Supplier Guide

HOW TO DO BUSINESS
WITH
HILLSBOROUGH COUNTY
AVIATION AUTHORITY

Issued: July 23, 2013

Revised: December 16, 2013
July 5, 2014
June 29, 2015
February 7, 2016
March 1, 2020
October 1, 2022

TABLE OF CONTENTS

Who We Are

Mission Statement

Vision Statement

Values

Purpose

Website

Business Hours and Location

Definitions

Supplier Registration

e-Procurement

Procurement Methods

Cone of Silence

Advertisement

Cost of Preparation

Delivery of Responses

Solicitation Selection and Award

Bid Results

Taxes

Deliveries

Invoice and Payment Process

Insurance

Bonding and Surety

Public Records Requirements, Retention and Disclosure

Procurement Protest

Ethical Standards

W/MBE, DBE and ACDBE Participation

Surplus Equipment and Supplies

Supplier Relationship Management Program

Who We Are

The Hillsborough County Aviation Authority (Authority) was created in 1945 and is an independent special district governed by the Hillsborough County Aviation Authority Act, Chapter 2012-234, Laws of Florida. The Authority owns and operates Tampa International Airport (Airport) and three general aviation airports: Peter O. Knight Airport, Plant City Airport, and Tampa Executive Airport. The Authority Procurement Department is responsible for the acquisition of goods and services that are required by the Authority and functions as the liaison between suppliers and departmental users.

The mission of the Authority is to be a major driver in the economic growth of the Tampa Bay Region. We will be leading edge innovators to create global access and extraordinary customer experiences through our people and facilities to build prosperity for our stakeholders and the region. The vision of the Authority is to be a vibrant aviation gateway for Tampa Bay, providing access and economic opportunity for our stakeholders.

The Procurement Department has adopted the following mission and vision statements and core values in support of the Authority mission and vision:

Mission Statement

To create value for the Authority and the Tampa Bay Region with timely procurement and efficient management of goods and services in a professional and transparent manner.

Vision Statement

To attain the highest level of accreditation, achievement, and recognition in public procurement for innovation, excellence, and customer service.

Guiding Principles

The guiding principles by which we operate are:

- Professional. We will conduct ourselves in a professional manner, consistent with the highest standards of conduct.
- Partner. We will operate by the principle that "none of us is as good as all of us"[1].
- Transparent. We will operate in a transparent way that promotes accountability and fiscal responsibility.
- Credible. We will operate with honesty and integrity that instills confidence that we will do what we say we will do.
- Efficient. We will develop and execute innovative and creative measures that enhance productivity, improve operations and utilize our resources effectively.
- Customer Focused. We will provide outstanding customer service by listening to our customers and acting upon their needs.

1. Ray Kroc, McDonalds Founder

Purpose

The purpose of this document is to provide a general overview of Authority procurement policies, procedures and processes utilized to provide goods and services to the Authority. For additional information, contact the Procurement Helpline at 813-870-8796.

Website

Information such as current formal and informal solicitation opportunities, archived solicitations, the 12 Month Planned Procurement Report, minority business information, cone of silence, protest policy, and Department contact information can be accessed from the **Procurement Department webpage**: http://www.tampaairport.com > Learn about TPA > Airport Business > Procurement.

Business Hours and Location

Business hours are 8:30 a.m. through 5:00 p.m., except Authority holidays.

Mailing address:

Hillsborough County Aviation Authority
Tampa International Airport
Procurement Department
SkyCenter One
P.O. Box 22287
Tampa, FL 33622

Physical address:

Hillsborough County Aviation Authority
Tampa International Airport
SkyCenter One
5411 Skycenter Drive Suite 500
Tampa, Florida 33607-1470

Parking for public access to the SkyCenter Office Building is in the Economy Parking Garage. Suppliers will follow signs for the Economy Parking Garage. Once parked in the Economy Parking Garage, suppliers will access the SkyConnect train by taking the elevators located on Level 1 of the Economy Parking Garage. Suppliers will then take the SkyConnect train to the Rental Car Center and exit the SkyConnect train. Turn right and follow signs for the SkyCenter Office Building.

Definitions

Contract Administration – Functions that are performed after the contract has been fully executed. Contract administration activities are goal-oriented and are aimed at ensuring compliance with the contract terms and conditions while working towards the stated outputs and outcomes of the contract, to meet the organization's goals in an effective and efficient manner.

Contract Manager – The Authority's representative responsible for the coordination and oversight of a contract.

Monitoring – The observation and checking of progress to assure goods or services are being delivered in accordance with the terms, conditions and specifications/scope of work of the contract.

Performance Record – Documentation of a supplier's history regarding reliability, on-time delivery, quality issues, and other data that allows the Authority to evaluate overall performance.

Supplier – A person or business that provides goods and/or services.

Supplier Evaluation – Objective analysis of suppliers by evaluating past performance, used with current suppliers, or as a preliminary assessment of new suppliers; an evaluation of any or all the capabilities of a supplier that pertain to its competence as a source of supply. Suppliers are usually evaluated on their technical quality, delivery, service, cost, and managerial capabilities.

Supplier Performance Report – A report that evaluates a supplier's performance based on certain criteria such as quality, delivery, timeliness and responsiveness.

Supplier Relationship Management – A supplier development approach that includes all activities, processes and tools directed towards developing collaborative, mutually beneficial relationships with key suppliers.

