIENT and Airport Operational Logging software service to the CLIENT are kept uninterrupted and always available 24 hours a day, 7 days a week; and

NOW THEREFORE, in consideration of the mutual promises and agreements set forth in this Maintenance Agreement, CLIENT and VENDOR agree as follows:

**1. Maintenance Services**

In accordance with the terms of this Maintenance Agreement, the VENDOR will furnish the installation, support, or error correction services identified on Supplement A (the "Services") for the SOFTWARE.

**2. Maintenance Fee and Expenses**

(a) CLIENT will pay the VENDOR the fee(s) set forth in Section 2(b) below within forty-five (45) days of the Commencement Date. CLIENT shall pay the VENDOR for services outside the scope of this Maintenance Agreement on a time and material basis at the VENDOR's then-prevailing rates, and only with CLIENT's prior written approval. VENDOR is responsible for the payment of any taxes assessed in connection with payments due under this Maintenance Agreement. Upon termination of this Maintenance Agreement by the CLIENT all services required to maintain the SOFTWARE shall be based on a on a time and material basis at the VENDOR's then-prevailing rates.

(b) This Maintenance Agreement shall cost a base fee of **\$35,663.00** for the first year. Expenses associated with work completed outside the scope with prior written approval shall be completed on a Time and Materials basis.

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### 3. Term and Termination

This Maintenance Agreement shall commence on *October 1, 2014* and expire on *September 30, 2015*, unless terminated by either party for cause upon thirty (30) days advance written notice if the other party has breached this Maintenance Agreement and has not cured such breach within such notice period.

~~Renewal Terms for this Agreement will extend for concurrent one (1) year terms until cancelled by CLIENT.~~

### 4. Warranty and Remedies

The VENDOR warrants that it will use reasonable efforts to perform the services to conform to generally accepted industry standards, provided that: (a) the SOFTWARE has not been modified, changed, or altered ~~by anyone other than the CLIENT; (b) the operating environment, including both hardware and systems~~ software, meets the CLIENT's recommended specifications; (c) the computer hardware is in good operational order and is installed in a suitable operating environment; (d) CLIENT promptly notifies the VENDOR of its need for service; (e) CLIENT provides adequate troubleshooting information and access so that the VENDOR can identify and address problems; and (f) all fees due to the VENDOR have been paid. TO THE EXTENT PERMITTED BY MISSISSIPPI TEXAS LAW, THERE ARE NO OTHER WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THIS MAINTENANCE AGREEMENT, AND THE SERVICES TO BE PROVIDED BY THE VENDOR UNDER IT INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT PERMITTED BY MISSISSIPPI TEXAS LAW, CLIENT's remedy and the VENDOR's obligation under this warranty are to redo the Services until the SOFTWARE conforms to the most recent specifications stated in the documents listed in Supplement A.

TO THE EXTENT PERMITTED BY MISSISSIPPI TEXAS LAW, CLIENT ACKNOWLEDGES THAT VENDOR MAINTAINS THAT IT SHALL NOT BE LIABLE FOR ANY LOSS, COST, EXPENSE, OR DAMAGE TO CLIENT IN ANY AMOUNT THAT COLLECTIVELY EXCEEDS THE ANNUAL MAINTENANCE FEE. TO THE EXTENT PERMITTED BY MISSISSIPPI TEXAS LAW, END USER ACKNOWLEDGES AND AGREES THAT THE VENDOR SHALL NOT BE LIABLE TO END USER FOR ANY INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, SPECIAL, CONSEQUENTIAL DAMAGES OR SIMILAR DAMAGES, INCLUDING ANY LOST PROFITS OR LOST DATA ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE EVEN IF THE CLIENT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

CLIENT AGREES TO BE RESPONSIBLE FOR, AND DEFEND THE NEGLIGENCE OF ITS OFFICERS, EMPLOYEES AND AGENTS, FOR ALL DAMAGES OR INJURIES TO PERSONS AND PROPERTY RESULTING FROM



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CLIENT's NEGLIGENCE, ERROR, OR WILLFUL MISCONDUCT OR OTHER ACTS IN ANY WAY CONNECTED WITH THE USE AND OPERATION AS DESCRIBED IN THIS MAINTENANCE AGREEMENT, SUBJECT TO ALL APPLICABLE LAWS INCLUDING THE PROVISIONS OF THE MISSISSIPPI TORT CLAIMS ACT.

