

# CONTRACT, LEASE, AGREEMENT CONTROL FORM

Date: 10/01/2024

Contract/Lease Control #: C17-2609-AP

Procurement#: NA

Contract/Lease Type: AGREEMENT

Award To/Lessee: AMERICAN ASSOCIATION OF AIRPORT EXECUTIVES (AAAE)

Owner/Lessor: OKALOOSA COUNTY

Effective Date: 10/01/2024

Expiration Date: 09/30/2025 W/RENEWALS

Description of: AAAE EMPLOYEE TRAINING

Department: AP

Department Monitor: STAGE

Monitor's Telephone #: 850-651-7160

Monitor's FAX # or E-mail: TSTAGE@MYOKALOOSA.COM

Closed: \_\_\_\_\_

CC: BCC RECORDS

**PROCUREMENT/CONTRACT/LEASE  
INTERNAL COORDINATION SHEET**

Procurement/Contract/Lease Number: <u>C17-2609-AP</u>	Tracking Number: <u>5295-24</u>
Procurement/Contractor/Lessee Name: <u>AAAE</u>	Grant Funded: YES ___ NO <u>X</u>
Purpose: <u>4th renewal / price notice</u>	
Date/Term: <u>9-30-25</u>	1. <input type="checkbox"/> GREATER THAN \$100,000
Department #: <u>LI 204</u>	2. <input type="checkbox"/> GREATER THAN \$50,000
Account #: <u>\$ 555 001</u>	3. <input checked="" type="checkbox"/> \$50,000 OR LESS
Amount: <u>9,200.00</u>	
Department: <u>Airport</u>	Dept. Monitor Name: _____

**Purchasing Review**

Procurement or Contract/Lease requirements are met: <u>DeRita Mason</u>	Date: <u>9-26-24</u>
Purchasing Manager or designee: _____	DeRita Mason, Erin Poole, Amber Hammonds

**2CFR Compliance Review (if required)**

Approved as written: <u>NO Federal bids</u>	Grant Name: _____
Grants Coordinator: _____	Date: _____
Suzanne Ulloa	

**Risk Management Review**

Approved as written: <u>see email attached</u>	Date: <u>9-26-24</u>
Risk Manager or designee: _____	Lydia Garcia

**County Attorney Review**

Approved as written: <u>see email attached</u>	Date: <u>9-27-26</u>
County Attorney: _____	Lynn Hoshihara, Kerry Parsons or Designee

**Department Funding Review**

Approved as written: _____	Date: _____
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**IT Review (if applicable)**

Approved as written: _____	Date: _____
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## DeRita Mason

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**From:** Odessa Cooper-Pool  
**Sent:** Thursday, September 26, 2024 11:16 AM  
**To:** DeRita Mason  
**Cc:** Allyson Oury  
**Subject:** RE: C17-2609-AP Auto Renew  
**Attachments:** 2024-2025 VPS IET-LS Service Agreement Renewal 09.23.24.pdf

Good morning DeRita,

The renewal agreement for VPS IETLS has been reviewed and is approved by Risk Management for insurance purposes. No insurance elements required.

Thank you,

**Odessa Cooper-Pool**  
Public Records & Contracts Specialist  
Human Resources/ Risk Management  
Okaloosa County BCC  
302 N. Wilson Street, Crestview, FL 32536  
Office: 1-850-689-4111



"And, when you want something, all the universe conspires in helping you to achieve it."— Paulo Coelho, *The Alchemist*

Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.

**From:** DeRita Mason <dmason@myokaloosa.com>  
**Sent:** Thursday, September 26, 2024 9:11 AM  
**To:** Odessa Cooper-Pool <ocooperpool@myokaloosa.com>  
**Subject:** FW: C17-2609-AP Auto Renew

Good morning,  
Please review and approve the attached.  
Thank you,

DeRita Mason

## DeRita Mason

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**From:** Lynn Hoshihara  
**Sent:** Friday, September 27, 2024 1:56 PM  
**To:** DeRita Mason; Kerry Parsons  
**Subject:** Re: C17-2609-AP Auto Renew

This is approved.

Lynn M. Hoshihara  
County Attorney  
Okaloosa County, Florida

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**From:** DeRita Mason  
**Sent:** Thursday, September 26, 2024 10:09:15 AM  
**To:** Kerry Parsons  
**Cc:** Lynn Hoshihara  
**Subject:** FW: C17-2609-AP Auto Renew

Good morning,  
Please review and approve the attached.  
Thank you,

DeRita Mason



DeRita Mason, CPFO, CPPB, NIGP-CPP  
Purchasing Manager  
Okaloosa County Purchasing Department  
5479A Old Bethel Road  
Crestview, Florida 32536  
Office: (850) 689-5960 Ext. 6966  
Cell: (850) 826-8010  
[dmason@myokaloosa.com](mailto:dmason@myokaloosa.com)

"Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure."