Supplier Registration

The Authority has an online business registration program (Supplier Registration). The Supplier Registration link is located on the Procurement Department webpage. Registration is required prior to doing business with the Authority. Supplier registration is not required unless the Supplier will be receiving payment from the Authority. (See e-Procurement for registration to respond to an online solicitation.)

The online Supplier Registration application is Internet based, captures and updates business data including the supplier's Federal Identification Number (FEIN), and generates automated e-mail notifications newly issued solicitations to active registered businesses that elect to receive these notices. The FEIN is used as a unique identifier for the supplier and is not viewable by public

users of the database. Each registered supplier will designate an administrator who will have the capability to update the supplier's information. Note: A completed W-9 is required to finalize the application process.

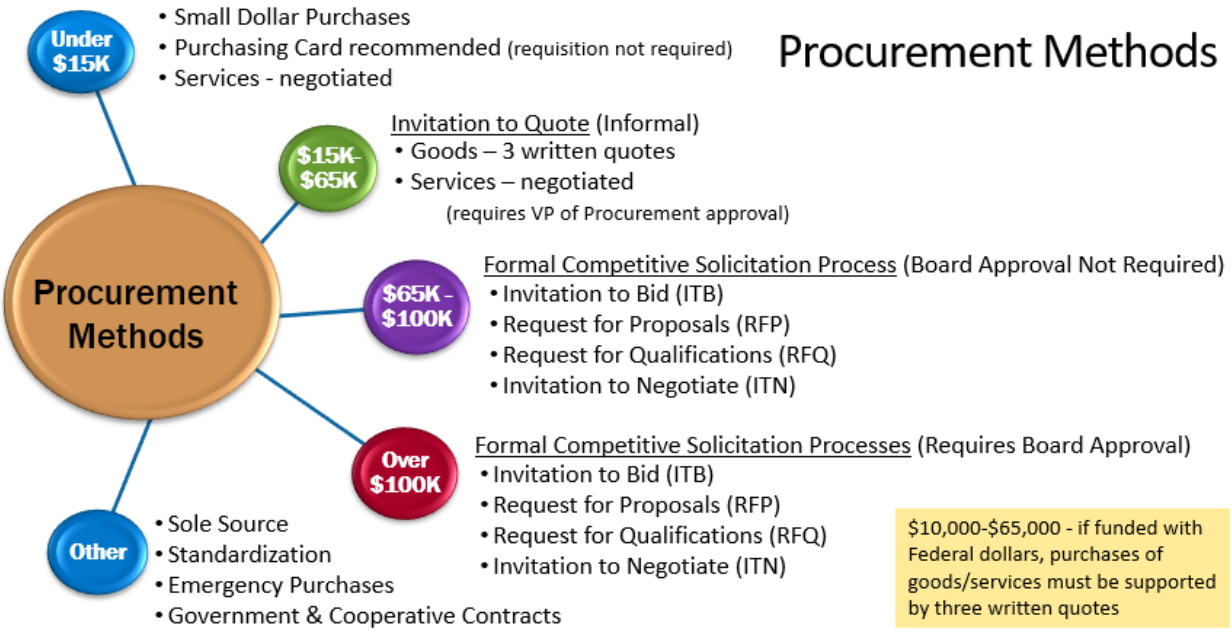
Upon completion of Supplier Registration, an e-mail confirmation is sent to the supplier confirming that the application has been submitted for approval. Once the application has been approved a User ID and temporary password will be e-mailed to the supplier. It is the supplier's responsibility to maintain accurate profile information including the supplier's e-mail contact information.

For general questions regarding the Supplier Registration process, contact the Procurement Helpline at Procurementhelpline@TampaAirport.com or 813-870-8796.

e-Procurement

The Authority utilizes an online portal for posting and receiving responses to all solicitations. E-Procurement account registration provides suppliers the ability to receive notifications for current and upcoming solicitations, submit questions for open solicitations, and respond electronically to Quotes, RFIs, ITBs, RFPs, RFQs and ITNs. The e-Procurement registration process is less extensive than Supplier Registration and captures only the information needed for communication, classification and the ability to respond to solicitations.

Procurement Methods



Depending on the dollar amount of the purchase, purchases will be made via purchase order or by purchasing card, informal solicitations via written quotes, through the use of a government cooperative contract, sole source, or by issuance of a formal solicitation via an Invitation to Bid

(ITB), Request for Proposals (RFP), Invitation to Negotiate (ITN), or Request for Qualifications (RFQ).

Government cooperative contracts are used when pricing and delivery of the goods or services are advantageous to the Authority. All government cooperative contracts must comply with Florida procurement law and Authority policies.

Sole Source purchases are made when an item is highly specialized or proprietary or available from only one authorized supplier. In this instance the Authority will issue a public notice to inform suppliers the Authority intends to negotiate and subsequently award a sole source contract or purchase orders with a specified supplier for specific goods and/or services. Suppliers who believe they can provide the specific goods and/or services and meet or exceed the requirements stated in the public notice are required to provide, in writing, convincing technical data sufficient for the Authority to determine the capability of the supplier prior to the submission deadline listed in the notice.

The Authority may issue a Request for Information (RFI) to gather information regarding a specific good and/or service, determine the level of interest and competition in the marketplace, and/or identify industry standards, best practices, potential performance measures, and cost or price structures. Information received from an RFI may result in a formal or informal solicitation or use of a government cooperative contract.

