

GREENVILLE-SPARTANBURG AIRPORT DISTRICT

REQUEST FOR PROPOSALS

GREENVILLE-SPARTANBURG INTERNATIONAL AIRPORT  
JANITORIAL SERVICES CONTRACT

AUGUST 1, 2017



## A. INTRODUCTION

The Greenville-Spartanburg Airport District (“District”) is issuing this Request for Proposals for Janitorial Services (the “Work”) at the Greenville-Spartanburg International Airport (“GSP”).

The Work will include janitorial services, as further described herein, for the GSP Terminal and other structures located on the GSP campus comprising approximately 500,000 total 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)
August 1, 2017	Issue RFP
August 15, 2017	Mandatory Pre-Proposal Conference @ 1:00 PM
August 18, 2017	Deadline for Questions @ 5:00 PM
August 22, 2017	Final Addendum Issued (if necessary)
August 31, 2017	Proposals Due @ 4:00 PM
November 1, 2017	Contract Award Notification
January 1, 2018	Contract Start Date

The District reserves the right to modify the schedule above in its sole discretion. Any such modifications will be issued 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 a description of all required services.

## II. RFP SELECTION PROCESS

### A. POINT OF CONTACT

The point of contact for all submissions and correspondence regarding this RFP will be Jody Taylor, GSP Grounds and Terminal Manager ("POC") and may be reached by email at [jtaylor@gspairport.com](mailto:jtaylor@gspairport.com). Submissions of questions, correspondence or requests for clarifications to persons other than the POC listed above 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 via email to the POC. 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 stated in the RFP Schedule for the submission of questions. Any questions received after the deadline will not be addressed.

Interpretations, clarifications and supplemental instructions from the District will be issued in the form of an addendum. All addenda will be posted to the GSP website at [www.gspairport.com](http://www.gspairport.com), on the Business Opportunities page located with the RFQ under the "Other" section. **All interested Proposers are responsible for checking the website for addenda.** 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. ATTEMPTS TO INFLUENCE THE SELECTION PROCESS

Except for clarifying written questions with the POC, all proposers, including any and all persons acting on their behalf, are strictly prohibited from contacting any District employees, officers or Greenville-Spartanburg Airport Board of Commissioners (Commissioners) on or regarding any matter relating to this RFP until an announcement of a contract award.

**District reserves the right to disqualify any Proposer who contacts a Commissioner, District employee, representative, contractor, or agent concerning this RFP other than in accordance with the RFP.**

### D. MANDATORY PRE-PROPOSAL CONFERENCE

A Mandatory 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 Greenville-Spartanburg International Airport – Airport Facilities Building located at 1850 GSP Drive, Building #1, Greer, SC 29651. A tour of all work areas will follow the Pre-Proposal Conference. Future facilities tours will be accommodated based upon staff availability and may be limited.

### E. SELECTION CRITERIA AND MINIMUM REQUIREMENTS

Upon review and evaluation of all qualifying proposals, including any interviews that the District 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.

<b>Selection Criteria</b>	
<b>Experience</b>	District will evaluate the ability to meet the minimum requirements as set forth in the RFP.
<b>Staffing</b>	District will evaluate the proposed staffing plan (including positions, hours, and wages).
<b>Transition Plan</b>	District will evaluate the transition plan based on minimum impact to GSP operations.
<b>Compensation</b>	District will evaluate the Proposer on the overall compensation proposed.
<b>References</b>	District will consider the extent and quality of the Proposer's references.

## **F. EVALUATION COMMITTEE AND AWARD OF CONTRACT**

The District President/CEO 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 the District.

District may, in its discretion, require one or more Proposers to make presentations to the Evaluation Committee or appear before the Committee 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 the District 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. If the District and the selected Proposer are unable to agree on the final terms, the selected Proposer will be dismissed and the District may, at their option, proceed with the next ranked Proposer.

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

## **G. 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, the District 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 District deems necessary.

