



Amendment No. 6
to
Contract No. NA140000046
for
Customer Satisfaction and Benchmarking Based on Passenger Surveys
between
Airports Council International
dba ACI
and the
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be January 1, 2018 through December 31, 2018. No options will remain.
- 2.0 The total contract amount is increased by \$42,900.00 by this extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 01/01/2014 – 12/31/2014	\$42,900.00	\$42,900.00
Amendment No. 1: Contract Section 1.1 Amended 09/30/2014	\$0.00	\$42,900.00
Amendment No. 2: Contract Amended 12/12/2014	\$0.00	\$42,900.00
Amendment No. 3: Option 1 01/01/2015 – 12/31/2015	\$42,900.00	\$85,800.00
Amendment No. 4: Option 2 01/01/2016 – 12/31/2016	\$42,900.00	\$128,700.00
Amendment No. 5: Option 3 01/01/2017 – 12/31/2017	\$42,900.00	\$171,600.00
Amendment No. 6: Option 4 01/01/2018 – 12/31/2018	\$42,900.00	\$214,500.00

- 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:

Printed Name: DIMITRI COLL
Authorized Representative

Airports Council International dba ACI
P.O. Box 302, Suite 1810
800 Rue du Square Victoria
Montreal, Quebec, H4Z1G8
(514) 373-1219

Sign/Date:

Mike Zambrano, Jr.
Contract Management Specialist III

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



Amendment No. 5
to
Contract No. NA140000046
for
Customer Satisfaction and Benchmarking Based on Passenger Surveys
between
Airports Council International
dba ACI
and the
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be January 1, 2017 through December 31, 2017. One option will remain.
- 2.0 The total contract amount is increased by \$42,900.00 by this extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 01/01/2014 – 12/31/2014	\$42,900.00	\$42,900.00
Amendment No. 1: Contract Section 1.1 Amended 09/30/2014	\$0.00	\$42,900.00
Amendment No. 2: Contract Amended 12/12/2014	\$0.00	\$42,900.00
Amendment No. 3: Option 1 01/01/2015 – 12/31/2015	\$42,900.00	\$85,800.00
Amendment No. 4: Option 2 01/01/2016 – 12/31/2016	\$42,900.00	\$128,700.00
Amendment No. 5: Option 3 01/01/2017 – 12/31/2017	\$42,900.00	\$171,600.00

- 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: Dimitri Cal November 2nd 2016

Printed Name: DIMITRI CAL
Authorized Representative

Airports Council International dba ACI
P.O. Box 302, Suite 1810
800 Rue du Square Victoria
Montreal, Quebec, H4Z1G8
(514) 373-1219

Sign/Date: Linell Goodin-Brown 12-14-16

Linell Goodin-Brown
Contract Compliance Supervisor
City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701



Amendment No. 4
to
Contract No. NA140000046
for
Customer Satisfaction and Benchmarking Based on Passenger Surveys
between
Airports Council International dba ACI
and the
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be effective 1 January 2016 through 31 December 2016. Two options remain.
- 2.0 The total contract amount is increased by \$42,900.00 for the extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 01/01/2014 – 12/31/2014	\$42,900.00	\$42,900.00
Amendment No. 1: Contract Section 1.1 Amended 09/30/2014	\$0.00	\$42,900.00
Amendment No. 2: Contract Amended 12/12/2014	\$0.00	\$42,900.00
Amendment No. 3: Option 1 01/01/2015 – 12/31/2015	\$42,900.00	\$85,800.00
Amendment No. 4: Option 2 01/01/2016 – 12/31/2016	\$42,900.00	\$128,700.00

- 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:

Dimitri N. ASQ

Printed Name:

Authorized Representative

Dimitri N. ASQ

Sign/Date:

Linell Goodin-Brown
12/14/15

Linell Goodin-Brown

Contract Compliance Supervisor

Airports Council International dba ACI
P.O. Box 302, Suite 1810
800 Rue Du Square Victoria
Montreal, Quebec H4Z 1G8
(514) 373-1217

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



Amendment No. 3
to
Contract No. NA140000046
for
Customer Satisfaction and Benchmarking Based on Passenger Surveys
between
Airports Council International dba ACI
and the
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be effective 1 January 2015 through 31 December 2015. Three options remain.
- 2.0 The total contract amount is increased by \$42,900.00 for the extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 01/01/2014 – 12/31/2014	\$42,900.00	\$42,900.00
Amendment No. 1: Contract Section 1.1 Amended 09/30/2014	\$0.00	\$42,900.00
Amendment No. 2: Contract Amended 12/12/2014	\$0.00	\$42,900.00
Amendment No. 3: Option 1 01/01/2015 – 12/31/2015	\$42,900.00	\$85,800.00

