




Approved by:	<b>Aura Moore</b> Deputy Executive Director and Chief Information Officer	 <u>AURA MOORE</u> (06/02/2026 17:58:24 PDT)
ITEM TYPE	<input type="checkbox"/> Award <input checked="" type="checkbox"/> Amendment <input type="checkbox"/> Appropriation <input type="checkbox"/> Policy/Program <input type="checkbox"/> Other	
SUBJECT	Request to adopt the following report and approve the individual First Amendments to Contracts DA-5675 with Accenture LLP, DA-5676 with Arup US Inc., DA-5677 with Birdi Systems Inc., DA-5678 with Boston Consulting Group Inc., DA-5679 with Burns & McDonnell Western Enterprises Inc., DA-5680 with Burns Engineering, DA-5681 with Faith Group LLC, DA-5682 with HCL America, DA-5683 with IDM Groups LLC, DA-5684 with KPMG LLP, DA-5685 with M. Arthur Gensler Jr & Associates Inc., DA-5686 with The North Highland Company LLC, DA-5687 with Parsons Transportation Group Inc., DA-5688 with Science Systems and Applications Inc., DA-5689 with SDI Presence LLC, DA-5690 with Slalom Inc., DA-5691 with Wipro LLC, and DA-5692 with World Wide Technology LLC, to increase the not-to-exceed amount by \$100,000,000, for new total of \$180,000,000, for the Master Service Agreement covering the above-mentioned contracts for digital experience and information technology services, on an as-needed basis, at Los Angeles International Airport and Van Nuys Airport.	

Item REQUIRES City Council Approval.  Item is subject only to STANDARD REVIEW by the City Council.

### DISCUSSION

#### 1. Background and Necessity of Requested Action

12-21-2023	Resolution #27874 (DA-5675 to DA-5692)	Contract Awards
Approved eighteen (18) seven-year contracts under a Master Service Agreement (MSA) to Accenture LLP, Arup US Inc., Birdi Systems Inc., Boston Consulting Group Inc., Burns & McDonnell Western Enterprises Inc., Burns Engineering, Faith Group LLC, HCL America, IDM Groups LLC, KPMG LLP, M. Arthur Gensler Jr & Associates Inc., The North Highland Company LLC, Parsons Transportation Group Inc., Science Systems and Applications Inc., SDI Presence LLC, Slalom Inc., Wipro LLC, and World Wide Technology LLC, covering digital experience and		

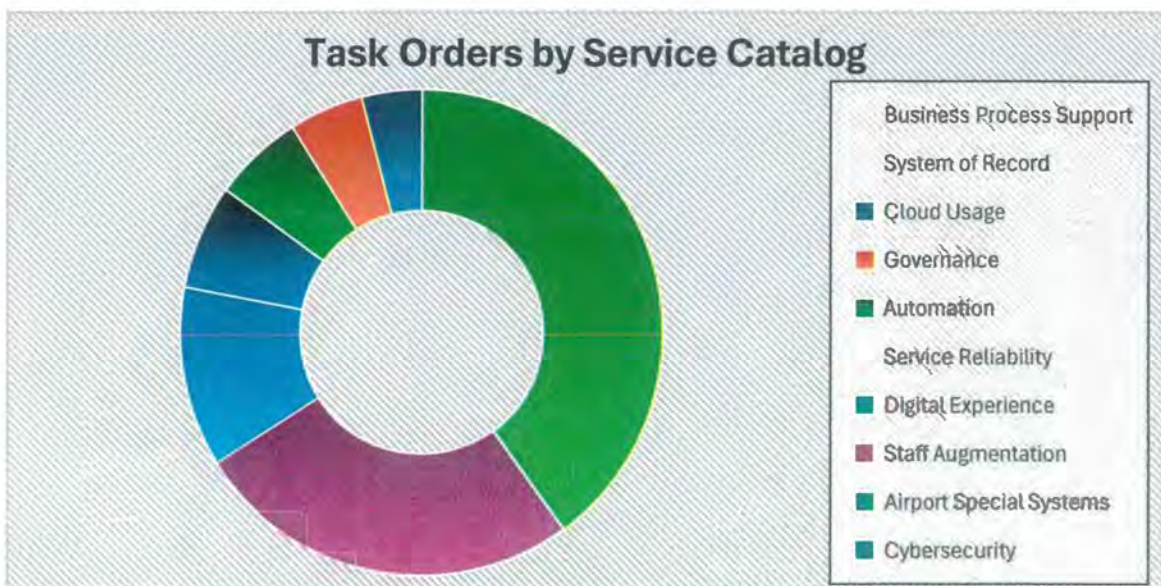
information technology (IT) services, on an as-needed basis, at Los Angeles International Airport (LAX) and Van Nuys Airport, for a combined total amount not to exceed \$80 million.