## **III. FINANCIAL ELIGIBILITY AND DISQUALIFICATION OF PROPOSERS**

### **A. FINANCIAL SECURITY**

Prior to execution of the Agreement, the selected Proposer will be required to furnish

District 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 required as part of the proposal. Upon inspection of the proposals, the District 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, official bank statement(s), copies of account records certified by a CPA, or a letter of credit. As part of the Proposal, a list of any contracts where proposer was terminate including an explanation of why and a list of any past bankruptcies must be included.

## **C. DISQUALIFICATION OF PROPOSAL**

Without in any way limiting District'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 C**. 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, the District reserves the right to waive any such irregularities.

## **IV. PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS**

### **A. PROPOSAL FORMAT**

District 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 and

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 the District.

Each Proposer shall make the following representations and warranty in the Cover Letter, of which the falsity whereof 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 the District, 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 the District as to any material facts."**

## **2. Additional Forms & Information**

- a) Proposal Form and supporting documentation – Form 1
- b) Qualifications Form and supporting documentation – Form 2
- c) Staffing Plan (Including Positions, Weekly Hours & Wages)
- d) Transition Plan
- e) References
- f) Letter from Insurance Company Confirming Proposer's Ability to Meet Insurance Requirements
- g) Letter from Surety Confirming Proposer's Ability to Meet Performance Bond Requirements

## **B. SUBMISSION REQUIREMENTS**

Proposers must submit seven (7) 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 no later than the date and time set forth in the RFP Schedule above. Submission may be by mail or hand-delivery as follows:

Greenville-Spartanburg Airport District  
Attn: Jody Taylor, GSP Grounds and Terminal Manager  
1850 GSP Drive, Building #1  
Greer, SC 29651

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

All Proposals shall be 8 1/2" x 11" format with all standard text no smaller than twelve (12) points. Failure of the Proposer to organize the information required by this RFP as outlined herein may result in the District, at its sole discretion, deeming the Proposal

non-responsive to the requirements of this RFP.

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. 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, the District reserves the right to waive such errors in its sole discretion.

### **D. 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 the District. 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 the District'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 District. No binding contract, obligation to negotiate, or any other obligation shall be created on the part of the District unless the District and the Proposer execute an Agreement following award of such agreement by the Commission.

## **V. RFP TERMS AND CONDITIONS**

### **A. DISTRICT'S RIGHTS AND OPTIONS**

District reserves the following rights, which may be exercised at District'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 District 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 Commission and/or other District 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 District 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 District to be in the best interest of District;
- x. To reject any or all proposals submitted; and
- xi. To re-advertise for proposals using this RFP or a different RFP for solicitation.

## **B. ACCURACY OF RFP AND RELATED DOCUMENTS**

District 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, District 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 District 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 District, the Proposer should immediately notify District of such discrepancy or omission in writing and a written addendum may be issued if District determines clarification necessary. Each Proposer requesting a clarification or interpretation will be responsible for delivering such requests to District 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 Commission, the District 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).

**D. REPRESENTATION BY BROKER**

The District 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 District and any potential or actual respondent broker or agent are not to be construed as an agreement to pay, nor will the District pay any such fees, expenses or commissions. By submitting its proposal, respondent agrees to hold the District 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 District selecting the Proposer to engage in further discussions including the negotiation of the Scope of Work and compensation. The commencement of such discussions and negotiations, however, does not signify a commitment by District to execute the Agreement or to continue discussions and negotiations. District may terminate discussions and/or negotiations at any time and for any reason prior to the execution of a binding contract by the District, 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 District. Proposers are advised that all information included in the material provided may become available to the public. Proposer may designate information confidential that is considered a trade secret or confidential under South Carolina Statute, however District 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 District may reveal any trade secrets or confidential information to the Commission, District staff, consultants or third parties assisting with this RFP and resulting Agreement. Where information is marked Confidential or Trade Secret, Proposer agrees to indemnify and hold harmless the District 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 District 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 licensed to provide the Work in the State of South Carolina.

**FORM 1**

**PROPOSAL FORMS**

Proposer Name: \_\_\_\_\_

Principal Office Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**A. COMPENSATION**

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 District that, except as may be disclosed in an Addendum hereto, no officer, employee or agent of the District presently has any interest, either directly or indirectly, in the business of Proposer, and that any such officer, employee or agent of the District 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.