#### **5. VENDOR Support**

The level of support that the VENDOR can provide is dependent upon the cooperation of CLIENT and the quantity of information that CLIENT can provide.

If the CLIENT cannot reproduce a problem or if the VENDOR cannot successfully gather adequate troubleshooting information, the VENDOR will require temporary login access on the CLIENT's system to identify and address the problem. This communication capability shall be accessible 24 hours a day, seven days a week.

#### **6. VENDOR Responsibility**

The CLIENT shall not distribute the SOFTWARE to any third party. The CLIENT shall not make any modifications to the SOFTWARE, unless otherwise stated. If CLIENT is allowed to make modifications under the terms of this Agreement, the VENDOR shall not be responsible for maintaining CLIENT modified portions of the SOFTWARE or for maintaining portions of the SOFTWARE affected by CLIENT modified portions of the SOFTWARE. Upon CLIENT's prior written approval, corrections for difficulties or defects traceable to the CLIENT's errors or systems changes shall be billed at the VENDOR's standard time and material charges.

#### **7. Right to Work Product**

All error corrections, enhancements, new releases, and any other work product created by the VENDOR creator(s) in connection with the support services provided under this Maintenance Agreement ("Work Product") are and shall remain the exclusive property of the VENDOR or the VENDOR creator(s), regardless of whether the CLIENT, its employees, or agents may have contributed to the conception, joined in its development, or paid the VENDOR for the development or use of the Work Product. Such Work Product shall be considered SOFTWARE, and subject to the terms and conditions contained herein and in the Agreement.

#### **8. General**

(a) ~~Each party acknowledges that this Maintenance Agreement is the complete and exclusive statement of the agreement between the parties, which supersedes and merges all prior proposals, understandings and all other agreement, oral and written, between the parties relating to this Maintenance Agreement.~~ This Maintenance Agreement may not be modified or altered except by a written instrument duly executed by both parties.

(b) ~~This Maintenance Agreement and performance hereunder shall be governed by and construed in accordance with the laws of the State of Mississippi without regard to its conflict of laws rules.~~

(c) If any provision of this Maintenance Agreement shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall in no way be affected or impaired thereby.

(d) The VENDOR may not subcontract, assign, or transfer its rights, duties or obligations under this Maintenance Agreement to any person or entity, in whole or in part, without the prior written consent of the CLIENT.

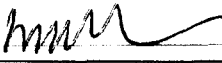
(e) The waiver or failure of either party to exercise in any respect any right provided for herein shall not be deemed a waiver of any further right hereunder.

VENDOR ACKNOWLEDGES THAT END USER HAS READ THIS MAINTENANCE AGREEMENT, UNDERSTANDS IT, AND AGREES TO BE LEGALLY BOUND BY IT.

WHEREFORE, the parties have caused this Maintenance Agreement to be executed by their duly authorized representatives.

**GCR Inc**

**Airport**

By: 

By: \_\_\_\_\_

Title: VICE PRESIDENT

Title: \_\_\_\_\_

Date: 1/8/2015

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

Phillip Brodt, Vice President

---

## Supplement A

### Coverage of Maintenance Agreement

The SOFTWARE covered by this Maintenance Agreement is as follows:

Airport IQ ABM (Airport Business Manager System) and ASOCS (Airport Security and Operations Compliance System) and any future versions offered by VENDOR as an incremental upgrade. Future expansion of the system that requires modifications outside the Maintenance of the base system are not covered under this Agreement.

---

### Summary of Additional Services and Features Offered:

#### *Standard Services:*

- ☐ Unlimited telephone support / maintenance for the airport staff for ABM and ASOCS technical or operational questions
- ☐ Inclusion in the ABM User Group, which helps guide future development of the application
- ☐ \* Active Flight Viewer – a new web based portal allowing your airport access to real time and historical flight data for your specific airport. The portal will enhance an airport's marketing and operations department by providing real time flight tracking of aircraft and custom real time reports on city market shares, aircraft type by market, and additional marketing reports. Please contact us for access.

