



**NEW REQUESTS FOR PROPOSALS
JANITORIAL SERVICES
at
CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT
for the
CITY OF CHARLOTTE, NORTH CAROLINA**

September 4, 2014

A. INTRODUCTION

The City of Charlotte (“City”) is issuing this Request for Proposals for Janitorial Services (the “Work”) at Charlotte Douglas International Airport (“CLT”). The Work will be governed by an agreement, a sample of which is attached hereto as **Exhibit B** to this RFP (“Agreement”).

The Work will include janitorial services, as further described herein, for the Terminal building and other structures located on CLT property comprising approximately one million five hundred thousand (1,500,000) square feet. The selected Proposer will be expected to provide labor, supervision, materials, equipment, chemicals, supplies and incidentals as outlined below.

B. SCHEDULE

DATE	ACTIVITY (All times are EST)
September 4, 2014	Issue RFP
September 9, 2014	Submission of RFP Acknowledgement, 10 A.M. EST
September 11, 2014	Mandatory Pre-Proposal Conference at 10 A.M. EST
September 15, 2014	Written Questions are due, 5 P.M. EST
September 30, 2014	Proposals are Due, 4 P.M. EST (by CLT’s Clock)
October 6 st – 7 rd	Proposer Interviews (if applicable)
October 27, 2014	City Council Date
February 1, 2015	Estimated Start Date

CLT reserves the right to modify the deadline set forth in the above table in its sole discretion. Any such modifications will be stated in an addendum as described in **Section II B** below.

C. SCOPE OF WORK

A full scope of work for this RFP is attached hereto as **Exhibit A** including all required equipment and services.

II. RFP SELECTION PROCESS

A. POINT OF CONTACT

The point of contact for all submissions and correspondence regarding this RFP will be Olivia Clark (“RFP Project Manager”) and may be reached by email at procurement@cltairport.com. Submissions of questions, correspondence or requests for clarifications to persons other than the RFP Project Manager will not receive a response.

B. INTERPRETATION AND ADDENDA

No interpretation or clarification regarding this RFP will be made verbally to any Proposer. Requests for interpretation or clarification must be submitted electronically to the RFP Project Manager. When submitting a request for interpretation or clarification, Proposers are encouraged to reference the RFP page and topic number pertinent to the question(s). All questions must be submitted no later than the date and time (by CLT’s clock) stated in the RFP Schedule for the submission of questions. Any questions received after that time will not be addressed.

Interpretations, clarifications and supplemental instructions from CLT will be in the form of a written addendum, which will be posted to the CLT website at www.cltairport.com, on the Advertising for Bids and Proposals page located under the Business with CLT section. Proposers shall acknowledge their receipt and review of all posted addenda on the Proposal Forms attached hereto as **Form 2**.

Only the written interpretations, clarifications or supplemental instructions set forth in the posted addenda shall be binding, and Proposers are warned that no other source is authorized to give information concerning, explaining or interpreting this RFP.

C. REQUEST FOR PROPOSAL ACKNOWLEDGMENT

Proposers shall thoroughly examine and become familiar with this RFP, including forms, attachments, and any addendum that may be issued. The failure or the neglect of a proposer to receive or examine any RFP document shall in no way relieve it from any obligation with respect to its proposal or the obligations that flow from being the selected Proposer. No claim based upon a lack of knowledge or understanding of any document or its contents shall be allowed.

Please acknowledge receipt of this RFP by email on or before the date stated in the RFP Schedule using the Request for Proposals Acknowledgement form attached hereto as **Form 1**. This form will provide CLT with an attendee count for the Pre-Proposal Conference. Proposers are required to email the completed Request for Proposals Acknowledgment to the RFP Project Manager at the email listed in **Section II A** above.

D. ATTEMPTS INFLUENCE THE SELECTION PROCESS

Except for clarifying written questions sent to CLT, all proposers, including any and all persons acting on their behalf, are strictly prohibited from contacting elected or appointed City officials, officers, or employees, on or regarding any matter relating to this RFP from the time the RFP is issued until the start of the open business meeting at which City Council is asked to approve the agreement between the City and the selected Proposer.

CLT reserves the right to disqualify any Proposer who contacts a City official, employee, representative, contractor, or agent concerning this RFP other than in accordance with this section.

E. MANDATORY PRE-PROPOSAL CONFERENCE

A Pre-Proposal Conference will be conducted on the date and at the time stated in the RFP Schedule above. The Pre-Proposal Conference will be held at the CLT Center, 5601 Wilkinson Blvd., Charlotte, NC 28208. If special accommodations are required for attendance, please notify the RFP Project Manager in advance of the Pre-Proposal Conference identifying the special accommodation(s) required. All Proposers are required to sign in at the CLT Center's front desk and provide vehicle license tag numbers (if applicable). If attendees are flying in for the meeting, they may take the business valet shuttle which will drop them off at the business valet deck, directly across from the CLT Center. The business valet shuttle picks up passengers outside of door D on the upper level of the terminal.

The Pre-Proposal Conference will include an information session and if interested Proposer may request a tour of the terminal facilities at that time, however, absent a request, no facility tour is scheduled.

F. SELECTION CRITERIA AND MINIMUM REQUIREMENTS

Upon review and evaluation of all qualifying proposals, including any interviews that the CLT may elect to require, the Evaluation Committee will select and recommend the Proposer that, in its sole judgment, is most responsive in meeting the requirements and objectives of this RFP as set forth below.

Selection Criteria	
Experience	CLT will evaluate the ability to meet the minimum requirements as set forth in Form 3 .
Staffing	CLT will evaluate the staffing plan (including positions, hours and wages).
Transition Plan	CLT will evaluate the transition plan based on minimum impact to CLT's operations
Compensation	CLT will evaluate the Proposer on the overall compensation proposed related to the provision of the Work.
References	CLT will consider the extent and quality of the Proposer's references.

G. EVALUATION COMMITTEE AND AWARD OF CONTRACT

The Aviation Director will appoint an Evaluation Committee to review all Proposals. As part of the evaluation process, the Evaluation Committee may engage in discussions with any Proposer to determine in greater detail the Proposer's qualifications and to learn about the Proposer's proposed method of performance to facilitate arriving at an agreement that will be satisfactory to CLT.

CLT may in its discretion require one or more Proposers to make presentations to the Evaluation Committee or appear before CLT and/or its representatives for an interview. During such interview, the Proposer may be required to present its Proposal and to respond in detail to any questions posed. Additional meetings may be held to clarify issues or to address comments, as CLT deems appropriate. Proposers will be notified in advance of the time and format of such interviews and/or meetings.

The Evaluation Committee will consider all relevant materials and information in making its selection. The Evaluation Committee will recommend the Proposer that it determines, in its sole discretion, is best able to provide the Work.

If chosen, the Proposer's selection is subject to final agreement on all terms and conditions of the Agreement. Upon Proposer's execution of the Agreement, the Aviation Director may submit it to City Council for approval. If the Aviation Director and the selected Proposer are unable to agree on the final terms, the selected Proposer will be excused from further consideration and CLT may, at their option, select another Proposer.

The City Council may, in its sole and absolute discretion, accept or reject the recommendation of the Evaluation Committee, Agreement, and supporting ancillary documents. The City shall have no obligations under this RFP until City Council has formally approved the award of the Agreement to the selected Proposer and the Agreement has been executed by both parties.

H. CONSENT TO INVESTIGATE

The selection of the proposer will be based on a thorough investigation of the proposals submitted in response to this RFP. As part of the selection process, CLT may request that Proposers provide additional information, including without limitation, financial records, certified bank statements or other company records relevant to the Evaluation Committees review of the proposals. By submitting a Proposal, each Proposer consents to any investigation the City deems necessary.

I. CHARLOTTE BUSINESS INCLUSION ("CBI") PROGRAM

The City has a long history of creating and implementing strategies to support and encourage local business growth. In 2013, the City Council adopted the CBI policy to promote diversity,

inclusion, and local business opportunities in the City's contracting and procurement process for Minority, Women, and Small Business Enterprises ("MWSBEs").

For this RFQ, the City will negotiate an MWSBE participation goal ("Contract Goal") with the selected firm. The Contract Goal will be made part of the selected firm's Agreement. Firms are required to complete and attach CBI Form #3 – Utilization Commitment to their Statements of Qualifications. A complete list of registered MWSBEs as well as a copy of the CBI Policy is available on the City's website at www.charlottebusinessinclusion.com.

The selected firm will be required to submit CBI Form #4 – Letter of Intent for each MWSBE the selected firm commits to use to meet the Contract Goal. These forms are due no later than three (3) business days from the time they are requested by CLT, unless otherwise agreed by the parties. During the term of the Agreement, the selected firm shall be required to submit CBI Form #6 – Payment Affidavit with each invoice submitted to CLT for payment.

Form copies of CBI Form #3 – Utilization Commitment, CBI Form #4 – Letter of Intent and CBI Form #6 – Payment Affidavit are attached hereto as Form 6.

Submission Requirements

Proposed means and methods of achieving MWSBE utilization. Although the CBI Program allows CLT to negotiate a goal with the selected firm, CLT would like to see how the selected firm expects to utilize MWSBEs throughout the course of the Project.

CBI Form # 3 should be submitted for this section, stating the MWSBE company(s) that selected firm intends to use and a description of the scope of work for each MWSBE company identified, EXCLUDING % or dollar values.

**CBI Form #3 is the ONLY CBI form that should be attached to the Statement of Qualifications.

III. FINANCIAL ELIGIBILITY AND DISQUALIFICATION OF PROPOSERS

A. FINANCIAL SECURITY

Prior to execution of the Agreement, the selected Proposer will be required to furnish CLT with a performance bond to secure performance under the Agreement. The amount and terms of the performance bond will be governed by the Agreement. The selected proposer is required to maintain the performance bond for as long as the Agreement is in effect. As part of the proposal a letter confirming the Proposer's ability to obtain a performance bond in accordance with the terms of the Agreement is required.

B. FINANCIAL CAPACITY

Proposer is expected to have the financial ability to move forward with the Work, however, proposer's financials will not be a required as part of the proposal. Upon inspection of the proposals, CLT reserves the right to request any and all financial material it deems relevant in assessing the validity of the proposal. Such materials may include, without limitation, an official bank statement, copies of account records certified by a CPA or a letter of credit. As part of your proposal a list of any contracts where proposer was terminated including an explanation why and a list of any past bankruptcies must be included.

C. DISQUALIFICATION OF PROPOSAL

Without in any way limiting CLT's right to reject any or all Proposals, Proposers are advised that any of the following may be considered as sufficient cause for the disqualification of a Proposer and the rejection of a Proposal: (i) failure to meet the experience and qualifications eligibility requirements set forth in the Scope of Work; (ii) submission of more than one proposal by an individual, firm, partnership or corporation under the same or different names, including the names it does business under; (iii) evidence of collusion among proposers; (iv) improper communication as described in **Section II D**. Proposals will be considered irregular and may be rejected for omission, alterations of form, additions not called for, conditions, limitation, unauthorized alternate proposals or other irregularities of any kind. All of the foregoing notwithstanding, however, CLT reserves the right to waive any such irregularities.

IV. PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

A. PROPOSAL FORMAT

CLT desires all Proposals to be identical in format in order to facilitate the evaluation process. Failure to comply with the format requirements set forth herein may result in rejection of the Proposal. Proposals must be structured as follows:

1. Cover letter

The Proposal must include a letter of transmittal attesting to its accuracy, signed by an individual authorized to execute binding legal documents on behalf of the Proposer. The cover letter shall provide the name, address and telephone number of the Proposer and the executive authorized to contract with CLT.

Each Proposer shall make the following representations and warranty in the Cover Letter, the falsity of which may result in rejection of its Proposal: **"The information contained in this Proposal or any part thereof, including its Forms, Attachments, Exhibits and other documents and instruments delivered or to be delivered to CLT, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead CLT as to any material facts."**

2. Additional Forms & Information

- a. Request for Proposals Acknowledgment – Form 1
- b. Proposal Form and supporting documentation – Form 2
- c. Qualifications Form and supporting documentation – Form 3
- d. Non-Discrimination Certification – Form 4
- e. E-Verify Certification – Form 5
- f. Charlotte Business INClusion Program Form – Form 6
- g. Compensation Worksheet
- h. Staffing Plan (Including Positions, Weekly Hours & Wages)
- i. Transition Plan
- j. Professional References
- k. Letter from Insurance Company Confirming Proposer's Ability to Meet Insurance Requirements.
- l. Letter from Surety Confirming Proposer's Ability to Meet Performance Bond Requirements.

B. SUBMISSION REQUIREMENTS

Proposers must submit seven (7) unbound, three-hole punched, tabbed original and complete Proposals signed in ink by a company official authorized to make a legal binding offer and an electronic version on a flash drive in searchable Adobe Acrobat .pdf format to the RFP Project Manager no later than the date and time set forth in the RFP Schedule above, according to CLT's clock. Submission may be by mail or hand-delivery as follows:

1. By Mail – Attn: Olivia Clark, RFP Project Manager, CLT Center, 5601 Wilkinson Boulevard, Charlotte, NC 28208; or
2. By Hand-delivery – Proposals may hand-delivered to the office attendant in the front lobby of the CLT Center, 5601 Wilkinson Boulevard, Charlotte, NC 28208.

Proposals will be time and date stamped upon receipt (by either mail or hand-delivery).

Where possible, all Proposals shall be 8 1/2" x 11" format with all standard text no smaller than eleven (11) points. All Proposals should use double-sided copying and be unbound with tab dividers corresponding to the format requirements specified above. Failure of the Proposer to organize the information required by this RFP as outlined herein may result in CLT, at its sole discretion, deeming the Proposal non-responsive to the requirements of this RFP.

The Proposer, however, may reduce the repetition of identical information within several sections of the Proposal by making the appropriate cross-references to other sections of the Proposal. Appendices for certain technical or financial information may be used to facilitate Proposal preparation.

C. WITHDRAWAL OF PROPOSAL; CORRECTION OF ERRORS

Withdrawal of the proposal may occur at any time prior to the submission deadline as set forth in the RFP Schedule above, by written request, sent by email to the RFP Project Manager. A request for withdrawal will not be effective until CLT has confirmed, in writing, the receipt of such request. A request to withdraw a Proposal by telephone or facsimile shall not be considered a valid request to withdraw a Proposal. Withdrawal of one proposal will not preclude the submission of another timely proposal but no withdrawal will be allowed after the submission deadline.