The proposed First Amendment seeks to authorize an additional \$100,000,000 in contract authority for the MSA. This increase is necessary to support the continued development, implementation, operation, and maintenance of numerous ongoing and upcoming IT projects, programs, and services. These contracts will also support critical preparations for hosting the 2028 Summer Olympics, ensuring that IT systems, infrastructure, and services are capable of meeting the heightened operational, security, cybersecurity and experience demand associated with a global event of this scale.

Information Management and Technology is responsible for delivering LAWA's Security and Technology Enhancements and Campuswide Improvements – Technology & Innovation Programs and supporting, the Terminal Development Improvement Program (TDIP), and the Landside Access Modernization Program (LAMP) CIP projects. Given the scale and complexity of these efforts, the engagement of external resources is essential to successfully deliver and sustain these initiatives.

The MSA contracts have served as the primary procurement mechanism for IT capital projects across LAWA divisions. This approach has improved efficiency and responsiveness, enabling projects to move forward more quickly without the delays typically associated with issuing standalone Requests for Proposals (RFPs). As a result, the MSA program has proven effective in accelerating project delivery and supporting the growing portfolio of capital initiatives.

The MSA contracts use a task order-based approach through a Request for Task Order Response (RFTOR). This method promotes competition, innovation, and tailored solutions among pre-qualified vendors. To date, IMT has issued over 300 task orders, representing nearly \$72 million in contract authority. The service catalogs have been actively utilized to support IMT projects in the following areas further demonstrating the MSA program's role in delivering timely, high-quality IT solutions:



This approach has already produced measurable results, with key project milestones and deliverables achieved across multiple operational and capital initiatives since December 2023, including:

<b>Program Area</b>	<b>Project</b>	<b>Accomplishments</b>
<b>LAWA's Security and Technology Enhancements</b>	CCTV Phase II	Addition of 400 new cameras increased surveillance in gap areas identified by Airport Police and Operations.
	ACAMS Phase II	Transition from end-of-life Picture Perfect to Lenel Onguard after extending to MSC, Terminal 1.5 and Taxiway P.
	VNY CCTV	Replacement of end-of-life cameras at Fly Away Terminal and addition of 29 new cameras to extend video coverage around the airport.
	T6 TBIT Biometrics	Biometric units installed at T6 and TBIT departure gates to comply with CBP's biometric exit program mandate to provide verification of 100% of outbound international passengers.
<b>Campuswide Improvements</b>	CTA Congestion and Flight Lifecycle Data Model	Development of a unified central data model that captures and integrates flight information across its lifecycle, enabling improved data sharing and analytics
	TBIT FIDS Transformation	Replace the Flight Information Display System to provide real-time, accurate flight data and enhance passenger information delivery.
	BJSR Website Development	Developed a new Business Jobs & Social Responsibility website platform to support program-specific communication, information sharing, and stakeholder engagement.