The manuals, handbooks, and other written materials furnished by the VENDOR for use with the SOFTWARE (the "Documentation") are:

- ABM User's Manual
- ASOCS User's Manual

#### *New Features:*

**Airport Operations Portal.** Utilizing the latest technology, VENDOR will install/update the Airport Operations Portal. The portal will offer users the ability disseminate critical airport operational information to management through a web based interface. The portal also offers trend analysis and news from current operations on the airport. VENDOR will install and train on use.

---

## Supplement A – Cont'd

### Coverage of Maintenance Agreement

#### Support Policy Descriptions

In accordance with the terms of this Maintenance Agreement, the VENDOR will furnish the following support services (the "Services") for the SOFTWARE. The remaining available support services can optionally be added for supplementary coverage.

Support for the proper installation of the current release of the SOFTWARE, and any subsequent patches or updates to the version. This support level, the VENDOR will ensure that the CLIENT's ABM/ASOCS installations pass all set-up and configurations tests, and can communicate with the database effectively and periodically

#### "Hotline" Support for contacting the VENDOR

The VENDOR will provide the following communication mechanisms for the CLIENT to use when asking for support:

(a) Telephone Support. VENDOR shall maintain an ABM/ASOCS telephone hotline 24 hours per day seven days per week to assist CLIENT in reporting errors and in providing first-line support in the use and operation of the SOFTWARE.

(b) Internet Email. VENDOR shall maintain an email address for the express purpose of providing support.

#### AirportIQ Data Center Subscription

The VENDOR shall be responsible for providing one (1) username and password free of charge to VENDORS Airport IQ Data Center website. Airport IQ Data Center is a *subscription-based, monthly service* which delivers real-time aviation data reporting for over 18,000 airports in the US. The service delivers the power of a desktop application via a web browser with no special plug-ins or modifications required. The value of this service is \$95 per month; however it will be considered a part of this agreement.

#### On-Site Service

VENDOR will schedule at CLIENT's request one (1) annual on-site maintenance visit to address any system issues that arise through the year that create undue stress on the system. CLIENT will schedule this trip based on VENDORS staff availability and provide at a minimum 14 days advance notification. VENDOR will provide this service during non-peak times of the Airport to reduce the amount of time the system is out of service during service times.

---

## **Supplement A**

### **Support Options for additional costs**

#### **Customized Project**

At CLIENT's request, the VENDOR will consider developing modifications or additions that materially change the utility, efficiency, functional capability, or application of the SOFTWARE ("Enhancements") at such charge and on such schedule as the parties may mutually agree in writing outside of the framework of this contract.

#### **Time & Material (T&M) Rates**

Should CLIENT decide to maintain services under T&M then the following rates will apply outside reasonable travel expenses.

##### **2014 Rates**

Network/Systems Administrator \$115 per hour

Software Programmer (Level 1 & 2) \$150 per hour

Project Manager \$175 per hour

---

**EXHIBIT C**  
**City of Austin, Texas**  
**EQUAL EMPLOYMENT/FAIR HOUSING OFFICE**  
**NON-DISCRIMINATION CERTIFICATION**

**City of Austin, Texas**  
**Human Rights Commission**

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

---

**Chapter 5-4. Discrimination in Employment by City Contractors.**

**Sec. 4-2 Discriminatory Employment Practices Prohibited.** As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

- (B) (1) Not to engage in any discriminatory employment practice defined in this chapter.
- (2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.
- (3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.
- (4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.
- (5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.
- (6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.
- (7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of \$2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

**City of Austin**  
**Minimum Standard Non-Discrimination in Employment Policy:**

*As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.*

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, OR THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

**Sanctions:**

Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

**Term:**

The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 8th day of JANUARY, 2015

CONTRACTOR

Authorized  
Signature

Title

GCR INC.  
[Signature]  
VICE PRESIDENT



## City of Austin FSD Purchasing Office

### Certificate of Exemption

DATE: 09/10/2014

DEPT: Aviation

TO: Purchasing Officer or Designee

FROM: Phillip Bays

BUYER:

PHONE: (512) 530-2638

Chapter 252 of the Local Government Code requires that municipalities comply with the procedures established for competitive sealed bids or proposals before entering into a contract requiring an expenditure of \$50,000 or more, unless the expenditure falls within an exemption listed in Section 252.022.