<b>Addendum Number</b>	<b>Date</b>

## **D. PROPOSAL CHECKLIST**

Proposer 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.

1. Cover Letter
2. Proposal Forms
3. Qualifications and Proposer Requirements
4. Compensation Worksheet
5. Staffing Plan
6. Transition Plan
7. Detailed List of Proposed Equipment
8. Proposed Uniform(s)
9. Professional References
10. Letter from Insurance Company Confirming Proposer's Ability to Meet Insurance Requirements
11. Letter from Surety Confirming Proposer's Ability to Meet Performance Bond Requirements

**E. 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 \_\_\_\_\_, 2017.

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, followed by title)**

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 all materials and equipment required under the Agreement.

Names and addresses of All Partners/Joint Ventures (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 all 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):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**(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 all 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 2**

### **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 the District. 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 2** are required for proposer and all subcontractors identified in the Proposal. Therefore, the use of the term "Proposer" in this **Form 2** 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.

- 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 one million (1,000,000) total passengers annually;or
  - A large public facility consisting of multiple buildings in a campus environment with a minimum of two hundred fifty thousand (250,000) square feet of indoor climate controlled area serviced in multiple shifts, twenty-four (24) hours per day, seven (7) days per week.
- Have had gross revenues of at least five million dollars (\$5,000,000.00) 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 2017 Gross Revenue: \_\_\_\_\_

**B. PROPOSER HISTORY**

1. Has Proposer ever been subject to claims, actions, demands, suits or other litigation (collectively litigation) brought by any owner/operator or others over non-payment 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 arrearage or is in breach of contract with any previous or existing contract with the District? 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.

## **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.

1. Greenville-Spartanburg International Airport Terminal
2. Parking Garage A
3. Parking Garage B
4. Rental Car Customer Center (located within Parking Garage A)
5. North Federal Inspection Station (North FIS)
6. Cerulean FBO Terminal
7. South Federal Inspection Station (South FIS)
8. Cerulean Hangar at 2102 GSP Drive
9. South Cargo Suite 2
10. Cerulean Commercial Cargo Office
11. Greenville Spartanburg Airport District–Airport Facilities Administrative Offices Building and Shop Building

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 from time to time, as may be required to complete the Work in a manner acceptable to the District.

#### **Term**

The District intends to enter into an agreement beginning January 1, 2018 for a period of five (5) years. The District, 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 Director of Facilities and the Grounds and Terminal Manager or their designee(s).

#### **Administrative and Management Responsibilities**

Separate and apart of janitorial services provided under the Agreement, the selected Proposer will be required to provide training, 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 District shall be accomplished through the

Account Manager and the Director of Facilities or his/her designee. On a weekly basis, the Account Manager or designee shall meet with the Director of Facilities or his/her designee 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"). A complete list of the expected procedures for the Work is included in **Attachment 2**. All Work shall be accomplished during the hours scheduled. District has the right to order work to be performed during both regular and irregular hours.

### **Routine Chemicals, Equipment & Supplies**

As part of the Work specific chemicals, equipment and supplies must be provided. As part of the Proposal, the Proposer shall submit a detailed list of all proposed chemical, equipment and supplies to the District proposed to be used for the Work. The District shall have final approval for all chemicals, equipment and supplies used for the Work.

The selected proposer will also be expected to provide chemicals and certain expendable supplies for the Work. This includes, but is not limited to, cleaning chemicals, plastic bag liners, toilet bowl cleaner, and dust cloths.

The District will provide paper products, including paper towels and toilet paper, additionally the District will provide hand soap.

### **Project Work**

The selected Contractor must also complete more specialized tasks ("Project Work") in the Terminal building and other campus buildings. A detailed list of locations, tasks and frequency of tasks is included in **Attachment 2**.

### **Remote Work**

Portions of the Work include tasks on a routine schedule at areas and/or buildings outside the primary GSP terminal building. These remote locations and a detailed list of tasks and frequency are also included in **Attachment 2**. The Contractor shall be responsible for any additional equipment at the remote locations required to perform the Work as well providing for the safe and efficient transportation of personnel and /or equipment to the remote locations to complete required Project Work.

