

RESOLUTION NO. 28396

WHEREAS, Los Angeles World Airports management presents for approval, individual First Amendments to Contracts [i] DA-5675 with Accenture LLP, [ii] DA-5676 with Arup US Inc., [iii] DA-5677 with Birdi Systems Inc., [iv] DA-5678 with Boston Consulting Group Inc., [v] DA-5679 with Burns & McDonnell Western Enterprises Inc., [vi] DA-5680 with Burns Engineering, [vii] DA-5681 with Faith Group LLC, [viii] DA-5682 with HCL America, [ix] DA-5683 with IDM Groups LLC, [x] DA-5684 with KPMG LLP, [xi] DA-5685 with M. Arthur Gensler Jr & Associates Inc., [xii] DA-5686 with The North Highland Company LLC, [xiii] DA-5687 with Parsons Transportation Group Inc., [xiv] DA-5688 with Science Systems and Applications Inc., [xv] DA-5689 with SDI Presence LLC, [xvi] DA-5690 with Slalom Inc., [xvii] DA-5691 with Wipro LLC, and [xviii] 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 said contracts for digital experience and information technology services, on an as-needed basis, at Los Angeles International Airport and Van Nuys Airport; and

LAX

Van Nuys

City of Los Angeles

Karen Bass  
Mayor

Board of Airport  
Commissioners

Matthew M. Johnson  
President

Vanessa Aramayo  
Vice President

Courtney La Bau  
Victor Narro  
Nicholas P. Roxborough  
Valeria C. Velasco

John Ackerman  
Chief Executive Officer

WHEREAS, the Los Angeles World Airports (LAWA) Information Management and Technology (IMT) team is responsible for delivering LAWA's Security and Technology Enhancements and Campuswide Improvements – Technology & Innovation Programs and supporting the Terminal Development Improvement Program, and the Landside Access Modernization Program Capital Improvement Plan (CIP) projects; and

WHEREAS, given the scale and complexity of those efforts, engagement of external resources is essential to successfully deliver and sustain those initiatives. LAWA does not currently possess the number of staff with the requisite technology or expertise to feasibly or economically perform the work supported by the contracts; and

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

WHEREAS, said contracts use a task order-based approach through a Request for Task Order Response. That 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:

- Cloud Usage
- Governance
- Automation Service Reliability
- Digital Experience
- Staff Augmentation
- Airport Special Systems
- Cybersecurity; and



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

| Project | Accomplishments |
|---------|-----------------|
|---------|-----------------|

*Program Area: LAWA's Security and Technology Enhancements*

|                        |   |
|------------------------|---|
| 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 Midfield Satellite Concourse, Terminal 1.5 and Taxiway P  |
| Van Nuys Airport CCTV  | Replacement of end-of-life cameras at FlyAway Terminal and addition of 29 new cameras to extend video coverage around the airport   |
| T6 and TBIT Biometrics | Biometric units installed at Terminal 6 (T6) and Tom Bradley International Terminal (TBIT) departure gates to comply with the Customs and Border Protection's biometric exit program mandate to provide verification of 100% of outbound international passengers |

*Program Area: Campuswide Improvements*

|  |   |
|--|---|
| Central Terminal Area 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 (FIDS) to provide real-time, accurate flight data and enhance passenger information delivery                                    |
| BJSR Website Development   | Developed a new Business Jobs & Social Responsibility (BJSR) website platform to support program-specific communication, information sharing, and stakeholder engagement; and |

WHEREAS, increasing the MSA contract authority allows LAWA IT to continue delivery of critical projects that support safe, secure, and efficient airport operations while enhancing the overall passenger experience. The 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; and

WHEREAS, those efforts are fundamental to ensuring Los Angeles International Airport (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; and

WHEREAS, the requested increase will support both in-progress projects and future initiatives including campuswide improvement projects, 2028 Olympics readiness, and operating expense (OPEX) funded projects. While the allocation of services may evolve, the Amendment provides the flexibility needed to advance priority initiatives and respond to emerging demands; and

WHEREAS, the following key projects include both active efforts and planned initiatives that will be launched in the near term:

| Project | Description |
|---------|-------------|
|---------|-------------|

*Program Area: Campuswide Improvements*

|   |  |
|---|--|
| 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 & 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 Human Resources systems for better employee and operational management  |
| Badging System Replacement                | Upgrades employee identification and access control systems  |
| Digitization and 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     | Expand 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 |

*Program Area: OPEX funded initiatives*

|   |  |
|---|--|
| 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 LAX website to improve user experience, accessibility, and digital engagement   |

(table cont'd)

| Project   | Description  |
|---|--|
| <i>Program Area: 2028 Olympics Readiness Projects</i> |  |
| 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 LeneIS2 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; and   |

WHEREAS, without the MSA amount increase, the above-mentioned projects could stall, thereby delaying delivery and reducing 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; and

WHEREAS, the MSA task orders are funded through both operating and capital funds. For the operating projects, costs incurred under the contracts will be recovered through rates and charges. Capital projects funded by the MSA contracts are already approved projects in the CIP; and

WHEREAS, a mandatory goal of 7% Small Business Enterprise (SBE) was established; 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; and

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

WHEREAS, 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;

NOW, THEREFORE, BE IT RESOLVED that the Board of Airport Commissioners hereby adopts the staff report; further adopts staff's 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; finds that Charter Section 1022 is applicable to the requested action; approves the individual First Amendments to Contracts [i] DA-5675 with Accenture LLP, [ii] DA-5676 with Arup US Inc., [iii] DA-5677 with Birdi Systems Inc., [iv] DA-5678 with Boston Consulting Group Inc., [v] DA-5679 with Burns & McDonnell Western Enterprises Inc., [vi] DA-5680 with Burns Engineering, [vii] DA-5681 with Faith Group LLC, [viii] DA-5682 with HCL America, [ix] DA-5683 with IDM Groups LLC, [x] DA-5684 with KPMG LLP, [xi] DA-5685 with M. Arthur Gensler Jr & Associates Inc., [xii] DA-5686 with The North Highland Company LLC, [xiii] DA-5687 with Parsons Transportation Group Inc., [xiv] DA-5688 with Science Systems and Applications Inc., [xv] DA-5689 with SDI Presence LLC, [xvi] DA-5690 with Slalom Inc., [xvii] DA-5691 with Wipro LLC, and [xviii] 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 said contracts for digital experience and information technology services, on an as-needed basis, at Los Angeles International Airport and Van Nuys Airport; and authorizes 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.

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I hereby certify that this Resolution No. 28396 is true and correct, as adopted by the Board of Airport Commissioners at its Special Meeting held on Thursday, June 18, 2026.



Grace Miguel – Secretary  
BOARD OF AIRPORT COMMISSIONERS