

FIRST AMENDMENT TO THE AGREEMENT  
BETWEEN THE CITY OF FRESNO  
AND  
AIR-IT SERVICES, INC.

THIS FIRST AMENDMENT to the Implementation and Service Agreement for Common Use – Extended Airline System Environment (EASE) and EASE-FX Flight Information Display System (FIDS) Displays for Gate Expansion, which became effective June 1, 2013 (the "First Amendment") is entered into on the 1st day of July, 2017 (the "First Amendment Effective Date"), by and between Amadeus Airport IT Americas Inc. (f/k/a Air-IT Services, Inc.) (AirIT), a Delaware corporation and the City of Fresno, California (CITY), a municipal corporation, collectively the "Parties".

RECITALS

WHEREAS, AirIT and CITY entered into the Implementation and Service Agreement for Common Use – Extended Airline System Environment (EASE) and EASE-FX FIDS Displays for Gate Expansion (the "Agreement"), which became effective June 1, 2013, for the purposes of AirIT providing Fresno with certain support and warranty services related to AirIT's EASE and FIDS products for Fresno Yosemite International Airport (FAT); and

WHEREAS, FAT has grown and continues to grow substantially since the Agreement commenced, greatly increasing the demand for support services contemplated in the Agreement; and

WHEREAS, the Parties now wish to amend the Agreement in order to include an additional "On-site System Engineer" within the scope of the Agreement as set forth herein;

NOW THEREFORE, the Parties agree as follows:

1. AMENDMENTS TO THE AGREEMENT

The Parties agree that AirIT will provide one additional "On-Site System Engineer" as described in EXHIBIT A, commencing on August 1, 2017, and ending on May 31, 2018 (10 months). Hereby, this contract is amended to add one (1) On-Site System Engineer to Year 5 of the original contract at the price of \$120,000 per year, prorated for the 10 month period to \$100,000; resulting in a total price for Year 5 of \$483,295. In addition, the "Total Support" value is now amended to \$2,016,475.

2. GENERAL

All other terms and conditions of the Agreement shall remain in full force and effect. In the event of any conflict between the terms of the Agreement and the terms of this First Amendment, the terms of this First Amendment shall prevail.

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AS WITNESS, this First Amendment has been executed by the duly authorized officers of the parties on the First Amendment Effective Date set out below:

CITY OF FRESNO,  
A California municipal corporation

Amadeus Airport IT Americas Inc.  
A Delaware corporation

By: \_\_\_\_\_  
Kevin Meikle,  
Director of Aviation

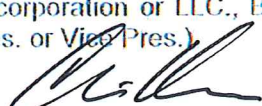
By: 

Name: BETROS WAKIM

Title: CBO  
(If corporation or LLC., Board Chair,  
Pres. or Vice Pres.)

APPROVED AS TO FORM:  
DOUGLAS T. SLOAN  
City Attorney

By:  5/31/17  
Amanda Freeman  
Deputy City Attorney

By: 

Name: CHRIS KELLER

Title: PRESIDENT / COO  
(If corporation or LLC., CFO,  
Treasurer, Secretary or Assistant  
Secretary)

ATTEST:  
YVONNE SPENCE, CMC  
City Clerk

By: \_\_\_\_\_  
Deputy

REVIEWED BY:

\_\_\_\_\_

Addresses:  
CITY:  
City of Fresno  
Attention: Michael Musca  
Fresno Yosemite International Airport  
Properties Manager  
4995 E. Clinton Way  
Fresno, CA 93727-1525  
Phone: (559) 621-4531  
FAX: (559) 251-4825

CONSULTANT:  
Amadeus Airport IT Americas Inc.  
Attention: David Wurtz  
Director – Business Development  
5120 FM 314  
Ben Wheeler, TX 75754  
Phone: 903-852-7168  
FAX:

Attachments:  
Exhibit A, Job Description



**EXHIBIT A**  
**Air Transport IT Services, Inc.**  
**Job Description**

**Job Title:** System Engineer, FAT  
**Department:** Support  
**Reports To:** Site Manager  
**Manager's Name:** Thai Lee      **Mgr's Initials:** TL  
**FLSA Status:** Exempt  
**Prepared By:** Sharon Abate  
**Prepared Date:** January 26, 2017  
**Approved By:** Chris Keller  
**Approved Date:** March 10, 2017

**Summary:**

Manages all continuing Air Transport operations at airport site and supports installed systems by performing the following duties personally or through subordinate supervisors.

