



amadeus®

Technical Support Services Agreement



Customer Name: Kansas City Aviation Department

Prepared by: Dennis Welton

Date: June 7, 2019



Technical Support Services Agreement
Between Amadeus Airport IT Services, Inc. &
Kansas City International Airport

Agreement Overview

This Software Support Agreement provides the Kansas City Aviation Department (KCAD), referenced as "AIRPORT AUTHORITY" with Amadeus expert-level technical support services that augment AIRPORT AUTHORITY's own on-site troubleshooting and support services staff. In addition, it provides AIRPORT AUTHORITY much needed reassurance that AIRPORT AUTHORITY has Amadeus's full support resolving critical issues discovered during normal operations or with any emergency situations impacting AIRPORT AUTHORITY's operations.

Pricing Proposal

Amadeus agrees to provide the services detailed in this agreement for the fixed costs listed below.

Item	Cost
Annual Software Maintenance & Support	
October 1, 2019 through September 30, 2020 [YEAR 2]	
EASE™ Software Warranty Support	\$ 7,416
EASE FX Software Warranty Support	\$ 2,772
LDCS Software Warranty Support	\$ 3,090
Remote 24/7 Support Desk	\$ 30,900
Hardware Warranty Support Year 2	\$ 22,874
Microsoft® VDA License	\$ 1,350
CUSS Software Maintenance	\$ 556
CUSS Airline Support	\$ 21,720
IER IMS Software Maintenance	\$ 392
CUSS Level III Support	\$ 856
CUSS CLA Support	\$ 905
APC Kiosk Software Warranty	\$ 9,600
APC Kiosk Hardware Warranty	\$ 3,708
Total Annual Software Maintenance & Support [YEAR 2]	\$106,139.00
October 1, 2020 through September 30, 2021 [YEAR 3]	
EASE™ Software Warranty Support	\$ 7,638
EASE FX Software Warranty Support	\$ 2,846
LDCS Software Warranty Support	\$ 3,182



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Remote 24/7 Support Desk	\$ 31,828
Hardware Warranty Support Year 3	\$ 23,561
Microsoft® VDA License	\$ 1,350
CUSS Software Maintenance	\$ 560
CUSS Airline Support	\$ 21,732
IER IMS Software Maintenance	\$ 400
CUSS Level III Support	\$ 860
CUSS CLA Support	\$ 905
APC Kiosk Software Warranty	\$ 9,600
APC Kiosk Hardware Warranty	\$ 3,820
Total Annual Software & Hardware Maintenance & Support [YEAR 3]	\$108,282.00
October 1, 2021 through September 30, 2022 [YEAR 4]	
EASE™ Software Warranty Support	\$ 7,867
EASE FX Software Warranty Support	\$ 3,451
LDCS Software Warranty Support	\$ 3,278
Remote 24/7 Support Desk	\$ 32,782
Hardware Warranty Support Year 4	\$ 28,694
Microsoft® VDA License	\$ 1,350
CUSS Software Maintenance	\$ 568
CUSS Airline Support	\$ 21,738
IER IMS Software Maintenance	\$ 404
CUSS Level III Support	\$ 864
CUSS CLA Support	\$ 905
APC Kiosk Software Warranty	\$ 9,600
APC Kiosk Hardware Warranty	\$ 3,934
Total Annual Software & Hardware Maintenance & Support [YEAR 4]	\$115,435.00
October 1, 2022 through September 30, 2023 [YEAR 5]	
EASE™ Software Warranty Support	\$ 8,104
EASE FX Software Warranty Support	\$ 4,597
LDCS Software Warranty Support	\$ 3,377



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Remote 24/7 Support Desk	\$ 33,766
Hardware Warranty Support Year 5	\$ 29,555
Microsoft® VDA License	\$ 1,350
CUSS Software Maintenance	\$ 572
CUSS Airline Support	\$ 21,744
IER IMS Software Maintenance	\$ 408
CUSS Level III Support	\$ 868
CUSS CLA Support	\$ 905
APC Kiosk Software Warranty	\$ 9,600
APC Kiosk Hardware Warranty	\$ 4,052
Total Annual Software & Hardware Maintenance & Support [YEAR 5]	\$118,898.00
Total Annual Software & Hardware Maintenance & Support [YEARS 2-5]	\$448,754.00

Terms and Termination

This software agreement is effective as of October 1, 2019 upon complete execution of this Agreement. Either party may terminate this agreement at any time provided the other party is given one hundred and twenty (120) days written notice regarding termination of this agreement.

