

**C O N T R A C T
BETWEEN
JACKSONVILLE AVIATION AUTHORITY
AND
APPSTEK CORP**

THIS CONTRACT, is executed this 15th day of July, 2026, by and between JACKSONVILLE AVIATION AUTHORITY, a Florida public body politic and corporate whose address is 14201 Pecan Park Road, Jacksonville, Florida 32218 (JAA or AUTHORITY), and APPSTEK CORP (HEREINAFTER CALLED THE “CONTRACTOR”), a corporation authorized to do business with the state of Florida, with its principal office located at 5055 Keller Springs Road, Suite 200, Addison, Texas 75001.

WITNESSETH

That for the mutual promises and covenants herein contained, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

1. JAA issued a Invitation to Negotiate (ITN) No. 26-04-24001 in order to procure a firm licensed, qualified and interested in providing Oracle eBiz Maintenance and Support Services.
2. Contractor submitted its bid to JAA representing that it is capable of providing the necessary services as required by the ITN.
3. In reliance upon Contractor’s representations, JAA selected Contractor as the most qualified to provide the requested service.
4. JAA hereby engages Contractor to perform the services as set forth in the Scope of Services. The services shall be done strictly in accordance with this Contract, the ITN, and all addendums to the ITN (incorporated by reference) and Company’s proposal (incorporated by reference), (collectively, the “Contract Documents”), and, with respect to non-discriminatory laws, statutes and authorities, the Parties incorporate the attached **Appendix “A.”** All of the documents referenced herein are hereby specifically made a part hereof to the same extent as

if fully set forth herein.

5. The term of this Contract shall commence on October 1, 2026, and terminate on September 30, 2029, with an option to renew for up to two additional years at the sole discretion of JAA and based on vendor performance, annual approved budgeted funds and adherence to all terms and conditions of the Contract Documents. The parties hereto have agreed to contract amount(s) as follows:

CONTRACT TERM	CONTRACT AMOUNT
Year 1	\$130,000.00
Year 2	\$120,000.00
Year 3	\$115,000.00
Year 4	\$115,000.00
Year 5	\$115,000.00

6. Contractor shall be compensated as set forth in the Contract Documents, which have been incorporated into and made a part of this Contract.
7. Contractor acknowledges that JAA is a body politic and corporate existing under Chapter 2001-319 (Sp. Acts June 5, 2001) Laws of Florida and, as a public or government agency, contracts JAA awards pursuant to a competitive solicitation may be considered for utilization or piggy-backing by other public or government agencies. During the initial duration and any renewals of this contract, Contractor is willing to allow other public or government agencies to purchase additional services and/or supplies at the same terms and conditions bid and/or resulting from the competitive solicitation referenced herein. JAA makes no warranties regarding any services and/or supplies utilized or piggy-backed hereunder, liability for which

shall be the sole responsibility of Contractor, against which liability Contractor will indemnify, save, hold harmless, and defend JAA.

8. Nothing in this Contract shall be construed as making Contractor an employee, servant or agent of JAA. Contractor shall pursue the Scope of Services under this Contract as an independent contractor, and shall be solely responsible for the method, manner and means to be utilized in performing the Scope of Service, including but not limited to the supervision and compensation of its own personnel.
9. This Contract may be terminated for convenience by the Authority whenever the Authority determines that such termination is in the best interest of the Authority. Such termination will be affected by a thirty (30) day written notice to the Contractor stating the date upon which the termination shall become effective.
10. Unsatisfactory performance by the Contractor may result in immediate cancellation of this Contract.
11. Termination of this Contract in accordance with its agreed termination provisions will not give rise to any claims of improper termination, termination in bad faith, or the like or to the payment of any compensation, recoupment of expenditures made by Contractor pursuant to this Agreement, or the like predicted in such termination. This Contract is always subject to availability of budgeted funds.
12. The Authority may give the Contractor written notice that there is a material breach of the contract or a written notice to discontinue some or all services under the Contract in the event that:
 - a) The Contractor assigns or subcontracts the Scope of Services without prior written permission;

- b) Any petition is filed, or any proceeding is commenced by or against the Contractor for relief under any bankruptcy or insolvency laws;
- c) A receiver is appointed for the Contractor's properties or the Contractor commits any act of insolvency (however evidenced);
- d) The Contractor makes an assignment for the benefit of creditors;
- e) The Contractor suspends the operation of a substantial portion of its business;
- f) The Contractor suspends the whole or any part of the Scope of Services to the extent that it impacts the Contractor's ability to meet the Scope of Services schedule, or the Contractor abandons the whole or any part of the Scope of Services;
- g) The Contractor, at any time, violates any of the conditions or provisions of the Contract Documents, or fails to perform as specified in the Contract Documents, or is not complying with the Contract Documents;
- h) The Contractor attempts to willfully impose upon the Authority items or workmanship that are in the Authority's sole opinion, defective or of unacceptable quality;
- i) The Contractor breaches any of the representations or warranties;
- j) The Contractor is determined, in the Authority's sole opinion, to have misrepresented the utilization of funds or misappropriated property belonging to the Authority;
- k) There is any material change in the financial or business condition of the Contractor.