- 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: _____

Printed Name: _____
Authorized Representative

Airports Council International dba ACI
P.O. Box 302, Suite 1810
800 Rue Du Square Victoria
Montreal, Quebec, H4Z1G8
(514) 373-1217

Sign/Date: _____

Joe Barrios
Acting Contract Compliance Supervisor

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



Amendment No. 2
to
Contract No. NA140000046
for
Customer Satisfaction and Benchmarking Based on Passenger Surveys
Between
Airports Council International ("Contractor")
and the
City of Austin

1.0 The above referenced Contract (hereinafter "Contract") is hereby amended as follows:

1.1 The first sentence of 1.4 is deleted and replaced with:

The Contractor's Contract Manager for this engagement shall be Arturo Garcia-Alonso, Phone (514) 373-1215, Email Address: AGarcia-Alonso@aci.euro.

1.2 Sections 2.2 to 2.3 and any related subsections are deleted and replaced with:

2.2 **Tasks.** Contractor shall conduct the Airport Service Quality (ASQ) Survey for the Austin-Bergstrom International Airport ("Airport"). The ASQ Survey shall include: ASQ Software Reporting Portal; Quarterly Benchmarking Reports; Raw Data; Annual Airport Service Quality Service Report; ASQ Forums, ASQ Fieldwork Services; and ASQ Survey Comprehensive Insight Report. Contractor shall provide the City with data specific to the Airport as well as all other participating airports in order to identify best practices and measure performance.

2.3 **Deliverables.**

To ensure that the Airport has rapid feedback on the service levels as perceived by its customers, Contractor shall provide the deliverables listed below. The term "quarter" or "quarterly" shall be determined based on the following schedule: Quarter 1 – January to March; Quarter 2 – April to June; Quarter 3 – July to September; and Quarter 4 – October to December.

2.3.1 **ASQ Software Reporting Portal.** Contractor shall provide the City with access to the ASQ Software Reporting Portal. The ASQ Software Reporting Portal is accessed via the Internet using a secure log-in and password. The Portal is designed to be user friendly and allows the user to access their ASQ Survey data and reports. The ASQ Software Reporting Portal allows the user to work

with the data to create data tables, benchmark graphs and to run various analyses. The user can then export these outputs into management reports and presentations.

2.3.2 Quarterly Benchmarking Reports. Contractor shall provide to the City Quarterly Benchmarking Reports in electronic format no later than five weeks after the end of each quarter. The Quarterly Benchmarking Report presents in graph format each Participating airport's average score for each service attribute covered in the ASQ Survey questionnaire. The Quarterly Benchmarking Report shows the results by demographic category and by each passenger category ('all passengers', 'international' and 'domestic') and also includes time series graphs to show each participating airport's average scores over the previous quarters. Additional complementary information and analyses is provided in both table and graph formats (for example, showing the passenger segmentation frequencies over the quarter).

2.3.3 Raw Data. Contractor shall provide to the City Raw Data collected from all participating airports in SPSS and MS Excel format no later than five weeks after the end of each quarter. Contractor shall organize the Raw Data where each completed ASQ Survey questionnaire is shown as a row of data in the file, with the specific score or response to each service attribute or question shown in a separate column.

2.3.4 Annual Airport Service Quality (ASQ) Survey Report. Contractor shall provide the Annual ASQ Survey Report to the City no later than five weeks after the end of the calendar year. The Annual ASQ Survey Report is prepared for each participating airport following the completion of the calendar year's ASQ Survey. The Annual ASQ Report is designed to inform the Airport's executive team of the opportunities for improvement and indicates which service improvements in the coming year would have the most beneficial impact on passengers' overall satisfaction.

2.3.5 Airport Service Quality (ASQ) Forums. Contractor shall invite the City to ASQ Forums each year. The ASQ Forum is an annual meeting of airports participating in the ASQ Survey. The purpose of the ASQ Forums is to help participating airports to effectively and efficiently manage passenger satisfaction, improve the quality of airport services and exchange ASQ best practices and implementation examples with colleagues from different countries.

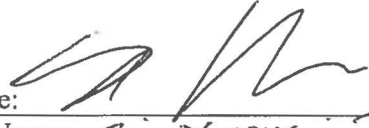
2.3.6 ASQ Survey Fieldwork Services. Contractor shall conduct ASQ Survey Fieldwork Services at the Airport. The City will work with fieldwork service provider to arrange Airport access and security passes.