If Proposer desires to amend a submitted Proposal before the Proposal Due Date, Proposer must follow the withdrawal procedures described in this Section and resubmit the amended Proposal on or before the Proposal Due Date in a manner consistent with the Submission Requirements. Where there are corrections prior to submission, the Proposer's representative signing the Proposal must initial erasures or other corrections in the Proposal. The Proposer further agrees that in the event of any obvious errors, CLT reserves the right to waive such errors in its sole discretion.

E. PROPOSAL TERMS FIRM AND IRREVOCABLE

The signed Proposal shall be considered a firm offer on the part of the Proposer for one hundred and eighty (180) days. All Proposal responses (including all statements, claims, declarations, prices and specifications in the Proposals) shall be considered firm and irrevocable for purposes of contract negotiations unless specifically waived in writing by CLT. The selected Proposer should be prepared to have its Proposal and any relevant correspondence or documentation incorporated into the Agreement, either in part or in its entirety, at CLT's election. Any false or misleading statements found in the Proposal may be grounds for disqualification and termination of the Agreement.

This RFP does not constitute an offer by CLT. No binding contract, obligation to negotiate, or any other obligation shall be created on the part of CLT unless CLT and the Proposer execute the Agreement following award of such agreement by the City Council.

V. RFP TERMS AND CONDITIONS

A. CLT's RIGHTS AND OPTIONS

CLT reserves the following rights, which may be exercised at CLT's sole discretion:

- i. To supplement, amend, substitute, withdraw or otherwise modify this RFP at any time;
- ii. To issue additional requests for information;
- iii. To require a Proposer to supplement, clarify or provide additional information in

- order for CLT to evaluate its Proposal;
- iv. To conduct investigations with respect to the qualifications and experience of each Proposer;
- v. To waive any defect or irregularity in any Proposal received;
- vi. To share the Proposals with City and/or CLT employees other than the Evaluation Committee as deemed necessary;
- vii. To award all, none, or any part of the scope of work set forth in this RFP that is in the best interest of CLT with or without re-solicitation;
- viii. To discuss and negotiate with selected Proposer(s) any terms and conditions in the Proposals including but not limited to financial terms;
- ix. To enter into any agreement deemed by CLT to be in the best interest of CLT;
- x. To reject any or all proposals submitted; and
- xi. To re-advertise for proposals using this RFP or a different RFP or solicitation.

B. ACCURACY OF RFP AND RELATED DOCUMENTS

CLT assumes no responsibility for conclusions or interpretations derived from the information presented in this RFP, or otherwise distributed or made available during this selection process. In addition, CLT will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents other than those provided by CLT through the issuance of addenda. In no event may a Proposer rely on any oral statement in relation to this RFP.

Should a Proposer find discrepancies or omissions in this RFP or any other documents provided by CLT, the Proposer should immediately notify CLT of such discrepancy or omission in writing, and a written addendum may be issued if CLT determines clarification necessary. Each Proposer requesting a clarification or interpretation will be responsible for delivering such requests to CLT as directed in **Section II B** of this RFP.

The information contained in this RFP and attachments, hereto, and any addendum that may be issued, has been obtained from sources thought to be reliable, but the City and its elected officials, officers, employees, agents and contractors, are not liable for the accuracy of the information or its use by prospective respondents.

C. PROPOSER'S COST OF PROPOSAL PREPARATION

Proposers are responsible for any and all costs associated with the proposal process including, but not limited to, the creation of the proposal and any interviews (if applicable). CLT will not accept any promotional items as part of the proposal process and any such items included will either be discarded or, if so requested, returned to the Proposer at Proposer's cost.

D. REPRESENTATION BY BROKER

The City will not be responsible for any fees, expenses or commissions for brokers or their agents. Communications by or between employees of or contractors to the City and any potential or actual respondent broker or agent are not to be construed as an agreement to pay, nor will the City pay any such fees, expenses or commissions. By submitting its proposal, respondent agrees to hold the City harmless from any claims, demands, actions or judgments in connection with such broker fees, expenses or commissions.

E. RIGHT TO TERMINATE NEGOTIATIONS / DISCUSSIONS

The Proposer's participation in this process might result in CLT selecting the Proposer to engage in further discussions including the negotiation of the Scope of Work and CBI goal. The commencement of such discussions and negotiations, however, does not signify a commitment by CLT to execute the Agreement or to continue discussions and negotiations. CLT may terminate discussions and/or negotiations at any time and for any reason prior to the award of a binding contract by the City Council, and either abandon the selection process or select another Proposer with whom to enter into negotiations.

F. OWNERSHIP AND PUBLIC RECORDS LAW

All proposals and supplementary material provided as part of this process will become the property of the City. Proposers are advised that all information included in the material provided may become available to the public except for information that falls under one or more of the statutory exceptions set forth in Chapter 132 and 66-152 *et seq.* of the North Carolina General Statutes. Proposer may designate information confidential that is considered a trade secret or confidential under North Carolina Statute, however CLT reserves the right to make the final determination on if the material marked confidential in fact meets the statutory requirements. In submitting a proposal, each Proposer agrees that the CLT may reveal any trade secrets or confidential information to CLT staff, consultants or third parties assisting with this RFP and resulting Agreement. Where information is marked Trade Secret, Proposer agrees to indemnify and hold harmless the City and each of its officers, employees and agents from all costs, damages and expenses incurred in connection with refusing to disclose any material which Proposer has designated as a trade secret or confidential.

G. DISCLAIMER

The information contained in this RFP and attachments, hereto, and any addendum that may be issued, are provided to assist prospective proposers in the preparation of proposals. The information has been obtained from sources thought to be reliable, but the City and its elected officials, officers, employees, agents and contractors, are not liable for the accuracy of the information or its use by prospective respondents.

H. BUSINESS LICENSE AND VENDOR REGISTRATION

The selected Proposer is required to be registered as a vendor of the City and must be licensed or qualified to be licensed to provide the Work in the State of North Carolina. For more information on how to register as a vendor of the City, you may visit www.charlottenc.gov under Procurement Management, Vendor Registration.

FORM 1

REQUEST FOR PROPOSALS ACKNOWLEDGMENT

A. Acknowledgment

The Proposer hereby certifies receipt of the Request for Proposals for Janitorial Services. This form should be completed upon receipt of the City's Request for Proposals and emailed to the RFP Project Manager as listed in **Section II A** on or before the date set forth in the RFP Schedule above.

B. Pre-Proposal Conference

Names, titles and email addresses of Proposer's representatives attending the Pre-Proposal Conference, which will be held on the date and at the time listed in the RFP Schedule above, are:

Proposer would like to request a tour of the facility on the same day as the pre-proposal conference: (if yes, include the birth dates of each person attending in the space provided above)

Yes: _____

No: _____

Date: _____

Authorized Signature: _____

Printed Name: _____

Title: _____

Company Name: _____

Contact Name: _____

Contact E-mail address: _____

FORM 2

PROPOSAL FORMS

Proposer Name: _____

Principal Office Address: _____

A. COMPENSATION

The Compensation Worksheet will be emailed the Proposer's representative who signed **Form 1** upon its receipt. Details about requested compensation information are included in **Exhibit A**.

B. NON-COLLUSION AFFIDAVIT

In submitting this Proposal, Proposer hereby declares that the only person or persons interested in this Proposal as principal or principals is or are named herein and that no person other than herein mentioned has any interest in this Proposal or in the contract to be entered into; that this Proposal is made without connection with any other person, company or parties submitting a Proposal in response to this RFP; and that it is in all respects fair and in good faith without collusion or fraud. Proposer represents to the City that, except as may be disclosed in an Addendum hereto, no officer, employee or agent of the City presently has any interest, either directly or indirectly, in the business of Proposer, and that any such officer, employee or agent of the City having a present interest in the business of Proposer shall not have any such interest at any time during the term of the Agreement should it be awarded to the Proposer.

C. ACKNOWLEDGEMENT OF ADDENDA

Proposer further declares that it has examined the RFP including all Forms, Attachments, Exhibits and Addenda, as acknowledged below, and that he/she has satisfied himself/herself relative to the requirements, procedures and rights of this RFP. Acknowledgment is hereby made of receipt of the following Addenda (identified by number) since issuance of the RFP.

Addendum Number	Date

E. PROPOSAL CHECKLIST

Proposal must initial each item below to confirm that it has been included in the Proposal. Proposals must be formatted in the same order as the checklist below.

	Cover Letter
	Proposal Forms
	Qualifications and Proposer Requirements
	Non-Discrimination Certification
	E-Verify Certification
	Charlotte Business Inclusion Program Forms
	Compensation Worksheet
	Staffing Plan
	Transition Plan
	Professional References
	Letter from Insurance Company Confirming Proposer's Ability to Meet Insurance Requirements
	Letter from Surety Confirming Proposer's Ability to Meet Performance Bond Requirements

F. VERIFICATION AND CERTIFICATION OF AUTHENTICITY OF PROPOSAL

Submission of this Proposal is the duly authorized official act of the Proposer and the person(s) executing this Proposal and is in accordance with the terms and conditions as set forth in the RFP. The Proposer is duly authorized and designated to execute this Proposal on behalf of and as of the official act of Proposer, this _____ day of _____, 2014.

Name: _____

Signature: _____

Printed Name: _____

Title: _____

Address: _____

(If Proposer is a partnership or joint venture, fill in name of partnership or joint venture, followed by the signature of the partner or venture signing)

Name of Partnership/Joint Venture: _____

Signature: _____

Printed Name: _____

Title: _____

Address: _____

Organized under the laws of the State of _____, and authorized by law to make this Proposal and perform all work and furnish materials and equipment required under the Agreement.

Names and addresses of All Partners/Joint Venturers (attach additional pages if necessary):

(If Proposer is a corporation, fill in the name of corporation, followed by the signature of the official signing, followed by title)

Name of Corporation: _____

Signature: _____

Printed Name: _____

Title: _____

Address: _____

Organized under the laws of the State of _____, and authorized by law to make this Proposal and perform all work and furnish materials and equipment required under the Management Agreement.

The full names and address of persons or firms interested in the foregoing Proposal as principals or officers are as follows (attach additional pages if necessary):

(If Proposer is a limited liability company, fill in the name of the limited liability company, followed by the signature of the manager or other person signing on behalf of the limited liability company, followed by title)

Name of Limited Liability Company: _____

Signature: _____

Printed Name: _____

Title: _____

Address: _____

Organized under the laws of the State of _____, and authorized by law to make this Proposal and perform all work and furnish materials and equipment required under the Agreement.

The full names and address of persons or firms interested in the foregoing Proposal as principals or officers are as follows (attach additional pages if necessary):

FORM 3

QUALIFICATIONS AND PROPOSER REQUIREMENTS

All statements contained herein must be true and correct. Any omissions or inaccuracies may result in the rejection of this Proposal by CLT. Proposers should note that some responses require separate sheet(s) for response. Those responses should be appropriately marked corresponding to the question. Proposers should use as many additional sheets of paper as necessary to completely answer the question.

All of the information requirements in this **Form 3** are required for Proposer and all subcontractors identified in the Proposal. Therefore, the use of the term “Proposer” in this **Form 3** applies to Proposer and all subcontractors of Proposer that will be involved in the performance of the Work pursuant to the Agreement.

A. EXPERIENCE AND QUALIFICATIONS

Proposers must meet or exceed the following criteria in order for proposals to be considered by Proposer must show the following:

- They currently and have been providing janitorial services continuously for the past five (5) years;
- That within the last three years, have provided janitorial services to a large facility as described below:
 - An airport with a minimum of twenty million (22,000,000) total passengers annually; or
 - A large public facility with a minimum of seven hundred and fifty thousand (750,000) square feet of indoor climate controlled area serviced in multiple shifts, twenty-four (24) hours per day, seven (7) days per week by a staff of at least one hundred and fifty (150) full time employees.
- They have had gross revenues of at least Three Million dollars (\$3,000,000.00) during its last fiscal year.

Information may be provided in the chart below or on a separate sheet of paper as needed.

Client Name	Start Date	End Date	Facility Description

FY 2014 Gross Profits: _____

B. PROPOSER HISTORY

1. Has Proposer ever been subject to claims, actions, demands, suits or other litigation (collectively litigation) brought by any airport owner/operator or others over non-payment of rent or fees, or non-performance of similar Work as that requested under this RFP ? Yes () No ().

If the answer is “Yes,” attach a detailed explanation of the nature and result of such litigation.

2. Does the Proposer have any past due arrearages or is in breach of contract with any previous or existing contract with the City?
Yes () No ().

3. Has Proposer declared bankruptcy in the past ten (10) years? Yes () No ().

If the answer is “Yes,” attach a detailed explanation including the date of filing, the jurisdiction (state and court), the amounts of assets and liabilities and the disposition of that action.

FORM 4

CITY OF CHARLOTTE NONDISCRIMINATION CERTIFICATION

The undersigned Proposer hereby certifies and agrees that the following information is correct:

1. In preparing the enclosed proposal, the Proposer has considered all proposals submitted from qualified, potential subconsultants and suppliers and has not engaged in discrimination as defined in Section 2.
2. For purposes of this certification *discrimination* means discrimination in the solicitation, selection, or treatment of any subconsultant, vendor, supplier or commercial customer on the basis of race, ethnicity, gender, age, religion, national origin, disability or any other unlawful form of discrimination. Without limiting the foregoing, *discrimination* also includes retaliating against any person or other entity for reporting any incident of prohibited discrimination.
3. Without limiting any other remedies that the City may have for a false certification, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the proposal submitted with this certification and terminate any contract awarded based on such proposal. It shall also constitute a violation of the City's Commercial Non-Discrimination Ordinance and shall subject the Proposer to any remedies allowed thereunder, including possible disqualification from participating in City contracts or bid processes for up to two years.
4. As a condition of contracting with the City, the Proposer agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subconsultants in connection with this solicitation process. Failure to maintain or failure to provide such information shall constitute grounds for the City to reject the proposal submitted by the Proposer and terminate any contract awarded on such bid. It shall also constitute a violation of the City's Commercial Non-Discrimination Ordinance and shall subject the Proposer to any remedies allowed thereunder.
5. As part of its proposal, the Proposer shall provide to the City a list of all instances within the past ten years where a complaint was filed or pending against the Proposer in a legal or administrative proceeding alleging that the Proposer discriminated against its subconsultants, vendors, suppliers, or commercial customers, and a description of the status or resolution of that complaint, including any remedial action taken.
6. As a condition of submitting a proposal to the City, the Proposer agrees to comply with the City's Commercial Non-Discrimination Policy as described in Section 2, Article V of the Charlotte City Code, and consents to be bound by the award of any arbitration conducted thereunder.

