

CONTRACT, LEASE, AGREEMENT CONTROL FORM

Date: 08/29/2023

Contract/Lease Control #: C17-2609-AP

Procurement#: NA

Contract/Lease Type: CONTRACT

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

Owner/Lessor: OKALOOSA COUNTY

Effective Date: 10/01/2017

Expiration Date: 09/30/2024

Description of: AAAE EMPLOYEE TRAINING

Department: AP

Department Monitor: STATE

Monitor's Telephone #: 850-651-7160

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

Closed:

Cc: BCC RECORDS

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

Procurement/Contract/Lease Number: <u>C17-2609-AP</u>	Tracking Number: <u>4918-23</u>
Procurement/Contractor/Lessee Name: <u>AATE</u>	Grant Funded: YES ___ NO <u>X</u>
Purpose: <u>Renewal / price increase 3rd renewal</u>	
Date/Term: <u>9-30-2024</u>	1. <input type="checkbox"/> GREATER THAN \$100,000
Department #: <u>4204</u>	2. <input type="checkbox"/> GREATER THAN \$50,000
Account #: <u>555001</u>	3. <input checked="" type="checkbox"/> \$50,000 OR LESS
Amount: <u>89,200.00</u>	
Department: <u>Airport</u>	Dept. Monitor Name: <u>Stacy</u>

<i>Purchasing Review</i>	
Procurement or Contract/Lease requirements are met: <u>[Signature]</u>	Date: <u>8-15-23</u>
Purchasing Manager or designee: _____	DeRita Mason, Erin Poole, Amber Hammonds

<i>2CFR Compliance Review (if required)</i>	
Approved as written: <u>no led star by</u>	Grant Name: _____
Grants Coordinator: _____	Suzanne Ulloa
	Date: _____

<i>Risk Management Review</i>	
Approved as written: <u>see email attached</u>	Date: <u>8-15-23</u>
Risk Manager or designee: _____	Lydia Garcia

<i>County Attorney Review</i>	
Approved as written: <u>see email attached</u>	Date: <u>8-15-23</u>
County Attorney: _____	Lynn Hoshihara, Kerry Parsons or Designee

<i>Department Funding Review</i>	
Approved as written: _____	Date: _____

<i>IT Review (if applicable)</i>	
Approved as written: _____	Date: _____

DeRita Mason

From: Lynn Hoshihara
Sent: Wednesday, August 16, 2023 10:34 AM
To: DeRita Mason
Cc: Odessa Cooper-Pool; Jacqueline Matichuk
Subject: Re: AAAE - C17-2609-AP -Auto Renewal

This is approved.

Lynn M. Hoshihara
County Attorney
Okaloosa County, Florida

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
Sent: Tuesday, August 15, 2023 8:01:42 AM
To: Lynn Hoshihara
Cc: 'Parsons, Kerry'; Odessa Cooper-Pool; Jacqueline Matichuk
Subject: FW: AAAE - C17-2609-AP -Auto Renewal

Good morning,
The referenced contract is auto renew however, they had a price increase.
Please review and approve the attached.

Thank you,

DeRita Mason



DeRita Mason, CPPO, 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

DeRita Mason

From: Odessa Cooper-Pool
Sent: Tuesday, August 15, 2023 9:04 AM
To: DeRita Mason; Lynn Hoshihara
Cc: 'Parsons, Kerry'; Jacqueline Matichuk
Subject: RE: AAAE - C17-2609-AP -Auto Renewal
Attachments: 2024 VPS IET-LS Service Agreement Renewal 08.11.2023.pdf

Hello DeRita,

The agreement for American Association of Airport Executives has been reviewed and is approved by Risk Management as there are no insurance requirements.

Thank you,

Odessa Cooper-Pool
Public Records & Contracts Specialist
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*

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From: DeRita Mason <dmason@myokaloosa.com>
Sent: Tuesday, August 15, 2023 7:02 AM
To: Lynn Hoshihara <lhoshihara@myokaloosa.com>
Cc: 'Parsons, Kerry' <KParsons@ngn-tally.com>; Odessa Cooper-Pool <ocooperpool@myokaloosa.com>; Jacqueline Matichuk <jmatichuk@myokaloosa.com>
Subject: FW: AAAE - C17-2609-AP -Auto Renewal

Good morning,
The referenced contract is auto renew however, they had a price increase.
Please review and approve the attached.

Thank you,



IETLS

INTERACTIVE EMPLOYEE TRAINING **LEARNING SUITE**

CONTRACT: C17-2609-AP
American Association of Airport Executives
AAAE Employee Training
EXPIRES: 09/30/2024

SERVICE RENEWAL

Destin-Fort Walton Beach Airport
August 11, 2023



August 11, 2023

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

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 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
Telephone: 703.575.2470



SERVICE LEVELS

[VPS] Current Service Level: [2]

Service Period: [10/01/2023 – 09/30/2024]

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
Total Cost	\$6,500	\$9,200	\$13,500

*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
8AM - 8PM ET M-F Phone Support	Includes technical telephone support between the hours of 8AM & 8PM EST Monday – Friday (except Federal holidays).		
Database Support	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.		
Help Desk Ticketing System	AAAE implements a help desk ticketing system to improve the quality of service, accountability, and customer satisfaction.		
Automated Hardware Monitoring	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.		
Live Online Tech Diagnostic Session	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.		
System Updates and Patches	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).	
Live Online Remote Tech Support	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.	
Interactive Course Changes (Excludes Video)	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
Onsite System Service (Annually)	N/A	Includes an annual on-site visit for preventive maintenance services, plus on-site maintenance or technical meetings, as required.	
Train the Trainer (Annually)	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.	
Regulatory Requirements	N/A	Package includes updates to course material and videos to remain compliant with regulatory changes.	
Custom Content/ Video Changes	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.
Service Allowance* (\$1,500 per workstation)	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 BXBSEFE AAAE a patent for the computer-based interactive employee training system. The patent number is: US 6.589.05582. 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. TTN: 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: 10/01/2023
End Date: 09/30/2024
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	10/01/2023	09/30/2024	\$9,200	\$0

Approved and accepted:

Destin-Fort Walton Beach Airport

Signature: DeRita Mason Digitally signed by DeRita Mason
Date: 2023.08.16 16:21:54 -05'00'

Print Name: _____

Title: _____

Date: _____

American Association of Airport Executives

Signature: Trina Hadden

Print Name: Trina Hadden

Title: Vice PResident, Operations, Training & Technology Services

Date: 8/17/2023

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