



BHS O&M Services at Eppley Airfield Request for Proposals Addendum No. 1

May 15, 2026

The following changes, additions, and/or clarifications to the Request for Proposals (RFP) for Baggage Handling System Operation and Maintenance (BHS O&M Services) at Eppley Airfield dated April 17, 2026 issued by the Omaha Airport Authority (“Authority” or “OAA”) are considered as Addendum No. 1, and are hereby made a part of the RFP documents. All Proposers are required to base their Proposal upon the information furnished in the RFP documents, including Addendum No. 1; and as required in the draft BHS O&M Services Agreement (to be issued in an addendum). Proposers are required to acknowledge Addendum No. 1 in their Proposals. Failure to acknowledge any addendum on the Addenda Acknowledgment Form included in the RFP may result in the Proposal being declared non-responsive.

Amendments

1. **RFP Section 4, Solicitation Timeline** the following dates have been amended, including the proposal due date:

Task	Prospective Date(s)
Request for Proposal Issued	April 17, 2026
Pre-Proposal Conference for Industry	April 28, 2026
Deadline for Questions, Clarifications, and Interpretations	May 8, 2026
Proposals Due	May 28, 2026
OAA Shortlist Selection of Proposers for Interviews	May/June 2026
Interviews and Site Visit for most qualified Proposers	June/July 2026
TSA certification attendance by O&M provider	November 2026 thru January 2027
Pre-activation (ORAT, Commissioning, Etc.)	January 2027 thru February 2027
Activation of BHS	As early as January 2027
Activation of in-bound (IB 0-5) makeup units	Units IB 2, 3, and 4 in Jan/Feb 2027 Units IB 0, 1, and 5 in 1st Quarter of 2028

2. **RFP Section 5, Receipt of Proposals**, is amended as follows:

Submission Deadline: Electronic Proposals will be received until **2:00 p.m. Central Time on May 28, 2026**. Any Proposal received after the Proposal due date and time may be returned unopened. The Authority reserves the right to postpone the due date for Proposal submission.

3. **Appendix C – Draft BHS O&M Services Agreement, Section F.3.n.**, is amended as follows:

Utilize the OAA-provided computerized maintenance management system (“CMMS”) for the purpose of maintaining an inventory of spare parts, and schedule and generate work orders for all maintenance and repair activity performed for each piece of equipment covered under this Agreement. **The OAA utilizes Accruent’s Maintenance Connection CMMS software. The OAA will provide necessary licenses for the OMC to use.**



4. **Appendix C – Draft BHS O&M Services Agreement, Section U**, is amended to include:

Section U.22 – Taxes. The Owner is exempt from paying Nebraska Sales and use taxes including City of Omaha sales taxes. The OMC will be provided with Nebraska Form 13, Nebraska Resale or Exempt Sale Certificate and Nebraska Form 17, Purchasing Agent Appointment with the executed contract. The Form 17 will expire with the completion of the contract.

5. **Appendix C – Draft BHS O&M Services Agreement**, the following document was posted to the flyoma.com BHS RFP page and included in this addendum:

Attachment C OMA TMP BHS Controls Support & Cyber – RASCI Matrix

6. **Appendix C – Draft BHS O&M Services Agreement, Section F.1.b**, is amended as follows:

The OMC shall maintain a full inventory of spare parts which are required to maintain and repair the BHS and keep all components thereof fully operational and free of deficiencies, regardless of whether any such components are then utilized by OAA. The OMC will be responsible for procurement and replenishment of any parts used from inventory excluding the parts that are the responsibility of OAAIT or the BHSC as described in the RASCI Matrix in Attachment C - OMA TMP BHS Controls Support & Cyber – RASCI Matrix. **The OAA will purchase/provide the initial inventory of spare parts required for the BHS.**

7. **Appendix C – Draft BHS O&M Services Agreement, Section Q**, is amended in include item 11 below:

Section Q.11. The OAA provides an onsite employee parking lot with shuttle service to the terminal.