CONTRACT: C17-2609-AP  
American Association of Airport Executives  
AAAE Employee Training  
EXPIRES:09/30/2025



## **SERVICE RENEWAL**

Destin-Fort Walton Beach Airport  
September 23, 2024



September 23, 2024

Mr. Tracy Stage, A.A.E.  
Airport Director  
Destin -- Fort Walton Beach Airport  
1701 State Road 85 N Eglin  
AFB, FL 32542-1498  
850-651-7160 ext. 1006  
[tstage@co.okaloosa.fl.us](mailto:tstage@co.okaloosa.fl.us)

Re: Interactive Employee Training - Learning Suite (IET-LS) – Service Descriptions, Terms, and Conditions

The American Association of Airport Executives (AAAE) is the largest professional organization for airport executives in the world, serving thousands of airport personnel at public-use airports across the country. Incorporated in 1928, AAAE is now one of the largest and most influential associations in Washington and is recognized as the training and technology resource expert for the airport industry. Airport training is a unique market niche and AAAE leads the way in providing innovative solutions and ever-improving products and services.

This service renewal provides information regarding our IET-LS service level offerings for the IET-LS system.

The airport may address questions or an issue regarding this proposal to Trina Hadden, AAAE, at [trina.hadden@aaae.org](mailto:trina.hadden@aaae.org) or 703.575.2470

We look forward to continuing our partnership with you.

Sincerely,

*Trina Hadden*

Trina Hadden  
Vice President, Operations, Training & Technology Services  
AAAE  
The Barclay Building  
601 Madison Street  
Alexandria, VA 22314  
Email: [trina.hadden@aaae.org](mailto:trina.hadden@aaae.org)  
Telephone: 703.575.2470



## SERVICE LEVELS

[VPS] Current Service Level: [2]

Service Period: [10/01/2024 – 09/30/2025]

IET SERVICE PLAN	LEVEL 1	LEVEL 2	LEVEL 3
8AM - 8PM ET M-F Phone Support	✓	✓	✓
Database Support	✓	✓	✓
Help Desk Ticketing System	✓	✓	✓
Automated Hardware Monitoring	✓	✓	✓
Live Online Tech Diagnostic Session	✓	✓	✓
System Updates and Patches	✓	✓	✓
Live Online Remote Tech Support		✓	✓
Interactive Course Changes (Excludes Video)		✓	✓
Onsite System Service (Annually)		✓	✓
Train the Trainer (Annually)		✓	✓
Regulatory Requirements		✓	✓
Custom Content/ Video Changes		✓	✓
Service Allowance* (\$1,500 per workstation)			✓
Number of Workstations	4	4	4

*\*Service Allowance – A monetary allowance that can be used for such services as hardware repair/replacement that is not covered under the manufacturer's warranty, video or interactive course changes, new course production, etc. See the pricing chart for the amount that is included in your package. The contracted allowance expires 24 months after the contract inception, if not used. (\$15,000 Max)*



## SERVICE DESCRIPTIONS

IET SERVICE PLAN	LEVEL 1	LEVEL 2	LEVEL 3
<b>8AM - 8PM ET M-F Phone Support</b>	Includes technical telephone support between the hours of 8AM & 8PM EST Monday – Friday (except Federal holidays).		
<b>Database Support</b>	Includes complete maintenance of the database and 24/7 availability of all user data. AAAE ensures data integrity by using overlapping Internet service providers (ISPs), firewall protection for the on-site and remote servers and the daily back up of all data.		
<b>Help Desk Ticketing System</b>	AAAE implements a help desk ticketing system to improve the quality of service, accountability, and customer satisfaction.		
<b>Automated Hardware Monitoring</b>	AAAE will provide daily, automated hardware monitoring of the hardware systems to verify basic system function and connectivity. Any irregularities will be reported to the designated IET training coordinator.		
<b>Live Online Tech Diagnostic Session</b>	This service allows an in-house technician to remotely take control of a system, following physical authorization on the user end (for security purposes). The tech remotely can diagnose issues.		
<b>System Updates and Patches</b>	Includes all operating and video-quality system updates and patches developed by AAAE with telephone support for installation.	Includes all operating and video-quality system updates and patches developed by AAAE with onsite installation (included as part of the Level 2/Level 3 maintenance visits).	
<b>Live Online Remote Tech Support</b>	N/A	This service allows an in-house technician to remotely take control of a system, following physical authorization on the user end (for security purposes). The tech remotely can diagnose issues, download and replace files, and in many cases have the system operational again without having to dispatch an onsite technician.	
<b>Interactive Course Changes (Excludes Video)</b>	Includes periodic editing of test questions and other interactive modifications that can be accomplished in the AAAE studio/edit facilities. This package comes with a standard allowance of 1 hour of free labor per each contracted system (up to a maximum of 10 systems/10 hrs of labor). Each additional hour of labor over the maximum amount will be billed at a rate of \$175/hour.	Same as Level 1 except the standard labor allowance included is 2 hours of free labor per contracted system (up to a maximum of 10 systems/20 hrs of labor).	Same as LEVEL 2 except any labor charges over the maximum amount will be billed against the remaining balance in the Level 3 maintenance allowance.