**Essential Duties and Responsibilities:** include the following. Other duties may be assigned.

- Implements Air-IT software and hardware solutions
- Ensures the successful continued operation of all installed computer hardware and software on a variety of systems throughout the airport
- Confers with company and airport project personnel to provide technical advice and resolve problems
- Ensures all problems are responded to or escalated within predefined time constraints
- Develops and maintains technical and project documentation
- Coordinates all corrective and preventive maintenance, quarterly maintenance, and daily and out-of-hours work to ensure all support levels are maintained
- Participates in support rotating schedule for 24/7 customer support
- Establishes, modifies, implements and monitors systems and procedures to enhance timely and efficient workflow
- Monitors all systems daily to ensure continued 24/7 operation
- Ensures efficient and effective delivery of support services to the client base and coordinates cross-team interactions to ensure service levels are maintained
- Other duties assigned.
- Ability to configure and troubleshoot networking configuration of Cisco switches is preferred
- Basic knowledge of Linux operating system and bash/Perl scripting is preferred
- Provide technical assistance to Fresno International Airport and its tenants as needed

**Supervisory Responsibilities:**

This job has no supervisory responsibilities

**Competency:**

To perform the job successfully, an individual should demonstrate the following competencies:



**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service** - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal Skills** - Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; responds well to questions.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.

**Teamwork** - Exhibits objectivity and openness to others' views; Gives and welcomes feedback.

**Leadership** - Exhibits confidence in self and others; Accepts feedback from others; Gives appropriate recognition to others.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Cost Consciousness** - Works within approved budget; Conserves organizational resources.

**Diversity** - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

**Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for

additional resources; Sets goals and objectives.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments. Maintain a professional appearance.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity.

**Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** - Volunteers readily; Undertakes self-development activities; Asks for and offers help when needed.

**Innovation** - Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.

#### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Education and/or Experience:**

Bachelor's degree (B. A.) from four-year College or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

#### **Language Skills:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.



**Mathematical Skills:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

Knowledge of PC and Server operating systems

Peripheral communication knowledge (serial and TCP/IP)

Networking skills including but not limited to physical and logical LAN, WAN and Routing

Knowledge of highly available designs for mission critical applications

Experience with Virtual machine solutions including VMware Workstation, Player and ESX Server

Machine duplication or imaging and remote installation technologies

Understanding of application server technologies – ie. IIS, Tomcat, JBOSS

General understanding of RDBMS installation configuration and administration

Knowledge of travel industry standards – i.e. IATA, AEA, ATB

Basic knowledge of Linux operating system and bash/Perl scripting is preferred

Ability to configure and troubleshoot networking configuration of Cisco switches is preferred

**Other Requirements:**

Security clearance to work in a TSA and CBP (Customs & Border Patrol) secured environment.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to walk and talk or hear. The employee is frequently required to stand; sit and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. This job requires the ability to work in disparate work environments which will include standing for multiple hours on concrete, tile and carpeted surfaces. Must have manual dexterity to perform job tasks. Ability to lift hardware in and out of shipping containers, racks and cabinets. Ability to walk long distances indoors and outdoors in various weather conditions, ranges can be from mild to extreme.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Disparate work environment consisting of working in office, lab areas, customer service counters, common rooms and hallways, communication rooms and closets. While performing the duties of this Job, the

employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

**Travel:**

Minimal travel requirements

**Employee Name (printed)** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_