13. Neither party will be liable for failure or delay performing obligations under this Agreement, which have become practicably impossible because of circumstances beyond the reasonable control of either party. Such circumstances include without limitation natural disasters or acts of God; acts of terrorism; labor disputes or stoppages; war; government acts or orders; epidemics, pandemics or outbreak of communicable disease; quarantines; national or regional

emergencies; or any other cause, whether similar in kind to the foregoing or otherwise, beyond the party's reasonable control. Written notice of force majeure must be given to the other party no later than 10 business days following the force majeure event commencing, which notice shall describe the force majeure event and the actions taken to minimize the impact thereof. JAA may elect to terminate or suspend the Agreement or consider all delivery dates under this Agreement affected by force majeure tolled for the duration of such force majeure. The parties hereby agree, when feasible, not to cancel but reschedule the pertinent obligations and deliverables for mutually agreed dates as soon as practicable after the force majeure condition ceases to exist, subject to the availability of funds.

14. This Agreement constitutes the entire agreement between the parties hereto for the scope of services, materials, labor and/or equipment contemplated hereunder. No statement, representation, writing, understanding, agreement, course of action, dealing, or conduct made by either party, or any representative of either party, which is not expressed herein shall be binding, which includes any and all references to general terms and conditions contained on Contractor's website or boilerplate documents. All changes to, additions to, modifications of, or amendment to this Contract, or any of the terms, provisions and conditions hereof, shall be binding only when in writing and signed by the authorized officer, agent or representative of each of the parties hereto.

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15. IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS, CONTACT JAA'S CUSTODIAN OF PUBLIC RECORDS:

**Jacksonville Aviation Authority
14201 Pecan Park Road
Jacksonville, Florida 32218
E-Mail: public.records@flyjacksonville.com**

16. Any notice required to be served under this Contract shall be sent by certified mail, return receipt requested to the following:

For the Authority:	Jacksonville Aviation Authority 14201 Pecan Park Road Jacksonville, Florida 32218 Attn: Devin Reed, Chief Compliance Officer
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For the Contractor:	Appstek Corp 5055 Keller Springs Road, Suite 200 Addison, Texas 75001 Attn: Srinivasarao Abburi, Chief Operations Officer
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SIGNATURE LINES FOLLOW

IN WITNESS WHEREOF, the parties hereto have duly executed this Contract, in duplicate, the day and year first above written.

Attest:

JACKSONVILLE AVIATION AUTHORITY

Signed by: Meghan Miles
Signed at: 2026-07-30 14:01:26 +00:00
Reason: Witnessing Meghan Miles

Meghan Miles  JAA Jacksonville
Aviation
Authority

Meghan Miles
Procurement Administrator

Signed by: Mark VanLoh
Signed at: 2026-07-30 23:59:59 +00:00
Reason: Witnessing Mark VanLoh

Mark D. VanLoh  JAA Jacksonville
Aviation
Authority

Mark VanLoh, CEO, or
His Designee

(Designee's Name and Title, if applicable)

Attest:

APPSTEK CORP

sanjoy.roy

Signature

Sanjoy Roy

Print Name

CEO

Title

Srinivasarao Abburi

Signature

Srinivasarao Abburi

Print Name

COO

Title

Approved as to form for the
Use of the Jacksonville Aviation Authority.

Signed by: Devin Reed
Signed at: 2026-07-30 20:44:16 +00:00
Reason: Witnessing Devin Reed

Devin Reed  JAA Jacksonville
Aviation
Authority

Devin Reed, Chief Compliance Officer

APPENDIX A

TITLE VI AND OTHER FAA REQUIRED PROVISIONS FOR CONTRACTORS:

(Contractor must incorporate these provisions into all subconsultant / subcontractor agreements)

A. Title VI and Discrimination Federally Required Provisions (to the extent applicable):

1. **Civil Rights – 49 USC § 47123:** In all its activities within the scope of its airport program, the Contractor agrees to comply with pertinent statutes, Executive Orders, and such rules as identified in Title VI List of Pertinent Nondiscrimination Acts and Authorities to ensure that no person shall, on the grounds of race, color, national origin (including limited English proficiency), creed, sex, age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance. This provision is in addition to that required by Title VI of the Civil Rights Act of 1964. For applicable lease agreements or transfer agreements, a transferee hereof is obligated in the same manner as the Contractor. The above provision obligates the Contractor for the period during which the property is owned, used or possessed by the Contractor and the airport remains obligated to the Federal Aviation Administration.
2. **Nondiscrimination:** During solicitations of subcontracts, labor, materials and/or equipment and during the performance of this contract, the Contractor, for itself, subcontractors, representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree not to participate directly or indirectly in discriminatory activity or any kind and that no person on the ground of race, color, or national origin, will be subjected to discrimination in the execution of this Agreement, including employment practices and facilities (see Appendix B of 49 CFR Part 21). With respect to the Agreement, in the event of breach of the above nondiscrimination covenant, the Jacksonville Aviation Authority (Authority or JAA) will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to: (i) withholding payments to the Contractor under the contract until the Contractor complies; and/or (ii) cancelling, terminating, or suspending a contract, in whole or in part.
3. **Title VI Solicitation Notice and Related Law Compliance:** As a condition of a grant award, the Authority shall demonstrate that it complies with the provisions of Title VI of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d et seq) and implementing regulations (49 CFR part 21) including amendments thereto, the Airport and Airway Improvement Act of 1982 (49 U.S.C. § 47123), the Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794 et seq.), the Americans with Disabilities Act of 1990 (42 U.S.C. § 12101, et seq.), U.S. Department of Transportation and Federal Aviation Administration (FAA) Assurances, and other relevant civil rights statutes, regulations, or authorities, including any amendments or updates thereto. This may include, as applicable, providing a current Title VI Program Plan to the FAA for approval, in the format and according to the timeline required by the FAA, and other information about the communities that will be benefited and impacted by the project. A completed FAA Title VI Pre-Grant Award Checklist is required for every grant application, unless excused by the FAA. The Authority shall affirmatively ensure that when carrying out any project supported by this grant that it complies with all federal nondiscrimination and civil rights laws based on race, color, national origin, sex, creed, age, disability, genetic information, in consideration for federal financial assistance. The Department's and FAA's Office of Civil Rights may provide resources and technical assistance to recipients to ensure full and sustainable compliance with Federal civil rights requirements. Failure to comply with civil rights requirements will be considered a violation of the agreement or contract and be subject to any enforcement action as authorized by law. During solicitations of subcontracts, labor, materials and/or equipment and during the performance of this contract, Contractor, for itself, subcontractors, its assignees, and successors in interest, agrees to comply with the following non-discrimination statutes and authorities, as may be amended from time to time, including but not limited to:
 - a) Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
 - b) 49 CFR part 21 (Non-discrimination in Federally-Assisted Programs of The Department of Transportation—