Name of Company: _____
Signature: _____
Printed Name: _____
Title: _____
Date: _____

FORM 5

**CITY OF CHARLOTTE
E-VERIFY CERTIFICATION**

This E-Verify Certification is provided to the City by the company signing below ("Company") as a prerequisite to the City considering Company for award of the Agreement.

1. Company understands that:

a. E-Verify is the federal program operated by the United States Department of Homeland Security and other federal agencies to enable employers to verify the work authorization of employees pursuant to federal law, as modified from time to time.

b. Article 2 of Chapter 64 of the North Carolina General Statutes requires employers that transact business in this state and employ 25 or more employees in this state to: (i) verify the work authorization of employees who will be performing work in North Carolina through E-Verify; and (ii) maintain records of such verification (the "E-Verify Requirements").

c. North Carolina General Statute 160A-201(b) prohibits the City from entering into contracts unless the contractor and all subcontractors comply with the E-Verify Requirements.

2. As a condition of being considered for the Contract, Company certifies that:

a. If Company has 25 or more employees working in North Carolina (whether now or at any time during the term of the Contract), Company will comply with the E-Verify Requirements in verifying the work authorization of Company employees working in North Carolina; and

b. Regardless of how many employees Company has working in North Carolina, Company will take appropriate steps to ensure that each subcontractor performing work on the Contract that has 25 or more employees in North Carolina will comply with the E-Verify Requirements.

3. Company acknowledges that the City will be relying on this Certification in entering into the Contract, and that the City may incur expenses and damages if the City enters into the Contract with Company and Company or any subcontractor fails to comply with the E-Verify Requirements. Company agrees to indemnify and save the City harmless from and against all losses, damages, costs, expenses (including reasonable attorneys' fees), obligations, duties, fines and penalties (collectively "Losses") arising directly or indirectly from violation of the E-Verify Requirements by Company or any of its subcontractors, including without limitation any Losses incurred as a result of the Contract being deemed void.

Company Name

Signature of Company's Authorized Representative

Date

Print Name: _____

Title: _____

FORM 6

Charlotte Business INclusion

CBI FORM 3: Subcontractor / Supplier Utilization Commitment (page 1 of 2)

This form **MUST** be submitted at the time of Proposal Submission Date. *Copy this CBI Form 3 as needed.*

*This form (CBI Form 3), captures information regarding the MWSBEs and other subcontractors and suppliers that the Proposer intends to use on the Contract **FOR ALL TIERS**.*

Proposer Name:			
Contract Name:			
Project Number:	N/A	Established MWSBE Goal:	To Be Negotiated

List below all **MWSBEs** that you intend to use on this contract.

MWSBE Vendor Name (Specify Certification type for each firm)	Description of work	NIGP Code	Vendor #	Total Projected Utilization (\$)
				N/A
				N/A
				N/A
				N/A
				N/A

List below all **non-MWSBEs (subcontractors and suppliers)** that you intend to use on this contract

Firm Name	Description of work	NIGP	Vendor #	Projected Utilization (if known) (\$)
				N/A
				N/A
				N/A
				N/A

Total MWSBE Utilization

\$ N/A

Total Bid Amount (including Contingency)

\$ N/A

Percent MWSBE Utilization* (Total MWSBE Utilization *divided by* Total Bid Amount)

% N/A

* The MWSBE Utilization percentage stated here **MUST** be rounded to (2) decimal places.

Charlotte Business INclusion
CBI FORM 3: Subcontractor / Supplier Utilization Commitment (page 2 of 2)

Letters of Intent submitted upon notice from the City

Within three (3) Business Days after receiving a request from the City (or within such longer time as may be communicated by the City in writing), Proposers must submit a separate Letter of Intent (**CBI Form 4**) for each MWSBE it commits to use to meet the Contract goal. Each Letter of Intent must be executed by both the MWSBE and the Proposer. The City shall not count proposed MWSBE utilization for which it has not received a Letter of Intent by this deadline.

Adding subcontractors or suppliers after submitting this form

Nothing in this certification shall be deemed to preclude you from entering into subcontracting arrangements after submission of this form. However, per Part D of the CBI Policy, you must comply with the following:

- You must maintain the level of MWSBE participation committed throughout the duration of the Contract, except as specifically allowed in Part D.
- If you need to terminate or replace a MWSBE, you must comply with Part D, Section 5.
- If the scope of work on the Contract increases, or if you elect to subcontract any portion of work not identified on this form as being subcontracted, then you must comply with Part D, Section 6.
- A Letter of Intent (**CBI Form 4**) must also be submitted for each MWSBE you add subsequent to contract award.

All Subcontractors and Suppliers must be registered with the City of Charlotte.

Pursuant to the City's Vendor Registration Policy, each subcontractor or supplier (non-MWSBE and MWSBEs) that you use on this contract must be registered in the City's vendor database. You will need to provide the vendor number for each subcontractor or supplier used on this contract as a condition for receiving payment on this Contract.

Per Part C, Section 3.3, a Regular Dealer as defined in the CBI Policy shall only count 60% of all expenditures towards the MWSBE Goal. In addition, a Hauler, Broker, or Packager shall only count fees or commissions charged by the MWSBE toward the MWSBE Goal. The Bidder is still obligated to pay the MWSBE the full amount listed on the Contract with the MWSBE regardless of what percentage is actually counted towards the MWSBE Goal.

Signature

Your signature below indicates that the undersigned firm certifies and agrees that:

- (a) It has complied with all provisions of the CBI Policy; and,
- (b) Failure to properly document such compliance in the manner and within the time periods established by the CBI Policy shall constitute grounds for rejection of your proposal.

Signature of Authorized
Official

Printed Name

Title

Submittal Date

Charlotte Business INclusion

CBI FORM 4: Letter of Intent

Submit this form *within (3) Business Days after receiving a request from the City (or within such longer time as may be communicated by the City in writing)*, Proposers must submit a separate Letter of Intent for each MWSBE it commits to use to meet the Contract goal.

Project Name:	
Project Number:	

To be completed by the Prime	
Name of Prime:	Vendor #:
Address:	
Contact Person:	Email:
Telephone:	Fax:

If the Proposer has entered into a Quick Pay Commitment with the undersigned MWSBE, please attach a copy of the said executed agreement.

Identify in complete details the scope of work to be performed or item(s) to be supplied by the MWSBE: _____

Services:

Cost of work to be performed by MWSBE: \$ _____

To be completed by MWSBE	
Name of MWSBE:	Vendor #:
Firm Certification Type:	(Check all that apply) <input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> SBE
Address:	
Contact Person:	Email:
Telephone:	Fax:

Upon execution of a Contract with the City for the above referenced project, the Proposer certifies that it intends to utilize the MWSBE listed above, and that the description, cost and percentage of work to be performed by the MWSBE as described above is accurate. The MWSBE Firm certifies that it has agreed to provide such work/supplies for the amount stated above. Complete each applicable tier to capture the appropriate utilization of the above named MWSBE.

Prime:	Date:
Signature and Title	
MWSBE Firm:	Date:
Signature and Title	

Charlotte Business INclusion

CBI FORM 6: Payment Affidavit - Subcontractor / Supplier Utilization

To be submitted with each request for payment from the City of Charlotte showing work that has been paid for all subcontractors, suppliers, manufacturers, brokers, and / or members of a joint venture in connection with the contract. Copy this form as needed. The Prime contractor is responsible for collecting and submitting CBI Form 6 from all subsequent lower tiers.

Project Name: _____

Contractor Name: _____ Payment / Invoice # _____

Contract Number: _____ Invoice Amount: \$ _____

Payment Period: From _____ To _____ City Dept.: _____

FINAL PAYMENT ☐ Check this box only when submitting Final Pay request.

Section 1: Payments to SUBCONTRACTORS (MWSBEs and Non-MWSBEs)

Complete the chart below for all subcontractors used on the Project/Contract regardless of dollar amount. All subcontractors must be registered in the City's Vendor Management System.

Subcontractor's Name	Certification: MBE/WBE/ SBE/None	Description of Work Performed	NIGP Code	Vendor #	Payments this Period	Cumulative Payments

Section 2: Payments to SUPPLIERS

All suppliers providing goods under City contracts must be listed on the Sales Tax Statement submitted with each pay request. The City may request on a case-by-case basis that the Contractor require certain suppliers to be registered in the City's Vendor Management System and may withhold payment of any amounts due the Contractor in the event the Contractor fails to comply with such request.

The undersigned Company certifies the preceding chart is a true and accurate statement of all payments that have been made to subcontractors on this Project/Contract, and that all Suppliers providing goods under this contract have been listed in the Sales Tax Statements submitted to the City in connection with this Payment Affidavit. If no subcontractors or suppliers are listed on the preceding chart or Sales Tax Statements, the Company certifies that no subcontractors or suppliers were used in performing the Project/Contract for the payment period indicated. Failure to provide accurate and truthful information is a violation of the Charlotte Business INclusion Policy and may result in the sanctions prescribed therein.

This _____ day of _____ 20 _____

Signature

Print Name and Title

To be completed by City for FINAL PAYMENT

Total Paid to Contractor: \$ _____

Total Paid to SBEs: \$ _____

MWSBE Goal: %

MWSBE Goal

Commitment: %

MWSBE Goal

Attainment: %

Exhibit A

Janitorial Services Scope of Work

Overview

The selected Proposer shall provide the Services, which are, the labor, supervision, materials, equipment, chemicals, supplies and incidentals for complete janitorial services at the following locations on airport property. Charlotte Douglas International Airport Main Terminal, The Old Terminal, CLT Center/Business Valet, Taxi Hold Building and various Parking related facilities, such as Toll Booths and elevators. It is the intent of this Scope of Work to describe the janitorial services the selected Proposer shall do. The selected Proposer shall comply with the detailed provisions herein and shall do all the Work provided for in this Scope of Work. The selected Proposer may also be requested to do extra and incidental tasks, including, but not limited to, table set-up and break-down for special events at CLT, as may be required to complete the Work in a manner acceptable to the City.

Term

The City intends to enter into an agreement beginning February 1, 2015 for a period of three (3) years. The City, at its sole discretion, shall have the option of extending the Agreement for up to two (2) additional one-year periods ("Term"). During the Term compliance with the Agreement and satisfactory performance will be monitored by the Airport Housekeeping Manager ("Airport housekeeping Manager").

Administrative and Management Responsibilities

Separate and apart of janitorial services provided under the Agreement, the selected Proposer will be required to provide oversight, supervision and management of the staff provided to complete the Work. The detailed expectations of what is required to successfully complete these tasks are included below in **Attachment 1**. During the Term all communication regarding day-to-day scheduling and Agreement administrative matters between the selected Proposer and CLT shall be accomplished through the Job Manager and the Airport Housekeeping Manager. On a weekly basis the Job Manager or designee shall meet with the Airport Housekeeping Manager to discuss any matters arising out of the obligations of the Agreement.

Routine Terminal Work

As part of the Work the selected Proposer will be expected to perform a set list of routine services ("Routine Work"). These services will take place in the Terminal building. A complete list of the expected procedures for the Work is included below in **Attachment 2**. All Work shall be accomplished during the hours scheduled. CLT has the right to order work to be performed during both regular and irregular hours.

Routine Chemicals, Equipment & Supplies

As part of the Routine Work specific Chemicals, Equipment and supplies must be provided. CLT has made determinations on the quality and type of equipment and supplies to be used to provide the Work. A listing of the requirements is included in **Attachment 3**.

The selected proposer will also be expected to provide chemicals and expendable supplies. This includes, but is not limited to, paper towels, toilet tissue, plastic liners, toilet bowl cleaner, dust clothes and hand soap. These items will be paid based on the average estimated passengers per week and the account reconciled against actual passenger counts on a monthly basis. However, reconciliation will not occur until the monthly passenger counts are released by the airlines. These reports are usually provided two months after the end of the reported month. The estimated weekly passenger count is included in the Compensation Worksheet which will be provided to interested proposers upon their submission of **Form 1**.

Project Work

The selected Proposer must also complete more specialized tasks (“Project Work”) in the Terminal building. A detailed description of the required procedures to complete those tasks as well as the equipment needed for each is included in **Attachment 4**. Further, the list of the annual qualities for each project is included in the Compensation Worksheet.

Remote Work

Portions of the Work will also be required on a routine basis in locations outside of the Terminal Building. These locations, the current staffing and a general description of the duties for each area are included in **Attachment 5**.

Staffing Plan

As part of the proposal a detailed staffing plan must be included which outlines how the Proposer will meet the required procedures for the Work as set forth in **Attachments 1-5**. The current positions staffed, including a job description, qualifications and hours worked weekly is included for your review in **Attachment 6**.

As part of your staffing plan please include information regarding employee screening, separate and apart from badging requirements as set forth below and any intended vacation, sick days or paid time off offered to employees.

Currently the janitorial staff is allowed eighteen (18) paid days off (“PDO’s”) for all full time (forty (40) hours per week) employees with a minimum of one-year continuous service at CLT. PDO’s includes five (5) holidays (New Years, Easter, Memorial Day, Labor Day, and Christmas Day), ten (10) vacation days, and three (3) sick days and are accrued at a rate 2.77 hours per week starting the first full week of employment.

All supervisory staff must be able to fluently speak, read and write the English language in order to interpret rules and regulations pertaining to the Work as well as to receive instructions and

properly implement work orders. For safety reasons, all other personnel must be able to speak rudimentary English.

The selected Proposer shall provide relief personnel as necessary and/or overtime work at no additional cost to the City to ensure that each required assignment is performed during each shift.

