



**TO:** Angela Brown, Purchasing Agent  
Purchasing Division

**FROM:** Stacy Seibert, Enterprise Assistant Director of Facilities/Maintenance   
Aviation Department

**SUBJECT:** Solicitation No.: OPN2118883B1  
Insert Solicitation Title: OPN2118883B1, Baggage Handling Systems (BHS) MRO Services

Recommended Vendor: ERMCA Aviation LLC  
Recommended Group(s)/Line Item(s): 1 - 4  
Initial Award Amount: \$1,095,691.28                      Potential Total Amount: \$3,416,840.21  
Initial Contract Term: One Year                              Contract Term, including Renewals: Three Years

**CONCURRENCE:**

The agency has reviewed Vendor's response(s) for specification compliance and Vendor responsibility. 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 Provide explanation if choosing this option

**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 Contracts Central and:

- Vendor received an overall rating  $\geq 2.59$  on all evaluations.
- No evaluations within the past three years contained any items rated a score of 2 or less.
- Vendor received a rating  $\leq 2.59$  on an evaluation(s). Refer to additional information.
- Vendor received a score of  $\leq 2$  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 Contracts Central.

**AND**

Reference Verification Forms are attached.

**OR**

Reference Verification Forms are not required: Commodity only purchase (less than \$250,000); Service less than \$50,000 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.

TYPED NAME OF SIGNER: Stacy Seibert    TITLE: Enterprise Assistant Director  
(Individual authorized to administer the contract.)

SIGNATURE:                       Digitally signed by Stacy Seibert  
DN: dc=local, dc=fll-airport,  
ou=FLLUSERS, cn=Stacy Seibert  
Date: 2019.12.11 09:51:52 -05'00'                      DATE: December 12, 2019



**Vendor Reference Verification Form**

Broward County Solicitation No. and Title: OPN2118883B1, Baggage Handling Systems (BHS) MRO Services  
 Reference for: (Name of Firm) ERMC Aviation LLC  
 Organization/Firm Name providing reference: Southwest Airlines  
 Contact Name/Title: Mark Baker, Regional Manager  
 Contact E-mail: Mark.Baler2@wnco.com  
 Contact Phone: 480-231-1939  
 Name of Referenced Project: BHS O & M at FLL  
 Contract No.  
 Contract Amount: 975,000 annually  
 Date Services Provided: 11/2018 through current  
 (list date range or date services began until "current")

Vendor's role in Project:  Prime Vendor  Sub-consultant/Sub-contractor  
 Would you use this vendor again?  Yes  No If No, please specify in Additional Comments (below).

**Description of services provided by Vendor:**  
 ERMC currently performs Maintenance and Operational Support in 6 of our major cities with one being Fort Lauderdale. The contract scope requirements ERMC to consistently analyze BHS systems identifying and repairing issues to prevent outages impacted SWA baggage operations. Provide direct communication/ recommendations to SWA local leadership if outages occur so adjustments can be made to reduce impact.

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)**  
 ERMC is a genuine partner with their Customers. They continue to show and excel with Customer Service, taking complete ownership of systems. Their ability to quickly improve site performance is testament of the entire team's experience and expertise. They're internal Quality Control program is unique and not typically provided by other vendors. They embrace partnerships and live by the "do what it takes to complete the job" attitude. Regularly excel with hitting KPI measured items, i.e work order completion rate, system availability rate.

References Checked By  
 Name: Stacy Seibert Title: Enterprise Assistant Director  
 Division/Department: BCAD Maintenance Date of Verification: December 11, 2019



**Vendor Reference Verification Form**

Broward County Solicitation No. and Title: OPN2118883B1, Baggage Handling Systems (BHS) MRO Services  
 Reference for: (Name of Firm) ERMC Aviation LLC  
 Organization/Firm Name providing reference: Palm Beach International, Palm Beach County  
 Contact Name/Title: Shawna Larose, Special Projects Coordinator  
 Contact E-mail: slarose@pbia.org  
 Contact Phone: 561-471-7472  
 Name of Referenced Project: Operation and Maintenance of the Baggage Handling System at PBI  
 Contract No. 16-03/R/LJ  
 Contract Amount: 1.3 million annually  
 Date Services Provided: 6/2000 through current  
 (list date range or date services began until "current")

Vendor's role in Project:  Prime Vendor  Sub-consultant/Sub-contractor  
 Would you use this vendor again?  Yes  No If No, please specify in Additional Comments (below).

**Description of services provided by Vendor:**  
 Maintain following equipment:  
 28 Passenger Loading Bridges, 28 Packaged Conditioned Air Units (INET), 28 400 HZ GPU's, 28 VDC Service Cabinets, Potable Water Cabinets, Bag Chutes, Central Room, Centrifugal Chillers / Cooling Towers, Tracer Summit Controls, EG/W Tanks, Chiller Ice Storage Systems, Bag Lift Systems, Triturator, 4000 plus lf of conveyor feeding 9 L3 EDS machines

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)**  
 SEE ATTACHED.