- Effectuation of Title VI of The Civil Rights Act of 1964);
- c) The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
 - d) Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR part 27;
 - e) The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
 - f) Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
 - g) The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
 - h) Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;
 - i) Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

4. **Compliance with Nondiscrimination Requirements:** Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “Contractor”), agrees as follows: **(i) Compliance with Regulations.** Contractor will comply with the Title VI List of Pertinent Nondiscrimination Acts and Authorities, which are herein incorporated by reference and made a part hereof; **(ii) Nondiscrimination.** Contractor will not discriminate on the grounds of race, color, national origin, creed, sex, age, or disability in the selection and retention of subcontractors, suppliers and others, and will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including without limitation that set forth in Appendix B of 49 CFR part 21 and amendments; **(iii) Solicitations for Subcontracts, including Procurements of Materials and Equipment.** Contractor will notify each potential subcontractor or supplier of Contractor’s obligations hereunder; **(iv) Information and Reports.** Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by Authority or the FAA to be pertinent to ascertain compliance with such Nondiscrimination Acts and Authorities and instructions and, where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, Contractor will so certify to Authority or the FAA, as appropriate, and will set forth what efforts it has made to obtain the information; **(v) Sanctions for Noncompliance.** In the event of a Contractor’s noncompliance with the nondiscrimination provisions hereunder, Authority will impose such contract sanctions as it or the FAA may determine to be appropriate, including, but not limited to withholding payments until compliance and cancelling, terminating, or suspending a contract, in whole or in part; and **(vi) Incorporation of Provisions.** Contractor will include or reference this provision in every subcontract or agreement required hereunder unless exempt by the Acts, the Regulations, and directives issued pursuant thereto, and Contractor will take action with respect to any subcontract or procurement as the Authority or the FAA may direct as a means of enforcing such provisions including sanctions for noncompliance.

B. Non-Title VI Federally Required Provisions (to the extent applicable):

1. **Federal Fair Labor Standards Act (Federal Minimum Wage) – 29 USC § 201, et seq.:** All contracts and subcontracts that result from this Agreement incorporate by reference the provisions of 29 CFR Part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA

sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers. Contractor has full responsibility to monitor compliance to the above-referenced statute and regulation. Contractor must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic, including watchmen and guards, in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek. Contractor or subcontractor shall insert in any subcontracts this clause and require subcontractors to include these clauses in any lower tier subcontracts.

2. Solicitations for Subcontracts, Including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding or negotiation, made by Contractor for work required under this Agreement, to be performed under a subcontract, which also includes procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by Contractor of the contractor's obligations under this Agreement and the Nondiscrimination Acts and Authorities on the grounds of race, creed, color, national origin, sex, age, or disability. Contractor will incorporate this Agreement (the Prime Contract) into its subcontract agreements, such that its subcontractors are obligated to Contractor to the same extent Contractor is obligated to JAA under the Prime Contract. However, nothing contained in the Prime Contract creates any contractual relationship between Subcontractor and JAA. Contractor's subcontract agreements shall require its subcontractors to generally agree to comply with all applicable federal, state and local laws, including the Civil Rights Act of 1964 as amended, as well as those non-discrimination statutes and authorities listed in Paragraph 3, above. For purposes of compliance with this section, Contractor shall furnish documented proof that each of its subcontract or sub-consultant agreements contain provisions that require compliance with the above.

3. Breach of Contract Terms: Any violation or breach of terms of this contract on the part of the Contractor or its subcontractors may result in the suspension or termination of this contract or such other action that may be necessary to enforce the rights of the parties of this agreement. Authority will provide Contractor written notice that describes the nature of the breach and corrective actions the Contractor must undertake in order to avoid termination of the contract. Authority reserves the right to withhold payments to Contractor until such time the Contractor corrects the breach or the Authority elects to terminate the contract. The Authority's notice will identify a specific date by which the Contractor must correct the breach. Authority may proceed with termination of the contract if the Contractor fails to correct the breach by the deadline indicated in the Authority's notice. The duties and obligations imposed by the Contract Documents and the rights and remedies available thereunder are in addition to, and not a limitation of, any duties, obligations, rights and remedies otherwise imposed or available by law.