Clarifications/RFP Responses to Written Questions

The following written questions were submitted by RFP document holders to the Authority on or before October. Proposers should carefully review all such questions and Authority responses.

1. Can the Authority define the expected duration (in months) of ORAT and TSA certification support?

Response: Current schedule is January 2027 through February 2027.

2. What level of staffing (roles and headcount) is expected during ORAT?

Response: Reference RFP Section 5 Proposal Format and Organization. Proposers should include this in their technical approach and financial proposal portions of the proposal.

3. Will ORAT support be adjustable (T&M) if duration exceeds assumptions?

Response: Reference RFP Appendix B - Cost Template Proposal Form requires "monthly pre-activation labor for ORAT, Commissioning, and Testing Participation". Use this to propose your monthly costs.

4. What are the formal system acceptance criteria prior to O&M handover?

Response: The final acceptance test plan has not been generated yet. Goals/criteria set forth in the RFP are the maximum possible, some may be adjusted downward based on the results of acceptance testing. Please note that the awarded OMC will be involved in testing, commissioning, and ORAT trials.

5. What are the exact KPI thresholds (availability, MTTR, read rate)?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section J, "Performance Standards and System Availability" for KPI thresholds.

6. How are KPIs calculated and validated (system vs manual reporting)?

Response: A separate BHS Controls Support contractor will develop dashboards for operations & performance monitoring.

7. Are there exclusions for performance impacts caused by airlines, upstream systems, or OEM defects?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section N: liquidated damages are assessed to the OMC based on the OMC's "failures to perform under the provisions of this Agreement..."

8. What CMMS platform/version will be used and what level of access will Contractor have?

Response: Accruent's Maintenance Connection is the CMMS software. There are three levels of access available for the Contractor to utilize.



9. Are dashboards and reporting tools provided, or must Contractor develop them?

Response: A separate BHS Controls Support contractor will develop dashboards for operations & performance monitoring.

10. Can the Authority clarify all excluded services referenced in Appendix C?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement

11. What responsibilities remain with OEMs, controls integrator, and IT teams?

Response: Equipment OEMS are responsible for warranty claims, as is customary. Please refer to the RASCI Matrix in Attachment C of the Draft BHS O&M Services Agreement for controls responsibilities.

12. What is Contractor's role in cybersecurity and DR testing (support vs execution)?

Response: The OMC will operate in a "support" role for cybersecurity and disaster recovery (DR) testing.

13. Are there minimum staffing requirements or expectations per shift?

Response: Expectations are that the agreement terms are met as described in the RFP and RFP Appendix C - Draft BHS O&M Services Agreement. This should be proposed as part of the technical approach proposal.

14. What is the timeline for inbound make-up unit activation?

Response: Units IB2, 3, 4 will be activated in January/February of 2027. Units IB0, 1, 5 will be activated in Q1 2028. Will clarify via addendum.

15. Will initial spare parts inventory be provided or procured by Contractor?

Response: Initial inventory provided by OAA.

16. Is there a cap on LD's

Response: Liquidated Damages are not specifically "capped". Reference RFP Section N.1, liquidated damages are intended to be a "fair and reasonable estimate of damages to compensate the OAA for its administrative efforts to address the stated matter..."

17. Are there any WMBE or SBE requirements

Response: Reference RFP Section 5, RFP Section 1 Cover Letter asks to identify any entities comprising the Proposer that are Disadvantaged Business Enterprises. There are no established participation goals.

18. Are purchase of CMMS licenses required on an annual basis or is OAA providing?

Response: OAA will provide.



19. What voltages will our electrician be required to work on?

Response: 480V/208V/120V/24V. Equipment within the BHS operates on 120/208V and 277/480V.

20. Is there a min max on manpower?

Response: Reference RFP Section 5 Proposal Format and Organization. RFP requires proposers to propose on their Technical Approach and Staffing Plan in accordance with the requirements of RFP Appendix C - Draft BHS O&M Services Agreement.

21. What hours do we need to cover?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section F - Daily Operations.

22. Will OAA provide initial inventory?

Response: Initial inventory provided by OAA.