1. All prices quoted are in US Dollars.
2. Valid for a 12-month contract term and auto renews until September 30, 2023.
3. The software agreement renews annually each year with a 3% increase.
4. YR5 will be Pro-Rated upon notice from AIRPORT AUTHORITY due to move to new terminal.
5. In the event AIRPORT AUTHORITY increases the quantities of devices or systems to be covered, Amadeus shall propose adequate support personnel and associated costs to provide the same level of support described. In the event AIRPORT AUTHORITY increases the quantities or systems to be covered and does not accept Amadeus's proposed support personnel requirements or associated cost to provide the same level of support, Amadeus will not guarantee the level of support described.
6. Hardware support is covered in this agreement.
7. Software components listed above are covered in this agreement.
8. There are no liquidated damages provisions in this agreement.

Software Support Services

This software agreement provides AIRPORT AUTHORITY with Amadeus-provided technical support for the EASE™ systems installed at AIRPORT AUTHORITY 24/7, 365 days a year. Amadeus does not charge a separate "per-call" or



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"call-out" charge. The AIRPORT AUTHORITY will provide hands on local at the airport and will provide Amadeus will remote access for software support.

Support Services – Roles & Responsibilities

The following are Amadeus's definitions of Amadeus Support roles and responsibilities for each of the levels. All technical support inquiries should be directed towards Amadeus's 24/7/365 Help Desk via telephone at 1-407-370-8974.

- Level 1 – AIRPORT AUTHORITY Help Desk/Support Staff

The local AIRPORT AUTHORITY IT Support staff are responsible for handling the initial call from AIRPORT AUTHORITY's customers or AIRPORT AUTHORITY Operations recording the issue and escalating it to the appropriate party. The AIRPORT AUTHORITY is responsible for on-site hands on and remote access for Amadeus.

Amadeus shall provide AIRPORT AUTHORITY IT Support 24x7x365 Help Desk for all software support issues. Timely assistance will be given to resolve any software problem.
- Level 2 – Amadeus Support Center

The Amadeus Support Center will be responsible for providing Amadeus software support for all Amadeus software issues installed components, as well as acting as an escalation point for the AIRPORT AUTHORITY IT Staff.
- Level 3 – Amadeus Support/Implementation Engineer

Level 3 support provides high-level software support with the following responsibilities:

 - ▶ In-depth troubleshooting of software and remote diagnostics
 - ▶ Collecting and reading application log files
 - ▶ Tracking open software trouble tickets and closing issues with client upon resolution
 - ▶ Implementing bug fixes, maintaining a log of open trouble tickets that are related to each fix and communicating closure of issues to client
 - ▶ Escalating issues and appropriate backup information to Level 4 Software Engineers when necessary
 - ▶ Conducting ongoing education for Field Technicians
 - ▶ Maintaining automated support tool
 - ▶ Providing monthly site reports to management and client as required
- Level 4 – Amadeus Software Engineer
 - ▶ Level 4 Software Engineer responsibilities lie in the areas of programming of the software, creating bug fixes, installation plans and training of support/field engineers, as well as acting as an escalation point for Level 3 Support/Implementation Engineers.

Response Escalation

Amadeus will make every reasonable effort to adhere to the following response escalation plan. Amadeus's response escalation plan is based on problem severity levels, and the associated response time(s) specified in the previous section, **Software Support Services**, as follows:

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AIRPORT AUTHORITY First Level Support

AIRPORT AUTHORITY will respond to trouble calls reported according to the response times listed in the section below, **Response Times**.

In the event the technician is unable to correct the problem in a reasonable timeframe (not to exceed four (4) hours), or the problem is outside the scope of the work defined herein, the technician will immediately contact the appropriate support technicians for assistance.

If the trouble call cannot be resolved within one hour by First Level Support, AIRPORT AUTHORITY will escalate the ticket to:

- The Original Equipment Manufacturer (OEM)
- Escalate to other applicable organizations within the airport
- Escalate with other external maintenance organizations to resolve the problem
- Amadeus Support Services

When an outage exceeds, or is likely to exceed the Service Level, all affected Operation Contacts, will be notified.

In no event will more than two (2) hours pass from receipt of a trouble ticket before it is escalated to Amadeus for Second Level Support.

Amadeus Second Level Support

If First Level Support cannot resolve a problem within two (2) hour (not to exceed four (4) hours), or if the problem is found immediately to be not within First Level Support capability, the AIRPORT AUTHORITY staff will call and open a ticket with Amadeus for Second Level support.