Increasing the MSA contract authority allows LAWLA IT to continue delivery of critical projects that support safe, secure, and efficient airport operations while enhancing the overall passenger experience. This funding directly supports initiatives that strengthen airport security and safety systems, improve operational reliability and resiliency, and enable seamless passenger flow across both airside and landside environments. These efforts are fundamental to ensuring LAX is fully prepared for the 2028 Summer Olympics, positioning the airport to deliver a secure, efficient, and world-class travel experience while maintaining continuity of operations and minimizing risk to critical infrastructure, cybersecurity, security and services.

The requested authority will support both in-progress projects and future initiatives including campus-wide improvement projects, 2028 Olympics readiness, and operating expense (OPEX) funded projects. While the allocation of services may evolve, this amendment provides the flexibility needed to advance priority initiatives and respond to emerging demands. Key projects listed below include both active efforts and planned initiatives that will be launched in the near term:

<b>Program Area</b>	<b>Project</b>	<b>Description</b>
<b>Campuswide Improvements</b>	Vehicle Checkpoint Verification	Implementation of systems to verify and monitor vehicles entering secure or restricted areas, enhancing perimeter security and compliance.
	Enterprise Gunshot Detection System	Enhancing security measures within the airport environment at terminals
	ACAMS upgrade, CCTV upgrade and CAD upgrade	Software and Hardware upgrade of ACAMS, CAD, and CCTV
	Network Enhancements	Network access switches replacement

	Asset Refresh	Updates IT hardware and software to maintain operational efficiency
	Enterprise Paging System Upgrade	Enhance mass communication capabilities across the airport
	Human Resources Information System	Modernizes HR systems for better employee and operational management
	Badging System Replacement	Upgrades employee identification and access control systems
	Digitization & Management of Records	Converts physical records to digital formats for efficient management
	Common Use System Replacement	Replaces airport common-use systems to improve airline check-in and boarding efficiency
	LAX CAMPUS Wi-Fi Coverage Improvement	Expands the Wi-Fi Coverage at the Terminals
	Enterprise Conveyance Monitoring	Deployment of monitoring systems for elevators, escalators, and other conveyance assets to improve maintenance, uptime, and passenger safety.
<b>OPEX funded initiatives</b>	Training Videos Modernization	Re-filming and updating mandatory employee training videos to improve onboarding, compliance, and workforce readiness through modern digital content.
	Website Redesign - flylax.com, lawa.org and iflyvny.com	Redesign of the main Los Angeles International Airport website to improve user experience, accessibility, and digital engagement.
<b>2028 Olympics Readiness Projects</b>	Apron Analytics	Deployment of analytics tools to monitor aircraft apron activities, improving safety, operational efficiency, and situational awareness on the airfield.
	Airport Congestion Management Program	Implementation of technologies to monitor and manage traffic congestion across airport roadways, improving flow and reducing delays.
	Digital Displays on Network	Platform for managing and distributing digital content across airport displays, enabling centralized control of passenger messaging, wayfinding, and communications.
	Bus Tracking Service	Program to implement real-time tracking of shuttle and bus services, improving passenger visibility, waiting times, and overall transit experience.
	Video AI Analytics	Integrated AI-driven analytics ecosystem that combines LenelS2 OnGuard (ACAMS), video AI analytics, Wi-Fi/location intelligence, Cisco Spaces, LiDAR, and IoT sensors to deliver real-time visibility, predictive insights, and automated alerts for security and operational optimization.
	Implement AI Threat Detection	Deployment of AI-driven threat detection capabilities to proactively identify and respond to cybersecurity threats across enterprise systems.
	Data Center Hardware Upgrade	Upgrade of core data center infrastructure to improve system performance, reliability, scalability, and support increased demand from critical applications.
	Enterprise Cyber Resilience	Implementation of enterprise-wide strategies and technologies to strengthen cybersecurity posture, ensure business continuity, and enhance incident response capabilities.

Approval of this additional contract authority is critical. Without it, these projects could stall, delay delivery and reduce the effectiveness of LAWA IT's initiatives. Such delays would introduce increased operational risk, limit the airport's ability to meet evolving security,

cybersecurity, and regulatory requirements, and hinder efforts to support growing passenger volumes.