23. Are there minimum stock requirements or must the OEM-recommended spare list be maintained?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.b: "The OMC shall maintain a full inventory of spare parts which are required to maintain and repair the BHS..."

24. Are manlift or forklift available at the airport for contractor use?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.a: "The OMC shall provide all parts, labor, materials, tools, supplies, lubricants, equipment..."

25. Does OAA have an estimated contract amount or budget for this project?

Response: This is not available.

26. What is the estimated number of bags going through the system?

Response: Reference RFP Section 2 - "Eppley Airfield is a medium-hub airport that served over 5.2 million passengers in 2025."

27. What is the estimated percentage of bags going to the manual encode station?

Response: With a required 96% read rate at the ATR, it is estimated 5%-7% of bags will end up at manual encode.

28. Is tub loading a part of the scope? How many tubs does OAA currently have on-site? If so, what percentage of the bags need tubs? How often are the tubs replaced?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.3.i: "Baggage Tub Management" for tub related scope and requirements.



29. Can you provide a spare parts inventory list?

Response: Not currently. The OAA is currently developing the spare parts list. OAA expects OMC input before the finalized spares list can be determined.

30. What role do you anticipate the Contractor plays in the support and development of the CMMS?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement. The OMC's role in the utilization of CMMS is detailed in multiple sections. Generally, the OMC is responsible for developing the CMMS program through entering the data in the system, generating preventative maintenance schedules, work orders, managing inventory, and so on as described in the Draft Agreement.

31. Are there any costs associated with parking for contractors?

Response: No associated costs with parking for the contractor. There is an onsite employee lot with shuttle service to the terminal.

32. Are the ticket counter scales included in the scope or work? If yes what is the scope of work?

Response: Ticket counter scales are not included in the scope of work for the OMC.

33. Are freight charges on any parts purchases reimbursable?

Response: It is assumed that freight is part of the cost of procuring spare parts.

34. For pricing purposes is OAA tax exempt?

Response: OAA has tax exempt status in the State of Nebraska. Nebraska Resale or Exempt Sale Certificate Form 13 and Nebraska Purchasing Agent Appointment Form 17 will be provided to the winning bidder as applicable. Will clarify via addendum.

35. What are the minimum staffing requirements per shift on this contract?

Response: Staffing should be proposed as part of the OMC's Technical Approach and Staffing Plan required in the RFP.

36. Are there any airport fees associated with this contract?

Response: Propose based on what is included in the RFP.

37. Are there any remote HMI's throughout the system where the BHS graphics can be viewed outside of the immediate control room? If so, where will those monitors be located?

Response: Passive HMI's are available in the OSR, the CBRA, and on a wall outside the control room

38. Is janitorial service provided for Contractor spaces, or is it the Contractor's responsibility?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.2. This section details cleaning responsibilities.

39. If terminal opening or operational readiness is delayed, how will staffing, mobilization costs, and pricing adjustments be handled?

Response: Reference RFP Appendix B - Cost Template Proposal Form requires "monthly pre-activation labor for ORAT, Commissioning, and Testing Participation". Use this to propose your monthly costs. If unforeseen conditions arise related to the scheduled operations, this would be handled through the out-of-scope process.

40. Section S.1 (General Indemnity) and Section S.2 (Authority's Right to Recover Damages) require the OMC to indemnify and reimburse OAA for claims arising from any act or omission, including in circumstances not caused by the OMC's own acts or omissions. Will the Authority consider limiting the indemnification obligation to claims arising from the OMC's negligent acts or omissions, and excluding claims caused by the acts or omissions of OAA, its other contractors, airlines, or third parties?

Response: No. Section S.1 (General Indemnity) carves out claims arising out of the sole gross negligence of OAA, to the extent not covered by the OMC's insurance. Section S.2 (Authority's Right to Recover Damages) is limited to (a) any act or omission of OMC, (b) any office or storage areas provided to the OMC, (c) any condition created in such office or storage areas, and (d) any breach of the Agreement by the OMC.