2.3.7 ASQ Survey Comprehensive Insight Report. Contractor shall, on an annual basis and no later than March 31 of each year, provide the City with the ASQ Survey Comprehensive Insight Report in electronic format. The ASQ


Survey Comprehensive Insight Report provides comprehensive analysis of the Airport's strengths and weaknesses during the Annual ASQ Survey and provides deeper insight to the factors that drive both passenger satisfaction and dissatisfaction. Contractor shall present the ASQ Survey Comprehensive Insight Report as actionable management information, enabling the Airport's executive team to develop a cost-effective improvement action plan that prioritizes investments in those areas which would most improve passengers' overall satisfaction.

2.0 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: Sai Xaonsai Purcell
City of Austin
Purchasing Office

12/12/2014
Date

Signature: 
Printed Name: ARTURO GARCIA-ALONSO
HEAD, PASSENGER AND AIRPORT SERVICES
Authorized Representative
Airports Council International

08 DECEMBER 2014
Date





Amendment No. 1
to
Contract No. NA140000046
for
Customer Satisfaction and Benchmarking Based on Passenger Surveys
Between
Airports Council International ("Contractor")
and the
City of Austin

1.0 The above referenced Contract (hereinafter "Contract") is hereby amended as follows:

1.1 The following is added as Section 3.3.6:
For all services rendered under this Contract during the period January 1, 2014 to December 31, 2014, the City will be Invoiced by ~~the Contractor's subcontractor,~~ DKMA S.A., and will remit payment to:

DKMA S.A.
Ch. Du Riant-Coteau 9
1196 Gland
Switzerland

All payment provisions under Section 3.3 shall apply to DKMA S.A.

2.0 All other terms and conditions remain the same.

[Remainder of page intentionally left blank; signature page to follow.]

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

Signature: Sai Xoon

Printed Name: Sai XOOMSAT PURCELL
City of Austin
Purchasing Office

9/30/14
Date

Signature: [Signature]

Printed Name: ARTURO GARCIA-ALONSO

Authorized Representative
Airports Council International

29 SEPTEMBER 2014
Date

Signature: [Signature]

Printed Name: DANIEL KOSEL

Authorized Representative
DKMA S.A.

30.09.2014
Date



Financial and Administrative Service Department
Purchasing Office
PO Box 1088, Austin, Texas, 78767

December 16, 2013

Airport Council International
Attn: Myma Liengme
PO Box 302, Suite 1810
Montreal, Quebec, H4Z1GB

Dear Ms. Liengme,

The City of Austin has approved the award and execution of a contract with your company to provide customer satisfaction and benchmarking based on passenger surveys for the Aviation Department.

Responsible Department:	Aviation Department
Department Contact Person:	Ghizlane Badawi
Department Contact Email:	Ghizlane.Badawi@austintexas.gov
Department Contact Telephone:	512- 530-8846
Project Name:	Customer Satisfaction and Benchmarking Based on Passenger Surveys
Contractor Name:	Airport Council International
Contract Number:	NA140000046
Contract Amount:	\$42,900
Contract Period:	01/01/2014 – 12/31/2015
Extension Options:	four 12-month options - \$42,900 per option
Requisition Number:	8100 13090900579
Agenda Item Number:	28
Council Approval Date:	11/21/2013

A copy of the contract has been attached.

Thank you for your interest in doing business with the City of Austin. If you have any questions regarding this contract, please contact the person referenced under Department Contact Person above.

Sincerely,

Sai Xoomsai,
Purchasing Office

**CONTRACT BETWEEN THE CITY OF AUSTIN
And
Airports Council International (ACI)
For
Airport Service Quality Survey**

This Contract is made by and between the City of Austin ("City"), a home-rule municipality incorporated by the State of Texas, and Airports Council International ("Contractor"), having offices at 800 rue du Square Victoria Suite 1810, PO Box 302 Montréal, Québec H4Z 1G8, Canada.

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 Rafael Echevarne, Phone: (514) 373-1200, Email Address: rechevarne@aci.aero. The City's Contract Manager for the engagement shall be Ghizlane Badawi, Phone: (512) 530-8846, Email Address: Ghizlane.Badawi@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's 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 in strict accordance with the terms, covenants, and conditions of the Contract and all applicable Federal, State, and local laws, rules, and regulations.

2.2 **Tasks.** Contractor shall conduct the Airport Service Quality (ASQ) Survey for the Austin-Bergstrom International Airport ("Airport"). The ASQ Survey shall include ASQ Base Programme, Additional Fieldwork, and Key Driver Analysis. Contractor shall provide the City with data specific to the Airport as well as all other participating airports in order to identify best practices and measure performance.

2.3 **Deliverables.**

In order to ensure that the Airport has rapid feedback on the service levels as perceived by its customers, Contractor shall provide the deliverables listed below as they pertain to service items to include overall satisfaction, access, check-in, passport/personal ID control, security, way finding, airport facilities, airport environment, and arrivals services.