Cone of Silence

To ensure a proper and fair evaluation of responses to formal solicitations, the Authority adheres to a cone of silence that is applicable to all formal competitive solicitation procurement processes. The cone of silence is imposed beginning with posting of the solicitation and ending with the Authority Board of Directors (Board) selection or award.

A. The cone of silence prohibits any communications regarding a formal solicitation between:
   (1) A potential respondent (which includes vendors, service providers, bidders, proposers, lobbyists and consultants) and their representative(s) and Authority staff, except for communications with the Authority procurement agent or other supporting procurement staff responsible for administering the procurement, provided the communication is strictly limited to procedural matters.
   (2) A potential respondent and their representative(s) and a Board member.
   (3) A potential respondent and their representative(s) and any member of the technical evaluation committee.
   (4) A Board member and any member of the technical evaluation committee.

B. Unless specifically provided otherwise, in addition to the exceptions set forth above, the cone of silence does not apply to:
   (1) Communications with the Authority Legal Affairs Department.
   (2) Oral communications at the pre-proposal or pre-bid conference.

(3) Oral communications during publicly noticed technical evaluation committee meetings including those specifically for presentations, demonstrations or interviews.
(4) Oral communications during any duly noticed Board meeting.
(5) Communications relating to protests made in accordance with the Authority Procurement Protest Policy revised August 5, 2021.

C. Any person who knows of a violation of the cone of silence should immediately report such violation to the Authority Legal Affairs Department. Any violation of the cone of silence will render voidable a supplier's response as well as any currently awarded contracts.

D. Any communications regarding matters of process or procedure from a potential respondent and their representatives must be submitted to the Procurement Agent responsible for the formal solicitation.

Advertisement

The Procurement Department seeks maximum competition, where practicable. Formal solicitations (ITB, RFP, ITN and RFQ) and RFIs are posted on the Procurement Department webpage. To access these formal solicitations, visit our webpage at https://www.tampaairport.com/PRO-procurement-department-homepage > Solicitations and Contracts >Current, Planned and Archived Solicitations >Current Solicitation Opportunities. A Procurement Agent is identified for each posting and may be contacted for further information.

Sole Source procurements are posted on the Procurement Department webpage. To access these notices, visit our webpage and select More Information > Public Notices.

Formal solicitations, sole source procurements and RFIs are advertised in local newspapers of general circulation and, depending on the type of project, other applicable specialized trade publications and websites such as Airports Council International (ACI), American Association of Airport Executives (AAAE), Airport Minority Advisory Council (AMAC), Florida Aviation Trades Association (FATA), and Florida Register.

Cost of Preparation

All costs associated with preparing and delivering a response to a solicitation are solely the responsibility of the supplier including any cost associated with interviews, demonstrations, and/or presentations as part of an evaluation process.

Delivery of Responses

Responses to all formal and informal solicitations must be received prior to the submission deadline date and time specified in the solicitation in order to be considered. Instructions, requirements and delivery information for each solicitation are provided in the respective solicitation document.

Solicitation Selection and Award

A. ITBs and Quotes

ITBs and requests for quotes are awarded to the lowest responsive and responsible supplier whose bid or quote meets the established specification requirements and criteria. Responsive means that the supplier has provided all documents and/or information as required in the solicitation. Responsible means that the supplier has the capability in all respects to fully provide the goods and/or services in accordance with the specification/scope of work requirements. A Notice of Intent to Award will be posted on the Authority website at www.TampaAirport.com > Learn about TPA > Airport Business > Procurement > Solicitations and Contracts > Current, Planned and Archived Solicitations > Current Solicitation Opportunities with the respective Solicitation documents approximately 21 business days prior to the date of award for an ITB. Awards for quotes are not posted on the Authority website; however, the information may be requested from the assigned Procurement Agent.

B. RFPs, ITNs and RFQs

Responses to RFPs, ITNs and RFQs are evaluated by a technical evaluation committee and awarded to the responsive and responsible supplier whose response is determined to serve the best interest of the Authority. The technical evaluation is performed based on the evaluation criteria established in the solicitation. In addition, the Vice President of Procurement may include a process to short list respondents and/or include a request for a best and final offer (BAFO). If included, the process for short listing and for the BAFO will be detailed in the RFP or RFQ. For ITNs, the technical evaluation committee may recommend negotiating with one or more firms with approval from the Vice President of Procurement. If negotiations are conducted, a negotiation team, which may differ from the original technical evaluation committee, negotiates with one or more suppliers to determine the overall best value to the Authority. Upon conclusion of the evaluation and negotiation processes, the technical evaluation committee's findings are presented to the Authority Chief Executive Officer (CEO). The CEO presents the findings and a recommendation to the Board at a scheduled Board meeting. A Notice of Intent to Select/Award will be posted on the Authority website at www.TampaAirport.com > Learn about TPA > Airport Business > Procurement > Solicitations and Contracts > Current, Planned and Archived Solicitations > Current Solicitation Opportunities with the Solicitation documents approximately 21 business days prior to the date of award for an RFP or ITN and selection for an RFQ. Under the RFQ process, once the Board approves selection of the recommended firm(s), Authority staff negotiates with the selected firms(s) and the final contract is presented to the Board for approval at the next scheduled Board meeting.