### **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 1-2**. The Staffing Plan will clearly identify the number and hours of individual shifts and total number of required personnel including management and supervisory staff.

The Contractor shall pay no less than \$10.50 per hour for any employee servicing the GSP account. Proposers shall certify agreement to this minimum rate requirement as part of their proposal and will provide an annual report to the District certifying compliance with this requirement. Furthermore, the District reserves the right to conduct an independent audit to confirm compliance with this requirement at their sole discretion anytime during the term of this Contract.

As part of the staffing plan please include information regarding any intended vacation, sick days or paid time off offered to employees.

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 read, speak and understand rudimentary English.

The selected Proposer shall provide relief personnel and/or overtime work as necessary at no additional cost to the District 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 District and must not be a color similar to existing uniforms of the District or other vendors at GSP. No head gear, other than that included as part of the Uniform and approved by District, may be worn by the selected Proposer's personnel. Cold or inclement weather gear for the staff shall be provided when needed for specific positions. 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 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. **Include a description and picture of the proposed uniform(s) with the Staffing Plan.**

## **Reports**

The selected Proposer will provide written reports to the Director of Facilities or his/her designee concerning any damage to District'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 request.

## **Compensation Worksheet**

The Compensation Worksheet will be provided to all interested proposers. Payment for the Work will 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 the District monthly.

## **Transition Plan**

Proposers shall provide the District, 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 current Contractor. Transition Plan shall include but not be limited to:

- Procurement of Equipment and Supplies (including timing)
- Staff Selection and Hiring
- Obtaining Airport ID Badges: Including background checks and conducting TSA required security training
- Employee Orientation and Site Tours
- Training Syllabus based on requirements of the Work as set forth herein

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

## **Badging**

All personnel hired to provide the Work must be able to obtain required identification and security clearance required by TSA to work in the Secured and/or Sterile areas of the Airport. Furthermore, all personnel will be expected to participate in any necessary training to obtain identification and security clearances 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 GSP. Costs associated with badging will be borne by the selected Proposer.

## **Attachment 1: Administrative and Management Responsibilities**

### **Supervision**

The selected Proposer shall provide a full-time on-site manager (“Account Manager”) who shall devote a minimum of forty (40) hours per week to the District and the GSP account. The Account Manager will be responsible for ensuring compliance with the Agreement and for the day-to-day administration of janitorial operations at GSP, including Work that may be performed at other campus buildings and locations remote from the GSP passenger terminal.

**Proposer is required to include, with its Proposal, an up-to-date resume for its Account 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, a resume will be delivered, within 15 calendar days of the award, to the District for consideration. District 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 shift supervisors as needed to ensure that the Work is complete in the manner set forth in the Scope of Work.

Other supervisory personnel shall:

- Ensure prompt and correct compliance with instructions of the Account Manager and District
- Ensure that employees assigned to shifts/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 District's regulations

### **Work Cycles**

For Work required to be performed in cycles, for example, Project Work, the Director of Facilities or his/her designee shall have the right to specify the exact time the Work is performed. This is to assure District that the Work will be performed with relatively equal time lapses between performances unless otherwise necessary. District 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**

District shall have the right to require the selected Proposer to perform other duties, at GSP, 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**

District 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 GSP. When necessary, compensation and benefits for new personnel shall be in accordance with those presently provided.

## **Training**

Within fifteen (15) calendar days of being awarded the Agreement, the selected Proposer shall provide District 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 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, and/or MSDS information.
5. Workforce must be made cognizant of other factors affecting their well-being and the best interests of the District. 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 GSP. All learning opportunities held or scheduled to be held must be documented. Both shall be available to District at all times. This requirement shall be applicable to any subcontractors performing a portion of the Work.
8. The selected Proposer shall instruct its personnel that no gratuities shall be solicited or accepted for any reason whatever from GSP 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 District 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 GSP passengers, tenants and District staff. The program should be able to be expanded as required.

## **Attachment 2: Cleaning Schedule**

### **Base Bid**

The following areas and tasks comprise the base bid of the GSP Janitorial Services Contract.