Uniforms

The selected Proposer will be required to provide uniforms for the staff assigned to complete the Work. Uniform selection shall be approved by CLT and must not be a color similar to existing uniforms of other vendors at CLT. No head gear, other than that included as part of the Uniform and approved by CLT, may be worn by the selected Proposer's personnel. A separate and distinct uniform shall be provided for restroom attendants and where necessary, cold weather gear shall be provided. Uniforms should include a consist color for all footwear worn by the selected Proposer's personnel. Uniforms shall be provided by the selected Proposer at no cost to it's' personnel. Uniforms must be cleaned and maintained by a professional uniform service company and shall provide enough uniforms to each employee so that all personnel are always dressed in a clean and professional manner. ***In the Staffing Plan a description and picture of the proposed uniform must be included.***

Reports

The selected Proposer will provide written reports to the Airport Housekeeping Manager concerning any damage to CLT's property caused or observed by its personnel and a separate report of any injuries sustained by its personnel. Other reports will be made available upon the request of the Airport Housekeeping Manager.

Compensation Worksheet

The Compensation Worksheet will be provided to all interested proposers. Payment for the Work will be include costs for man hours work, chemicals, equipment, supplies, insurance and other miscellaneous expenses. The selected Proposer will also be paid a management fee based on the number hours worked and compared to the contractually agreed upon amount of needed man hours. The selected Proposer shall invoice CLT bi-weekly. All portions of the Compensation Worksheet highlighted in green must be completed by the Proposer in order for the proposal to be deemed responsive. However, if the Proposer adds or deletes information the automated population will not work and thus all Proposers should ensure where they make additions or subtractions that all fields in the Compensation Worksheet are completed regardless of if they are highlighted or not.

Transition Plan

Proposers shall provide the City, as part of their Proposals, a Start-up Transition Plan describing how it plans to start operations and bring about a smooth transition from the present Contractor. Transition Plan shall include but not be limited to:

- Procurement of Equipment and Supplies (including timing)
- Training Syllabus based on requirements of the Work as set forth herein
- Obtaining ID Badges: Including background checks and conducting Security Training.
- Employee Orientation and Site Tours.

Proposers agree that, if selected, the Proposer will cooperate with the City and attend all scheduled coordination meetings during the transition period.

Badging

All personnel hired to provide the Work must obtain identification and clearance issued pursuant to 49 CFR 1542. Further, all personnel will be expected to participate in any necessary training to obtain the identification as well as abide by any associated rules or regulations. Such clearance must be received prior to any of the selected Proposer's employees beginning work at CLT. Costs associated with badging will be borne by the selected Proposer with the exception of fingerprinting, which cost shall be paid by CLT unless the prospective employee is rejected on the basis of the results of the fingerprinting process, in which case the selected Proposer shall pay for that person's fingerprinting.

Attachment 1: Administrative and Management Responsibilities

Supervision

The selected Proposer shall provide a full-time on-site job manager (“Job Manager”) who shall devote a minimum of forty (40) hours per week to CLT. The Job Manager will be responsible to the Airport Housekeeping Manager, for ensuring compliance with the Agreement and for the day-to-day administration of the operations at CLT, including Work that may be performed at the remote locations by a City-approved MWSBE.

The selected Proposer is required to include, with its Proposal, an up-to-date resume for its Job Manager candidate as part of its staffing plan. If the selected Proposer does not have a candidate on staff at the time of the Proposal, the resume will be delivered, within five (5) days of the award, to CLT for consideration. CLT shall have the right to reject the selected Proposer's choice; however, approval shall not be unreasonably withheld.

The selected Proposer shall also provide other supervisors as needed to ensure that the Work is complete in the manner set forth in the Scope of Work. Currently there is a both a night and day shift supervisor and assistant.

Other Supervisory personnel (if provided) shall:

- Ensure prompt and correct compliance with instructions of the Job Manager and CLT
- Ensure that employees assigned to the crews are properly utilized and trained for the efficient performance of their assignments
- Ensure that assignments are carried out in compliance with operational and safety procedures in accordance with selected Proposer’s and CLT's regulations

Work Cycles

For Work required to be performed in cycles, for example, Project Work, the Airport Housekeeping Manager shall have the right to specify the exact time the Work is performed. This is to assure CLT that the Work will be performed with relatively equal time lapses between performances unless otherwise necessary. CLT will work with the selected Proposer to plan Work in such a way that it is as uniformly distributed as practical throughout the year.

Temporary Work Changes

CLT shall have the right to require the selected Proposer's personnel to perform other duties, at CLT, outside the scope of scheduled Work. The selected Proposer will promptly comply with such requirements. During temporary work changes, the selected Proposer shall not be required to simultaneously provide scheduled cleaning services.

Changes in Personnel Requirements

CLT shall have the right to request changes to the selected Proposer’s proposed personnel requirements by adding or subtracting personnel as may be necessary to meet the changing

cleaning requirements at CLT. Where possible; compensation and benefits for new personnel shall be in accordance with those presently provided.

Training

Within fifteen (15) days of being awarded the Agreement, the selected Proposer shall provide CLT with a detailed outline of its training program. It shall include session content, designs, methods and learning objectives. The program shall provide the following results:

1. All custodial personnel shall be able to demonstrate the ability to complete procedures set forth in the technical specifications that are appropriate to their positions. Should an individual's duties change, the selected Proposer must provide training to ensure a commensurate increase in skills and/or knowledge.
2. Should new supplies, chemicals or equipment be introduced into the Work, the appropriate personnel shall be thoroughly trained in their use.
3. Supervisory and management personnel shall have demonstrable knowledge and/or skill in the procedures expected of those they supervise. The content of their training will also include supervisory skills, knowledge and attitude necessary for compliance with the terms of the Agreement. They will participate in the assessment of training needs for custodial personnel, evaluation of training effectiveness and, as appropriate, and the delivery of training.
4. All selected Proposer's personnel utilized in the performance of the Agreement will have training designed to result in compliance with applicable Occupational Safety and Health Administration (OSHA) Standards and other governmental regulations. They shall have documented knowledge of, and access to, resources required by OSHA or other governmental entities, for example, a written Exposure Control Plan for exposure to blood borne pathogens.
5. Selected Proposer's workforce must be made cognizant of other factors affecting their well-being and the best interests of CLT. These include, but are not limited to:
 - a. Understanding, based on the legal definition of sexual harassment, the difference between acceptable behavior and harassment and their role in preventing it.
6. Each class or learning opportunity, including on-the-job training, shall have learning objectives that are specific, measurable, attainable, relevant and time-lined. Appropriate training methods and delivery systems shall be utilized. These may include, but not be limited to, classroom techniques such as brainstorming, work groups, demonstration, lecture and roleplaying. Audio or audio-visual aids, facilitated properly, will be used whenever possible to enhance the learning process. Job aids shall be provided where necessary, especially when use will enhance the efforts of overcoming language barriers. Computer-based or other self-directed learning, when used, should be selected based on the participant's ability to gain the necessary skills via this format.
7. A training record shall be kept for all of selected Proposer's personnel assigned to the perform Work at CLT. All learning opportunities held or scheduled to be held must be documented. Both shall be available to CLT at all times. This requirement shall be passed down to any subcontractors performing a portion of the Work.
8. The selected Proposer shall instruct its personnel that, with the exception of restroom attendants, no gratuities shall be solicited or accepted for any reason whatever from CLT

tenants, passengers or other persons using the Airport. Restroom attendants are permitted to accept, but not solicit, gratuities.

Quality Control

As part of the staffing plan, the selected Proposer shall provide to CLT a detailed Quality Control Program with its Proposal. The program shall include the structure of responsibility for the program and the inspection schedule that will serve to validate the program. The program shall include quality as reflected in aspects of a service industry not only in cleaning results, but in conduct and interaction with passengers and CLT staff. The program should be able to be expanded as required.

Attachment 2: Routine Terminal Work

A. POLICING MEN'S RESTROOMS/RESTROOM ATTENDANT

1. Pick up all litter and debris using the appropriate tool.
2. Empty waste receptacles; do not reach into plastic liners. Remove bags when full and place them into waste compartment of janitor's cart for transport to designated hold area for end-of-shift pickup.
3. Replace plastic liners.
4. Re-supply towels, toilet paper, hand soap, hand sanitizer, and baby changing station liners as needed.
5. Spot-clean or wipe soiled basins, toilets, stall walls, tile walls and urinals using cleaner-disinfectant solution from properly marked spray bottle. Spot-mop floor.
6. Spot-clean mirrors.
7. Clean spills and under urinals when possible, with a damp mop using cleaner-disinfectant solution. Use "Caution Wet Floor" signs when mopping and drying.
8. Use plumber's plunge to unstop any plugged fixtures. If plunging fails to clear the obstruction, use the approved method to deactivate the fixture and report the problem to your immediate supervisor to take appropriate action.
9. All employees shall wear rubber gloves and other safety items as are applicable and consistent with Occupational Safety and Health Administration rules, regulations and standards.
10. All employees shall be trained in proper procedures to guard against the possibility of hypodermic needle sticks and other sharps and proper disposal methods for these items.

B. POLICING WOMEN'S RESTROOMS/RESTROOM ATTENDANT

1. Pick up all litter and debris using the appropriate tool.
2. Empty waste receptacles; do not reach into plastic liners. Remove bags when full and place them in waste compartment of janitor's cart for transport to designated hold area for end-of-shift pickup.
3. Replace plastic liners.
4. Re-supply towels, toilet paper, bags in sanitary napkin disposal units, sanitary napkins in dispensers, hand soap, hand sanitizer, and baby changing station liners.
5. Spot-clean or wipe soiled basins, toilets, stall walls and other walls using cleaner-disinfectant solution from properly marked spray bottle. Spot-mop floors.
6. Spot-clean mirrors.
7. Clean spills with a damp mop and cleaner-disinfectant solution. Use "Caution Wet Floor" signs when mopping and during drying.
8. Use plumber's plunge to unstop any plugged fixtures. If plunging fails to clear the obstruction, use the approved method to deactivate the fixture and report the problem to your immediate supervisor to take appropriate action.
9. All employees shall wear rubber gloves and other safety items as are applicable and consistent with Occupational Safety and Health Administration rules, regulations and standards.
10. All employees shall be trained in proper procedures to guard against the possibility of hypodermic needle sticks and other sharps and proper disposal methods for these items.

C. POLICING PUBLIC AREAS

1. Using a long handled dustpan and broom or Hokey type device, pick up trash dropped on floors. Pay particular attention to step-offs and approaches to escalator and moving walkways.
2. Empty waste receptacles; do not reach into plastic liners. Remove bags when full and place them into waste compartment of janitor's cart for transport to the designated hold area for end-of-shift pickup.
3. Spot-clean spills using techniques appropriate for the spill and the surface. Large spills shall be dried as well as possible, barricaded and referred to the Shift Supervisor or Crew Leader for complete cleaning by the Night Shift. If the spill is such that it must be cleaned immediately, the affected area must, during treatment and drying, be isolated from the public using City-approved barricades.
4. All custodial carts shall be equipped with gum removal chemicals and a putty knife. It shall be the responsibility of all custodial personnel to remove gum during the course of their duties.
5. Spot -clean any surfaces, such as glass, tables, seating units, telephone areas, water fountains, pillars, etc. as required to ensure a clean appearance to users.
6. Assure minimum interference to passengers moving through your area and always be polite and courteous.
7. Report items needing repair or any unusual circumstances to your immediate supervisor.

D. POLICING EXTERIOR AREAS

1. Using a long handled dustpan and broom, sweep up any trash, taking care not to impede the flow of pedestrian traffic. When disposing of smoking debris, make sure it is completely extinguished before mixing with other trash.
2. Empty waste receptacles; do not reach into plastic liners. Remove bags when full and place them into waste compartment of janitor's cart for transport to designated hold area for end-of-shift pickup. Wipe down exterior of waste receptacles.
3. Collect garment boxes, bicycle boxes and other heavy packers. Store or transport according to Airport protocol.
4. Remove gum from the sidewalk by using the approved chemical and scraping.
5. Spot-clean glass, seating units, bus shelters and other surfaces.
6. Treat spills immediately by absorbing liquids and sweeping up solids. If the spill is of such a nature that the area can be returned to service, do so, and notify your immediate supervisor of the location and the type of spill so that complete clean up may be referred to the night shift. If the spill requires extensive work immediately (e.g., a paint spill), notify your immediate supervisor and barricade the affected area completely, using Airport approved barricades, to protect the public during the clean-up work and drying time.
7. Report items needing repair or any unusual circumstances to the Shift Supervisor or Crew Leader.

E. POLICING ESCALATORS, MOVING WALKWAYS AND STAIRWAYS

1. Using the appropriate tool, remove all debris from the escalator top and bottom plates, entrances and exits of moving walkways and the surrounding areas. Do the same with stairways and include all stair treads.

2. Special care must be taken at the top and bottom of stairways and escalators and at the entrance and exit of moving walkways. Should a situation warrant the use of a cleaning solution in these areas, inform your immediate supervisor as the escalator or moving walkway must be turned off and barricaded in accordance with Airport approved procedures. Barricades must also be used for stairways when warranted. These areas must be thoroughly dry before returning to use.
3. Stairways, moving walkways and escalators must be serviced at *scheduled* intervals on all shifts.
4. Being careful not to interfere with passengers, spot-clean the sides of escalators and remove any labels/stickers from, and wipe down the escalator and moving walkway handrails. Wipe down stairway handrails, making sure to remove marks from glass walls of moving sidewalks and escalators.
5. NOTE: If any liquid spills occur on or about the stairways, moving walkways or escalators, safety is of utmost concern. Personnel shall respond to this situation in a manner that shall provide maximum safety and minimum inconvenience to the public. Custodians shall be alert for any loose stair nosing or different sounds on escalators and moving walkways or any other safety concerns when policing or cleaning these areas.

F. POLICING OFFICES, CONFERENCE, AND MULTI-PURPOSE ROOMS

1. Empty waste receptacles; do not reach into plastic liners. Remove bags when full and place them into waste compartment of janitor's cart for transport to designated hold area for end-of-shift pickup.
2. Replace plastic liner.
3. Dust shelves, sills and ledges, clocks, picture frames and (cleared areas only) furniture tops.
4. Treat conference table top(s) with specified cleaner/wax and polish.
5. Spot-clean vinyl-upholstered chairs and/or wipe down. Make your immediate supervisor aware of any spots on fabric-upholstered furniture that will require specialized cleaning by the Project Custodians.
6. Spot-clean glass and doors, walls and furniture with the specified or approved product.
7. Vacuum floors in conference rooms and/or multi-purpose rooms as directed by your supervisor. Observe vacuuming technique cited in "L" below.
8. When policing office hallways, refer to Procedure C, "Policing Public Areas."