Bid Results

Bid tabulations resulting from a formal ITB solicitation are posted with the ITB document on the Procurement Department webpage; More Information > Solicitations and Contracts > Current, Planned and Archived Solicitations > Current Solicitation Opportunities. Submitted bids are reviewed and evaluated by the Procurement Department.

Taxes

The Authority is exempt from any taxes imposed by the State of Florida and/or Federal Government. Exemption certificates will be provided upon request.

Deliveries

All purchases are made F.O.B. destination, freight pre-paid and allowed, unless otherwise specifically stated. Title to the goods occurs upon satisfactory delivery. All shipments must be made to the location designated on the purchase order. The purchase order number must appear on the shipping or delivery ticket. Failure to meet specified delivery schedules may result in cancellation of order.

Invoice and Payment Process

In order to receive payment for goods and/or services suppliers must submit a proper invoice to the Authority Finance Department. The supplier's original invoice must be in compliance with the terms of the purchase order or contract governing the purchase and must contain the following information:

- Supplier name;
- Invoice date;
- Invoice number to facilitate identification;
- Purchase order number
- Description of the goods or services;
- Quantity, unit price, applicable discounts, and total cost;
- Delivery date and location, if applicable; and
- Address to which the payment should be sent.

After the Authority has accepted the goods and/or services and upon receipt of an invoice from a supplier, the Finance Department then issues payment to the supplier for the amount due in accordance with the payment method selected by the supplier. Information regarding the electronic payment options is provided on the Procurement Department webpage; Solicitations and Contracts > Additional Resources > Electronic Payment Methods.

Payment of supplier invoices are made in accordance with the Local Government Prompt Payment Act, Chapter 218, Florida State Statutes which requires payment of proper invoices be made within 45 days for non-construction services and 25 business days for construction services.

Insurance

Suppliers who provide a service to the Authority are generally required to submit proof of insurance coverage. This includes services such as construction, remodeling, repairs and maintenance, teaching, training, consulting, delivery, and installation services. The amount and type of insurance coverage required is a function of the extent of the risk inherent in the type of services being provided.

Bonding and Surety

The Authority utilizes several types of bonds when procuring goods and services:

A. Bid Bond
   A bid bond provides the financial assurance that the bid has been submitted in good faith and that the supplier intends to enter into a contract at the price bid. If a bidder does not accept the award, the bid bond is forfeited.

B. Performance and Payment Bond
   A performance bond protects against financial loss should the supplier default or fail to complete work according to the terms and conditions of the contract. A payment bond is a bond issued to contractors which guarantees that all entities involved with the project will be paid. These bonds are used for technical and complex service contracts such as management services, construction and concessions.

C. Public Construction Bond
   Florida Statutes, Section 255.05 requires a payment and performance bond in the sum of the contract amount for all public construction contracts exceeding $200,000. This bond guarantees that a contractor on public works or public construction contracts will perform the contract in accordance with the contract terms and guarantees the contractor will pay all suppliers and subcontractors who assist in the performance of the work. The surety who issued the bond may either complete the contract or pay damages up to the bond limit.

Public Records Requirements, Retention and Disclosure

The Authority is subject to the open records requirements of Florida Statute Chapter 119, and as such, all materials and documents submitted by the supplier to the Authority will become the property of the Authority and are subject to public disclosure except those exempted under Florida Statutes, Chapter 119.

The Authority is required to comply with State of Florida General Records Schedules: GS1-SL for State and Local Government Agencies; and GS2 for Law Enforcement, Correctional Facilities, and District Medical Examiners. In some situations, the Authority has established retentions longer than required.

All public records, except those exempted under Florida Statutes, Chapter 119, shall be made available upon request to the public. A service charge may be assessed for providing information when the nature or volume of the records requested requires extensive use of technology resources, clerical, and supervisory assistance. Payment is due at the time the copies are made and may be paid via cash or check. Public Records requests should be directed to the Authority Central Records Department by calling 813-870-8721.

In addition, suppliers are required to comply with the public records law in accordance with Florida Statute Section 119.0701 as follows:

A. Keep and maintain public records that ordinarily and necessarily would be required by the Authority.

B. Provide the public with access to public records within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 of the Florida Statutes or as otherwise provided by law.

C. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law.

D. Meet all requirements for retaining public records and transfer, at no cost, to the Authority all public records in possession of the Contractor/Firm/Company upon termination of the Agreement/Contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the Authority in a format that is compatible with the Authority information technology systems.

Procurement Protest

Failure to follow the Authority procurement protest policy constitutes a waiver of the supplier's protest and resulting claims. A copy of the procurement protest policy may be obtained on the Procurement Department webpage; Solicitations and Contracts, Additional Resources, Procurement Protest Policy.

Ethical Standards

The ethical responsibilities of Authority employees and agents of the Authority having official responsibility for a procurement transaction are set out in the Florida Statutes, Section 112.313. Furthermore, employees of the Procurement Department are held to ethical standards of the National Institute of Governmental Purchasing, Inc. (NIGP) Code of Ethics and the Universal Public Purchasing Certification Council (UPPCC). Further information is provided in the Procurement Ethics Guide which is available on the Procurement Department webpage; Supplier Resources, Procurement Ethics Guide.