41. Will the Authority consider including a liability cap (e.g., an amount equal to the annual Base Fee, or total contract value) to allow proposers to appropriately price risk in their financial proposals?

Response: No.

42. Section S.2 states OAA may recover damages arising from use of provided office/storage areas "whether or not due to the OMC's own act or omission." Will the Authority clarify the intended scope of this provision? As drafted, the OMC would bear liability for events entirely outside its control.

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.2.f.: "OAA will provide a maintenance and storage area, and, solely at OAA's discretion, office space." The OMC will have exclusive control over, and responsibility for, access to these areas. The OMC's responsibility for these areas will be similar to that of a tenant.

43. Section N establishes multiple categories of liquidated damages with no aggregate monthly or annual cap. Will the Authority consider implementing a monthly or annual aggregate cap on total liquidated damages (e.g., a percentage of the monthly or annual Base Fee)?

Response: Liquidated damages are not specifically "capped". Reference RFP Section N.1, liquidated damages are intended to be a "fair and reasonable estimate of damages to compensate the OAA for its administrative efforts to address the stated matter..."



44. Regarding Section N.3.f (unplanned outages at \$500 per 15-minute interval), will the Authority confirm whether outages caused by factors outside the OMC's control (e.g., power failures, BHSC/OAAIT system issues, airline misuse) are excluded from this LD provision?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section N.1.: "...failures to perform under the provisions of this Agreement as listed below may result in the imposition of liquidated damages...". Outages caused by factors outside the OMC's control wouldn't be considered a failure to perform.

45. Will the Authority consider adding a formal cure period or progressive escalation process before liquidated damages are assessed for first-time or minor violations?

Response: No, due to the timely nature of the performance standards outlined in Section N.3.

46. Section S.12 permits OAA to unilaterally increase insurance requirements during the term with 30 days' notice. Will the Authority confirm that any increased insurance costs resulting from such changes will be reimbursable as an adjustment to the Base Fee?

Response will be posted in Addendum 2

47. Will the Authority consider reducing the payment term to 30 days, or alternatively, confirm whether interest accrues on late payments?

Response: The 60 days is negotiable, but we would prefer not to go under 45 days in the contract due to the review process for potential work being done. Our goal is payment within 30 days.

48. Section U.9 provides that any consent or approval where the Agreement is silent on the standard is at OAA's "sole and unfettered discretion" without any liability for refusal. Will the Authority consider applying a "reasonable discretion" or "good faith" standard for operational approvals (e.g., substitute parts, schedule changes)?

Response: No.

49. Section Q.7 provides limited relief for events like strikes, fire, and flood. Will the Authority consider adding a comprehensive force majeure clause that excuses both parties' performance obligations during qualifying events?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section Q.7.: "...caused by labor strikes, lockouts, fire, flood, acts of civil or military authorities, or by insurrection or riot." The BHS is a vital Airport system that must otherwise be operative.

50. Will the Authority permit assignment to an affiliate or successor entity in connection with a merger, reorganization, or change of control without requiring separate consent, provided the assignee meets the Agreement's qualification requirements?

Response will be posted in Addendum 2



51. There is no termination for convenience provision for either party. Would the Authority consider a mutual termination for convenience upon 30 days notice?

Response: No. Procuring a replacement operator for the BHS requires a significant investment of time and resources. Accordingly, the OMC must be willing to commit to the initial three (3)-year term, together with the potential for up to two (2) additional one (1)-year renewal terms.

52. What is the cost for Contractor's employee parking?

Response: No associated costs with parking for the contractor. There is an onsite employee lot with shuttle service to the terminal.

53. Is Prevailing Wage required for this contract?

Response: No.

54. If the project is bonded, should the bond amount be the total contract amount or the annual amount?

Response will be posted in Addendum 2.

55. If the bond is for the total contract amount, can we renew the bond annually at the remaining contract value?

Response will be posted in Addendum 2.

56. Are there any tools or equipment provided by the airport?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.a: "The OMC shall provide all parts, labor, materials, tools, supplies, lubricants, equipment..."