- 2.3.1 Quarterly Management Summary. Contractor shall provide the City with a Quarterly Management Summary no later than four (4) weeks after the end of each quarter. End of quarter dates are March 31, June 30, September 30, and December 31. Quarterly Management Summary shall include an overview of service performance for all participating airports and shall be provided in an interactive, electronic format.
- 2.3.2 Quarterly Benchmark Management Reports. Contractor shall provide Quarterly Benchmark Management Reports in electronic format no later than five (5) weeks after the end of each quarter.
- Quarterly Benchmark Management Reports shall include:
- 2.3.2.1 graphs covering all service items and demographics for all participating airports.
 - 2.3.2.2 three sets of reports broken down as follows:
 - 2.3.2.2.1 all international and domestic passengers at the airports,
 - 2.3.2.2.2 international passengers, and
 - 2.3.2.2.3 domestic passengers;
 - 2.3.2.3 time series graphs to provide a performance overview over the last four (4) quarters
 - 2.3.2.4 additional survey information with detailed tables on the surveyed quarter
- 2.3.3 Raw Data. Contractor shall provide Raw Data in SPSS and MS Excel format no later than five (5) weeks after the end of each quarter. Raw data shall be provided in a file where each row of data represents responses from the individual passenger and each column is one question. Contractor shall also provide scanned pdf's of all surveys collected from Airport's passengers.
- 2.3.3 ASQ Data Centre. Contractor shall provide the City with access to the ASQ Data Centre. Access shall include the capability to run tailored analysis of service performance for any of the service items, for any of the latest four (4) quarters, and for all participating airports. Access to the ASQ Data Centre shall provide necessary data for the City to create custom-made benchmark graphs, data tables and analyze satisfaction gaps between the scores of two airports or an airport against industry average.
- 2.3.4 Prioritisation Analysis. Contractor shall provide the City with an annual Prioritisation Analysis in electronic format no later than March 31. In the Prioritization Analysis, the Contractor shall compare how each of the Airport's service items compares with Overall Satisfaction by scores and by derived importance (using correlation). The Prioritisation Analysis provides information on what service items are important to customer satisfaction and recommendations on where to focus efforts and investments.
- 2.3.5 Fieldwork Services. Contractor shall organize the distribution and collection of all questionnaires. The City will be responsible for organizing Airport access and security passes.
- 2.3.6 Key Driver Analysis Report. Contractor shall provide the City with a yearly written report in electronic format, evaluating the key factors that drive satisfaction/dissatisfaction among passengers of the Airport, and/or other airports as required. This report shall be provided by the Contractor no later than March 31.

2.4 Intellectual Property Rights.

2.4.1 Contractor is the sole and exclusive owner of all intellectual property rights. The intellectual property rights cover the questionnaire without limitation, the reports and the information on which they are based, and the logo (the "Material"). The Material cannot be reproduced or otherwise copied or distributed to any third party without the Contractor's prior written consent.

2.4.2 Contractor's name, logos and products are protected by its exclusive intellectual property rights and cannot be used or reproduced without prior express written authorization.

2.5 **Limited use of data.**

2.5.1 ASQ Survey data and results are circulated to participating airports on a confidential basis for the Airport's internal use only. Except where disclosure is required pursuant to a requirement of law or a government agency ("mandatory disclosure") and except as otherwise provided below, ASQ Survey data and results must not be disclosed to third parties either by the Contractor or by the Airport. Any mandatory disclosure by one party must be notified to the other party in writing.

2.5.2 ASQ Survey data and results can in no event be used by the City or Contractor for advertising or publicity. Contractor reserves the right to refuse consent to any disclosure of the material. Unauthorized disclosure by the Airport may result in legal action and/ or immediate exclusion from the ASQ Survey.

2.5.3 Disclosure by the Airport to third parties of data that refers to this particular Airport is only permitted provided that the Airport does not disclose the complete ASQ Survey data and/ or results, or any data, results or benchmarking analysis regarding other airports in the ASQ Programme. The Airport can disclose its rankings to third parties on the provisions that other airports' rankings are not disclosed and that such disclosure does not make obvious the ranking of any other airport in the ASQ Programme. Furthermore, the Airport must not disclose or use any ASQ Programme data for the purpose of any comparable program that is not related to Contractor.

2.5.4 Contractor and the respective airports have the right to use the names and ranking order of the top five airports in each ASQ Programme award category each calendar year for press releases, articles and award ceremonies. The Airport may use such data only after Contractor has released it to the public.

2.6 **Data.**

2.6.1 **Property of the data.** Completed questionnaires, tapes, and computer records are the property of Contractor. Copies of the completed questionnaires and other records shall not be supplied to or retained by the City unless otherwise agreed in writing between the parties and subject to applicable laws.