Woman and Minority Owned Business Enterprise (W/MBE), Disadvantaged Business Enterprise (DBE), and Airport Concession Disadvantaged Business Enterprise (ACDBE) Participation

It is the policy of the Authority that disadvantaged and woman and minority owned business enterprises have full and fair opportunities to compete for and participate in the performance of non-federally funded contracts, in the purchase of goods and services, and in concession contracting opportunities.

More information on the Authority W/MBE, DBE, and ACDBE programs is available on the Authority website at www.TampaAirport.com/business-diversity. Assistance may be obtained by calling the Authority DBE Program Manager at (813) 870-8738.

Surplus Equipment and Supplies

Periodically the Authority has surplus equipment and supplies. Surplus items that have market value are normally sold at auction utilizing either Tampa Machinery Action (www.tmauction.com), Bay Area Auction Services (www.bayareaauctionservices.com), or GovDeals (www.govdeals.com), an online auction service. All auctions are open to the public. Visit these websites to view the items available for sale.

Supplier Relationship Management Program

The Authority's Procurement Department (Procurement) is committed to creating value for the Authority and the Tampa Bay Region with timely procurement and efficient management of goods and services in a professional and transparent manner. Procurement's goal is to provide outstanding customer service by listening to its customers and acting upon their needs as well as partnering with the supplier community.

As such, the Authority's Supplier Relationship Management (SRM) Program is a strategic supplier development approach that includes all activities directed towards developing collaborative and proactive working relationships with its key sources. In addition, the SRM Program provides a flexible communication structure that encourages insights and innovation which are translated into business process and service delivery improvements for both the Authority and its suppliers.

The Authority's SRM Program includes supplier outreach and events, training, and contract administration. In addition, the program includes flexible and collaborative performance management so a supplier's underperforming areas can be addressed more rapidly than with more traditional disciplinary-based approaches. The intent of the SRM Objectives and Strategy is to manage supplier relationships effectively and proactively, and therefore reduce performance management efforts. All elements of the Authority's SRM Program will be conducted with an overarching continuous improvement approach.

1. SRM Objectives and Strategy
   Having a clear understanding of Objectives and Strategy is a key element of a successful SRM Program. Procurement is dedicated to developing strong, sustainable/productive partnerships with its suppliers that are built on open communication, close collaboration, fair and ethical practice and transparency.

   a. The Authority will:
      a. Build a supply base that reflects the diversity of the Authority's needs, customer departments and the communities we serve.
      b. Develop productive relationships with its suppliers, built on open communications and mutual respect.
      c. Assess the supplier's capabilities.
      d. Identify key suppliers that contribute to the Authority's service delivery, critical operations, and strategic objectives per 1.a.o. below.

e. Prioritize supplier development by identifying the degree to which the supplier can impact the Authority's service delivery and financials.
f. Prioritize procurement tasks to maximize opportunities for savings and efficiencies.
g. Ensure buyer and supplier compliance to agreements in a flexible and collaborative environment to deliver value to the Authority.
h. Work with suppliers to identify innovative and collaborative activities that focus on solving the Authority and its customers' problems.
i. Become a better customer in order to have a deep understanding of the supplier's perspective, market challenges, business objectives and needs, valuing what is most important to the supplier and seeking to minimize distractions or impediments.
j. Collaborate with key suppliers in order to obtain insightful and innovative improvements in supply availability or service delivery, improve productivity and support reductions in the total cost of ownership or improve overall service or equipment effectiveness. Conduct two-way conversations designed to discuss obstacles, concerns, ideas and opportunities.
k. Analyze Authority spend with key suppliers identified in 1.a.d.:
    1. Categorize it by supply or service type. Determine the size and significance of the spend in relation to Authority overall spend.
    2. Estimate projected future spend if mission critical or increased use is anticipated.
l. Assess suppliers' resources and capabilities through information provided by department subject matter experts. Review and determine if/how they align with the Authority's strategic objectives.
m. Determine what activities to engage in with different suppliers (i.e. process training like construction closeout documentation).
n. Segment the Supply Base
    1. Identify and list the key suppliers that account for 80% of Authority spend.
    2. Identify and list high risk suppliers that are mission critical to Authority operations and customer experience.
    3. Identify and list suppliers who offer the most valuable services to the Authority.
o. Assign a stakeholder lead for high-risk or key supplier relationships identified. The stakeholder will be the SRM lead, along with the procurement lead and the supplier's key points of contact.
p. Manage the process across the Authority consistently to ensure alignment with Flight Plan objectives.
q. Conduct and document periodic feedback sessions including SRM lead, procurement lead and the supplier's key points of contact. (2b.4. below)
r. Develop, implement, monitor and report on improvements, efficiencies and discoveries.

2. Outreach and Events

The Procurement department understands the important role suppliers play in its success. As such, it is committed to leveraging different avenues to increase business opportunities while maintaining a fair and equitable process.

As the circumstances allow, Procurement coordinates different events throughout the year. Such events are intended to help suppliers understand how to do business with the Authority, network with decision makers, as well as learn about upcoming projects and initiatives. The events also help our team explore new products and services, and to take advantage of different resources to meet the needs of the Authority. Thus, creating a win-win situation for all.