4. Occupational Safety and Health Act of 1970 – 20 CFR Part 1910: All contracts and subcontracts that result from this Agreement incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. Contractor retains full responsibility to monitor its compliance and its sub-Contractors' compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Contractor must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

5. Information and Reports: The Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by JAA or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts And Authorities and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the Contractor will so certify to JAA or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information. The

Contractor must maintain an acceptable cost accounting system. The Contractor agrees to provide the Authority, the Federal Aviation Administration and the Comptroller General of the United States or any of their duly authorized representatives access to any books, documents, papers and records of the Contractor which are directly pertinent to the specific contract for the purpose of making audit, examination, excerpts and transcriptions. The Contractor agrees to maintain all books, records and reports required under this contract for a period of not less than three years after final payment is made and all pending matters are closed.

6. Sanctions for Noncompliance: In the event of a contractor's noncompliance with the Non-discrimination provisions of this contract, JAA will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to: (i) Withholding payments to the Contractor under the contract until the Contractor complies; and/or (ii) Cancelling, terminating, or suspending a contract, in whole or in part.

7. Incorporation of Provisions: The Contractor will: (i) include the above in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto; and (ii) take action with respect to any subcontract or procurement as JAA or the Federal Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the Contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the Contractor may request JAA to enter into any litigation to protect the interests of JAA. In addition, the Contractor may request the United States to enter into the litigation to protect the interests of the United States.

8. Veteran's Preference: In the employment of labor (excluding executive, administrative, and supervisory positions), the contractor and all sub-tier contractors must give preference to covered veterans as defined within Title 49 United States Code Section 47112. Covered veterans include Vietnam-era veterans, Persian Gulf veterans, Afghanistan-Iraq war veterans, disabled veterans, and small business concerns (as defined by 15 U.S.C. 632) owned and controlled by disabled veterans. This preference only applies when there are covered veterans readily available and qualified to perform the work to which the employment relates.

9. Clean Air and Water Pollution Control: To the extent applicable, Contractor agrees to comply with all applicable standards, orders, and regulations issued pursuant to the Clean Air Act (42 USC §§ 7401-7671q) and the Federal Water Pollution Control Act as amended (33 USC §§ 1251-1387). The Contractor agrees to report any violation to the Authority immediately upon discovery. The Authority assumes responsibility for notifying the Environmental Protection Agency (EPA) and the Federal Aviation Administration. Contractor must include this requirement in all subcontracts that exceed \$150,000.00.

10. Copeland "Anti-Kickback" Act: Contractor must comply with the requirements of the Copeland "Anti-Kickback" Act (18 USC 874 and 40 USC 3145), as supplemented by Department of Labor regulation 29 CFR part 3. Contractor and subcontractors are prohibited from inducing, by any means, any person employed on the project to give up any part of the compensation to which the employee is entitled. The Contractor and each Subcontractor must submit to JAA, a weekly statement on the wages paid to each employee performing on covered work during the prior week.

11. DAVIS-BACON Requirements: To the extent applicable, Contractor and its subcontractors will comply with all David-Bacon Act requirements, including without limitation the minimum wage requirement that all laborers and mechanics employed or working upon the site of the work will be paid unconditionally and not less often than once a week, and without subsequent deduction or rebate on any account (except such payroll deductions as are permitted by the Secretary of Labor under the Copeland Act (29 CFR Part 3)), the full amount of wages and bona fide fringe benefits (or cash equivalent thereof) due at time of payment computed at rates not less than those contained in the wage determination of the Secretary of Labor which is attached hereto and made a part hereof, regardless of any contractual relationship which may be alleged to exist between the Contractor and such laborers and mechanics.

12. Contract Workhours and Safety Standards Act Requirements:

1. Overtime Requirements. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic, including watchmen and guards, in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

2. Violation; Liability for Unpaid Wages; Liquidated Damages. In the event of any violation of the clause set forth in paragraph (1) of this clause, the Contractor and any subcontractor responsible therefore shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (1) of this clause, in the sum of \$29 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this clause.

3. Withholding for Unpaid Wages and Liquidated Damages. The FAA or the Authority shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this clause.

4. Subcontractors. The Contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraphs (1) through (4) and also a clause requiring the subcontractor to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this clause.

13. Certification of Offeror/Bidder Regarding Debarment: By submitting a bid/proposal under this solicitation, Contractor certifies that neither it nor its principals nor its subcontractors are presently debarred or suspended by any Federal department or agency from participation in this transaction. The successful bidder, by administering each lower tier subcontract that exceeds \$25,000 as a "covered transaction", must confirm each lower tier participant of a "covered transaction" under the project is not presently debarred or otherwise disqualified from participation in this federally-assisted project. The successful bidder will accomplish this by: (i) checking the System for Award Management at website: <http://www.sam.gov>; (ii) collecting a certification statement similar to the Certification of Offeror /Bidder Regarding Debarment, above; and (iii) inserting a clause or condition in the covered transaction with the lower tier contract. If the Federal Aviation Administration later determines that a lower tier participant failed to disclose to a higher tier participant that it was excluded or disqualified at the time it entered the covered transaction, the FAA may pursue any available remedies, including suspension and debarment of the non-compliant participant.

14. Anti-Lobbying: By signing and submitting a bid or proposal in this matter, Contractor, to the best of its knowledge and belief, certifies that: (i) no Federal appropriated funds have been paid or will be paid, by or on behalf of Contractor, to any person for influencing or attempting to influence an officer or employee of the Authority, an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement; (ii) if any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of Authority, any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions; (iii) Contractor shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into and is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. § 1352. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

15. Tax Delinquency and Felony Convictions: By signing and submitting a bid or proposal in this matter, Contractor, to the best of its knowledge and belief, certifies that it: (i) does not have any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability; and (ii) was convicted of a criminal violation under any Federal law within the preceding 24 months.