2.6.2 **Data Privacy.**

2.6.2.1 "Personal Data" refers to information relating to an identified or identifiable individual. Neither party will request Personal Data beyond the questions in the questionnaire, and each party will adopt appropriate security measures to protect the personal data.

2.6.2.2 Contractor shall be responsible for complying with and ensuring that its subcontractors comply with privacy obligations under applicable laws and regulations and shall save the City harmless from third party claims arising out of any breach of those applicable laws and regulations or any breach of the indemnifying party's contractual undertakings regarding Personal Data, either by itself or its subcontractors. Each party shall cooperate with the other in connection with access requests to Personal Data.

2.7 **Fieldwork.** The City will grant the fieldworkers access to the Airport's airside terminal areas and will facilitate the grant of security clearance and passes for the fieldworkers. The City acknowledges that Contractor will be unable to perform the services and deliver the results should such access be denied or restricted, in which case all amounts under this Contract shall be due and payable to Contractor, but Contractor will be released from any obligation to perform the survey and the analysis of the data. The Contractor shall ensure that the subcontractor responsible for fieldwork is complying fully with both the guidelines relative to the conduct of the fieldwork and the sample plans. The Contractor shall report to the City any non-compliance with the guidelines.

SECTION 3. COMPENSATION

3.1 **Contract Amount.** The Contractor will be paid as indicated herein upon the successful completion of the Scope of Work. In consideration for the services to be performed under this Contract, the Contractor shall be paid an amount not-to-exceed \$42,900 for all fees and expenses with the total contract amount to be paid in two equal installments of \$21,450 by June 30 and December 31 in accordance with Sections 3.2 and 3.3 of this Contract.

3.2 **Invoices.**

3.2.1 **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	Aviation Department
Attn:	Ghizlane Badawi
Address	P.O. Box 1088
City, State, Zip Code	Austin, TX 78767

3.2.2 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.

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

3.2.4 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.

3.3 **Payment.**

3.3.1 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.

3.3.2 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.

3.3.3 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:

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

3.3.3.2 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;

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

3.3.3.4 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;

3.3.3.5 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;

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

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

3.3.4 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.

3.3.5 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.

3.4 **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.

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

3.5.1 The making and acceptance of final payment will constitute:

3.5.1.1 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

3.5.1.2 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.** Unless otherwise terminated by the parties, this Contract shall be in effect for an initial term of twelve (12) months, beginning January 1, 2014, and may be extended thereafter for up to four (4) additional twelve (12) month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee, and the terms of this Contract.

4.1.1 Upon expiration of the initial term or period of extension, 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.

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.

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 **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:

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

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

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

5.1.2.3 **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:

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

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

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

5.1.2.4 **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 arising out of the performance of professional services 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.

5.1.2.5 **Endorsements.** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

5.2 **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 A. 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.

5.2.2 **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.

5.3 **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.

5.4 **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.

5.4.2 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.

5.5 **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.

6.2.4 The results contained in all reports are the product of careful analysis of the data and information supplied and are subject to thorough checking. They are, to the best of Contractor's knowledge, accurate but are subject to the usual statistical variability inherent in sample based research of this nature.

6.2.5 Contractor shall, through a subcontractor, assign qualified personnel to the study and perform the work in accordance with generally accepted professional standards. As the work is of an advisory nature, no other warranties, including without limitation the warranty of merchantability or fitness for a particular purpose, expressed or implied, are made. Contractor, its directors, officers and employees assume no liability for damages or for loss of earnings arising from the study results.

6.2.6 Contractor will make every effort to ensure that the information contained in the report is as accurate as possible.

6.2.7 Opinions obtained from any market research or other survey and reported by Contractor are the opinion of the respondents themselves and are not those of Contractor or its subcontractors. Contractor or any of its subcontractors cannot be held liable for any action arising from the collection or supply of these opinions.

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 Workforce Security Clearance and Identification

7.4.1 Contractor is required to obtain a certified criminal background report with fingerprinting (referred to as "The Report") for all persons performing on the contract, including all Contractor, Subcontractor, and Supplier personnel (for convenience referred to as "Contractor's Personnel").

7.4.2 The Department of Aviation and ID Office is the single point of service for processing security ID badge applications. Badge applicant shall submit to a Federal Bureau of Investigation fingerprint-based criminal history records check and a Transportation Security Administration Security Threat Assessment (STA). Contractor should allow seven (7) to ten (10) days for completion of badge processing. Please contact Security and ID at (512) 530-6360 for more information.

7.4.3 Security ID Badge Control: Contractor must conduct a badge audit with City's Contract Manager to ensure all active badge holders are still employed. Security and ID Office will provide an Active Badge List to Contractor's Project Manager on the 1st working day of each month. Audit findings must be returned to Security and ID no later than the 15th of each month.