### **Terminal Building – Public Area**

Continuous Routine Cleaning (as needed throughout shifts 0400-last arriving flight)

1. Empty all interior trash receptacles, replace bag liners
2. Spot clean, vacuum public area carpets, clean up spills, remove spots on carpet
3. Spot clean, sweep, dust mop tile and other hard surface floor finishes
4. Police and spot clean vestibules and walk off mats
5. Spot clean public restrooms (public restrooms shall be inspected minimum once every 2 hours)
  - a. Empty trash receptacles and replace bag liners, wipe down receptacles, etc.
  - b. Clean sinks, commodes, urinals, mirrors, shelves, table, etc.
  - c. Spot clean walls, partitions, etc.
  - d. Replenish paper products, soap, etc.
  - e. Sweep and spot clean tile and terrazzo floors
6. Clean furniture, seating and tables in public areas
7. Police public elevator cabs, escalators and stairs
8. Empty exterior trash receptacles, ash urns and cigarette butt receptacles. Wipe down as needed.

### Daily/Nightly Cleaning

1. Empty trash receptacles, replace bag liners
2. Deep clean/sanitize restrooms nightly (public restrooms after last arriving flight and before 0400)
3. Clean Passenger Boarding Bridges and Vacuum (including stairwells and window ledges)
4. Clean terrazzo and tile floors using floor machine
5. Vacuum carpeted floors
6. Clean escalators and stairs, glass and stainless-steel handrails, treads, etc.
7. Clean interior and exterior of elevators including cabs, floors, walls, stainless steel, door tracks, etc.
8. Clean stainless base
9. Clean glass handrails and glass partitions
10. Clean Exit Lanes

11. Clean TSA Checkpoint and Checkpoint Queue Areas (after TSA checkpoint is closed)
12. Ticket counters - wipe down millwork and empty trash receptacles
13. Vacuum behind ticket counters
14. Dust, clean interior knee wall at landside curtain wall windows
15. Vacuum vestibules and walk off mats
16. Public Conference Center (3 conference rooms and kitchenette) – empty trash, dust and vacuum daily

#### Weekly Cleaning

1. Dust ticket counters, ticket counter back wall and monitors
2. Clean interior windows, glass doors, and glass display cases
3. Deep clean terrazzo in restrooms

#### Monthly

1. Clean all light fixtures below 15' (night work or areas not in use by public)
2. Clean ceiling and vents, remove cobwebs
3. Clean interior and exterior of water feature atrium glass (up to 12' gasket)
4. Clean exterior glass at airside garden (up to 10' horizontal mullion)
5. Clean South Federal Inspection Station (South FIS).
  - a. Clean restrooms, empty trash receptacles, replace bag liners, vacuum and dust (in addition to regular monthly cleaning schedule, the South FIS will occasionally need to be cleaned after events or passenger movements)

#### Quarterly

1. Terrazzo floors
2. Strip and wax all VCT floors

#### Semi-Annually

1. Clean all light fixtures above 15' (must be night work after last arriving flights)
2. High ceiling areas - dust and remove cob webs
3. Deep clean escalator treads
4. South FIS
  - a. Shampoo carpets
  - b. Deep clean tile in restrooms

#### **Terminal Area – District Administrative Offices**

##### Daily/Nightly Cleaning (cleaned between 6pm and 6am, 6 days per week)

1. Clean and restock restrooms
2. Empty trash receptacles and replace bag liners
3. Carpeted floors – vacuum

4. Wood floors – sweep, dust mop
5. LVT floor – sweep, dust mop, damp mop
6. Clean glass top tables

#### Weekly

1. Dust desks, furniture, etc.
2. Clean doors, door frames and light switches
3. Ceiling, ceiling vents and lights – dust and remove cobwebs
4. Walls, baseboards and book shelves – dust

#### Monthly

1. Clean all interior glass

#### Semi-Annually

1. Deep clean LVT, Wood and Terrazzo floors

### **Terminal Area – District Police Department and Operations Department Offices**

#### Daily/Nightly Cleaning (7 days per week)

1. Clean and restock restrooms
2. Empty trash receptacles and replace bag liners
3. Carpeted floors – vacuum
4. VCT and LVT floors – sweep, dust mop, damp mop