IET SERVICE PLAN	LEVEL 1	LEVEL 2	LEVEL 3
<b>Onsite System Service (Annually)</b>	N/A	Includes an annual on-site visit for preventive maintenance services, plus on-site maintenance or technical meetings, as required.	
<b>Train the Trainer (Annually)</b>	N/A	Includes a web-based session for the purpose of introducing our IET training system to new staff, discussing common issues you might experience, or to hold a Q&A session for staff that are familiar with IET. Our hands on approach will also be an opportunity for us to demonstrate any new tools or features of IET.	
<b>Regulatory Requirements</b>	N/A	Package includes updates to course material and videos to remain compliant with regulatory changes.	
<b>Custom Content/ Video Changes</b>	Available at an hourly rate of \$175.	Allows for periodic changes/additions to a custom or Value-Added video course that can be accomplished in the AAAE studio/edit facilities. This package comes standard with 2 hours of free labor per each contracted system (up to a maximum of 10 systems/20 hrs of labor). Each additional hour of labor over the maximum amount will be billed at a rate of \$175/hour.	Same as LEVEL 2 except any labor charges over the maximum amount will be billed against the remaining balance in the Level 3 maintenance allowance.
<b>Service Allowance* (\$1,500 per workstation)</b>	N/A	N/A	Includes a monetary allowance that can be used for such services as hardware repair/replacement that is not covered under the manufacturer's warranty, video or interactive course changes, new course production, etc. See the pricing chart for the amount that is included in your package. The contracted allowance expires 24 months after the contract inception if not used.



## **SERVICE CONDITIONS**

### **SOLE PROVIDER**

The Interactive Employee Training – Learning Suite (IET-LS) system is patented technology developed by AAAE. On July 8, 2003, the United States Patent Office BXBFEE AAAE a patent for the computer-based interactive employee training system. The patent number is: US 6,589,055. A Canadian Patent was awarded on May 22, 2007. The Canadian patent number is: 2,437,677.

As a result, AAAE is the sole provider of the IET-LS software/hardware/system/service program. IET software updates are developed, issued and installed only by AAAE. The use of other hardware or outside service or maintenance providers may void the IET warranty.

### **SERVICE PROGRAM COST**

The cost of the IET-LS system annual service plan is included in the initial cost. The cost for subsequent years are based on actual market rates and offered in several service levels to meet the specific needs of the airport. Please see the IET-LS Service Level comparison chart to decide which level best works for your airport. Thank you for the privilege of serving your airport.

### **VOIDING OF MAINTENANCE COVERAGE**

Any unauthorized changes, modifications, repairs or additions to the computer hardware, course software, operating system or the system settings, without the prior consent of an authorized IET Maintenance technician, may void the system coverage under this agreement and any hardware warranties that exist.

### **TERM**

Upon the expiration of the Initial Term, this Agreement shall be renewed automatically for additional Renewal Terms of one (1) year periods unless terminated by either Party by providing thirty (30) day written notice of its intention not to renew this Agreement prior to the end of the Initial Term or any current Renewal Term.

### **AAAE INFORMATION**

AAAE is a 501C6 corporation. The association employs more than 68 full time staff members. The address of AAAE's Corporate Headquarters is: 601 Madison Street, Alexandria, Virginia, 22314; Telephone: (703) 824-0500; Fax: (703) 820-1395. TIN: 510094939. The Association's Dunn and Bradstreet number is 06-869-7523. The overall financial credit rating is ER4.



**IET Learning Suite Maintenance Renewal  
Destin-Fort Walton Beach Airport**

**Scope of Services**

8am – 8pm EST M-F Phone Support

Database support

Help Desk ticketing system

Automated hardware monitoring

System updates & patches

Live online tech diagnostic session

Live online tech remote support

Interactive course changes

Onsite System Service (Annually)

Train the Trainer

Regulatory updates

Custom Content/Video Changes

**Service Agreement Pricing Details**

Service Package Level 2

Start Date: 10/01/2024

End Date: 09/30/2025

Service Level Cost: \$9,200



## SERVICE AGREEMENT

The service descriptions, terms and conditions will depend on the service package selected using the Service Level Comparison Chart on page 3. The service package coverage is for all licensed IET training systems.

Service Package	Start Date	End Date	Service Level Annual Cost	Allowance Amount
Level 2	10/01/2024	09/30/2025	\$9,200	\$0

Approved and accepted:

Destin-Fort Walton Beach Airport

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

Print Name: \_\_\_\_\_

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

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

Tracy Stages, A.A.E.

Airports Director

9-26-24

Okaloosa County BCC

Signature: DeRita Mason Digitally signed by DeRita Mason  
Date: 2024.10.01 09:24:21 -0500

Print Name: DeRita Mason

Title: Purchasing Manager

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

American Association of Airport Executives

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

Print Name: \_\_\_\_\_

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

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

Trina Hadden

Trina Hadden

V.P. OPS T & TS

10-01-24

Please sign above and return executed copy to:

American Association of Airport Executives  
attn. Trina Hadden  
Barclay Building  
601 Madison Street  
Alexandria VA 22314

or email this signed form to: [trina.hadden@aaae.org](mailto:trina.hadden@aaae.org)