



Small Business Development Division

Project Worksheet

Project/Contract Title: CUSTOMER FEEDBACK & PASSENGER COUNTER SYSTEMS

Received Date: 7/12/2019

Project/Contract No: FB-01322

Funding Source: Other

Department: Aviation

Estimated Cost of Project/Bid: \$50,000.00

Description of Project/Bid: The Awarded Bidder shall furnish all labor, materials, equipment, training and support for work related to providing comprehensive Customer Satisfaction Feedback System or Passenger Counter System used to measure and assist Miami International Airport in enhancing its customer experience.

Contract Measures Recommendation		
<u>Measure</u>	<u>Program</u>	<u>Goal Percent</u>
Bid Preference	SBE-G&S	

Reasons for Recommendation

The estimated cost for contract FB-01322 is \$50,000.00 and it is for a three (3) year period.

An analysis of the factors contained in Implementing Order 3-41, as well as, an analysis of the project package indicates the appropriate measures as noted for this project:

Group 1 (Customer feedback system and units) & Group 2 (Passenger count system and devices)
A Bid Preference will apply.

There are no SBE certified firms under these commodity codes.

NIGP 96120 Customer Service Evaluation Services, NIGP 20832 Customer Relationship Management Software (CRM), Microcomputer

Living Wages: YES NO Highway: YES NO Heavy Construction: YES NO

Responsible Wages: YES NO Building: YES NO

SBD Director

7-22-19

Date