57. Should pricing include taxes?

Response: OAA has tax exempt status in the State of Nebraska. Nebraska Resale or Exempt Sale Certificate Form 13 and Nebraska Purchasing Agent Appointment Form 17 will be provided to the winning bidder as applicable.

58. What services are provided by the airport? (telephone, internet, etc.)

Response: The OAA will provide data and telephone.

59. What is the cost for fingerprinting and badging?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section C.7.

60. Are US Customs Seals required? If so, what is the cost?

Response: Not currently required.



61. Are there any airport fees that should be accounted for?

Response: Propose based on what is included in the RFP.

62. Who is responsible for the acquisition of spare parts?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.b: "The OMC shall maintain a full inventory of spare parts which are required to maintain and repair the BHS..."

63. What is the markup allowed on spare parts?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.3.0: "The OMC may include a 5% markup on reimbursable inventory parts to account for administrative fees involved with managing parts inventory."

64. Who is responsible for the high-level controls?

Response: There will be a separate Baggage Handling Controls Contractor (BHCC) responsible for the ULC.

65. Who is responsible for the lower-level controls?

Response: There will be a separate Baggage Handling Controls Contractor (BHCC) responsible for the LLC.

66. What is the contractor's responsibility for the EDS machines?

Response: Maintenance, reserts and jam clearing of the EDS's devices will initially be TSA's responsibility. However, a working arrangement with TSA may be possible to allow shared responsibility with the OMC for jam clearing.

67. Will jam clearing and system resets for the EDS machines be required?

Response: Maintenance, reserts and jam clearing of the EDS's devices will initially be TSA's responsibility. However, a working arrangement with TSA may be possible to allow shared responsibility with the OMC for jam clearing.

68. Who is responsible for portering the baggage tubs?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement - Section F.3.i: "Baggage Tub Management" for tub related scope and requirements.

69. Who is responsible for maintaining tag printers?

Response: Out-of-scope for this contract.

70. Does the control room require dedicated staffing? If so, what are the coverage hours?

Response: Reference RFP Section 5 Proposal Format and Organization. Proposers should include this in their technical approach and financial proposal portions of the proposal.



71. Please confirm that there is only one Manual Encode Station.

Response: Confirmed - one Manual Encode Station.

72. What hours would the airport like manual encoding staffed?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section F - Daily Operations.

73. The Base Bid is for the Outbound portion of the BHS O&M, what are the expectations for hours of coverage?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section F - Daily Operations.

74. The Alternate Bid is for the Inbound portion of the BHS O&M, what are the expectations for hours of coverage?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section F - Daily Operations.

75. Will office and shop space be provided?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section F - Daily Operations.

76. Will racks be provided for spare parts storage?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section F - Daily Operations.

77. What is the cost of Employee parking?

Response: No associated costs with parking for the contractor. There is an onsite employee lot with shuttle service to the terminal.

78. Which computerized maintenance management system (CMMS) will the Authority provide for the contractor to utilize?

Response: Accruent's Maintenance Connection is the CMMS software.

79. Will CMMS training be provided by the Omaha Airport Authority (OAA)?

Response: Yes. We have a series of training videos available and can provide additional support as needed.



80. Will out-of-scope overtime be entirely covered by OAA as an addition to the monthly base fee?

Response: Reference RFP Appendix C - Draft BHS O&M Services Agreement. Section I - Out-of-Scope Services. These types of services are outside the requirements of the typical scope of work and authorized by the OAA. Work will be compensated at the Standard Rates required to perform the work. If overtime is required to accomplish the potential out-of-scope work, then that would be agreed to prior to OAA authorization of the scope.

81. Can the Authority please clarify paragraph 17, Chapter N, Liquidated Damages (LDs), in the draft Agreement, if these would apply to any requirements in the current Agreement, or would it apply only to any potential future performance metrics? How will the Authority and the Vendor discuss and agree to updates as they pertain to new performance standards and LDs?

Response: Any future requirements of the BHS O&M Services Agreement not currently addressed, would have to be negotiated and agreed upon between parties.