Senate Bill 7 amended Chapter 252 of the Local Government Code to exempt from the requirements of such Chapter expenditures made by a municipally owned electric utility for any purchases made by the municipally owned electric utility in accordance with procurement procedures adopted by a resolution of its governing body that sets out the public purpose to be achieved by those procedures. The Austin City Council has adopted Resolution No. 040610-02 to establish circumstances which could give rise to a finding of critical business need for Austin Energy.

This Certification of Exemption is executed and filed with the Purchasing Office as follows:

1. The undersigned is authorized to submit this certification.
2. The undersigned certifies that the following exemption is applicable to this purchase. (Please check which exemption you are certifying)
  - ☐ a procurement made because of a public calamity that requires the immediate appropriation of money to relieve the necessity of the municipality's residents or to preserve the property of the municipality
  - ☐ a procurement necessary to preserve or protect the public health or safety of municipality's residents
  - ☐ a procurement necessary because of unforeseen damage to public machinery, equipment, or other property
  - ☐ a procurement for personal, professional, or planning services
  - ☐ a procurement for work that is performed and paid for by the day as the work progresses
  - ☐ a purchase of land or right-of-way
  - ☐ a procurement of items available from only one source, including: items that are available from only one source because of patents, copyrights, secret processes, or natural monopolies; films, manuscripts, or books; gas, water, and other utility services; captive replacement parts or components for equipment; books, papers, and other library materials for a public library that are available only from the persons holding exclusive distribution rights to the materials; and management services provided by a nonprofit organization to a municipal museum, park, zoo, or other facility to which the organization has provided significant financial or other benefits
  - ☐ a purchase of rare books, papers, and other library materials for a public library
  - ☐ paving, drainage, street widening and other public improvements, or related matters, if at least one-third of the cost is to be paid by or through special assessments levied on property that will benefit from the improvements
  - ☐ a public improvement project, already in progress, authorized by voters of the municipality, for which there is a deficiency of funds for completing the project in accordance with the plans and purposes as authorized by the voters



- a payment under a contract by which a developer participates in the construction of a public improvement as provided by Subchapter C, Chapter 212
- personal property sold: at an auction by a state licensed auctioneer; at a going out of business sale held in compliance with Subchapter F, Chapter 17, Business & Commerce Code; by a political subdivision of this state, a state agency of this state, or an entity of the federal government; or under an interlocal contract for cooperative purchasing administered by a regional planning commission established under Chapter 391
- services performed by blind or severely disabled persons
- goods purchased by a municipality for subsequent retail sale by the municipality
- electricity
- advertising, other than legal notices
- Critical Business Need (Austin Energy Only)

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3. The following facts as detailed below support an exemption according to Section 252.022 of the Local Government Code for this purchase. Please verify the steps taken to confirm these facts. If you are citing the following exemptions, please provide the additional information requested below. A more detailed explanation of these exemptions is attached.

- **Preserve and Protect the Public Health and Safety** – Describe how this purchase will preserve and protect the public safety of residents.
- **Sole Source** – Describe what patents, copyrights, secret processes, or natural monopolies exist. Attach a letter from vendor supporting the sole source. The letter must be on company letterhead and be signed by an authorized person in company management.
- **Personal Services** – Describe those services to be performed personally by the individual contracted to perform them.
- **Professional Services** – Describe what mainly mental or intellectual rather than physical or manual and/or disciplines requiring special knowledge or attainment and a high order of learning, skill, and intelligence are required to perform this service.
- **Planning Services** – Describe the services primarily intended to guide governmental policy to ensure the orderly and coordinated development of the state or of municipal, county, metropolitan, or regional land areas.
- **Critical Business Need** – Describe the procurement necessary to protect the competitive interests or position of Austin Energy.

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GCR is the sole developer and vendor for all AirportIQ products, which includes the Airport Business Manager System (ABM) and the Airport Security and Operations Compliance System (ASOCS). GCR retains the right to develop, distribute and customize the system for their customers and have no resellers of the AirportIQ products.

4. Please attach any documentation that supports this exemption.
5. Please provide any evaluation conducted to support the recommendation. Include the efforts taken to ensure the selected vendor is responsible and will provide the best value to the City (Ex (valuation of other firms, knowledge of market, etc)).

