

OPERATIONAL DIRECTIVE NO. 01-03
Effective: December 21, 2001

SUBJECT: MIAMI INTERNATIONAL AIRPORT TELECOMMUNICATIONS AND COMPUTER SERVICES PROCURED BY MANAGEMENT COMPANIES.

PURPOSE: To establish policy and delineate responsibilities and procedures to ensure that the acquisition and use of computer and telecommunication resources procured by Management Companies are coordinated through the Information Systems and Telecommunications Division (ISTD) of the Miami-Dade Aviation Department (MDAD). This coordination will secure compliance with the Airport's strategic direction for Information Technology and will serve as a single coordination center for economic and technical review.

I. AUTHORITY:

- A. [Chapter 274 of the Florida Statutes, Tangible Personal Property Owned by Local Governments.](#)
- B. [Chapter 25 of the Miami-Dade County Code, Aviation Department Rules and Regulations.](#)
- C. [Operational Directives \(OD\) No. 99-02, MDAD Operational Directives; and OD No. 99-03, MDAD Written Directive System.](#)

II. DEFINITIONS:

- A. *Computer Resources:* All hardware, software, maintenance agreements, personnel, and procedures that are part of data processing solutions, including but not limited to Point of Sale systems.
- B. *Hardware:* Computers and computer-related equipment and devices such as controllers, terminals, scanners, workstations, printers, and file servers.
- C. *Management Company:* Third party/s that operates, maintains, and manages for a fee certain facilities on behalf of the County
- D. *Management Contracts/Agreements:* A contractual obligation between a Management Company and the County.

- E. *Project Manager*: MDAD employee responsible for the oversight of specific Management Companies on behalf of the County. Project Managers act as liaisons between the County and the Management Companies on all matters relating to the Management Agreement between the two parties.
- F. *Shared Tenant Services (STS)*: Those telecommunication services which the tenant or Management Company contracts for directly; i.e., telephone services.
- G. *Software*: Computer programs and procedures that enable the computer to perform predetermined functions and can usually be altered by a computer programmer.
- H. *Telecommunications*: Any form of information handling in which a data processing or voice system utilizes communication facilities.
- I. *User*: Any person, group of persons, or organization using County telephone services, computer resources or benefiting from the data processing services provided.

III. POLICY:

- A. ISTD will serve as technical advisors and reviewers of all Management Companies' requests for computer resources and telecommunication network services.
- B. Management Companies and MDAD personnel must comply with all pertinent State and local rules and regulations as well as with the provisions established in the particular contract or management agreement.
- C. The MDAD Project Manager that oversees and manages the Management Company/Management Agreement has the approval authority with regards to computer and telecommunication services (hardware and software) in support of these companies.
- D. Management Companies' purchases equal to or greater than \$100,000 must also be approved by the Assistant Director for the particular Project Manager Division and the Assistant Director for Business Management.

IV. RESPONSIBILITIES AND PROCEDURES:

- A. Management Companies
 - 1. Must submit requests for equipment or services individually, in writing, to the assigned Project Manager.

2. Must solicit no fewer than three bids or quotes for all requests for hardware, software (proprietary software not included), telephone systems and telecommunication network or services, unless provided under existing STS, contracts or agreements.

Bids must include the technical specifications, other criteria applicable to the bid, and copies of their services agreements. (See B. 2. below).

3. Submit the three bids or quotes, the technical specifications, and copies of the vendors' services agreements to the Project Manager for departmental review and approval.
4. After all approvals to purchase are granted by the appropriate departmental authorities and the goods and/or services have been procured and delivered, ensure proper inspection and validation, i.e., whether the equipment is new or meets business needs before acceptance.

B. Project Managers

1. Receive requests for computer and telecommunications equipment or services from Management Companies.
2. Project Managers must contact ISTD for the development of technical specifications prior to bidding.
3. Submit to ISTD the three quotes or bids received from the Management Companies. Each submission must include the technical specifications, copies of the vendors' services agreements, and a Request for Service form which can be downloaded from <http://MDAD-Intranet>.
4. Sign the approval to purchase after the technical assessment review from ISTD is received. If the purchase amount is equal to or greater than \$100,000, Project Managers must also obtain signature approvals of their individual Assistant Director and the Assistant Director for Business Management.
5. If the proper MDAD authorities agree that the acquisition of the particular goods/services is in the best interest of the County, Project Managers may authorize ISTD to execute the procurement of goods/services through a County contract. The authorization to procure must include funding information (budget index and subject codes).

6. Must maintain all quote information on file.

C. Information Systems/Telecommunications Division

1. Develops and/or reviews technical specifications for computer and telecommunications equipment and services for Management Companies at the request of Project Managers.
2. Assesses technical, compatibility, and integration issues of new requests with existing infrastructure.
3. Provides technical assistance in the comparison of quotes received ensuring uniformity of products on all quotes/bids provided. ISTD also compares quotes with compatible equipment in County contracts.
4. After proper review, returns the results of their technical assessment and offer an alternate recommendation, if necessary. If cost effective, ISTD can also coordinate the acquisition and purchase on behalf of the Management Company.
5. Inspects the equipment after receipt and before final acceptance.
6. Receives and processes orders from users for telecommunication services provision.

D. Finance

1. Verifies invoices from computer and telecommunication services providers.
2. Verifies that invoices are properly supported with packing slips and requisitions and approved by the appropriate project manager.
3. Ensures proper tagging and tracking of fixed assets within 30 days of receipt of merchandise.

V. SUNSET PROVISIONS: None.

VI. EFFECTIVE DATE:

This OD shall become effective 15 days subsequent to its being filed with the Clerk of the Circuit Court, as required by Chapter 25 of the County Code.

VII. AMENDMENTS:

MDAD reserves the right to amend this OD at any time and from time to time, and notice of such amendments will be mailed to all affected parties who register with MDAD. The terms of such amendments shall be applicable to all as of the effective date of such amendment.

VIII. SEVERABILITY:

If any court of competent jurisdiction determines that any provision in this OD is illegal or void, the remainder of this OD shall continue in full force and effect. If such court rules that any charge, fee, or security deposit requirement is illegal or void, the Aviation Director is authorized and directed to impose a charge, fee or security deposit requirement that complies with the court order or applicable provisions of law, which shall become effective on the date of imposition and shall continue until modified by the Board of County Commissioners.

IX. REVOCATION: None.**X. CROSS REFERENCES:**

- A. [County Administrative Order \(A.O.\) 3-2](#), Purchase of Commodities and Services.
- B. [A.O. 5-1](#), Telecommunications Services.
- C. [A.O. No. 8-2](#), Use, Care, Control, and Disposal of County Property.
- C. Management Agreements between Miami-Dade County and the Management Company for the operation of facilities owned by the County.



Angela Gittens, Aviation Director

Date: December 6, 2001