G. CLEANING FIRST AID OR MEDICAL AREAS

1. When requested by the Airport Housekeeping Manager, Custodians shall clean the First Aid Room on Concourse A. Cleaning will be done under the direction of the City's trained medical personnel using products supplied or approved by them. In terms of size of the cleanup or the substance involved in the cleanup, custodians will not be used for bio-hazardous cleanup beyond their capabilities and/or training to handle such situations.
2. Any surfaces contaminated with blood or other bodily fluids must be cleaned in accordance with the training provided by the Contractor in compliance with Occupational Safety and Health Administration Final Rule 29 CFR Part 1910.1030, Occupational Exposure to Blood-borne Pathogens.

3. All waste and/or materials contaminated by blood or other bodily fluids shall be properly disposed of by placing them in a red, biohazard-marked plastic bag, for removal by a certified Bio-hazardous waste disposal company. The City, through the Airport Housekeeping Manager, shall be provided a manifest showing that contaminated materials were removed from the Airport and shall be provided with a destruction certificate showing that the materials were disposed of in accordance with Occupational Safety and Health Administration and all other federal, state and local rules and regulations.
4. NOTE: All personnel shall be thoroughly trained in the Department of Labor, Occupational Safety and Health Administration 29 CFR Part 1910.1030 Occupational Exposure to Blood borne Pathogens cleaning and proper disposal of bio-hazardous waste. All employees shall have been offered a free vaccination against hepatitis B. All employees shall wear rubber gloves and other safety items as are applicable and consistent with Occupational Safety and Health Administration rules, regulations and standards. All employees shall be trained in proper procedures to guard against the possibility of hypodermic needle sticks and other sharps.

H. POLICING ELEVATORS

1. Pick up litter/debris from floor using appropriate tool.
2. Spot -clean surfaces, such as exterior and interior doors, call buttons, graphics, etc. When using cleaning solutions in a spray bottle to perform this work, the solution **must** be sprayed on a cloth and the cloth used to clean. The solution must never be sprayed directly on, or near, any control and/or electrical panels.
3. Check lights such as floor indicators for operation. Report any inoperative lights to your immediate supervisor.
4. Do not interfere with passengers when performing this procedure.
5. If you note any serious problem that requires immediate extensive cleaning, notify your immediate supervisor, who will coordinate with the Airport the removal of the unit from service for the cleaning.

I. POLICING LOCKER AND SHOWER ROOM

1. Empty waste receptacles; do not reach into plastic liners. Remove bags when full and place them into waste compartment of janitor's cart for transport to designated hold area for end-of-shift pickup.
2. Damp-clean benches and furniture using cleaner-disinfectant solution. Allow to air-dry, if possible.
3. Spot-clean lockers, walls, doors, and fixtures with cleaner-disinfectant solution.
4. Spot-clean mirrors and other glass.
5. Damp-mop floors with cleaner-disinfectant solution after each shift change of City personnel.
6. Wipe down locker fronts with neutral detergent solution.

J. CLEAN MEN'S RESTROOMS- NIGHT SHIFT

1. Close the restroom to the public using the Airport-approved method. Assemble equipment at the restroom. For safety, wear rubber gloves, eye protection and other apparatus as required by all applicable procedures or regulations.
2. Pick up debris from the floor using the appropriate tool.
3. Remove plastic liners from trash receptacles for disposal. Clean the interior of the trash disposal unit. Replace the liner with a clean, intact liner.

4. Clean basins, shelves, hardware, clean the bottom third of the stall walls with cleaner-disinfectant solution; rinse and allow to air-dry. Remove any graffiti or report to your supervisor if graffiti is scratched into the surface or does not respond to treatment with the approved graffiti removal chemical.
5. Clean the inside and outside of urinals using the cleaner-disinfectant solution, Use a disposable bowl mop to clean the inside and outside of the urinals paying particular attention to problem areas, such as underneath at the very bottom of the outside of the urinal where urine can accumulate.
6. Clean the inside and outside of the commodes using the cleaner disinfectant solution and a disposable mop. A garden-type sprayer charged with the cleaner disinfectant solution will be used to spray all of the surfaces of the commode's, the outside of the commodes includes the underneath, the wall mounting area, the surrounding wall and both sides of the seat. The surfaces will be cleaned with a disposable cloth or brush, rinsed and allowed to air-dry or if needed for immediate service, dried by hand.
7. Use a clean mop and the water to clean the floor. Use the mop to pick-up any excess water, rinse with clean water and squeegee excess rinse water to the floor drain. Areas not accessible to mop, such as edges and corners, must be hand scrubbed. Rinse the areas with clean water and hand dry.
8. Clean vanity tops and sinks with a cleaner-disinfectant solution. Use solution and dry with a soft cloth when cleaning chrome fixtures.
9. Clean mirrors and other surfaces with specified product.
10. Re-supply paper towels, toilet tissue, seat cover units, changing stations and hand soap.
11. Notify your immediate supervisor of any lights out, fixture malfunction or other problems.
12. NOTE: All personnel shall be trained in the Department of Labor, Occupational Safety and Health Administration 29 CFR Part 1910.1030 Occupational Exposure to Blood-borne Pathogens cleaning and proper disposal of bio-hazardous waste. All employees shall have been offered a free vaccination against hepatitis B. All employees shall wear rubber gloves and other safety items as are applicable and consistent with Occupational Safety and Health Administration rules, regulations and standards. All employees shall be trained in proper procedures to guard against the possibility of hypodermic needle sticks and other sharps.

K. CLEAN WOMEN'S RESTROOMS -NIGHT SHIFT

1. Close the restroom to the public using the Airport-approved method. Assemble equipment at the restroom and wear rubber gloves, eye protection and other safety apparatus as required by applicable regulations.
2. Pick up debris from the floor for disposal, using the appropriate tool.
3. Remove plastic liners from trash receptacles for disposal. Clean the interior of the trash disposal unit. Replace with a clean, intact liner.
4. Clean basins, shelves, hardware, clean the bottom third of the stall walls with cleaner-disinfectant solution; rinse and allow to air-dry. Remove any graffiti or report to your immediate supervisor if graffiti is scratched into the surface or does not respond to treatment with the approved graffiti removal chemical.
5. Clean the inside and outside of the commodes using the cleaner disinfectant solution and a disposable mop. A garden-type sprayer charged with the cleaner disinfectant

- solution will be used to spray all of the surfaces of the commodes the outside of the commodes includes the underneath, the wall mounting area, the surrounding wall and both sides of the seat. The surfaces will be cleaned with a disposable cloth or brush, rinsed and allowed to air-dry or if needed for immediate service, dried by hand.
6. Use a clean mop and water, to clean the floor. Use the mop to pick up any excess water, rinse with clean water and squeegee excess water to the floor drain. Areas not accessible to mop, such as edges and corners, must be hand scrubbed. Rinse the areas with clean water and hand dry.
 7. Check all sanitary napkin disposal units. Remove disposable liner. Clean the inside of the unit using a virucide effective against Bloodborne Pathogens as defined in 29 CFR 1910.1030 including the Human Immunodeficiency Virus ("HIV"). Allow to air-dry and replace with a new disposable liner. Dispose of waste in accordance with Occupational Safety and Health Administration regulations.
 8. Clean vanity tops and sinks and chrome fixtures with a cleaner disinfectant solution, dry fixtures with a soft cloth.
 9. Clean mirrors and other surfaces with specified product.
 10. Re-supply paper towels, toilet tissue, seat cover units, changing stations and hand soap.
 11. Notify your immediate supervisor of any lights out, fixture malfunction or other problems.
 12. *NOTE:* All personnel shall be trained in the Department of Labor, Occupational Safety and Health Administration 29 CFR Part 1910.1030 Occupational Exposure to Blood-borne Pathogens cleaning and proper disposal of bio-hazardous waste. All employees shall have been offered a free vaccination against hepatitis B. All employees shall wear appropriate gloves and other safety items as are applicable and consistent with Occupational Safety and Health Administration rules, regulations and standards. All employees shall be trained in proper procedures to guard against the possibility of hypodermic needle sticks and other sharps.

L. GENERAL VACUUMING, PILE LIFTING AND CLEANING

1. All high traffic carpeted areas as identified by the Airport Housekeeping Manager shall be vacuumed nightly. Custodians will use the 18" upright vacuums for Hold Room areas and "finish" vacuuming and the 30" Wide Area Vacuums for unobstructed areas.
2. Set the brush height adjustment to the optimum setting for the particular surface being vacuumed. Check filters and bags to ensure that machines are fully operational.
3. Areas identified by the Airport Housekeeping Manager as funnel areas, swivel areas, etc. shall be pile lifted as needed.
4. Hard surfaced composition tile floors will be dust mopped with a 36" treated dust mop. Floor will be wet mopped as needed and directed by the Supervisor. Spray buffing, as required, will be done by the Project Custodians.
5. Clean tables, seats, fixtures, walls, partitions, planters, doors, etc. Use the appropriate cleaner for the type of surface and nature of the soil.
6. Clean, disinfect and polish drinking fountains.
7. Empty waste receptacles; do not reach into plastic liners. Remove bags when full and place them into waste compartment of janitor's cart for transport to designated hold area for end-of-shift pickup.

8. Dust horizontal building and furniture surfaces nightly, dust vertical surfaces as needed but a minimum of twice per week.
9. Do any other work that is assigned or that will add to the appearance of the assigned work area and the comfort of the public.
10. During the performance of all work, safety must be the top priority. For example, care must be taken when using electrical cords; all machines MUST be unplugged with cord properly stowed if left unattended, wet floor signs must be deployed when appropriate, etc.
11. Should a spill occur, isolate the area from the public in a manner acceptable to the City until the Shift Supervisor can determine the time frame for cleaning by the Project Custodians and if any interim measures are necessary.
12. Clean assigned glass, such as display cases, in the designated area of work and wipe down stainless steel using a clean cloth and specified stainless steel polish.

M. EXTERIOR INTERIOR CONCRETE AND EXTERIOR CLEANING

1. Sweep interior concrete floors and stairwells using sweeping compound as directed by your immediate supervisor.
2. Pan and broom police exterior concrete, being careful to not interfere with the public.
3. Spot-clean any appurtenances, such as ash cans, tables, chairs and chair sets.
4. Spot-clean any surfaces as determined by the Airport Housekeeping Manager.
5. Clean, disinfect and polish drinking fountains.
6. Pick up litter in designated landscaped areas. Empty trashcans and transport contents to disposal hold area for pick up at end of shift. All employees shall be trained in proper procedures to guard against the possibility of hypodermic needle sticks or injury from other sharps.
7. Do any other work assigned or recognized that will add to the appearance of the assigned work area.
8. Include tasks described in Procedure D in addition to those above.
9. NOTE: While doing this procedure, custodians will often be in close proximity with the public. It is important that they work in such a way as to cause minimum interference with others and yet be trained in "front line skills" such as courtesy and helpfulness, thereby enhancing the positive image of the Airport and of their profession.

N. CLEANING/POLICING BREAK ROOMS

1. Clean table tops with neutral detergent solution.
2. Clean sink and adjacent counter with cleaner-disinfectant approved for use in food preparation areas by the Environmental Protection Agency (EPA).
3. Wipe down refrigerator front, accessible sides and handles. Upon request of the Airport Housekeeping Manager, and with proper notice to employees, clean the inside of the refrigerator with product approved by its manufacturer.
4. Clean the inside of the microwave oven with product approved by its manufacturer.
5. Wipe down chairs, arrange magazines and dust the tops of appliances.
6. Without reaching into receptacle liners, empty them into waste compartment of custodial cart. Replace as needed.
7. Clean the floor when directed to by your immediate supervisor.
8. Report any lights out or plumbing problems to your immediate supervisor.

O. CLEANING/MAINTAINING CUSTODIAL CLOSETS

1. Custodial closets and storage spaces must be kept clean, odor free and well organized at all times.
2. The areas will be used only to store those items used in the performance of janitorial duties.
3. Slop sinks shall be clean, free of debris and mop strings. Drains shall flow freely.
4. All storage areas must be in compliance with local fire regulations.
5. All items must be properly stored. Buckets and pails shall be stored dry. Mops shall be wrung dry and stored with the mop head in the upright position. All electrical equipment shall be stored with cords coiled and untangled. Supplies must be stored off the floor on shelves and shall be neatly arranged.
6. All items removed at the beginning of a shift shall be returned to their proper places at the end of the shift.
7. Do not store flammable chemicals, paint or oil treatments for mop in custodial closets. Dust mop pretreatment should be done at a central storage area, and then issued daily for use.
8. Pressure wash mop buckets and wringers once a month to ensure cleanliness and appearance.

P. CLEANING CASHIER BOOTHS/COUNTING ROOM

1. These areas are sensitive due to the handling of money. For that reason, all work shall be coordinated with the appropriate City parking personnel through the Airport Housekeeping Manager and Job Manager.
2. When restrooms are integrated into the cashier booth, the restroom procedures listed herein shall be used to clean or police them.
3. Floors in these areas shall be cleaned using the appropriate procedure and at a time that is convenient to parking personnel.
4. The Airport Housekeeping Manager will work with the Contractor and the City's parking personnel to ensure that a practical, time efficient cleaning schedule is developed.

Q. POLICING FOOD COURT AREAS

1. Due to the heavy volume of passengers that eat in the Airport food courts it is important that none of the passengers are disturbed.
2. The food court area shall be policed and debris collected with dust pan and broom.
3. Any spills shall be mopped as soon as possible and one of the Hurricane dryers and wet floor sign combo units.
4. Trays shall be collected from the deposit areas and wiped down with approved disinfectant solution.
5. Trays also shall be placed in Dishwasher on a rotating basis

R. TRASH REMOVAL

1. All material, refuse, and trash collected as a part of this Agreement related to cleaning areas or equipment, supplies, delivery storage and utilization shall be placed in a container approved, for its disposal, by federal, state and local agencies. The selected Proposer shall promptly remove all trash bags to a trash receptor located in areas to be designated by CLT. Selected Proposer agrees to use extreme caution during trash removal to ensure that other surfaces are not soiled by drips from leaky plastic bags or broken containers. If an area is soiled in this way, the selected Proposer shall immediately clean the affected area and at no cost to CLT. Materials that may be a

part of a comprehensive recycling program as instituted by CLT shall be handled in a manner prescribed by CLT. The selected Proposer also agrees to collect the trash in an orderly manner and shall not temporarily store such material in visible public places prior to the final collection and removal steps. Trash may be accumulated at a location designated by CLT for final disposition once or twice per shift depending on the space available and amount of trash collected. Recycling has become an important part of CLT's sustainability program. The selected Proposer will adhere to the recycling procedures set by CLT to collect and properly dispose of recyclable materials.