Contractor must return badges of Subcontractors to the Department of Aviation Security and ID office within three (3) working days of the Subcontractors' work completion. Contractor shall immediately notify Airport Communications at (512)530-2677 when aware that an individual's access authority has been revoked or limited for adverse reasons or termination of employment.

7.4.4 Loss of Security Items: Loss of any security-related item is a serious incident. All losses must be reported immediately to the Airport Communications Office by contacting (512) 530-2242. The Airport Security Coordinator or representative must approve replacement of any lost security item. Loss or failure to return a security access badge will result in a \$500.00 (Five Hundred Dollar) per badge penalty for each violation to be deducted from the payment of the next subsequent Contractor invoice. Contractor is responsible for replacement costs and any other penalties associated with lost security items.

7.4 **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.

7.5 **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:

7.5.1 disposal of major assets;

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

7.5.3 any significant termination or addition of provider contracts;

7.5.4 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;

7.5.5 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;

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

7.5.7 known or anticipated sale, merger, or acquisition;

- 7.5.8 known, planned or anticipated stock sales;
- 7.5.9 any litigation against the Contractor; or
- 7.5.10 significant change in market share or product focus.

7.6 **Right To Audit.**

7.6.1 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.

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

7.7 **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.

7.8 **Indemnity.**

7.8.1 Definitions:

7.8.1.1 "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:

7.8.1.1.1 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;

7.8.1.1.2 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),

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

7.8.2 CONTRACTOR SHALL DEFEND (AT THE OPTION OF THE CITY), INDEMNIFY, AND HOLD HARMLESS CITY, ITS OFFICERS, APPOINTED OR ELECTED OFFICIALS, EMPLOYEES, AGENTS, REPRESENTATIVES, SUCCESSORS AND ASSIGNS (INDEMNIFIED PARTIES), AGAINST ALL INDEMNIFIED CLAIMS, AND AGAINST ALL COSTS, EXPENSES (INCLUDING REASONABLE ATTORNEYS' FEES, EXPENSES, AND COURT COSTS), LIABILITIES, DAMAGES, CLAIMS, SUITS, ACTIONS, AND CAUSES OF ACTIONS (CLAIMS), TO THE EXTENT ARISING, DIRECTLY OR INDIRECTLY, OUT OF (A) A BREACH OF THIS CONTRACT OR VIOLATION OF LAW BY CONTRACTOR, ITS OFFICERS, AGENTS, EMPLOYEES, SUBCONTRACTS, SUCCESSORS OR ASSIGNS, (CONTRACTOR PARTIES), (B) A FALSE REPRESENTATION OR WARRANTY MADE BY THE

CONTRACTOR PARTIES IN THIS CONTRACT OR IN CONTRACTOR'S PROPOSAL, (C) THE NEGLIGENCE, WILLFUL MISCONDUCT, OR BREACH OF A STANDARD OF STRICT LIABILITY BY THE CONTRACTOR PARTIES IN CONNECTION WITH THIS CONTRACT. CLAIMS TO BE INDEMNIFIED UNDER THIS ARTICLE INCLUDE CLAIMS FOR BODILY INJURY OR DEATH, OCCUPATIONAL ILLNESS OR DISEASE, LOSS OF SERVICES WAGES OR INCOME, DAMAGE DESTRUCTION OR LOSS OF USE OF PROPERTY, AND WORKERS' COMPENSATION CLAIMS. CONTRACTOR'S OBLIGATIONS UNDER THIS ARTICLE ARE NOT EXCUSED IN THE EVENT A CLAIM IS CAUSED IN PART BY THE ALLEGED NEGLIGENCE OR WILLFUL MISCONDUCT OF THE INDEMNIFIED PARTIES.

7.9 **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 effect 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 2nd Street, 4th Floor, Austin, Texas 78701, and mail delivery shall be to P.O. Box 1088, Austin, Texas 78767.

7.10 **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
PO Box 1088
Austin, TX 78767

To the Contractor:
Contractor's Name
ATTN: Rafael Echevarne, Contract Manager
ACI World Headquarters
PO Box 302
Rue du Square Victoria
Montreal, Quebec H4Z 1G8
Canada

7.11 **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.

7.12 **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.

7.13 **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.

7.14 **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.

7.15 **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.

7.16 **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.

7.17 **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.

7.18 **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.

7.19 **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.

7.20 **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.

7.21 **Dispute Resolution.**

7.21.1 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.

7.21.2 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.

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

7.22.1 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.

7.22.2 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.**

7.22.3 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.

7.23 **Subcontractors.**

7.23.1 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:

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

7.23.1.2 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;

7.23.1.3 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;

7.23.1.4 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

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

7.23.2 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.