Below are some of the Supplier Outreach events held by the Authority:

a. Virtual Outreach Sessions

This setting provides a flexible and cost-effective way of connecting Suppliers with different audiences. Examples of virtual events include, but are not limited to:

a. On-demand Meet and Greets

Suppliers can request Meet and Greets with Authority decision makers to demonstrate how their business capabilities could meet Authority needs. Meet and Greets are an excellent way of learning about upcoming initiatives, expand networking opportunities and build and strengthen relationships. Meet and Greets should be coordinated through the Procurement department to ensure the right audience will be in attendance. To request a Meet and Greet, please visit the website at Schedule a Meet and Greet | Tampa International Airport.

b. Demonstrations (Demos)

Product demos provide a way of introducing new products and services to the Authority's representatives, while opening the door to the consideration of novel ideas. Suppliers are encouraged to coordinate all demos through the Procurement department.

c. Virtual Town Hall Events

An event organized by Procurement intended to address topics requested by the Supplier community. Prior to the event, suppliers can submit recommendations on content for the event, as well as any questions they would like to have answered. The event provides an opportunity to clarify common misconceptions about the procurement process, recent updates and provides guidance on how to do business with the Authority. Moreover, representatives from the different departments discuss their individual needs and upcoming projects.

b. In Person Events

Procurement understands that in-person interactions are critical for networking and building business relationships. Whenever possible, Procurement works with Authority departments and other government agencies to provide in-person events, which include, but are not limited to:

1. Events host by the Procurement Department

   a. Meet and Greets

      Suppliers can request Meet and Greets with Authority decision makers to demonstrate how their business capabilities could meet Authority needs. Meet and Greets are an excellent way of learning about upcoming initiatives, expand networking opportunities and build and strengthen relationships. Meet and Greets should be coordinated through the Procurement department to ensure the right audience will be in attendance. To request a Meet and Greet, please visit the website at Schedule a Meet and Greet | Tampa International Airport.

   b. Buyer Supplier Connect

      This event provides the opportunity for suppliers, consultants, contractors, and other company representatives to network with each other and to meet with Authority decision makers. In addition, the event offers educational workshops and insights to help business owners understand the procurement process, submit a better response to a solicitation and avoid contract pitfalls associated with: insurance coverage, surety/bonds, liens and waivers, etc.

2. Events hosted by Business Diversity

   The Authority's Business Diversity department is responsible for maintaining the Authority's Disadvantaged Business Enterprise (DBE) Program, Airport Concessions Disadvantaged Business Enterprise (ACDBE) Program, and the Woman and Minority-Owned Business Enterprise (W/MBE) Program. Some of the associated events include, but are not limited to:

   a. Master Plan Subcontractor Outreach

      The event may be held on an as needed basis to provide updates regarding the Authority's Master Plan, upcoming Airport projects and the related bidding process. It is also an opportunity to network with the different contractors.

   b. Open Doors Forum

      The Open Doors Forum initiative aims to increase access for minority-owned, woman-owned, and small businesses to participate in local

government purchasing contracts. The event is hosted by Hillsborough County DM/DWBE & SB Advisory Committee.

Details of the different Business Diversity Events held throughout the year are posted at Upcoming Events | Tampa International Airport (tampaairport.com).

3. Events hosted by the Tampa Bay Area Chapter of NIGP
   Many of the Procurement department are members of a local non-profit procurement organization designed to promote excellence in public procurement through education, certification and technical assistance for those who spend governmental funds in the Tampa Bay Area. Some of the associated events include, but are not limited to:

   a. Reverse Trade Show (RTS)
      During this event, suppliers, consultants, contractors, and other company representatives have an opportunity to meet with different government agencies, all in one location. Suppliers move from table to table discussing their company's abilities, products and services. It is also an opportunity to learn about upcoming projects and initiatives for each respective agency. The RTS is sponsored by the Tampa Bay Area Chapter of NIGP. For more details, visit https://www.nigp-tampabay.org.

   b. Supplier Exhibition (Tradeshow) - Additional Events
      Provides suppliers with an opportunity to set up booths to showcase their products and services and meet with purchasing professional and department users/decision makers at government agencies from across the Tampa Bay Area.

   c. Annual Buyer/Seller Golf Tournament
      Provides suppliers the opportunity to network with other suppliers and procurement representatives from government agencies across the Tampa Bay Area while enjoying a round of golf.

4. Feedback Sessions
   Feedback sessions are an important element of building strategic partnerships. Because a successful partnership requires two-way communication, feedback sessions are intended to discuss existing industry challenges, performance, and opportunities for improvement. Examples of feedback sessions include, but are not limited to:

   a. Contract performance discussions, as it pertains to both parties
   b. Informational briefings intended to seek supplier feedback regarding existing industry challenges and potential solutions to mitigate associated risks. Informational briefings are typically held in an open forum with the

supplier community, as part of the research process and in preparation for the development of an upcoming solicitation.

c. Pre-Bid or Pre-Solicitation Conferences that go over any unusual clauses (i.e. price adjustments)
d. Conducting supplier surveys to identify gaps and opportunities for improvement

3. Training

Procurement trainings have been designed to value the Supplier's time , allowing maximum flexibility through various delivery methods, while continuing to meet diverse learning needs.

a. Independent Online

Independent online trainings are interactive, self-paced trainings, accessible 24/7 to allow learners the ability to not only take the trainings as many times as they would like, but to do so that their own pace and in their own environment.

b. In-Person Classroom Style

In person classroom style trainings are led by a member of the Procurement team and offer a classroom learning experience to include group discussion and hands-on interaction among the learners.

c. Virtual Instructor-Led

Virtual instructor-led trainings offer remotely accessed live sessions taught by a member of the Procurement team that encourages active participation among the learners but that can be taken from the comfort of their own office/space.