Attachment 3: Routine Chemicals, Equipment & Supplies

Major Chemicals

TYPE CHEMICAL	MANUFACTURER	TRADE NAME	INFORMATION
Restroom Cleaner	Spartan	Spartan	Disinfectant ph 7.5
Restroom Cleaner	Spartan	Spartan	Ph 10.5
Restroom Cleaner	Kaivac	Kaivac	Disinfectant
Germicidal Detergent	Spartan	Spartan	Ph 12.8-13.1
Glass Cleaner	Spartan	Spartan	Ph 7.5-8.5
Degreaser	Spartan	Spartan	Ph 8.2
Gum Removal	Spartan	Spartan	Fast Freezing
Spill Absorption	Nenown	Nenown	50lb Bag
Sticker Removal	Spartan	Spartan	Ph 8.2
Wood Cleaner Polish	Spartan	Spartan	Ph 7.5
Stainless Steel Polish	Spartan	Spartan	#6310
Sweeping Compound	Spartan	Spartan	50lb box
Neutral Detergent	Spartan	Clothesline Fresh	Ph 8.0-9.0
Carpet Cleaner I	Spartan	Xtraction II	Ph 11.5
Carpet Cleaner II	Whittaker	Crystal Clear	Encapsulation
Dry Foam	Spartan	Plus 5	Ph 9.7
Urinal Screens	Nu Wave	Fresh Start	*Change Monthly
Escalator Tread Spot	Pioneer	Eclipse d-Limonene	Citrus based/ lowfoam

**Estimated Use: 176 Screens per month*

Expendable Supplies:

- Plastic Spray Bottles, One-quart Capacity
- Lamb's Wool Dusters with Extension Poles - 5 Required
- Disposable Cleaning Cloths
- Long Handled Dust Pans
- Short Handled Brooms
- Safety Goggles/glasses
- Sponges
- Scrubbing Pads
- Utility Scrub Brushes
- "Caution Wet Floor" Signs
- Bowl Mops
- Wet Mops-NO micro-fiber
- Push Brooms
- All Necessary Brushes
- Rubber and Latex Gloves
- Heavy-duty, Bell Shaped Plumbers Plungers (25 Required)
- RED bags for Bio-Clean up
- Wax Liners

- Plastic Trash Bags:
 - Estimated 50,000 clear trash bags used monthly
 - Estimated 40,000 black trash bags used monthly

This list is not intended to be exhaustive, but rather, requisite of the type and quality of Equipment and Supplies CLT wishes the selected Proposer to use. It is implied that the selected Proposer will supply any other equipment or supplies needed to complete the Work in an efficient and safe manner and in compliance with all applicable regulations.

Mandatory Products: *(The products listed currently fit our existing dispenser hardware; however the Airport is open to discussions on changing out the dispenser hardware)*

- Tissue: Bay West 2 Ply Soft Product # 61600 (3.75X4) Tissues (must be approved by CLT prior to use)
 - Current dispenser is Bay West;
 - Est. Monthly Use 49,920 rolls
- Towels: Kimberly Clark White roll towel Product # 01040 San Jamar dispensers are utilized by CLT (8”X800’)
 - Est. Monthly Use: 6,600 rolls
- Hand Soap:
 - Currently soap is DBS SBS soap
 - Est. Monthly Use: 778,752 oz or 2007 liters

Major Equipment

TYPE EQUIPMENT	MANUFACTURER	MODEL	#
Wide Area Vacuums	Windsor	Nu Wave	4
Upright Vacuums	Tennant	V-DMU-14	20
Wet Dry Vacuums	Tennant	V-WD-15	10
Tilt Truck	Toter/Charcoal or Black	UTP10	20
Backpack Vacuums	Tennant	V-BP-10	6
Restroom Carts	Continental	184BL	10
6’ Fiberglass Ladder	OSHA and UL approved		2
36” Floor Dust Mops	Continental	CO13036	10
Restroom Cleaner	Tennant	ASC-15	6
Plastic Buckets & Wringers	Continental	335-3BL	40
Escalator Cleaner	Winsor	Tread master	4
Deep Cleaning Extraction/ Rider	Tennant	R-15	2
Portable extractor	Tennant	EH-5	2
Pile Lifters	Nilodor	Model S	4
Rotary Scrubber 17 ‘	Tennant	FM-17SS	2
Rotary Scrubber 20”	Tennant	FM-20SS	2
Dryer/floor fan	Tennant Blower		19
Pressure washer	1500psi w/Heater		1
Rolling Scaffolding	OSHA and UL approved		1

Garden sprayer		2 gallon	1
Platform Trucks	Continental	5865	7
Utility Carts	Continental	5805GY-PN	5
Cube Trucks	Continental	5916-1	6
Riding Vacuums	Windsor	iVAC	4
Encapsulating Machine	Whitaker		8

Radios & Cell Phones

The selected Proposer must provide radios and cell phones as part of the Agreement. At a minimum one radio per concourse and cell phones for each supervisory staff. ***Include as part of your proposal how many radios and cell phones will be provided.*** Currently the radio is a CP200D Motorola with two frequencies. Channel 1, transmit frequency 854.9875MHZ, receives frequency 809.9875 and channel 2, transmit frequency 855.2125 MHV, receives frequency 810.2125MHZ.

Attachment 4: Project Work

A. DEEP CLEAN MEN'S RESTROOMS (Frequency: Bi-Weekly)

1. The cleaner will assemble the necessary equipment at the restroom. The appropriate specified cleaning chemicals will be determined by the floor, wall, partition surface and specialized equipment that requires the use of a manufacturer's specified chemical. The custodian will wear rubber gloves, eye protection and any other safety equipment that may be required.
2. Close the restroom to the public using the Airport -approved method and signage.
3. Remove any paper products such as, paper towels, toilet tissue and seat covers that may get wet during the cleaning process.
4. Pick up all loose debris from the floor using the appropriate tool.
5. Remove plastic liners from trash receptacles for disposal. Clean and dry the interior and outside of the trash disposal unit with cleaner disinfectant solution. Replace the liner with a clean, intact liner.
6. Clean the inside of commodes and urinals with a disposable mop and cleaner-disinfectant.
7. Using the garden type sprayer charged with a cleaner-disinfectant solution, spray all surfaces of urinals and scrub the surfaces where urine can accumulate; e.g., the very bottom of the unit, and rinse. Re-spray the areas with the garden type sprayer and let the entire unit air-dry.
8. Using the garden type sprayer, as above, treat the outside surfaces of the commodes, including the underneath, the wall mounting area, the surrounding wall and the top and bottom of the seat. Dry the seats and leave them in the upright position, check for proper operation. Allow the unit to air-dry if time permits.
9. Clean vanity tops and sinks with a cleaner-disinfectant solution. Use a soft cloth to dry chrome fixtures. Clean stainless steel, mirrors and other surfaces using specified chemicals and according to manufacturer's recommendations.
10. The floor shall be mopped with a neutral cleaner-disinfectant. Areas such as corners and edges must be cleaned by hand. The chemical shall be the specified cleaner disinfectant. Residue not directed to the floor drain shall be vacuumed up using the specified wet/dry vacuum. The floor will then be rinsed and allowed to air-dry or mopped dry if time does not allow for air-drying.
11. The floor drain shall be disassembled and cleaned on the top and underside; the top if brass shall be polished. The inner portion of the drain will be sprayed with a bleach solution and allowed to air-dry.
12. Treat each fixture, commode or urinal, with the recommended amount of a citric or phosphoric acid based bowl cleaner and do NOT flush yet
13. NOTE: *No chemical products containing hydrochloric acid are permitted*
14. Clean air vents, exhaust fan vents, and the ceiling. Use a sponge mop for the ceiling.
15. Spray the upper wall surfaces and partitions with the cleaner-disinfectant solution, scrub with a long-handled floor type brush and rinse.
16. Clean light fixtures and/or diffusers.
17. Re-supply paper towels, toilet tissue, seat cover units, hand soap and deodorizer.
18. Flush commodes and urinals.
19. Remove signs and reopen for use.

20. NOTE: All personnel involved in restroom cleaning shall be trained in the Department of Labor, Occupational Safety and Health Administration 29 CFR Part 1910.1030 Occupational Exposure to Blood-borne Pathogens concerning the proper techniques of cleaning up and disposal of bio hazardous waste. All employees shall have been offered a free vaccination against hepatitis B. All employees shall wear gloves and other safety items as are applicable and consistent with Occupational Safety and Health Administration rules, regulations and standards. All employees shall be trained in proper procedures to guard against the possibility of hypodermic needle sticks and other sharps and reporting procedure of any occurrence involving such objects.

B. DEEP CLEAN WOMEN'S RESTROOMS (Frequency: Bi-Weekly)

1. Assemble the necessary equipment at the restroom. The appropriate cleaner-disinfectant will be determined by the floor, wall and partition surfaces and by any specialized equipment used. The cleaner will wear gloves, eye protection and other safety apparatus as may be required by applicable regulations.
2. Remove any paper products such as, paper towels, toilet tissue and seat covers that may get wet during the cleaning process.
3. Close the restroom to the public using the Airport-approved apparatus and signage.
4. Pick up all loose debris from the floor using the appropriate tool.
NOTE: Floor drains must be polished; air vents, and exhaust fans and light fixtures must be cleaned regardless of method used.
5. Remove plastic liners from trash receptacles for disposal. Clean and dry the interior and outside of the trash disposal unit with cleaner disinfectant solution and dry thoroughly. Replace the liner with a clean, intact liner.
6. Clean the inside of commodes with a disposable mop and cleaner disinfectant.
7. Using the garden-type sprayer, as above, treat the outside surfaces of the commodes, including the underneath, the wall mounting area, the surrounding wall and both sides of the seat. Clean and dry the seats, check for any problems and leave the seats in the down position. Allow the unit to air-dry if time permits.
8. Check all sanitary napkin disposal units. Remove disposable liner. Clean the inside of the unit using a virucide effective against Bloodborne Pathogens as defined in 29 CFR 1910.1030 including the Human Immunodeficiency Virus ("HIV"). Allow to air-dry and replace with a new disposable liner. Dispose of waste in accordance with Occupational Safety and Health Administration regulations.
9. Clean vanity tops and sinks with a cleaner-disinfectant solution. Use ONLY a soft cloth to dry chrome fixtures.
10. Clean stainless steel, mirrors and other surfaces using specified chemicals and according to manufacturer's recommendations.
11. The floor shall be mopped with a neutral cleaner-disinfectant. Areas such as corners and edges must be cleaned by hand. The chemical shall be the specified cleaner disinfectant. Residue not directed to the floor drain shall be vacuumed up using the specified wet/dry vacuum. The floor will then be rinsed and allowed to air-dry or mopped dry if time does not allow for air-drying.
12. The floor drain shall be disassembled and cleaned on the top and underside. The top, if brass, shall be polished. The inner portion of the drain will be sprayed with a bleach solution and allowed to air-dry.

13. Great each commode with the recommended amount of a citric or phosphoric acid based bowl cleaner and do NOT flush yet.
14. NOTE: *No chemical products containing hydrochloric acid are permitted.*
15. Clean air vents; exhaust fan vents, and the surrounding ceiling areas. Clean the entire ceiling with a sponge mop.
16. Spray the upper wall surfaces and partitions with the cleaner-disinfectant solution, scrub with a long-handled floor type brush and rinse.
17. Clean light fixtures and/or diffusers.
18. Re-supply paper towels, toilet tissue, seat cover units and hand soap.
19. Flush commodes.
20. NOTE: All personnel involved in restroom cleaning shall be trained in the Department of Labor, Occupational Safety and Health Administration 29 CFR Part 1910.1030 Occupational Exposure to Blood-borne Pathogens concerning the proper techniques of cleaning up and disposal of bio hazardous waste. All employees shall have been offered a free vaccination against hepatitis B. All employees shall wear gloves and other safety items as are applicable and consistent with Occupational Safety and Health Administration rules, regulations and standards. All employees shall be trained in proper procedures to guard against the possibility of hypodermic needle sticks and other sharps and reporting of any occurrence involving such objects.

C. CLEAN PASSENGER ELEVATORS.(Frequency: Weekly)

1. Remove the elevator from service using the Airport-approved method.
2. All elevator surfaces, including doors, walls, ceiling, signage and floor shall be cleaned with the appropriate method and with the appropriate chemicals and supplies.
3. Cleaning of the elevators requires particular attention to the amount of water and/or cleaning solution used. The control panels contain electrical components that may be damaged by water. Chemicals dispensed from spray bottles shall be lightly sprayed on a cloth and the cloth shall be used to clean these areas. Never spray these areas directly.
4. Vacuum floor, and then use the specified dry foam system to clean the carpet. Edges and corners shall be hand cleaned.
5. Damp-clean ceiling panels in place using the neutral detergent. Report any bulbs out to the Shift Supervisor who will initiate a replacement work order.
6. Clean graphics, using the approved method for the particular type graphic. If of the same composition as other Airport graphics, the chemical used shall be a neutral detergent with a small amount of isopropyl alcohol, only enough to facilitate drying and help minimize the possibility of streaking. If not, use a method to be determined by the Airport Housekeeping Manager.
7. Clean walls and doors. Vacuum door tracks.
8. Return the car to service.
9. NOTE: Those areas that are normal focal points for the passengers such as the elevator call button including its surrounding plate, and the floor indicator graphics require extra attention.

D. CLEAN ESCALATORS & MOVING SIDEWALKS (Frequency: Bi-Weekly)

1. When Project work is performed on escalators or moving sidewalks they must be removed from service by authorized personnel and barricaded at the top and bottom or each end.

