

Departmental Standard Operating Procedure
Miami-Dade Aviation Department
DSOP No. 02-01
Effective: January 14, 2001

SUBJECT: Requests for Letters of Introduction or Endorsement

Purpose: To establish policy and procedures for handling requests for departmental letters of introduction or endorsement for private businesses.

I. AUTHORITY:

[Operational Directive No. 99-03, Aviation Department Written Directive System.](#)

II. DEFINITIONS:

- A. *Qualification verification (QV)* – The process of confirming or verifying official statements and assertions made to MDAD by third parties.
- B. *Due diligence* – The level of care or effort used to conduct any QV process. This term is generally defined as performing those functions and exerting the level of effort and care that a reasonable person would make to faithfully fulfill his or her duty.

III. BACKGROUND:

From time to time the Aviation Department may receive requests for letters of introduction or endorsement from third parties. This DSOP establishes policy for processing such requests.

IV. POLICY:

The Aviation Department requires that specific due diligence procedures be followed when third parties request letters of introduction or endorsement. All such letters must be approved by the Aviation Director and signed by her or him.

V. PROCEDURE:

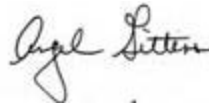
- A. Requests for MDAD letters of introduction or endorsement must be forwarded to the Procurement Division for qualification verification. Due diligence will be exercised in performing this process.

- B. The Procurement Division will request the submission of the following documents by the requesting party:
1. Proof of corporate registration with the State of Florida.
 2. Listing of names, addresses, and telephone number of corporate officers.
 3. Tax identification numbers from the United States Internal Revenue Service and the Florida Department of Revenue.
 4. Miami-Dade County Occupational License.
 5. Five business references, including corporate name, address, telephone contact person, and nature of work performed.
- C. The Procurement Division will verify the accuracy of these documents and determine that the entity's previous business dealings with MDAD or other County departments have been satisfactory and in keeping with County laws and policies.
- D. In the event that such examination reveals material inconsistencies warranting further review, the Professional Compliance Division, at the request of the Assistant Aviation Director for Procurement, will conduct such review.
- E. The result of the QV process will be forwarded to the Aviation Director for disposition.
- F. If necessary, MDAD shall advise the appropriate enforcement agency of allegations of false official statements.

REVOCAATION: None.

CROSS REFERENCE:

- A. [DSOP No. 01-07, Qualification Verification and Due Diligence.](#)
- B. [Miami-Dade County Administrative Order 7-7, Employees Having Knowledge of a Crime.](#)



Angela Gittens, Aviation Director

Date: January 14, 2002