The Department of Aviation implemented the Airport Business Manager System (ABM) and the Airport Security and Operations Compliance System (ASOCS) for the Finance and Airside Operations Divisions.

6. Because the above facts and documentation support the requested exemption, the City of Austin intends to contract with GCR Inc. which will cost approximately \$184,129.00 (Provide estimate and/or breakdown of cost).

Jan 1, 2015 to Dec 31, 2015 = \$35,633 - Year 1  
Jan 1, 2016 to Dec 31, 2016 = \$36,020 - Year 2  
Jan 1, 2017 to Dec 31, 2017 = \$36,380 - Year 3

Jan 1, 2018 to Dec 31, 2018 = \$37,471 - Year 4  
Jan 1, 2019 to Dec 31, 2019 = \$38,585 - Year 5  
Total 5 year cost \$184,129.00

Recommended  
Certification

*Ph M*  
\_\_\_\_\_  
Originator

9/10/2014  
\_\_\_\_\_  
Date

Approved  
Certification

*Robert Edwards*  
\_\_\_\_\_  
Department Director or designee

9/10/14  
\_\_\_\_\_  
Date

*Don Edwards* 10/2/14  
\_\_\_\_\_  
Assistant City Manager / General Manager / Date  
or designee (if applicable)

Purchasing Review  
(if applicable)

*Jane Neal*  
\_\_\_\_\_  
Buyer

11/13/14 SW  
\_\_\_\_\_  
Date Manager initials

Exemption Authorized  
(if applicable)

\_\_\_\_\_  
Purchasing Officer or designee Date

02/26/2013



**GCR Inc.**

2021 Lakeshore Drive, Suite 500  
New Orleans, Louisiana 70122

UNO Research & Technology Park  
Advanced Technology Center

TEL 504 304 2500 / 800 259 6192  
FAX 504 304 2525  
www.GCRincorporated.com

**AirportIQ**  
Airport Intelligence Software

July 18, 2014

Diana Heath  
Austin-Bergstrom International Airport  
City of Austin, IT Department  
3011 Employee Avenue  
Building 1101  
Austin, TX 78719

RE: Sole Source  
ABM, ASOCS, and netFIDS Maintenance and Support

Dear Mrs. Heath,

GCR is pleased that the Austin-Bergstrom International Airport, through the City of Austin, will continue using the current Airport Business Manager System (ABM) as your sole Revenue Management solution for the airport in the forthcoming years. We are also pleased that you will be continuing your maintenance and support agreements with the Airport Security and Operations Compliance System (ASOCS), used for tracking operational information, and the netFIDS multi-user flight information display system used at the airport. All of these components are modules of GCR's AirportIQ™ Suite of Airport Intelligence software.

GCR is the sole source developer and vendor for the AirportIQ products. GCR is also the sole implementer and provider of maintenance for these systems.

We look forward to providing the maintenance and support of these software solutions to your organization. Please don't hesitate to contact me if you have any questions or need additional information.

Sincerely,

Phillip D. Brodt  
Vice President



**GCR Inc.**

2021 Lakeshore Drive, Suite 500  
New Orleans, Louisiana 70122

UNO Research & Technology Park  
Advanced Technology Center

TEL 504 304 2500 / 800 299 6192

FAX 504 304 2525

www.GCRincorporated.com

**Airport IQ**  
Airport Intelligence Software

July 18, 2014

Diana Heath

Austin-Bergstrom International Airport

City of Austin, IT Department

3011 Employee Avenue

Building 1101

Austin, TX 78719

RE: Airport IQ Support / Maintenance Agreement (October 1, 2014 – September 30, 2019)

Dear Diana:

Attached is the support / maintenance agreement by GCR, inc. for your Airport Business Manager (ABM) application and Airport Security and Operations Compliance System (ASOCS) application.

Your support / maintenance agreement is for five (5), one year periods beginning on October 1, 2014 and ending on September 30 2019. The annual fee for the first year of period is \$31,209.00 for ABM and \$4,454.00 for ASOCS.

Each additional one year period for three years will be increased at 1% per year.

ABM		ASOCS	
2015	\$ 31,209	2015	\$ 4,454
2016	\$ 31,521	2016	\$ 4,499
2017	\$ 31,836	2017	\$ 4,544

Each additional one year period after the initial three years will be increased 5% per year.