2. **Selection Process:**  Competitive process.  Other process.  Not applicable.

On December 15, 2022, LAWA issued a Request for Proposals for Digital Experience and Related IT Professional Services. Forty proposers responded. Of those 40 respondents, 18 proposers were selected for these on-call contracts based on the company and proposed team's experience, relevant skills, knowledge and value to LAWA.

- Request to find that Charter Sec. 1022 is applicable to this action.

Los Angeles World Airports does not currently possess the number of staff with the requisite technology or expertise to feasibly or economically perform the work supported by these contracts.

3. **Fiscal Impact:**  None.  Revenue generation.  Cost/cost recovery.  Other.

The MSA task orders are funded through both operating and capital funds. For the operating projects, costs incurred under these contracts will be recovered through rates and charges.

Capital projects funded by the MSA contracts are already approved projects in the Capital Improvement Plan (CIP).

4. **Alternative Actions:**  Alternatives considered.  No alternatives considered.

### APPROPRIATIONS

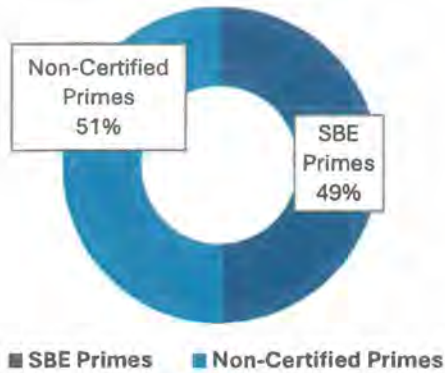
- Appropriation required.  No appropriation required.  Funding is available.

### INCLUSIVITY & IMPACT

- Goals/requirements identified.  No goals/requirements stipulated.  N/A or other.

Strategic Sourcing Division reviewed this action and established a mandatory goal of 7% Small Business Enterprise (SBE); however, all vendors pledged to meet a higher goal. As of the third quarter of Fiscal Year 2026, LAWA has issued over 300 task orders. Of that total, 63% went to SBE certified Primes, accounting for 49% of the contract authority expended.

### Task Orders by Dollar Amount



### Total Number of Task Orders



Approving this amendment will also allow for full implementation of the Mentor-Protégé Program, which IMT is working with Sourcing and Economic Impact to implement using best practices and lessons learned from other Multiple Award Task Order Contracts.

### PROVISIONS

The Chief Executive Officer has approved this item.

The Board of Airport Commissioners is hereby requested to adopt staff determination that the requested action is exempt from the California Environmental Quality Act (CEQA) pursuant to Article III, Class 1 (18)(c) of the Los Angeles City CEQA Guidelines.

The Board is hereby further requested to authorize the Chief Executive Officer, or designee, to execute said individual First Amendments to Contracts DA-5675 with Accenture LLP, DA-5676 with Arup US Inc., DA-5677 with Birdi Systems Inc., DA-5678 with Boston Consulting Group Inc., DA-5679 with Burns & McDonnell Western Enterprises Inc., DA-5680 with Burns Engineering, DA-5681 with Faith Group LLC, DA-5682 with HCL America, DA-5683 with IDM Groups LLC, DA-5684 with KPMG LLP, DA-5685 with M. Arthur Gensler Jr & Associates Inc., DA-5686 with The North Highland Company LLC, DA-5687 with Parsons Transportation Group Inc., DA-5688 with Science Systems and Applications Inc., DA-5689 with SDI Presence LLC, DA-5690 with Slalom Inc., DA-5691 with Wipro LLC, and DA-5692 with World Wide Technology LLC, subject to approval by the Los Angeles City Council and approval as to form by the City Attorney.

Actions taken on this item by the Board of Airport Commissioners will become final pursuant to the provisions of Los Angeles City Charter Section 373.