16. Texting When Driving and Video Surveillance and Telecommunication: In accordance with Executive Order 13513 and DOT Order 3902.10, JAA encourages the Contractor to promote policies and initiatives for its employees and other work personnel that decrease crashes by distracted drivers, including policies that ban text messaging while driving motor vehicles while performing work activities associated with the project. The Contractor must include the substance of this clause in all subcontractor contracts exceeding \$15,000 that involve driving a motor vehicle in performance of work activities associated with the project. Contractor and Subcontractor agree to comply with standards and policies relating to use and procurement of certain telecommunications and video surveillance services or equipment in compliance with the National Defense Authorization Act P.L. 115-232, § 889(f)(1)).

17. Safe Work Environment: All contracts and subcontracts that result from this matter incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. The employer must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The employer retains full responsibility to monitor its compliance and their subcontractor's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (29 CFR Part 1910). The employer must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

18. Tax Delinquency And Felony Convictions: By submitting a bid or proposal under this matter, Contractor certifies that neither it nor its subcontractors has: (i) had any unpaid Federal tax liability assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability;

and (ii) not been convicted of a criminal violation under any Federal law within the preceding 24 months.

19. Trade Restriction Certification: By submitting a bid or proposal under this matter, Contractor certifies that neither it nor its subcontractors: (i) is owned or controlled by one or more citizens of a foreign country included in the list of countries that discriminate against U.S. firms as published by the Office of the United States Trade Representative (USTR); (ii) has knowingly entered into any contract or subcontract for this project with a person that is a citizen or national of a foreign country included on the list of countries that discriminate against U.S. firms as published by the USTR; and (iii) has entered into any subcontract for any product to be used on the Federal project that is produced in a foreign country included on the list of countries that discriminate against U.S. firms published by the USTR. Contractor agrees that, if awarded a contract resulting from this solicitation, it will: (i) incorporate this provision for certification without modification in all lower tier subcontracts; and (ii) provide immediate written notice to JAA if Contractor learns that its certification or that of a subcontractor was erroneous when submitted or has become erroneous by reason of changed circumstances. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by this provision. The knowledge and information of a contractor is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings. This certification is a material representation of fact upon which reliance was placed when making an award. If it is later determined that Contractor or its subcontractors knowingly rendered an erroneous certification, the FAA may direct through JAA cancellation of the contract or subcontract for default at no cost to JAA or FAA.

20. Buy American and Domestic Preference: By submitting a bid or proposal under this matter, Contractor certifies that, to the greatest extent practicable, it and its subcontractors have provided a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including, but not limited to, iron, aluminum, steel, cement, and other manufactured products) in compliance with 2 CFR § 200.322. To the extent applicable, Contractor certifies that: (i) its bid/offer is in compliance with 49 USC § 50101, BABA and other related Made in America Laws, U.S. statutes, guidance, and FAA policies, which provide that Federal funds may not be obligated unless all iron, steel and manufactured goods used in AIP funded projects are produced in the United States, unless FAA has issued a waiver for the product; the product is listed as an Excepted Article, Material or Supply in Federal Acquisition Regulation subpart 25.108; or is included in the FAA Nationwide Buy American Waivers Issued list (Contractor must complete and submit the certification of compliance with FAA's Buy American Preference, BABA and Made in America laws included herein with their bid or offer; otherwise, JAA may reject as nonresponsive any bid or offer that does not include a completed certification of compliance with FAA's Buy American Preference and BABA); and (ii) all constructions materials, defined to mean an article, material, or supply other than an item of primarily iron or steel; a manufactured product; cement and cementitious materials; aggregates such as stone, sand, or gravel; or aggregate binding agents or additives that are or consist primarily of: non-ferrous metals; plastic and polymer-based products (including polyvinylchloride, composite building materials, and polymers used in fiber optic cables); glass (including optic glass); lumber; or drywall used in the project are manufactured in the U.S.

21. Prohibition of Covered Unmanned Aircraft Systems: Contractor certifies that it is aware of and complies with relevant Federal statutes and regulations, including those from the FAA, for operating unmanned aircraft systems (UAS) in accordance, and in compliance with all related requirements in the FAA Reauthorization Act of 2024 (Public Law 118-63), section 936 (49 U.S.C. § 44801 note). Contractor warrants that all UAS operations will be conducted in full compliance with all applicable FAA regulations, including but not limited to 14 CFR Part 107, and any other applicable local, state, or Federal laws and regulations. Authority and subgrant recipients cannot use AIP grant funds to enter into, extend, or renew a contract related

to covered UAS. This includes both procurement and operational contracts, as well as contracts with entities that operate such systems.

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EXHIBIT A

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**Value-Added Services &
Service Level Framework
for**

ITN No. 26-04-24001

**Oracle eBiz Maintenance & Support Services
Engagement
Submitted to**

Jacksonville Aviation Authority

Final Negotiated Revision - 10 July 2026

(Original Submission 30 June 2026)

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1. SUMMARY OF NEGOTIATED REVISIONS

The following changes were discussed and agreed during the contract negotiation on July 8th, 2026 for ITN No. 26-04-24001 and are incorporated into the relevant sections of this document, as referenced below.