2. The top and bottom and end approach and walk-off areas shall be cleaned, all gum removed, and thoroughly dried before returning the escalator or moving sidewalk to service.
 3. Stainless steel panels will be cleaned using the manufacturer's directions for the specified stainless steel cleaner. Care must be taken to protect aluminum surfaces; e.g., the treads, from contamination that may cause discoloration and/or result in slippery surface or damage the mechanism.
 4. Glass walls shall be cleaned using the specified glass cleaner applied with a spray bottle. The cleaner will be removed with a squeegee and excess shall be absorbed with a chamois. It may be necessary to use a cream paste to remove marks from glass.
 5. During major overhaul work that includes the removal of the stair treads by the escalator or moving sidewalk contractor, that contractor will have the surface of the steps steam cleaned before re-assembly.
 6. Escalators and moving sidewalks shall be returned to service by authorized personnel.
- E. CLEAN UPHOLSTERED SEATING. (Frequency: Yearly)
1. Seating selected for cleaning shall be barricaded or roped off to prevent public access.
 2. Test a small inconspicuous area for any deleterious reaction to the fabric by the cleaning system manufacturer's recommended cleaning chemical. If no adverse reaction, follow manufacturer's directions and clean the selected seating units.
 3. Use a portable blower to accelerate drying, and do not return seats to service until completely dry.
 4. Any remaining spots will be referred to the Shift Supervisor who will use the spotting kit in accordance with the manufacturer's directions in an effort to remove the spot(s).
 5. If all treatments fail, the Shift Supervisor shall so inform the Job Manager who shall alert the Airport Housekeeping Manager for a decision as to the course of further action.
 6. Upholstered furniture in the executive or administrative offices will be scheduled over a three day weekend to provide maximum drying time for the furniture.
 7. Wood trim on furniture will be cleaned with Liquid Gold®. Care shall be taken to prevent contamination of fabric with wood cleaning chemical.
- F. CLEANING VINYL OR MOLDED RESIN SEATING. (Frequency: Quarterly)
1. All vinyl or molded resin seating must be washed with a mild degreasing solution. Included are any tables connected to or adjacent to seating units and any walls, displays, etc. immediately behind the seating units.
 2. Vinyl components of the seating units shall be restored with a vinyl restorative chemical.
 3. Aluminum or stainless steel frames will be polished using the manufacturer's specified product and then may be protected with a hard wax finish.
 4. NOTE: It is very important to make note of any damaged or cut vinyl seats and damage to the molded resin chairs and report to the Shift Supervisor.
- G. WINDOW CLEANING. (Frequency: Weekly)
1. Window Cleaning shall mean all interior glass and curbside outside glass that can be safely cleaned from a 6' stepladder.
 2. Window Cleaning shall mean all interior glass and curbside outside glass that can be safely cleaned from a six (6) foot stepladder.

3. The work is to be done on a weekly schedule using the first class method. The "first class method" shall be defined for the purposes of this Contract to mean using a lamb's wool applicator, squeegee and chamois. The work includes not only window cleaning but also cleaning the window frames and sills. Care shall be taken to use terry cloth towels to absorb all runoff from the window washing work.
 4. The Contractor shall use the proper dilution of the appropriate Ecolab product as the cleaning chemical for this project.
 5. Contractor's personnel shall not negatively impact passenger traffic or airlines operations at the gate areas or any other areas when performing glass cleaning.
- H. CLEAN & POLISH STAINLESS STEEL (Frequency: Monthly)
1. Stainless Steel shall be cleaned accordance with the manufacturer's recommendations. The approved product for this work is #6310 Stainless Steel Polish & Cleaner, Manufactured by Spartan Chemical Company.
 2. NOTE: Unit cost for this project includes stainless steel other than that in restrooms or any other project that includes a stainless steel component.
- I. DEEP CLEAN TRANSITREADS (Frequency: Monthly)
1. Remove all stickers/labels etc.; use adhesive remover where applicable.
 2. Clean the stainless steel using the specified chemical and following the manufacturer's directions.
 3. Clean treads with approved tread cleaning machine and cleaner on a once a month rotation.
 4. Dust mop the treads, clean any spots or sticky materials with the appropriate cleaner. Do not over-wet or allow any water to drip down to the transit reads mechanism.
 5. Use backpack vacuum to clean the other portions of the unit and walls behind the units.
- J. CLEAN INTERIOR GRAPHICS (Frequency: Quarterly)
1. This project is to clean ALL the interior graphics in ALL assigned areas.
 2. Assemble equipment, chemicals and safety equipment, to include but not be limited to, eyewear, gloves, warning signs etc. at the work site.
 3. Extra care must be taken when working over doorways, on ladders or scaffolding at the Airport; the public must be protected at all times by deactivating any doors in the work area and barricading surrounding areas.
 4. The graphics are cleaned with a neutral detergent solution that contains a small amount of isopropyl alcohol to prevent streaking and accelerate drying time.
 5. No other treatment, such as wax or dust treatments may be used on the graphics, as their use may impact readability.
 6. Should any material used in interior graphics be changed, the Airport Housekeeping Manager will determine the cleaning chemical to be used.
- K. CLEAN EXTERIOR GRAPHICS (Frequency: Quarterly)
1. This project is to clean ALL the exterior graphics in ALL assigned areas. Exterior graphics are subject to soiling from vehicle and aircraft exhausts and require more aggressive cleaning than the interior graphics.
 2. Assemble equipment, chemicals and safety equipment, to include but not be limited to, eyewear, gloves, warning signs etc. at the work site.

3. Extra care must be taken when working over doorways, on ladders or scaffolding at the Airport; the public must be protected at all times by deactivating doors and barricading work areas.
4. The graphics shall be cleaned with the Contract specified degreasing solution.
5. The cleaning solution will be wiped on with a clean sponge, which is rinsed frequently.
6. The graphics must be rinsed with clean water and may be squeegee dried if appropriate. All runoff must be absorbed. If not dried with a squeegee they must be dried with a clean cloth.

L. CARPETWATER EXTRACTION (Frequency: As Needed)

1. The operator shall be fully trained in the operation and mechanical systems of the equipment and shall be conversant with the manufacturer's recommended maintenance and cleaning procedures.
2. During operation of the extractor, the operator should periodically feel the carpet to ensure that the vacuum shoe is picking up properly; i.e., that the carpet is not overly wet.
3. All spots will be pre-treated ahead of the extractor, being sure that the pretreat solution has time to work before extraction, but in no case less than five (5) minutes.
4. After completion of the extraction process in high trafficked areas and if time is insufficient to completely air-dry before traffic resumes, the area may be bonnet dried to remove any residual solution remaining on the surface of the carpet.
5. In no case will any substitution of the specified water extraction-cleaning chemical or equipment be permitted.
6. Every third time in the same area, in order to prevent chemical buildup, extraction shall be done using only clean water with no chemicals added.

M. CARPET DRY FOAM CLEANING (Frequency: As Needed)

1. Dry Foam is used when insufficient drying time is available for water extraction or when there is a fear of over-wetting the carpet from excessive water extraction.
2. The dry foam specified is the Von Schrader dry foam system, using the Von Schrader chemical. The chemical provides for true emulsification using a low moisture cleaning solution containing 5%-10% moisture that chemically suspends oily soils.
3. The carpet will be spot treated prior to the use of the dry foam cleaning.

N. SCRUB & EXTRACT CARPET (Frequency: As Needed)

1. The carpet shall be thoroughly vacuumed using an upright vacuum or a pile lifter before rotary scrubbing.
2. Spots will be pre-treated, allowing time for the chemical pre-treatment to work but in no case less than five (5) minutes.
3. The carpet will be pre-wet with a solution of the appropriate carpet cleaning chemical by using a tank type sprayer, a rotary machine equipped with a self-contained solution-dispensing tank or the extractor with the vacuum pickup turned off.
4. The pre-treated, pre-wet area shall be scrubbed using a maximum 175 RPM rotary machine equipped with a brush head.
5. When scrubbing carpet, care must be taken to keep the machine moving. If doing a section of carpet, care must also be taken to feather out the edges of the work area so the area blends into the field carpet.

6. After scrubbing, the carpet shall be extracted using water only, that is, without any chemical additive.
 7. Using the method specified, scrub high traffic areas or excessively soiled areas on an as-needed basis, as directed by the Airport Housekeeping Manager.
- O. BONNET SPOT-CLEAN CARPET (Frequency: As Needed)
1. The bonnet system is used primarily as a spot -cleaning method.
 2. Spots should be pre-treated and the bonnet must be clean and damp.
 3. The pre-treated area shall be bonneted using a maximum 17 5 RPM rotary machine equipped with a clean bonnet.
 4. The operator must rinse in clean water and wring out the bonnet frequently to ensure that the bonnet is absorbing soils and not merely spreading them out
 5. The work area must be feathered-out to blend into the field carpet.
- P. CLEAN WOOD SURFACES (Frequency: Bi-Annually)
1. Wood walls and other wood surfaces shall be cleaned using Scott's Liquid Gold®, and following the manufacturer's recommendations.
 2. Wood components of other projects shall be treated as above but are not part of this project.
 3. No further treatment is needed or allowed.
- Q. CLEAN LIGHT LENSES ON LOW CEILINGS (Frequency: Bi-Annually)
1. Includes only those Light Lenses that can be safely cleaned from the rolling scaffolding
 2. Isolate the Work area from the public.
 3. Fixture must be deactivated by Airport Building Maintenance personnel for cleaning.
 4. The light lenses shall be removed by the Contractor's personnel wearing rubber gloves. They shall be cleaned using a spray bottle charged with mild neutral detergent, rinsed and dried.
 5. Fluorescent bulbs and surrounding fixture shall be wiped down in place with a cloth dampened with a neutral detergent solution.
 6. The Contractor's personnel will reinstall the lenses.
 7. Contractor's personnel must wear rubber gloves when handling the lenses.
 8. At the completion of the Work, Airport Building Maintenance personnel will reactivate the lights.
 9. NOTE: Building Maintenance personnel may replace bulbs as needed or as a part of a mass re-lamping program in conjunction with this Project.
- R. SCRUB CERAMIC TILE FLOORS (Excluding Restrooms) (Frequency: Weekly)
1. The tile floors will be scrubbed using the Viper 20" Rotary Scrubber with a stiff brush attachment. The chemical shall be the degreaser.
- S. CLEAN INSIDE & OUTSIDE OF ALL TRASH RECEPTACLES (Frequency: Monthly)
1. Remove the liner of the trash receptacle. Clean the inside with a disinfectant/degreasing solution. Dry thoroughly. Clean the outside of the receptacle using the appropriate chemical and procedure. If the surface is not specifically referenced in the Contract specifications, refer to the trash receptacle manufacturer's recommendations.
- T. CLEAN EXPOSED CEILING BEAM (Frequency: Quarterly)
1. The ceiling should be dry vacuumed then cleaned with a neutral detergent that requires no rinsing. The area under the work area shall be barricaded to ensure the

public is protected. The Contractor is responsible for the safety of passengers, tenants and employees and shall ensure that all OSHA rules and regulations are followed.

2. NOTE: Area's that cannot be cleaned from the scaffolding will be cleaned using an electric lift that shall be supplied by the "City". The operator of the lift must be trained and certified by a trained professional and certification must be on file. This certification must be renewed on a two (2) year rotation. A minimum of four (4) employees must be trained and on staff at all times. Training will be the contractor's responsibility.

U. PASSENGER LOADING BRIDGES (Frequency: Weekly)

1. The loading bridges are the first impression of Charlotte/Douglas International Airport given arriving passengers and the last impression as they leave. They are also areas, especially when boarding, where there is normally some queuing, thereby allowing passengers to critically examine their surroundings. Implementation of the following cleaning procedures will contribute to an overall positive impression of the Airport. The loading bridge floors are carpeted and will be cleaned using the carpet cleaning procedures. The choice of procedure(s) used shall take into account the amount of drying time available in each case. The traffic is concentrated in a narrow area, and the loading bridge can be represented as an extended funnel or doorway area. This means that the carpet needs more pile lifting and aggressive vacuuming to minimize the "traffic lane" phenomenon. It is critical that the loading bridge be completely dry before returning to traffic. Factors inhibiting the drying process are:
2. The general climate inside the closed loading bridge is the same as the outside temperature and humidity.
3. Security considerations negate the possibility of working with the access door open in order to expose the loading bridge to inside conditioned air. Safety considerations preclude the opening of a wet, sloped floor to the public. For that reason, as well as those above, "dry" processes, such as dry foam, may be the preferred method for most deep cleaning of the floors. Other processes, such as water extraction or "wet" processes should only be used when sufficient drying time is available. Walls which are a laminate material and ceilings should be cleaned with a mild degreaser solution as they are exposed to the outside air that contains jet exhaust residue. The Project work as described should be accomplished on a monthly schedule for frequently used bridges. The Airport Housekeeping Manager, working with the Contractor's Job Manager, will develop a schedule based on use patterns for the various loading bridges included in this Contract.

