




TO: Santrecia Harden, Purchasing Agent
Purchasing Division
FROM: Richard Waskiewicz, Director 
Broward County Aviation Department (BCAD), Maintenance Division
SUBJECT: Solicitation No.: OPN2123817B1
Baggage Handling Systems (BHS) MRO Services

Digitally signed by
Richard Waskiewicz
Date: 2022.04.21
07:21:58 -04'00'

Recommended Vendor: ERMCA Aviation, LLC
Recommended Group(s)/Line Item(s): All Line Items
Initial Award Amount: \$ 21,011,283.84 Potential Total Amount: \$ 35,018,806.40
Initial Contract Term: Three Years Contract Term, including Renewals: Five Years

CONCURRENCE:

- ☒ The agency has reviewed Vendor's response(s) for specification compliance and Vendor responsibility, which includes license requirements (if applicable). I have reviewed all documents including the Vendor Questionnaire and after careful evaluation, I concur with recommendation for award to the Vendor.

FINANCIAL BACKGROUND/D & B REPORT: (check one)

- ☐ I am satisfied with the Vendor's financial background and/or rating and payment performance.
☒ Not applicable N/A

LITIGATION HISTORY: (check one)

- ☒ I have reviewed the Litigation History Form and there is no issue of concern.
☐ Refer to additional information from the Office of the County Attorney to address an issue/concern.

PAST PERFORMANCE: (check all that apply)

I have reviewed the Vendor's past Performance Evaluations in ContractsCentral and:

- ☒ Vendor received an overall rating ≥ 2.59 on all evaluations.
☒ No evaluations within the past three years contained any items rated a score of 2 or less.
☐ Vendor received a rating ≤ 2.59 on an evaluation(s). Refer to additional information.
☐ Vendor received a score of ≤ 2 on an individual item(s). Refer to additional information.
☐ Past evaluations are not relevant to the scope of this contract.
☐ No past Performance Evaluations exist in ContractsCentral.

AND

- ☒ Reference Verification Forms are attached.

OR

- ☐ Reference Verification Forms are not required: Commodity only purchase (less than \$250,000); Service less than \$100,000 and the Vendor has a Performance Evaluation within the past three years.

NON-CONCURRENCE:

- ☐ I do not concur. Detailed reason for non-concurrence is attached, including the reference to any bid requirement.

TYPED NAME OF SIGNER: Lisette Forrest
(Individual authorized to administer the contract.)

TITLE: Contract/Grant Administrator

SIGNATURE: Lisette Forrest

Digitally signed by Lisette Forrest
Date: 2022.04.19 15:25:25 -04'00'

DATE: 4/19/22



Vendor Reference Verification Form for Bids and Quotes

Broward County Solicitation No. and Title: OPN2123817B1

Reference for (Name of Firm): ERM Aviation, LLC

Organization/Firm Name providing reference: Palm Beach Int'l Airport

Contact Name: Shawna Larose

Title: Special Projects Manager

Contact Email: slarose@pbia.org

Contact Phone: (561) 471-7472

Name of Referenced Project: PBI - BHS-PBB O&M

Contract No 16-013R for 11/27/2016 - 11/26/2022

Contract Amount: 11,881,197.20

Date Services Provided: 03/2000 - Current

(list date range or date services began until "current")

Vendor's role in Project: ☒ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☒ Yes ☐ No If No, please specify in Additional Comments (below).