References Checked By  
 Name: Stacy Seibert Title: Enterprise Assistant Director  
 Division/Department: BCAD Maintenance Date of Verification: December 12, 2019

PALM BEACH COUNTY  
BOARD OF COUNTY  
COMMISSIONERS  
Dave Kerner, Mayor  
Robert S. Weinroth, Vice Mayor  
Hal R. Valeche  
Gregg K. Weiss  
Mary Lou Berger  
Melissa McKinlay  
Mack Bernard

**Palm Beach**  
INTERNATIONAL AIRPORT

Exhibit 3  
Page 4 of 5  
COUNTY ADMINISTRATOR  
Verdenia C. Baker  
DEPARTMENT OF AIRPORTS



**TO:** Stey Seibert, Enterprise Assistant Director of Facilities/Maintenance  
**FROM:** Shawna Larose, Special Projects Coordinator  
**DATE:** December 12, 2019  
**SUBJECT:** ERMC Vendor Reference Verification for ERMC Aviation LLC

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In 2016 a new CBIS/CBRA in-line BHS was installed and the ERMC BHS team is expected to meet at minimum TSA's sortation goals. The BHS team far exceeds these goals and they contribute to a strong partnership with TSA.

We are in constant communication with local BHS management, support staff, and ERMC executive staff. As a medium-sized airport we have the advantage of being in contact with all tenants and contractors which ensures all parties know what is happening. The relationship with ERMC 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 ERMC empower PBI leadership to provide excellent services to our tenants.

Many staffing decisions are made at the local ERMC level. ERMC often communicates with us about personnel changes, promotions, and training program development. ERMC ensures they have skilled technicians and customer service oriented staff. ERMC 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.

846 PALM BEACH INTERNATIONAL AIRPORT  
West Palm Beach, Florida 33406-1470  
(561) 471-7400 FAX: (561) 471-7427 [www.pbia.org](http://www.pbia.org)

PALM BEACH COUNTY GLADES AIRPORT  
Pahokee

PALM BEACH COUNTY PARK AIRPORT  
Lantana

NORTH COUNTY GENERAL AVIATION AIRPORT  
Palm Beach Gardens

"An Equal Opportunity-Affirmative Action Employer"



**Vendor Reference Verification Form**

Broward County Solicitation No. and Title: OPN2118883B1, Baggage Handling Systems (BHS) MRO Services

Reference for: (Name of Firm) ERMC Aviation LLC

Organization/Firm Name providing reference: Southwest Airlines

Contact Name/Title: Kevin Patten, Manager

Contact E-mail: Kevin.Patten@wnco.com

Contact Phone: 214-454-6478

Name of Referenced Project: DAL BHS & FES O&M

Contract No.

Contract Amount: 2.1 million annually

Date Services Provided: 2/2008 through current

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

Vendor's role in Project:  Prime Vendor  Sub-consultant/Sub-contractor

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

**Description of services provided by Vendor:**

Operation and maintenance of EDS Inline baggage screening system including but not limited to the following major equipment: 2300 plus linear feet of transport belt conveyor, power turn conveyors, merge conveyors, queue conveyors, make up units, claim units, sort conveyors, diverter conveyors, Four CTX -9000 EDS machines, baggage measuring array (Sick), ATR laser array (Sick), PLC system, 20 each customer owned Passenger Loading Bridges, packaged conditions air systems, potable water cabinets and ground power units.

Please rate your experience with the referenced Vendor:

Needs Improvement    Satisfactory    Excellent    Not Applicable

1. Vendor's Quality of Service

- a. Responsive  Needs Improvement  Satisfactory  Excellent  Not Applicable
- b. Accuracy  Needs Improvement  Satisfactory  Excellent  Not Applicable
- c. Deliverables  Needs Improvement  Satisfactory  Excellent  Not Applicable

2. Vendor's Organization

- a. Staff expertise  Needs Improvement  Satisfactory  Excellent  Not Applicable
- b. Professionalism  Needs Improvement  Satisfactory  Excellent  Not Applicable
- c. Turnover  Needs Improvement  Satisfactory  Excellent  Not Applicable

3. Timeliness of:

- a. Project  Needs Improvement  Satisfactory  Excellent  Not Applicable
- b. Deliverables  Needs Improvement  Satisfactory  Excellent  Not Applicable

Additional Comments: (provide on additional sheet if needed)

References Checked By

Name: Stacy Seibert

Title: Enterprise Assistant Director

Division/Department: BCAD Maintenance

Date of Verification: December 12, 2019