In the event Second Level support is needed, the AIRPORT AUTHORITY technician will contact the appropriate Amadeus support center. Once an issue is reported to the Amadeus support center, an Amadeus Support Engineer will respond to all inquiries to begin the investigation process on the problem reported. This engineer is responsible for documenting all information related to the problem and opening a trouble ticket. The ticket number will be provided to the AIRPORT AUTHORITY IT staff. Once a solution is found for the reported problem, it will be tested and implemented to correct the problem at the site. After implementation, the resolution is documented for future reference and tracking purposes.

Amadeus's support engineer will remain directly involved in the trouble resolution, while updating airport staff.

Amadeus Third Level Support

If a problem is not resolved within eight (8) hours, it will be elevated to Amadeus Third Level Support. Third Level Support combines Amadeus local support engineer, airport IT and Operations management, along with Amadeus's implementation staff. The purpose of involving so many people at this level is to create a full support team whose primary focus is to resolve the trouble by committing all available resources and talents.

Amadeus Forth Level Support

If a problem is not resolved within sixteen (16) hours, it will be elevated to Amadeus Forth Level Support. Forth Level Support combines Amadeus local support engineer, airport IT and Operations management, implementation, along development staff. The purpose of involving so many people at this level is to create a full support team whose primary focus is to resolve the trouble by committing all available resources and talents.

If it is determined that third level, on-site support is needed to resolve an issue, Amadeus will make reasonable efforts to travel onsite to correct the issue.

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Response Times

Amadeus will make every reasonable effort to adhere to the following response times.

Telephone response to the first call will be made within 30 minutes. Initial dial in to AIRPORT AUTHORITY in an attempt to resolve the ticket as described above will be within 120 minutes. The problem will be restored within the timeframes described below:

- **For Emergency Failures** – 120 minutes (or 8:00 am; 30 minutes following commencement of onsite hours). Emergency is defined as a problem that affects 50% of the Integrated System.
- **For Non-emergency**, restoration will be sixteen (16) hours (or 8:00 am; two hours following commencement of on-site hours).

Amadeus's Help Desk can be reached via telephone at 1-407-370-8974 with PIN 908862 for MCI/KCI.

Response Details

The resolution time for Level-Two Support will be four (4) hour from the time Amadeus support center receives the call, from AIRPORT AUTHORITY IT staff. Amadeus will notify the end user when the problem has been resolved.

An end-user device will be considered available only if all software components are operating and fully functional. The software availability of an individual workstation will be at least 95.0% between the hours of 0900-1700 Eastern Time.

The priority for software restoration of service failures will be the servers followed by critical interfaces and end-user devices.

The above measurements of availability for Amadeus software will only be based on events within Amadeus's control. Hardware components are out of scope for this agreement. If the measured software item is not available due to reasons outside of Amadeus's control, such as but not limited to problems with the airline host, wide area network, local area network and or operator error, such non-availability will be excluded from the measurement of availability of the above items.

System Failure Definitions

A system failure is considered an emergency if any of the key software components are inoperative to the extent the system cannot function in a normal manner. Emergency services shall include inspections and necessary tests to determine the causes of software malfunction or failure. The emergency services shall include: software configuration changes, software patches to correct malfunctioning system elements.

Emergency failures shall include situations described below. Note that "inoperative" shall be defined as a software failure that results in the system not meeting the functional, operational, or performance requirements defined herein.



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Agreement

Both parties accept and agree to the terms of this agreement between Amadeus and the Snohomish County Airport by signing this document below.

AMADEUS AIRPORT IT SERVICES, INC.:

By: _____

Printed: _____

Title: _____

Date: _____

KANSAS CITY AVIATION DEPARTMENT (KCAD):

By: _____

Printed: _____

Title: _____

Date: _____



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Appendix A

Labor Rates

Amadeus Airport IT Americas, Inc.

Hourly Labor Rates*

Effective 1/1/2020 – 12/31/2020

Position/Job Title	Within North America	Outside North America
Software Engineer	\$125	\$156.25
Sr. Software Engineer	\$162.50	\$203.25
Software Engineering Manager	\$162.50	\$203.25
System Engineer	\$125	\$156.25
Sr. System Engineer	\$125	\$156.25
System Engineering Manager	\$162.50	\$203.25
Solution Engineer / Consultant	\$125	\$156.25
Sr. Solution Engineer / Sr. Consultant	\$125	\$156.25
Project / Program Manager / Consulting Manager	\$162.50	\$203.25
Sr. Project / Program Manager / Director of Consulting	\$162.50	\$203.25
Training	\$160	\$200

*NOTE: Labor Rates change annually. Please contact Amadeus for current annual rate(s).