Attachment 5: Remote Work

1. Old Terminal (Estimated 48 hours weekly)
 - a. Staffing
 - i. 1 person 5 days a week 8 hours per day Monday thru Friday (7 AM till 3:30 PM)
 - ii. 1 person SAT & SUN (10AM till 2 PM)
 - b. Responsibilities
 - i. Clean all public areas to include the lobby, restrooms (on both floors) elevator, stairways etc.
 - ii. Sweep and mop floor in the lobby, vending area
 - iii. Remove trash and other debris from the building
 - iv. Police and clean both entrances and sidewalk in front of the terminal
 - v. Report any damages or issues to the proper person with the City
 - vi. Maintain all hallways and stairs on both 1st and 2nd level of building
2. CLT Center and Business Valet Deck (Estimated 121 Hours weekly)
 - a. Staffing
 - i. 2 people (1 male & 1 female) Monday thru Friday (7 AM till 3:30 PM)
 - ii. 1 person (male or female) Monday thru Friday (5 PM till 10 PM)
 - iii. 1 person (male or female) Sunday and Saturday 9 AM till 5:30 PM)
 - b. Responsibilities
 - i. CLT Center: office type setting unlike the Airport Terminal. Most of all the Airport business is centered in the CLT which makes this a highly visible area with companies, businesses and Airport personnel
 1. There are several restrooms that must be maintain and kept fully stocked and clean
 2. Remove trash and other debris from the building
 3. Police and clean both entrances and sidewalk in front of both areas
 4. Vacuum daily all areas that have high traffic
 5. Most offices are closed at night so there may be some day time vacuuming as requested
 6. Report any damages or issues to the proper person with the City
 7. During the course of business there are a large amount of meeting rooms that must be maintained, by vacuuming, dusting, wiping of tables, and removing any debris
 8. Table and event set ups may be requested
 9. Removal of trash from individual offices
 10. In the CLT there is a large lunch room area that shall have the trash maintained, along with wiping down of tables, cleaning of microwaves, and keeping supplies filled

11. In the CLT general dusting, policing, sweeping, vacuuming, cleaning and trash removal includes all areas
- ii. Business Valet Deck: directly across from the CLT and also a highly visible area to passengers and visitors to the CLT and Main Terminal.
 1. There are several restrooms that must be maintain and kept fully stocked and clean
 2. Remove trash and other debris from the building
 3. Police and clean both entrances and sidewalk in front of both areas
 4. Report any damages or issues to the proper person with CLT
 5. There are also 4 elevators located in the business valet parking structure that must be maintained by cleaning the windows, polishing the stainless steel, and sweeping/mopping the floors
 6. Remove any stickers, decals, or graffiti from any surfaces with approved method
3. Toll Plazas (Estimated 20 hours weekly)
 - a. There are several Toll Plazas located at the Airport. These Toll plazas handle funds from parking revenue and must be handled appropriately.
 - b. The Toll Plaza locations are as follows:
 - i. LONG TERM ONE- at this location there is a Cashier booth and employee break room (bathroom is in attached building)
 - ii. LONG TERM TWO - at this location there is a Cashier booth and employee break room (bathroom is in attached building)
 - iii. DAILY TOLL PLAZA- at this location there are two cashier booths and an attached building has a break room and 5 offices that are occupied by parking vendors
 - c. The Toll Plazas are to be cleaned daily (7 days per week). The cashier booths are to be vacuumed, windows cleaned, and surfaces wiped down. The restrooms are to be kept fully stocked, surfaces wiped down and floors swept and mopped. Carpeted areas in all of these locations are to be vacuumed and all trash and debris are to be removed from the building on a daily basis.
 - d. Staffing (For Toll Plazas, Parking Deck Elevators & Taxi Hold Area)
 - i. 1 person Monday – Thursday (40 hours)
 - ii. 1 person Friday – Sunday (36 hours)
4. Parking Deck Elevators (Estimated 28 hours weekly)
 - a. Parking Deck Elevator locations are as follows:
 - i. New Hourly Deck located in front of the Main Terminal
 - ii. Daily Deck located behind the Hourly Deck
 - b. Responsibilities
 - i. Parking Decks are to be cleaned daily, 7 days a week
 - ii. Elevators are to be service twice a day (AM & PM)

- iii. They are to be kept free of any debris and trash, sweep and mopped.
 - iv. Windows are to be cleaned and Stainless steel cleaned and polished
 - v. Remove any stickers, decals, or graffiti from any surfaces with approved method.
 - c. Staffing (For Toll Plazas, Parking Deck Elevators & Taxi Hold Area)
 - i. 1 person Monday – Thursday (40 hours)
 - ii. 1 person Friday – Sunday (36 hours)
- 5. Taxi Hold (Estimated 28 hours weekly)
 - a. Responsibilities
 - i. Taxi hold area shall be cleaned twice a day (AM & PM)
 - ii. The area should be cleared of all debris swept and mopped as need
 - iii. Restrooms shall be disinfected and mopped
 - iv. Mirrors cleaned
 - v. Office area vacuumed or mopped as needed and surfaces wiped down
 - vi. The office and staging area should be cleared of all debris and trash removed for the building
 - vii. Strip and wax 4 times per year of VCT tile in break room and office (Must be done at night)
 - b. Staffing (For Toll Plazas, Parking Deck Elevators & Taxi Hold Area)
 - i. 1 person Monday – Thursday (40 hours)
 - ii. 1 person Friday – Sunday (36 hours)
- 6. Total estimated weekly hours for remote areas : 245

Attachment 6: Current Staffing

Current Staffing – Weekly Hours by Position

Position		Weekly Hours	Position	Weekly Hours
Terminal			Remote Work	
1st Shift			Old Terminal	
Job Manager		40	Weekday Custodian	20
Assistant Manager		40		
Area Leads		280	CLT Center & Business Valet Decks	
FIS Custodian		112	1st Shift Custodians	80
Custodian I		784	2nd Shift Custodian	25
Custodian II		672	Weekend Custodian	16
Restroom Attendant Supervisor		80	Toll Plazas, Parking Deck (Daily & Hourly) Elevators & Taxi Hold Area	
Restroom Attendant		1792		
2nd Shift			Weekday Custodian	20
Shift Supervisor		56	Weekend Custodian	12
Area Leads		224		
Custodian I		784		
Custodian II		672		
FIS Custodian		112		
Restroom Attendant Supervisor		80		
Restroom Attendant		1792		
3rd Shift				
Shift Supervisor		112		
Area Leads		336		
Custodian I		1008		
Custodian II		392		
Outside Trash Monitor		56		
Project Work				
Project Lead		40		
Project Custodians		40		

Current Staffing - Position Description & Qualifications

1. Job Manager

- a. The Job Manager shall be assigned exclusively as the full time 40 hours per week site manager of this Contract only and shall not be responsible for administering or otherwise participating in any other jobs or contracts elsewhere on Airport property or outside the area(s) included in this Contract. The Job Manager shall:
 - i. Have a minimum of five (5) years of documented supervisory experience in the janitorial industry and experience managing a facility similar in size and with a like number of employees as specified herein.
 - ii. Spend, on a frequent basis, such time as is necessary on each shift to inspect the facilities and ensure that the level of cleanliness established by the Airport Housekeeping Manager is achieved and maintained and that the proper procedures are followed.
 - iii. Have the authority to act in the Contractor's behalf in all day-to-day operational matters.
 - iv. Be responsible for, but not limited to, record keeping, scheduling, supervising, training, administration and ensuring compliance with all federal, state and local rules, regulations, standards and laws for all phases of the performance of the Contract.
 - v. Supply required computer-generated reports to the Airport. The software for janitorial management used for these reports will be provided by and maintained by the Contractor and approved by the City.

2. Assistant Job Manager

- a. When the Job Manager is ill, on vacation, at -seminars, or plans to be physically outside of a 50 mile radius of the Airport, the Assistant Job Manager shall assume the duties of the Job Manager and the Airport Housekeeping Manager notified in writing of such. The Assistant Job Manager shall be authorized to act in all matters within the Job Manager's purview in his or her absence. The Assistant Job Manager shall:
 - i. Have a minimum of three (3) years of documented supervisory experience in the janitorial industry and experience managing a facility with a like number of employees as specified herein.
 - ii. Spend, on a frequent basis, such time as is necessary on each shift to inspect the facilities and ensure that the level of cleanliness established by the City is achieved and maintained and that the proper procedures are followed.
 - iii. In the absence of the Job Manager have the authority to act in the Contractor's behalf as described above.
 - iv. Have knowledge of record keeping, scheduling, supervision, training, administration and ensuring compliance with all federal, state and local rules, regulations, standards and laws for all phases of the performance of the Contract.
 - v. Supply required computer-generated reports to the Airport. The software for janitorial management used for these reports will be provided by and maintained by the Contractor and approved by the City.
 - vi. Be able to supply required computer-generated reports to the Airport.

3. 1st Shift Supervisor
 - a. The supervisor is to coordinate the leads on each concourse and to ensure that they have the necessary personnel and supplies needed for the shift. They are to assist with personnel issues not limited to Area leads, Stock Clerk, Supply Clerk and all custodians. The Shift Supervisor shall have experience for minimum of (2) years directing the activities of custodial personnel and providing first level hands on Management of a cleaning crew. Have the skills to manage, perform and oversee all the tasks, duties and job assignments of the crew as specified in the contract.
4. Stock Clerk
 - a. Supply all storage closets on Concourses with daily supplies and organizes the supply room located in basement. This person will serves as an inventory control person that works closely with the Manager and Assistant Job Manger to ensure supplies and equipment are supplied for the Janitorial Staff in the Work areas. The Stock clerk and Supply clerk will work opposing days off to cover each other's assignments to their absence.
5. Custodian II
 - a. This position shall be filled seven (7) days per week. The Custodian II position requires experience working as a Custodian I, or the equivalent, for a minimum of one year. In addition to knowledge of routine cleaning procedures, these persons must have acquired the skills necessary for cleaning of restrooms and the general policing of both public and other assigned areas during their shift and shall be trained accordingly. The position shall be gender-sensitive.
6. Custodian I
 - a. This position shall be filled seven (7) days per week. The Custodian 1 position is the most visible of the front line custodial positions. These persons should exhibit the same conduct and attitude with the regard to the passengers as any other employee. They are responsible for general pulling of the trash in the public areas to include the food and retails stores during their shift and shall be trained according.
7. FIS Custodians
 - a. This position is to be filled seven (7) days per week. FIS is a security sensitive area that requires lots of attention during the unloading of passengers for different nationalities. They must process the knowledge of routine cleaning procedures; these persons must have acquired the skills necessary for cleaning of restrooms and the general policing of both public and other assigned areas during their shift and shall be trained accordingly. The position shall be gender-sensitive.
8. Restroom Attendant Supervisor
 - a. This position is to be filled seven (7) days per week. The restroom attendant supervisor is to monitor all restroom attendants thought out the Airport Terminal. They are to ensure that the Restroom attendants are keeping the rest rooms clean and stocked during their shifts. The Restroom attendants are sometimes the only interaction passengers have with Airport personnel during their visit to CDIA. The Supervisor is to walk all rest rooms to ensure that the attendants are being cautious and helpful to the passengers and that they are fully stocked with all of their supplies.
9. Restroom Attendant
 - a. This position shall be filled seven (7) days per week. The Restroom Attendant is the number one employee in customer service. These persons should exhibit the same

conduct and attitude with regard to the passengers as any other employee. They are responsible for their individual restrooms to ensure that they are clean, neat, and well stocked with supplies. Maintain a helpful, outgoing and personable demeanor with the traveling public, responding to inquiries as appropriate.

10. 2nd Shift Supervisor

- a. The supervisor is to coordinate the leads on each concourse and to ensure that they have the necessary personnel and supplies needed for the shift. They are to assist with personnel issues not limited to Area Leads, Stock Clerk, Supply Clerk and all custodians. The Shift Supervisor shall have experience for a minimum of three (3) years directing the activities of custodial personnel and providing first level hands on Management of a cleaning crew. Have the skills to manage, perform and oversee all the tasks, duties and job assignments of the crew as specified in the contract.

11. 2nd Shift Assistant Supervisor

- a. This position is to be filled (5) days per week and is assist the Job manager and assistant manager on the floor by check and monitoring the Terminal and to fill in as the Shift Supervisor in their absence. The Shift Supervisor and the Assistant Supervisor shall have opposing days off so that one is present (7) days a week. They are to assist with personnel issues not limited to Area Leads, Stock Clerk, Supply Clerk and all custodians. The Shift Supervisor shall have experience for minimum of (2) years directing the activities of custodial personnel and providing first level hands on Management of a cleaning crew. Have the skills to manage, perform and oversee all the tasks, duties and job assignments of the crew as specified in the contract.

12. 3rd Shift Senior Supervisor

- a. This position shall be filled (5) nights per week. This person shall direct, coordinate and assist custodians to the work area in accordance with the duties, procedures, set forth in the contract. The person will also have extended supervisory responsibilities between the times that the Job Manager/Assistant job Manager Return in the A.M. The Senior Supervisor may, during that time, schedule work as needed and respond to unusual conditions using his or her best judgment. This may include contacting the Job Manager/Assistant Manager or 2nd shift Supervisor, one of whom shall be on call during that time. The 3rd Shift Senior Supervisor shall: Have supervisory skills and experience for a minimum of three (3) years in directing the activities of custodial personnel and providing hands-on management of cleaning crew. Have the skills to manage, perform, and train on all tasks, duties and job assignments of the crew as specified in this contract. Ensure that all custodial personnel required by the Contract are on site(s), identified and attired properly and deployed with the necessary equipment and supplies. Conduct a thorough walk-through of assigned areas and identify any items that need immediate attention. Share policing/cleaning responsibilities with custodians as a working member of the crew.

13. Shift Area Lead (All Shifts)

- a. This position shall be filled seven (7) days per week. This person shall direct, coordinate and assist Custodians assigned to the Assigned Areas in accordance with the duties, procedures and schedules set forth in this Contract. The Evening Shift Crew Leader shall

- i. Have experience for a minimum of two (2) years directing the activities of custodial personnel and providing first level hands-on management of a cleaning crew.
- ii. Have the skills to manage, perform and oversee all the tasks, duties and job assignments of the crew as specified in this Contract. Ensure that all required custodial personnel are on site(s), identified and attired properly and deployed with the necessary equipment and supplies.
- iii. Conduct a thorough walk-through of assigned areas and identify any items that need immediate attention.
- iv. Share policing/cleaning responsibilities with custodians as a working member of the crew.

14. 3rd shift Custodian

- a. This position shall be filled seven (7) days per week. In addition to knowledge of routine cleaning procedures, these persons must have acquired the skills necessary for cleaning of restrooms and will be responsible for those assigned. They are also responsible for general policing of both public and other assigned areas or duties as assigned during their shift and shall be trained accordingly. These persons should exhibit the same conduct and attitude with regard to the passengers as any other employee. Except on the Night Shift, the position shall be gender-sensitive.

15. Project Lead

- a. This position shall be filled five (5) days per week. This person shall direct, coordinate and assist Custodians assigned to the Assigned Areas in accordance with the duties, procedures and schedules set forth in this Contract. The Evening Shift Crew Leader shall
 - i. Have experience for a minimum of two (2) years directing the activities of project custodial personnel and providing first level hands-on management of a cleaning crew.
 - ii. Have the skills to manage, perform and oversee all the tasks, duties and job assignments of the crew as specified in this Contract.
 - iii. Ensure that all required custodial personnel are on site(s), identified and attired properly and deployed with the necessary equipment and supplies.
 - iv. Conduct a thorough walk-through of assigned areas and identify any items that need immediate attention.
 - v. Share policing/cleaning responsibilities with project custodians as a working member of the crew.

16. Project Custodian

- a. Personnel in this position will work forty (40) hours per week, primarily on the Night Shift. They shall be trained and experienced in all aspects of floor care and all other processes used in the performance of the Work necessary for the completion of the Projects listed in Section III of the Contract and described in Section VII. The Airport Housekeeping Manager shall have the right to designate the exact days and hours of the week the Project Work shall be performed. The Project Custodians shall report to the Night Shift Supervisor unless directed otherwise by the Job Manager.

Exhibit B

Janitorial Services Sample Agreement

***Will be added by way of Addenda*