7.23.3 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.

7.24 **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.

7.25 **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.

7.26 **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.

7.27 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.

7.28 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.

7.29 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>.

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

AIRPORTS COUNCIL INTERNATIONAL

By: 
Signature

Name: RAFAEL ECHEVARNE
Printed Name

Title: DIRECTOR ECONOMIC PROGRAM DEVELOPMENT

Date: 16 DECEMBER, 2013

CITY OF AUSTIN

By: 
Signature

Name: Sai Purcell
Printed Name

Title: Senior Buyer Specialist

Date: 12/16/2013

List of Exhibits

Exhibit A - Non Discrimination Certification

EXHIBIT A
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 16 day of DECEMBER, 2013
SIXTEENTH

CONTRACTOR
Authorized
Signature

Title

RAHUL ECHENAGOVE
DIRECTOR ECONOMICS
& PROGRAM DEVELOPMENT

**CITY OF AUSTIN
FSD - PURCHASING OFFICE**

CERTIFICATION OF EXEMPTION

DATE: <u>7/15/2013</u>	DEPT: <u>Aviation</u>
TO: <u>Purchasing Officer or Designee</u>	FROM: <u>Ghizlane Ezziani</u>
BUYER: <u>Sai Xoomsai</u>	PHONE: <u>512-530-8846</u>

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.

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)

- | | |
|--|---|
| <ul style="list-style-type: none"><input type="checkbox"/> 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<input type="checkbox"/> a procurement necessary to preserve or protect the public health or safety of municipality's residents<input type="checkbox"/> a procurement necessary because of unforeseen damage to public machinery, equipment, or other property<input type="checkbox"/> a procurement for personal, professional, or planning services<input type="checkbox"/> a procurement for work that is performed and paid for by the day as the work progresses<input type="checkbox"/> a purchase of land or right-of-way<input checked="" type="checkbox"/> 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 | <ul style="list-style-type: none">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<input type="checkbox"/> museum, park, zoo, or other facility to which the organization has provided<input type="checkbox"/> significant financial or other benefits a purchase of rare books, papers, and other library materials for a public librarypaving, drainage, street widening and<input type="checkbox"/> 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 improvementsa public improvement project, already in<input type="checkbox"/> 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)

☐

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.

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.


Airport Council International (ACI) is the sole and exclusive owner of all intellectual property rights pertaining to the ASQ survey program. ACI is the sole provider of ASQ program. ASQ Survey is the world's leading airport customer satisfaction benchmarking program with over 200 airports in more than 50 countries surveying their passengers every month of the year. All airports use the same questionnaire and follow the same methodology. To ensure comparable results, a detailed sample plan tailored to each airport's traffic is used. The wide range of ASQ participants allows each airport to select an appropriate benchmarking panel. This tool helps identify best practices in quality customer service from the world's top-performing airports.

The ASQ program was introduced by Airports Council International (ACI) in 2006 to help airports improve and invest in the passenger experience. Since its introduction, the ASQ program has led to the development of the industry's best practices. The ASQ Survey is based on the results of over 300,000 questionnaires completed by passengers at airports worldwide and captures the passengers' perception of the quality of more than 30 aspects of service. Each survey covers key parameters of the passenger experience: check-in, security, getting to the gate, signage, cleanliness, and amenities. To measure and benchmark service quality, Austin Bergstrom International Airport (ABIA) joined the Airport Service Quality (ASQ) passenger survey in 2006.

The ASQ program has been a vital tool used by ABIA to understand how its customer service rankings compare relative to its peer airports in order to prioritize resource investments. Analysis of this valuable information enables ABIA to clearly understand passenger needs and align service provision with customer expectations. ABIA has been contracting with Airport Council International since 2006. The vendor has met all contract deliverables and no issues have been identified with this vendor. The Airport Council International is the sole provider of the customer satisfaction benchmarking program and will provide the best value to the City.


6. Because the above facts and documentation support the requested exemption, the City of Austin intends to contract with Airport Council International which will cost approximately \$214,500 for the period of 2014-2018.

Recommended Certification

 9/3/2013
Originator Date

Approved Certification

 9/5/13
Department Director or designee Date

 9/6/13
Assistant City Manager / General Manager Date
or designee (if applicable)

Purchasing Review

(if applicable)

Buyer

Date

Manager Initials

Exemption Authorized
(if applicable)

Purchasing Officer or designee

Date

11/14/12



TO: Veronica Lara, Director
Department of Small and Minority Business Resources

FROM: Sai Xoomsai Purcell, Senior Buyer
DATE: 11/15/2013

SUBJECT: Request for Determination of Goals for Solicitation No. N/A
Project Name: Airport Quality Survey
Commodity _____
Code(s): 90779
Estimated Value: \$ 42,900 annually

Below are scopes of work for this project as determined by the Purchasing Office and Department that are contained in this solicitation.