#### Weekly

1. Clean doors, door frames and light switches
2. Dust desks and furniture

#### Monthly

1. Ceiling, ceiling vents and lights – dust and remove cobwebs
2. Dust walls, baseboards and book shelves

#### Quarterly

1. Deep clean Tile and Terrazzo floors
2. Clean all interior and exterior windows and glass doors
3. VCT – strip and wax

### **Terminal Area – Back of House Areas**

#### Continuous Routine Cleaning (as needed throughout shifts 0400-last arriving flight)

1. Spot clean and restock restrooms (minimum of once per shift)
2. Spot clean back of house corridors

#### Daily/Nightly Cleaning

1. Deep clean/sanitize restrooms
2. Sweep, mop VCT and tile floors
3. Vacuum carpeted floors

#### Monthly

1. Clean all light fixtures below 15'
2. Clean doors, door frames and light switches
3. Ceiling, ceiling vents and lights – dust and remove cobwebs
4. Walls, baseboards and book shelves – dust
5. Clean all interior and exterior windows, glass

#### Quarterly

1. Strip and wax VCT/tile floors

### **Facilities Department Administrative Offices and Shop Building**

#### Daily/Nightly Clean (5 days per week, Monday-Friday)

1. Clean and restock restrooms
2. Empty trash receptacles and replace bag liners
3. Carpeted floors – vacuum
4. Break room floor – dust mop and damp mop

#### Weekly

1. Clean doors, door frames and light switches

#### Monthly

1. Dust desks and furniture
2. Dust walls, baseboards and book shelves
3. Ceiling, ceiling vents and lights – dust and remove cobwebs

#### Quarterly

1. VCT – strip and wax
2. Clean all interior and exterior glass windows and doors

#### Semi-Annually

1. Carpeted floors – shampoo
2. Tile and Terrazzo floors – recondition

### **Cerulean Aviation Commercial – South Cargo Suite 2 and Cargo Handling/Fueling Offices**

#### Daily/Nightly Clean (7 days per week)

1. South Cargo Suite 2 Restrooms – clean and restock

2. Cargo Handling/Fueling Offices Restrooms – clean and restock
3. Empty trash receptacles and replace bag liners
4. Sweep and mop all floors

#### Weekly

1. Clean doors, door frames and light switches
2. Clean Suite 2 warehouse floor

#### Monthly

1. Dust desks and furniture
2. Dust walls, baseboards and book shelves
3. Ceiling, ceiling vents and lights – dust and remove cobwebs
4. Deep clean tile floor in restrooms

#### Quarterly

1. Strip and wax VCT floors

### **Cerulean Aviation – FBO Terminal and 2102 GSP Drive Hangar**

#### Daily/Nightly Clean (7 days per week)

1. Clean and restock restrooms
2. Empty trash receptacles and replace bag liners
3. Clean, sweep and mop hard surface floors
4. Spot clean and vacuum carpeted floors
5. Clean and dust furniture, desks, etc.
6. Spot clean glass windows and doors

#### Weekly

1. Clean doors, door frames and light switches

#### Monthly

1. Dust walls and baseboards
2. Ceilings, ceiling vents and lights – dust and remover cobwebs
3. Clean all glass windows, doors interior and exterior (up to 10' mullion)

#### Quarterly

1. Shampoo carpet
2. Clean tile floors, reseal grout
3. Strip and wax VCT floors

#### Semi Annually

1. Clean all glass interior and exterior above 10'

## **North Federal Inspection Station (North FIS)**

### Daily/Nightly Clean (7 days per week)

1. Clean and restock restrooms
2. Empty trash receptacles and replace bag liners
3. Vacuum carpeted floors
4. Clean, sweep and mop hard surface floors
5. Clean and dust furniture

### Quarterly

1. Strip and wax VCT floors
2. Clean all interior and exterior glass

### Annually

1. Clean carpet
2. Deep clean tile and seal grout

## **Parking Garage A and B (PGA & PGB)**

### Daily/Nightly Clean (7 days per week)

1. Empty all trash receptacles and replace bag liners
2. Wipe down all trash receptacles inside and out
3. Clean and sweep elevator lobby areas each floor
4. Clean interior and exterior of elevators including cabs, doors, floors, walls, stainless steel, vacuum door tracks, etc.
5. Empty and wipe down smoking cigarette butt urn (PGA level 1)

### Monthly

1. Clean overhead lights, remove cobwebs from precast T's, etc.
2. Wipe down fire extinguisher boxes, fire alarm pull stations, emergency call stations, etc.