Sl. No	Discussion Topic	Negotiated Outcome	Document Reference
1	Approval Hierarchy Changes	Accepted as part of standard Oracle EBS support and maintenance; will not consume CIIP enhancement hours or be treated as a development request.	Section 3.1
2	Annual Oracle License Review	Accepted: New annual Oracle EBS license review added to scope, to assist JAA in monitoring Named User licensing and utilization.	Section 4
3	Database Cloning (DEV, Sandbox & Test)	Accepted: up to 20 clones in total — DEV and Sandbox refreshed quarterly, Test refreshed monthly.	Section 5.4
4	Patching Strategy	Accepted: minimum one full patching cycle per quarter, plus Oracle CPU / security / critical one-off patches as released.	Section 5.5
5	Change Failure Penalty	Accepted: 15% SLA credit for unsuccessful change implementations.	Section 5.1
6	Recurring Failure Penalty	Accepted: 10% SLA credit for incidents reopened 3+ times within a calendar quarter.	Section 5.1
7	Documentation & Code Ownership	Confirmed: all documentation, custom developments, scripts, and code — including production fixes delivered via the change management process — are JAA property.	Section 5.6

2. VALUE-ADDED ONSITE ENGAGEMENT MODEL

AppsTek supplements its blended delivery model with an additional On-demand Onsite Support capability, enabling rapid deployment of Oracle subject matter experts and leadership resources for critical operational events, governance reviews, transition activities, production support, and strategic initiatives.

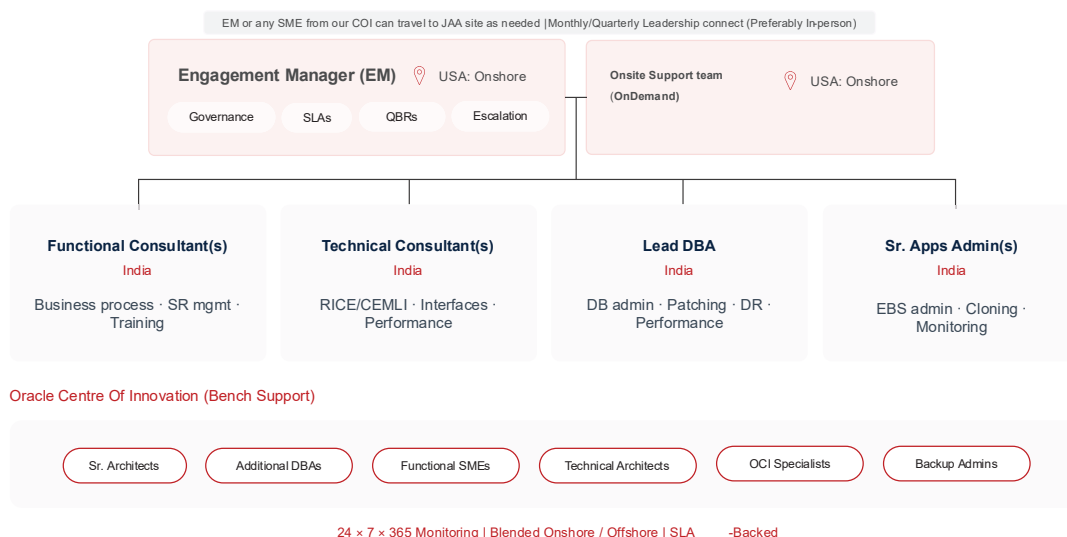
CORE OFFERING

On-Demand Onsite Support - rapid, in-person deployment of Oracle SMEs and AppsTek leadership whenever JAA needs proximity at no fixed cost, fully embedded within the managed services engagement.

This model provides JAA with enhanced responsiveness, executive accessibility, and operational flexibility while maintaining the commercial efficiency of managed services engagement.

Proposed Support Model: Team Structure

5 resources backed by Oracle Center of Innovation (Col): 24x7x365



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2.1 WHY THIS MATTERS FOR JAA

Many managed services engagements operate on a purely remote basis, which can create distance between the vendor and the client at the exact moments when proximity matters most. AppsTek's Onsite Engagement Model addresses this directly by ensuring that:

- JAA always has the option of in-person engagement for events that warrant it, without negotiating a new statement of work each time
- Executive-level AppsTek resources remain accessible and visible to JAA leadership, reinforcing the governance relationship described in AppsTek's broader engagement framework
- Operational flexibility is preserved - onsite deployment is available on demand, not fixed into the base staffing model, which keeps the commercial structure efficient for JAA

3. APPSTEK CONTINUOUS IMPROVEMENT INCENTIVE PROGRAM (CIIP)

As part of AppsTek's commitment to delivering measurable business value beyond the contractual scope, we propose a Continuous Improvement Incentive Program (CIIP) that rewards JAA for achieving greater operational stability and reduced support demand over the course of the engagement.

CORE OFFERING

Continuous Improvement Incentive Program (CIIP) - complimentary enhancement hours double from 25 to 50 per month whenever JAA's ticket volume remains within the threshold; reinvesting AppsTek's operational efficiency directly back into JAA, at no additional cost.

Unlike traditional managed services contracts which typically measure success only by ticket closure, AppsTek's philosophy is to continuously eliminate recurring issues, optimize business processes, and improve system reliability. As support demand reduces through proactive maintenance and continuous improvement initiatives, AppsTek will reinvest additional enhancement capacity back into JAA at no additional cost.

3.1 HOW THE INCENTIVE STRUCTURE WORKS

The CIIP is built around a simple, transparent mechanism: when JAA's EBS environment remains stable (as measured by annual ticket volume against an agreed baseline), AppsTek doubles the complimentary enhancement hours available for the following contract year - from 25 hours to 50 hours monthly, at no change to contract pricing.