The following online trainings have been developed to assist suppliers in understanding various aspects of the procurement process at the Authority:

a. Invoice Entry

The purpose of this training is to provide Suppliers an overview of submitting online invoices (electronically) in iSupplier.

Learning styles available: Online and Virtual Instructor-Led

b. Mistakes that Could Cost You

The purpose of this training is to provide Suppliers an overview of the most commonly seen mistakes when submitting a response to a solicitation. Upon completion of this training, Suppliers will have a better understanding of the things to look for before submitting a response to a solicitation (ITB, ITN, RFP, RFQ, etc.)

Learning styles available: Online

c. Navigating Procurement

The purpose of this training is to provide Suppliers an overview of the Procurement Department, how the Authority buys or contracts for goods and services, the different methods of the solicitation process, procurement thresholds, overview of our Business Diversity department and the DBE program and certification and how to submit a better response to one of the Authority's solicitations.
Learning styles available: In-Person Classroom and Virtual Instructor-Led

d. Piggybacking 101
The purpose of this training is to provide Suppliers an understanding of how, when and why the Authority piggyback's contracts for the purchase of goods and/or services. In addition, this training discusses the benefits of piggybacking, what documentation is required and what information you, as the Supplier, will want to have available.
Learning styles available: Online, In-Person Classroom and Virtual Instructor-Led

e. Procurement Methods
The purpose of this training is to provide Suppliers an overview of the Authority's procurement thresholds and the different types of solicitation methods (ITB, ITN, RFP, RFQ, etc.) that are most commonly used at the Authority.
Learning styles available: Online

f. The Solicitation Process
The purpose of this training to is to provide Suppliers a high-level overview of the solicitation process to include, but not be limited to, advertisement, cone of silence, minimum qualifications, evaluation process and recommendation for award.
Learning styles available: Online

g. Supplier Registration and Solicitation Process Overview – OpenGov
The purpose of this training is to provide Suppliers an overview of the registration process in the Authority's solicitation platform, OpenGov, as well as how to view and respond to active solicitations.
Learning styles: Online, In-Person Classroom and Virtual Instructor-Led

h. Supplier Registration – Oracle
The purpose of this training is to provide Suppliers an overview of the registration process in the Authority's financial system, Oracle, as well as making updates to a Supplier's record as needed.
Learning styles: Online, In-Person Classroom and Virtual Instructor-Led

For more information regarding supplier trainings or the procurement process, please contact the Procurement Department Training Administrator, Amy Flack, at AFlack@TampaAirport.com.

4. Contract Administration and Performance Management

The primary focus of contract administration is to achieve the goals and objectives of the contract through performance. Effective contract oversight includes documenting contract performance in a procurement file, monitoring performance of the contract, and collaboratively resolving any issues related to the contract. This ensures compliance with the scope of work and contract terms and conditions, while working towards the stated outputs and outcomes of the contract, to meet the organization's goals in an effective and efficient manner. Critical monitoring tasks include ensuring goods or services are received on time, in the right quantity, of the right quality, and at the right price as outlined in the contract.

The larger goal of contract administration is successful completion of the contract. To achieve this goal, the Contract Manager (Authority end-user department project manager responsible for performance of the contract), with assistance from Procurement, as required, conducts necessary contract administration activities, to include:

a. Scheduling a contract kickoff meeting
b. Scheduling regular contract performance discussions or "feedback sessions"
c. Ensuring maintenance of proper contract documentation
d. Managing performance of the contract, including contract compliance
e. Resolving any contract issues or disputes

Activity 1: Scheduling a kickoff meeting

Depending on the complexity of services being provided in the contract, the Authority may conduct a kickoff meeting with the supplier and requesting department prior to performance to confirm roles and responsibilities, review contract summary page and provide any needed clarification regarding the contract terms and conditions and scope of work.

Activity 2: Scheduling regular feedback sessions

Prior to performance, the Contract Manager and the supplier should agree on frequency and format of feedback sessions, as well as the essential attendees. Frequency and formality may vary with the complexity of the contract. These meetings can address any items from either party that could potentially impact performance, and exploration of possible joint solutions before they become performance issues.

Activity 3: Ensuring maintenance of proper contract documentation

Once a contract is fully executed, a copy of the contract is given to the supplier and the Contract Manager with a copy maintained in Procurement. The Contract Manager collects information related to supplier performance, milestones, deliverables, warranties, payments, and nonperformance.

The Contract Manager is responsible for completing evaluations that document positive and negative supplier performance, as applicable, including a final evaluation at the completion

of the contract or project. This documentation should be shared with Procurement and maintained with the contract file.

Procurement is responsible for maintenance and closeout of the contract file at the completion of the contract term, which may include, but not be limited to, the following:

a. Fully executed contract and contract award
b. Approval of any work orders, extra work, change orders or amendments, and resulting documents
c. Documentation, validation, review, and resolution of compliance and performance issues, and milestones achieved
d. Return of any unused encumbered funds
e. Requesting feedback on contractor performance
f. Required documentation, e.g., reports, deliverables, written warranties, acceptance of deliverables and performance feedback
g. Return or disposal, as stated in the contract, e.g., equipment
h. Transition to new contractor

Activity 4: Managing performance of the contract, including contract compliance

The purpose of contract administration is to ensure that all parties to the contract comply with the terms and conditions of said contract. Contract Managers need to confirm milestones have been achieved, address challenges when they arise, and notify Procurement if a breach of contract has occurred. Procurement will assist the Contract Manager with resolving challenges and addressing any contract breaches or deficiencies. In addition, Procurement will issue any cure notices or notices of termination.