ABM		ASOCS	
2018	\$ 32,791	2018	\$ 4,680
2019	\$ 33,775	2019	\$ 4,820



Summary of Support / Maintenance services include the following: (Attachment A has detailed description of support)

- Unlimited telephone support / maintenance for the airport staff for ABM and ASOCS technical or operational questions
- All incremental upgrades to the systems deployed during the service period
- Inclusion in the ABM User Group, which helps guide future development of the application
- Record updates for the Space Management module of ABM and Mapping Utility of ASOCS
- \* Active Flight Viewer – a new web based portal allowing your airport access to real time and historical flight data for your specific airport. The portal will enhance an airport's marketing and operations department by providing real time flight tracking of aircraft and custom real time reports on city market shares, aircraft type by market, and additional marketing reports. Please contact us for access.

In addition, GCR will provide 4 on-site training courses. Each course will last 2 ½ days and will cover ABM or ASOCS training, including feature review and best practice set up for a fee of \$3,200 per course.

Should you have any questions regarding the Support/Maintenance agreement, the application or the future development plans, please do not hesitate to contact me.

Best regards.

A handwritten signature in black ink, appearing to read "Tom Schuessler", written in a cursive style.

Tom Schuessler, AAE  
Program Manager



**Attachment A**  
**Coverage of Maintenance Agreement**

The Airport IQ Suite (SOFTWARE) covered by this Maintenance Agreement is as follows:

---

SOFTWARE includes the following: Airport Business Manager (ABM) and Airport Security and Operations Compliance System (ASOCS) plus any future versions offered by GCR as an incremental upgrade. Future expansion of the system that requires modifications outside the Maintenance of the base system is not covered under this Agreement.

The manuals, handbooks, and other written materials furnished by GCR for use with the SOFTWARE (the "Documentation") are:

- ABM User's Manual
- ASOCS User's Manual

**Contract Term**

The initial year of this agreement will commence on October 1, 2014 and will expire on September 30, 2015.

**Renewal Term**

Renewal Terms for this Agreement will extend for concurrent one (1) year terms until cancelled by AIRPORT.

**Support Policy Descriptions**

In accordance with the terms of this Maintenance Agreement, GCR will furnish one or more of the following support services (the "Services") for the SOFTWARE. *Installation and Basic Operation* support is required. The remaining available support services can optionally be added for supplementary coverage.

---



GCR Inc.

**Attachment A**  
**Coverage of Maintenance Agreement (Continued)**

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**Installation and Basic Operation**

Support for the proper installation of the current release of the SOFTWARE, and any subsequent patches or updates to the version, on a pool of workstations on the network. This support level, GCR will ensure that the AIRPORT's SOFTWARE installation passes all set-up and configurations tests, and can communicate with the database effectively.

**Application Navigational Operations**

Support for the proper operation of the current release of SOFTWARE, and any subsequent patches or updates to the version. GCR will assist the AIRPORT's personnel in basic maintenance of data through the SOFTWARE interface. Additional support for business logic and procedures can be added at such charge and on such schedule as the parties may mutually agree in writing outside of the framework of this contract.

**Application Development Support**

This support policy is aimed at the developer responsible for ensuring the AIRPORT's applications work correctly when run in the "Live" environment. In addition to testing for proper operation with the applications that feed information, this provides support if a Customer's specific application encounters difficulty running in a live environment. Troubleshooting assistance and log file examination is included. In the event a Customer's application uncovers a previously undocumented limitation or bug in SOFTWARE, GCR will provide a suitable work-around or patch to allow the application to run until a permanent solution is developed and installed. Consultation about designing a program to run in an opportunistic environment is also provided. However, GCR is under no obligation to re-write or otherwise edit portions of the Customer's code.

**Customized Project**

---

At AIRPORT's request, GCR will consider developing modifications or additions that materially change the utility, efficiency, functional capability, or application of the SOFTWARE ("Enhancements") at such charge and on such schedule as the parties may mutually agree in writing outside of the framework of this contract.