## **Rental Car Customer Center (located within Parking Garage A)**

### Continuous Routine Cleaning (as needed throughout shifts 0400-last arriving flight)

1. Empty all trash receptacles, replace bag liners
2. Spot clean, sweep, dust mop tile and other hard surface floor finishes
3. Polish and spot clean vestibules and walk off mats
4. Spot clean public restrooms (public restrooms shall be inspected minimum once every 2 hours)
  - a. Empty trash receptacles and replace bag liners, wipe down receptacles, etc.
  - b. Clean sinks, commodes, urinals, mirrors, shelves, table, etc.

- c. Spot clean walls, partitions, etc.
- d. Replenish paper products, soap, etc.
- e. Sweep and spot clean tile and terrazzo floors
- 5. Clean furniture, seating and tables in public areas
- 6. Police public elevator cabs, escalators and stairs

#### Daily/Nightly Cleaning

- 1. Empty trash receptacles, replace bag liners
- 2. Deep clean/sanitize restrooms nightly (public restrooms after last arriving flight and before 0400)
- 3. Clean terrazzo and tile floors using floor machine
- 4. Vacuum carpeted floors
- 5. Clean stainless base
- 6. Rental Car counters – wipe down millwork and empty trash receptacles
- 7. Vacuum vestibules and walk off mats

#### Weekly Cleaning

- 1. Clean interior and exterior windows and glass doors
- 2. Deep clean terrazzo floors in restrooms

#### Monthly

- 1. Clean all light fixtures below 15'
- 2. Clean ceiling and vents, remove cobwebs

#### Semi-Annually

- 1. Clean all light fixtures above 15'

### **Add Alternates**

The District is also requesting additive alternate proposals for the following areas and tasks. The District will consider adding these to the base GSP Janitorial Services Contract.

#### **Airline Baggage Service Offices**

##### Daily/Nightly Clean (7 days per week)

- 1. Empty trash receptacles, replace bag liners
- 2. Vacuum carpeted floors
- 3. Counters - wipe down millwork
- 4. Spot clean glass windows and doors

##### Monthly

- 1. Clean windows and glass doors
- 2. Clean all light fixtures

3. Clean ceiling and vents, remove cobwebs

Quarterly

1. Shampoo carpet

**Airline Ticket Offices**

Daily/Nightly Clean (7 days per week)

1. Clean and restock restrooms
2. Empty trash receptacles and replace bag liners
3. Carpeted floors – vacuum
4. VCT and LVT floors – sweep, dust mop, damp mop

Weekly

1. Clean doors, door frames and light switches
2. Dust desks and furniture

Monthly

1. Ceiling, ceiling vents and lights – dust and remove cobwebs
2. Dust walls and baseboards

Quarterly

1. VCT floors – strip and wax
2. Shampoo carpets
3. Deep clean tile floors
4. Clean all interior windows and glass doors

**Airline Ramp and Operations Offices**

Daily/Nightly Clean (7 days per week)

1. Clean and restock restrooms
2. Empty trash receptacles and replace bag liners
3. Carpeted floors – vacuum
4. VCT and LVT floors – sweep, dust mop, damp mop

Weekly

1. Clean doors, door frames and light switches
2. Dust desks and furniture

Monthly

1. Ceiling, ceiling vents and lights – dust and remove cobwebs
2. Dust walls and baseboards

Quarterly

1. VCT floors – strip and wax
2. Shampoo carpets
3. Deep clean tile floors
4. Clean all interior and exterior windows and glass doors

**Exhibit B**

**GSP Janitorial Services Agreement**

*Will be added by way of Addenda*