The Contract Manager is responsible for key management and monitoring of supplier performance which may include, but not be limited to, the following:

a. Ensuring timelines and milestones are met
b. Ensuring compliance with risk (Certificate of Insurance)
c. Updating a Performance Assessment Plan (PAP), as needed
d. Tracking outcomes, e.g., revenue generation, client service and satisfaction levels, percentage of disadvantaged business subcontracted
e. Reconciling invoices against contracted price
f. Reviewing payment from processing

Methods of managing and monitoring may include, but not be limited to:

a. Site visits
b. Formal or informal audit

c. Regular status meetings
d. Performance and review and follow up, including corrective action
e. Reporting
    1. Status reports
    2. Performance and activity reports (i.e., supplier scorecards)
f. Third party managing or monitoring
g. Inspection and testing

Managing contract compliance may include, but not be limited to:

a. Ensuring that any certificates of insurance are valid and remain current
b. Confirming receipt and validation of bonds, i.e., payment and performance, if applicable
c. Monitoring the timeline for contract renewal and surveying client satisfaction
d. Addressing issues of nonperformance or noncompliance, remedies, and determinations of breach

Activity 5: Resolving any contract issues or disputes.

Procurement will, in conjunction with the Contract Manager, monitor supplier performance and contract compliance, work towards the resolution of any contract issues or disputes and take appropriate action, as necessary.

Performance or compliance issues may include:

a. Missed or delayed deadlines or failure to achieve milestones
b. Deliver issues, e.g., wrong location; late; failure to deliver; site not set up to accommodate necessary equipment, vehicle, or offloading such as available dock
c. Acceptance issues, i.e., goods or services that differ from specifications in type, quality, or quantity, lack of authorized person to sign for or accept delivery, incomplete or unsatisfactory performance of services
d. Change orders
e. Unforeseen conditions
f. Disputes

Action to address nonperformance many include:

a. Managing contract relationships
b. Ensuring access of the most recent fully executed contract
c. Adhering to written policies, procedures, and processes
d. Performing audits of contracts, e.g., to ensure proper invoicing for term contracts or to ensure compliance with requirements for federal grants
e. Issuing change orders or contract modifications

f. Exercising remedies, e.g., claims against bonds, cure notices, show cause notices, terminations for default

As a reminder, the goal of contract administration is to ensure successful completion of services and compliance with the contract. These goals are achieved through contract oversight by the Contract Manager with assistance from Procurement and the Supplier.

5. Continuous Improvement

Continuous improvement is the methodology that seeks to improve processes, goods, or services incrementally (over time) or as a breakthrough (all at once) improvement. This approach governs the Authority's entire SRM Program (Program).

a. Accountability

Incorporating a culture of accountability with Suppliers will enable the Procurement Department to continue its endeavor of being a "Best in Class" organization. The formalization of this Program will create a transparent collaboration between the parties that will ultimately create a higher level of acceptance and buy-in by the Supplier, likely leading to a more favorable outcome for the Authority.

Procurement sends out a survey annually to its suppliers, and the various Authority departments, to obtain feedback on Procurement's performance. This open form of communication ensures accountability and results in improved relationships with the supplier community and Authority departments.

b. Value-Add activities

A strong focus on only keeping activities that add value to the Authority is critical to the success of this Program. Such focus will endeavor to reduce duplicate or unnecessary tasks that restrict a successful outcome and encourage insights and innovations that translate into business process and service delivery improvements for both parties.

Process mapping is a technique used by the Procurement Department to illustrate the flow of a process. It provides a high-level view for each step involved and assists the Procurement Department with understanding where duplicate or unnecessary tasks can be reduced or eliminated.

c. Standardized Tools

Standardization enables a more favorable outcome by incorporating a system of consistency that is more commonly understood by suppliers due to its familiarity. The Authority's standardized tools include OpenGov for posting solicitations and receiving responses electronically; Microsoft Teams, a collaboration application that allows for instant messaging in a one-on-one or group setting, phone and video calls and

conference planning for various solicitation meetings; and Oracle, the Authority's enterprise resource planning (financial) system.

d. Best Practices and Innovation

Monitoring public and private procurement best practices to spark innovative thinking and contribute to continuous improvement of the Program.

Benchmarking is a technique used by the Procurement Department to evaluate, by comparison, how other public entities perform against specific criteria. Such practice enables the Procurement Department to continue to gauge where it stands with its policies, procedures and processes to ensure it remains a best-in-class organization.

Documenting lessons learned is another useful tool that assists the Procurement Department with continuous improvement. Understanding where things can be improved from past experiences provides an advantageous perspective that typically leads to a favorable outcome. Some tools used to facilitate benchmarking may include surveys, meetings and open doors conversations.

In addition to monitoring public and private procurement best practices, solicitating feedback from the supplier community is also a useful tool that may lead to innovation. Suppliers often interact and conduct business with organizations from all over the world and can leverage their experience by sharing past successes.

For further information,
contact the Procurement Helpline
at ProcurementHelpline@TampaAirport.com or
813.870.8796.