**Attachment A**  
**Coverage of Maintenance Agreement (Continued)**

**"Hotline" Support for contacting GCR**

GCR will provide the following communication mechanisms for the AIRPORT to use when asking for support:

---

(a) **Telephone Support.** GCR shall maintain a SOFTWARE telephone hotline during regular business hours (7:30 a.m. to 5:00 p.m. Monday-Friday CST) to assist AIRPORT in reporting errors and in providing first-line support in the use and operation of the SOFTWARE. Additional after hours support is available for ASOCS.

(b) **Internet Email.** GCR shall maintain an email address for the express purpose of providing support.

**Limitations on Hot-line support**

GCR agrees that its point of contact for maintenance and support of the SOFTWARE will be limited to two (2) designated employees of GCR at any one time, who will act as the support liaison between the AIRPORT and GCR, and that hotline support services for the SOFTWARE subject to this Maintenance Agreement will be available to AIRPORT through electronic mail communication or by telephone. However, specifically for *Support Policy #2: Application Development Support*, up to two (2) designated GCR developers who are sufficiently familiar with the application being supported may use hotline support services.

**Timeliness of Incident Resolution**

GCR shall use reasonable effort to provide modifications or additions to correct errors in the SOFTWARE reported by AIRPORT. Upon receipt of notice of an error, GCR will assign a priority level as determined by GCR to the error according to the following criteria:

**Priority A** – An error that results in the SOFTWARE being substantially or completely nonfunctional or inoperative or HARDWARE failure occurs that cannot be easily resolved by component replacement.

---

**Priority B** – An error that results in the SOFTWARE operating or performing other than as represented in the Documentation, but which does not have a material adverse impact on the performance of the SOFTWARE.





**Attachment A**  
**Coverage of Maintenance Agreement (Continued)**

GCR will make reasonable efforts to correct the error or provide a work-around solution for each priority level and, if a work-around is the immediate solution, will make reasonable efforts to provide a final resolution of the error. Reasonable effort will be

made to respond to the incident within the following time frames after receiving notice and sufficient information and support from GCR:

<b><u>Priority Level</u></b>	<b><u>Correction or Work-Around</u></b>	<b><u>If Work-Around, Final Resolution</u></b>
A (ABM)	2 business days	15 business days
A (ASOCS) days	8 hours	5 business
B (ABM)	7 business days	30 business days
B (ASOCS)	2 business days	20 business days

**New Releases**

GCR shall be responsible for providing technical support and correcting errors for the most recent release of the SOFTWARE provided to AIRPORT; additionally, GCR shall continue to support the two (2) immediately prior releases for a reasonable period, not to exceed the term of the base contract.

**AirportIO Data Center Subscription**

GCR shall be responsible for providing one (1) username and password free of charge to GCR's Airport IQ Data Center website. Airport IQ Data Center is a *subscription-based, monthly service*, which delivers real-time aviation data reporting for over 18,000 airports in the US. The service delivers the power of a desktop application via a web browser with no special plug-ins or modifications required. The value of this service is \$95 per month; however it will be considered a part of this agreement.

**ABM Space Management Module and ASOCS Mapping Maintenance**

GCR will offer up to 40 hours of maintenance to the Space Management/ASOCS Mapping records to be accomplished by appropriate GCR staff in support of AIRPORT's operation. GCR will require a detailed outline of the space changes for each submittal. The maintenance will include updating AutoCAD files for



GCR Inc.

**Attachment A**  
**Coverage of Maintenance Agreement (Continued)**

import into the ABM/ASCOS modules utilizing these records. GCR staff will perform the importing procedure only with the necessary access rights to the servers.

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**ABM Users Group Meeting**

GCR will schedule a two (2) day annual Users Group meeting to be held in New Orleans. The meeting shall be free of charge for admission to all ABM users with active maintenance agreements and shall consist of the following:

- Training in the most recent version of ABM
- Discussions on new feature developments
- Peer group discussions

AIRPORT is responsible for all air fare and accommodations.

**Time & Material (T&M) Rates**

Should AIRPORT decide to maintain services under T&M then the following rates will apply outside reasonable travel expenses.

	<u>2014 Rates, adjusted 5% each year</u>
Project Manager	\$175/ hour
Network/Systems Administrator	\$115/ hour
Software Programmer	\$150/ hour
Data Input/Clerical	\$60/hour

Travel Expenses not included

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