Description of services provided by Vendor:

Operation, maintenance and repair of all inbound and outbound automated Checked Baggage Inspection Systems/Checked

Please rate your experience with the referenced Vendor:

	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization:				
a. Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:				
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional Comments: (provide on additional sheet if needed)

ERM consistently achieves contractual goals despite passengers and airline agents doing their best to thwart the efforts of the BHS team by sending single golf clubs, unsecured buckets of baseballs, oversize/overweight items, and raw chicken through the system. We are in constant communication with local BHS management, support staff, and ERM executive staff. As a medium-hub airport we have the advantage of being in direct contact with tenants and contractors, which ensures all parties know what is happening. The relationship with ERM builds confidence between airport leadership and its tenants because all systems are always in excellent operating condition. Therefore, when a malfunction occurs from poor baggage hygiene, the tenants trust it will be resolved quickly. Tenants and leadership are used to all systems working flawlessly and are accustomed to outages being the result of operator error. Building relationships is critical in this industry and ERM empowers PBI leadership to provide excellent services to our tenants. ERM ensures they have skilled technicians and customer service oriented staff. ERM interacts with passengers and tenants routinely and local leadership instills the importance of first and lasting impressions, customer service, and quality work product. Fortunately we have not had to request any employee dismissals as local leadership is in tune with each staff member and terminates employees who fail to perform. Due to good hiring practices and clearly set expectations, turnover is low.

References Checked By

Name: Stephanie Aguirre

Title: Contract/Grant Administrator

Division/Department: BCAD Maintenance

Date of Verification: 03/24/2022



Vendor Reference Verification Form for Bids and Quotes

Exhibit 3
3 of 4

Broward County Solicitation No. and Title: OPN2123817B1

Reference for (Name of Firm): ERMCAviation, LLC

Organization/Firm Name providing reference: Delta Air Lines

Contact Name: Ted Withers

Title: Director Supply Chain

Contact Email: ted.m.withers@delta.com

Contact Phone: (678) 642-4063

Name of Referenced Project: ERMCAviation maintenance

Contract No.

Contract Amount: 9,000,000.00

Date Services Provided: 12/28/2018 to current

(list date range or date services began until "current")

Vendor's role in Project: ☒ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☒ Yes ☐ No If No, please specify in Additional Comments (below).

Description of services provided by Vendor:

ERMCAviation provides multiple services to Delta in many airports. Services include airport and airline equipment maintenance and 

Please rate your experience with the referenced Vendor:

	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional Comments: (provide on additional sheet if needed)

References Checked By

Name: Stephanie Aguirre

Title: Contract/Grant Administrator

Division/Department: BCAD Maintenance

Date of Verification: 03/24/2022



Vendor Reference Verification Form for Bids and Quotes

Broward County Solicitation No. and Title: OPN2123817B1

Reference for (Name of Firm): ERMCAviation, LLC

Organization/Firm Name providing reference: Southwest Airlines - BWI

Contact Name: Mark Baker

Title: ASO Manager

Contact Email: mark.baker2@wnco.com

Contact Phone: (480) 231-1939

Name of Referenced Project: Baltimore - BHS-GSE O&M

Contract No. CW2318354

Contract Amount: 1,800,000.00

Date Services Provided: 02/2009 - Current

(list date range or date services began until "current")

Vendor's role in Project: ☒ Prime Vendor ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☒ Yes ☐ No If No, please specify in Additional Comments (below).

Description of services provided by Vendor:

Provide Operations and Maintenance support for BHS systems with over 600 assets to be maintained

Please rate your experience with the
referenced Vendor:

	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional Comments: (provide on additional sheet if needed)

ERMCAviation has performed Operational and Maintenance support for Southwest Airlines for over a decade. Their attention to Customer Service and do "what it takes" mentality is what secures them as one of our approved vendors. The team in BWI has been an instrumental component for the BWI Southwest Airlines team, allowing BWI to win the Companies missed bag ratio (MBR) competition 4 years in a row. The collaboration skills with not only our Team but with TSA is also big part of their success. The ability to convey challenges and bring solutions to the table has been consistent value ERMCAviation has provided over the years. Their active engagement allows SWA management to focus on other important areas of the operation.

References Checked By

Name: Stephanie Aguirre

Title: Contract/Grant Administrator

Division/Department: BCAD Maintenance

Date of Verification: 03/24/2022