This Professional Service survey is to provides insight into the average passenger's experience at Austin Bergstrom International Airport.

The Departmental Point of Contact is: Ghizlane Badawi at Phone: 512-530-8846

Per paragraph 8 2.1 of the Rules Governing the Minority and Women Owned Business Enterprise Procurement Program, please approve the use of the above goals by completing and returning the below endorsement. If you have questions, please call me at 512-972-4016

☐ **Approved w/ Goals**

☒ **Approved, w/out Goals**

Recommend the use of the following goals based on the below reasons:

a. Goals: _____% MBE _____% WBE

b. Subgoals _____% African American _____% Hispanic

_____% Native/Asian American _____% WBE

This determination is based on the following reasons: NO SUBCONTRACTING OPPORTUNITIES


Veronica Lara, Director

Date: 11-18-13

cc: Lorena Resendiz

**CITY OF AUSTIN
FSD - PURCHASING OFFICE**

CERTIFICATION OF EXEMPTION

DATE:	<u>7/15/2013</u>	DEPT:	<u>Aviation</u>
TO:	<u>Purchasing Officer or Designee</u>	FROM:	<u>Ghizlane Ezziani</u>
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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)

- | | |
|---|--|
| <input type="checkbox"/> 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 | <input type="checkbox"/> 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 |
| <input type="checkbox"/> a procurement necessary to preserve or protect the public health or safety of municipality's residents | <input type="checkbox"/> significant financial or other benefits |
| <input type="checkbox"/> a procurement necessary because of unforeseen damage to public machinery, equipment, or other property | <input type="checkbox"/> a purchase of rare books, papers, and other library materials for a public library |
| <input type="checkbox"/> a procurement for personal, professional, or planning services | <input type="checkbox"/> 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 |
| <input type="checkbox"/> a procurement for work that is performed and paid for by the day as the work progresses | <input type="checkbox"/> a public improvement project, already in progress, authorized by voters of the municipality, for which there is a deficiency of funds for completing the |
| <input type="checkbox"/> a purchase of land or right-of-way | |
| <input type="checkbox"/> 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 | |

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)

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.

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- **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.

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.

Airport Council International (ACI) is the exclusive owner of all intellectual property rights pertaining to the Airport Service Quality (ASQ) survey program. ASQ Survey is the world's leading airport customer satisfaction benchmarking program with over 200 airports in more than 50 countries surveying their passengers every month of the year. All airports use the same questionnaire and follow the same methodology. To ensure comparable results, a detailed sample plan tailored to each airport's traffic is used. The wide range of ASQ participants allows each airport to select an appropriate benchmarking panel. This tool helps identify best practices in quality customer service from the world's top-performing airports.

The ASQ program was introduced by Airports Council International (ACI) in 2006 to help airports improve and invest in the passenger experience. Since its introduction, the ASQ program has led to the development of the industry's best practices. The ASQ Survey is based on the results of over 300,000 questionnaires completed by passengers at airports worldwide and captures the passengers' perception of the quality of more than 30 aspects of service. Each survey covers key parameters of the passenger experience: check-in, security, getting to the gate, signage, cleanliness, and amenities.


Austin Bergstrom International Airport (ABIA) has been using the Airport Service Quality (ASQ) passenger survey since 2007 to measure and benchmark service quality. The ASQ program has been a vital tool used by ABIA to understand how its customer service rankings compare relative to its peer airports in order to prioritize resource investments. Analysis of this valuable information enables ABIA to clearly understand passenger needs and align service provision with customer expectations. ABIA has been contracting with Airport Council International since 2007. The vendor has met all contract deliverables and no issues have been identified with this vendor. The Airport Council International will provide the best value to the City.


6. Because the above facts and documentation support the requested exemption, the City of Austin intends to contract with Airport Council International which will cost approximately \$214,500 for the period of 2014-2018.

Recommended Certification

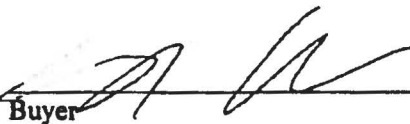
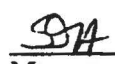
 10/17/2013
Originator Date

Approved Certification

 10/17/13
Department Director or designee Date

 10/17/13
Assistant City Manager / General Manager Date
or designee (if applicable)

Purchasing Review
(if applicable)

 11/7/2013 
Buyer Date Manager Initials

Exemption Authorized
(if applicable)

Denise Lucas
Purchasing Officer or designee

11/21/2013
Date

11/14/12