82. Can the Authority confirm that there are no requirements to sub-contract with a Small Business Enterprise, or similar category.

Response: Confirmed. There are no requirements to sub-contract with small business enterprise or similar.

83. Does the Proposal Checklist in Appendix A after the cover letter count towards the 2-page limit of the Cover Letter?

Response: Reference RFP Section 5, RFP Section 1.2: "Attach the Proposal Checklist in Appendix A after the cover letter". The proposal checklist is not part of the cover letter's page limit.

84. How long is your warranty with Vanderlande?

Response: There is a one-year warranty on the BHS equipment.

85. Pls describe the warranty details, ie; type of support, phone, in-person, call-in maintenance, response time, resident maintenance?

Response: The BHS warranty includes defective design, materials, equipment, parts and labor. The BHS contractor must provide on-site mechanical and electrical, and on-call technical, PLC and software support for 60 days after the start of live operations, and on-call technical support for 30 days thereafter.

86. Which CMMS do you utilize?

Response: Accruent's Maintenance Connection is the CMMS software.

87. Are we required to utilize your CMMS or can we introduce a new system?

Response: Yes, per RFP requirements.



88. What is your projected MRO spend in years 1, 2 and 3?

Response: Information not currently available.

89. Define your parts procurement process.

Response: Reference the RFP for parts procurement requirements.

90. Did you purchase a service package from Vanderlande or any other asset OEM?

Response: No.

91. If so, define their service SLA's.

Response: Not applicable.

92. Are there other peripheral assets not included in the Vanderlande list?

Response: See previous RFI.

93. Does Vanderlande include parts and if so which parts and quantity?

Response: Reference previous RFI's regarding parts.

94. Do you have a parts room?

Response: Yes.

95. If so, where and define the isolation method.

Response: Reference RFP for these requirements.

96. If not, where can we put one?

Response: Not applicable.

97. What is your typical downtime with your current BHS?

Response: Not applicable, OMA does not currently have an in-line BHS.

98. Which KPI's do you measure and what are current metrics?

Response: Not applicable, OMA does not currently have an in-line BHS.

99. Define any penalties for downtime.

Response: Reference RFP for these requirements.

100. When are PM's currently performed?

Response: Not applicable.



101. When would you like PM's performed?

Response: Reference RFP for these requirements.

102. How many shifts do you expect coverage?

Response: Reference RFP for these requirements.

103. Who provides specialty tools?

Response: Reference RFP for these requirements.

104. If supplier is responsible for tool purchase, do you have a tool control program we're required to follow or can we initiate ours?

Response: No tool control program is required per the RFP.

105. Pls list any financial penalties, how measure, amount and cadence to review.

Response: Reference RFP for these requirements.



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**This Addendum No. 1 shall be effective as of May 15, 2026**



Attachment C: OMA TMP BHS Controls Support & Cyber – RASCI Matrix

|                       |                                                                                                                |
|-----------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Responsible: R</b> | The person or people who do the work to complete the task                                                      |
| <b>Accountable: A</b> | The one person who is ultimately answerable for the correct and thorough completion of the task (the approver) |
| <b>Supports: S</b>    | People who provide resources or assistance to the Responsible person.                                          |
| <b>Consulted: C</b>   | People whose opinions are sought, typically subject matter experts, providing two-way communication.           |
| <b>Informed: I</b>    | People who are kept up-to-date on progress but don't need to be consulted (one-way communication).             |



Date: 5/11/2026  
 Project: OMA TMP BHS  
 Customer: Omaha Airport Authority  
 Customer PM: Kevin McIntyre, Jimmy Harding  
 Studdiford PM: Larry Butler