Annual Performance & Enhancement Hour Allocation

Contract Year Performance	Annual Complimentary Enhancement Hours Available for the Following Year
Base Commitment (All Contract Years)	25 Hours per Month (Equivalent to 300 Hours per Year)
If annual ticket volume remains within the agreed threshold ($\leq 2 \times$ the current baseline of 44 tickets/year)	50 Hours per Month (Equivalent to 600 Hours per Year)
If annual ticket volume exceeds the agreed threshold	25 Hours per Month (Base monthly allocation continues)
Annual Performance Review	Ticket volumes will be jointly reviewed during the Annual Service Review / QBR, and the enhancement allocation for the subsequent contract year will be determined accordingly.

Approval hierarchy and workflow configuration changes are included within AppsTek's standard Oracle EBS support and maintenance scope. Such changes will not be classified as enhancement/development requests and will not consume CIIP complimentary hours.

Year-by-Year Application

The table below illustrates how this performance review cycle applies across the full term of the engagement:

Performance During	Enhancement Hours Available in the Following Year
Year 1	25 Hours (Base) per month → 50 Hours per month if Year 1 ticket volume remains within the agreed threshold
Year 2	50 Hours per month continues if Year 2 performance meets the agreed threshold; otherwise reverts to 25 Hours per month
Year 3	Same review process applies
Year 4	Same review process applies
Year 5	Same review process applies

3.2 GUIDING PRINCIPLE

AppsTek believes that successful managed services engagement should produce measurable operational outcomes - not simply a steady volume of closed tickets. Specifically, success should result in:

- Fewer recurring incidents
- Improved system stability
- Higher first-time resolution rates
- Better end-user experience
- Reduced operational overhead
- Greater focus on business improvements rather than reactive support

Rather than financially benefiting from increased support demand, AppsTek proposes to share the benefits of operational efficiency with JAA by increasing the value-added enhancement services available whenever the EBS environment remains stable.

This model creates a true partnership: both JAA and AppsTek are aligned toward the same outcome; reducing operational issues while continuously improving the Oracle EBS platform.

3.2.1 Included Enhancement Services

The complimentary annual enhancement hours may be utilized for approved continuous improvement activities within the existing Oracle EBS environment, including the value-added services identified in AppsTek's Proposal. The scope, prioritization, and scheduling of these activities shall be mutually agreed by JAA and AppsTek through the established governance process and will remain subject to the scope limitations and exclusions defined in the Agreement.

3.2.2 Commercial Conditions

The following conditions apply to the Continuous Improvement Incentive Program:

- Complimentary enhancement hours accrue monthly and may be carried forward for utilization within the same contract year; however, any unused balance remaining at the end of the applicable contract year shall expire and will not carry forward into the subsequent contract year.
- The baseline ticket volume for performance measurement will be based on the annual ticket volumes referenced in the ITN No. 26-04-24001 (44 tickets for the current environment) unless otherwise mutually agreed during contract execution.
- The annual ticket review will be conducted jointly by JAA and AppsTek during the Quarterly Business Review (QBR) at the end of each contract year.
- This value-added program is offered at no additional cost and does not alter the fixed commercial pricing proposed by AppsTek for the duration of the contract

3.2.3 Ticket counts used for evaluation will exclude:

- Oracle product defects requiring Oracle Support intervention.
- Infrastructure, network, operating system, or third-party application issues outside AppsTek's scope.
- New projects, major enhancements, or change requests approved outside the base support contract.
- Ticket spikes resulting from business expansions, acquisitions, new module implementations, or regulatory changes.

3.2.4 Why This Model Benefits JAA

- True partnership model - AppsTek reinvests operational efficiencies back into JAA through increased enhancement capacity.
- Greater flexibility - Enhancement hours to be consumed based on business priorities rather than monthly limits.
- Encourages proactive maintenance - rather than reactive support.
- Additional measurable annual value - without any increase to contract cost.
- Supports continuous improvement – Supported throughout the full five-year engagement term.

4. ANNUAL ORACLE LICENSE REVIEW

As part of the negotiated engagement scope, AppsTek will perform an Annual Oracle EBS License Review to assist JAA in monitoring Oracle Named User licensing and overall license utilization.

CORE OFFERING

Annual Oracle License Review - a yearly review of Oracle Named User consumption and overall license utilization, delivered at no additional cost as part of the Annual Service Review / QBR cycle.

The review will include:

- Summary of Named User license consumption measured against JAA's current entitlement
- Identification of any usage gaps, overages, or optimization opportunities
- Recommendations to support JAA's ongoing Oracle license compliance position

5. SERVICE LEVEL AGREEMENTS

Service Level Targets proposed by JAA have been extended with additional detail, alongside AppsTek's own priority-based SLA commitment structure and a complete breach definition framework. Together, these establish full transparency on performance measurement and accountability for the duration of the engagement

CORE OFFERING

Priority-Based SLA Commitments - P1 Critical issues acknowledged within 30 minutes and resolved within 4 hours - backed by a fully transparent breach definition framework covering response, resolution, communication, recurrence, and availability.