**OMA TMP - BHS Controls Support & Cyber - RASCI Matrix**

| Item | Responsibilities                                                                                             |         |                                     |        |                |        | NOTES |
|------|--------------------------------------------------------------------------------------------------------------|---------|-------------------------------------|--------|----------------|--------|-------|
| No.  | BHS Scope Items                                                                                              | BHS OMC | BHS Controls Maintenance Contractor | OAA IT | OAA Facilities | TSA HQ |       |
| 1    | Annual Disaster Recovery Test                                                                                | S       | R                                   | A      | C              | I      |       |
| 2    | Apply Security Patches for OS, SQL, Third-party Apps, and third party software licensing (other than VMWare) | I       | R                                   | A      | I              | I      |       |
| 3    | Asset Inventory Update                                                                                       | I       | R                                   | A      | C              | I      |       |
| 4    | BHS Level 1&2 Escalation Process                                                                             | R       | C                                   | S      | A              | I      |       |
| 5    | BHS Daily Operation & Performance                                                                            | R       | S                                   | I      | A              | I      |       |
| 6    | BHS Firewall(s) <sup>A</sup>                                                                                 | I       | C                                   | R      | I              | I      |       |
| 7    | BHS Lifecycle Roadmap Update                                                                                 | I       | R                                   | A      | C              | I      |       |
| 8    | BHS Network Switches (procure, configure, install) <sup>A</sup>                                              | I       | R                                   | C      | I              | I      |       |
| 9    | BHS Network Switches (licensing, monitoring, firmware updates, intrusion detection, backups) <sup>A</sup>    | I       | C                                   | R      | I              | I      |       |
| 10   | BHS Operational Contingency Plan                                                                             | R       | C                                   | C      | A              | I      |       |
| 11   | BHS Operational Level 2 Incident Response                                                                    | S       | R                                   | S      | A              | I      |       |
| 12   | Cybersecurity Audits & TSA EA 23-01 Compliance                                                               | I       | S                                   | R      | S              | A      |       |
| 13   | Develop & Update BHS Cybersecurity Policies & Procedures                                                     | I       | S                                   | R      | S              | I      |       |
| 14   | Level 1 HLC/LLC Break/Fix response                                                                           | R       | S                                   | C      | A              | I      |       |
| 15   | Provision of SIEM/SOC <sup>B</sup>                                                                           | I       | S                                   | R      | I              | I      |       |
| 16   | Quarterly Analytics & IT/Software Health Checks                                                              | S       | R                                   | A      | C              | I      |       |
| 17   | Quarterly BHS Operational Health Checks                                                                      | S       | R                                   | C      | A              | I      |       |
| 18   | Review Vulnerability Scan Results <sup>C</sup>                                                               | I       | R                                   | A      | I              | I      |       |
| 19   | System Backups (off-site/cloud/immutable) quarterly verification                                             | I       | S                                   | R      | I              | I      |       |
| 20   | System Backups (on-site) monthly verification                                                                | S       | R                                   | A      | I              | I      |       |
| 21   | UPS Monitoring and Maintenance                                                                               | S       | C                                   | R      | I              | I      |       |
| 22   | User & Service Account Auditing                                                                              | I       | I                                   | R      | C              | I      |       |
| 23   | User & Service Account Management                                                                            | S       | C                                   | R      | A              | I      |       |
| 24   | VMWare Licensing                                                                                             | I       | C                                   | R      | I              | I      |       |
| 25   | Vulnerability Scans of BHS                                                                                   | S       | C                                   | R      | A              | I      |       |
| 26   | Yearly Penetration Testing                                                                                   | I       | C                                   | R      | I              | I      |       |
| 27   | Provision of Test Server, patch, and maintain                                                                | I       | R                                   | S      | C              | I      |       |

| Notes    |                                                                                                                                                                            |  |  |  |  |  |  |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| <b>A</b> | Includes monitoring, software licensing, firmware updates, traffic monitoring, intrusion detection/prevention software, and backups for BHS firewalls and network switches |  |  |  |  |  |  |
| <b>B</b> | Includes monitoring, developing and updating the IRP, responding to EDR alerts, IDS/IPS, log file management                                                               |  |  |  |  |  |  |
| <b>C</b> | Includes reviewing scan results quarterly, providing potential remediation action(s) with costs upon request                                                               |  |  |  |  |  |  |