5.1 SERVICE LEVEL TARGETS - PROPOSED BY JAA (EXTENDED WITH ADDITIONAL DETAIL)

Service Area	Service Level	Minimum	Measurement Window	Commitment	Population	Formula	Credit % of Fee
Availability	Application Availability	99.99%*	Monthly	Application is available 99.99% excluding pre-agreed maintenance window	Availability Requirement in a month. The system should be available seven days a week, three hundred-sixty-five days a year during JAA core business hours, which are 4:00 AM through 11:00 PM Eastern time. Planned outages can be scheduled between Friday night to Sunday during non-business hours, or otherwise as approved by JAA.	Application Available Hours in a month / Required Availability Hours in the month	25%
Ticket Management	Response Time High Priority Tickets	98.5%	Monthly	< = 2 hours	All High Priority tickets assigned to the AppsTek AND created on or between the 1st day and the last day of the month in the Service Desk ticketing system	# tickets High Priority tickets assigned and responded to within 2 Hours of ticket assignment / total # of High Priority tickets assigned	15%
Ticket Management	Response Time Non-High Priority Tickets	95%	Monthly	< = 6 hours	All Non-High Priority tickets assigned to the AppsTek AND created on or between the 1st day and the last day of the month in the Service Desk ticketing system	# tickets Non-High Priority tickets assigned and responded to within 6 Hours of ticket assignment / total # of Non-High Priority tickets assigned	5%
Quality	Change Implementation Failure	100%	Monthly	All changes are implemented First Time Right without any resultant tickets	All changes approved by JAA and implemented by AppsTek in a month as per the Service Desk ticketing system	# Changes implemented FTR in a month / total # Changes implemented FTR in the month	15%
Quality	Recurring Failure	N/A	Quarterly	Same incident type must not recur 3+ times within a calendar quarter without a documented root cause and corrective action	All incidents categorized by type and tracked in the Service Desk ticketing system across the calendar quarter	Count of same-type incident recurrences within the quarter, evaluated against the 3-occurrence threshold	10%

5.2SLA COMMITMENTS BY APPSTEK CORP

In addition to the JAA-proposed framework above, AppsTek commits to the following priority-based response and resolution structure. This framework provides operational-level granularity across all four priority tiers and reflects AppsTek's standard service commitment model across comparable Oracle EBS engagements.

Priority	Response	Resolution	Example Scenario
P1 Critical	30 Minutes	<4 Hours	System down / all users locked out
P2 High	1 hour	<8 Hours	Core module impaired / key user impacted
P3 Medium	3 Hours	2 Business Days	Partial functionality issue / workaround available
P4 Low	6 hours	4 Business Days	General request / how-to / minor enhancement

5.3DEFINING AN SLA BREACH - COMPLETE FRAMEWORK

To ensure complete transparency and avoid any ambiguity in evaluation, every condition that constitutes an SLA breach is defined below, together with its measurement methodology and an illustrative example.

Breach Type	Definition, Measurement & Example
Response Time Breach	Acknowledgment of a ticket not received within the agreed response window for its priority tier. Measured: Ticket system timestamp from creation to first agent response. Automated alert within the window. Example: P1 ticket opened at 9:00 AM. No response logged by 9:30 AM = breach.
Resolution Time Breach	A ticket not resolved or escalated to agreed fallback within the resolution window for its priority. Measured: Ticket system timestamp from creation to resolved/closed status. Clock pauses on JAA-hold. Example: P2 ticket not resolved within 8 hours of logging = breach.
Communication Update Breach	Required periodic status updates not provided for open tickets beyond defined thresholds. Measured: P1: update every 30 min. P2: every 2 hrs. P3: every business day. Audited from ticket comments. Example: P1 open for 90 minutes with no status comment = communication breach.
Recurring Failure Breach	Same incident type recurring 3+ times in a calendar quarter without a documented root cause and corrective action. Measured: Ticket category tagging + monthly trend analysis. Tracked in monthly SLA report to JAA. Example: Concurrent Manager crashing 4 times in Q2 without RCA = recurring breach.
Availability Breach	Oracle EBS application availability falling below 99.9% in any calendar month (excluding planned maintenance windows). Measured: Environment monitoring tool uptime log. Calculated as: (total hours - downtime hours) / total hours × 100. Example: Application down 5 hours in a 720-hr month = 99.31% = breach.

AppsTek's proven SLA history reflects sustained compliance above target across comparable engagements. This framework is offered in the spirit of transparency and accountability - not as a defensive measure.

5.4 ENVIRONMENT REFRESH / DATABASE CLONING

As negotiated, AppsTek will support JAA's environment refresh requirements through a defined clone cadence across the DEV, Sandbox, and Test environments.

CORE OFFERING

Environment Refresh / Cloning - up to 20 clones in total, with DEV and Sandbox refreshed quarterly and Test refreshed monthly, included within the managed services engagement at no additional cost.

Cadence:

- DEV and Sandbox environments: refreshed once per quarter
- Test environment: refreshed once per month
- Up to 20 clones in total across all environments, included within the base managed services engagement

5.5 PATCHING CADENCE & SECURITY MONITORING

AppsTek will maintain a proactive patching cadence to keep JAA's Oracle EBS environment current and secure.

CORE OFFERING

Patching Cadence & Security Monitoring - a minimum of one full patching cycle per quarter, plus any Oracle Critical Patch Updates (CPU), security patches, or other critical one-off patches, applied on an expedited basis as released by Oracle.

- Baseline: minimum one (1) full patching cycle per quarter across all environments
- Additionally, any Oracle Critical Patch Updates (CPU), security patches, or other patches identified as critical by Oracle, applied outside the standard quarterly cycle when required
- AppsTek will proactively monitor for applicable Oracle CPU and security advisories relevant to JAA's environment

5.6 DOCUMENTATION, CODE & IP OWNERSHIP

AppsTek confirms the following with respect to ownership of documentation, code, and related work products produced under this engagement:

All documentation, custom developments, scripts, and code produced under the engagement shall become the property of JAA. This includes production fixes delivered through the change management / Request for Change (RFC) process, which are likewise the property of JAA.