

JANITORIAL SERVICES AGREEMENT

THIS CONTRACT is made effective as of the 1st day of February 2023, by and between **Panama City - Bay County Airport and Industrial District dba Northwest Florida Beaches International Airport**, (Hereinafter called "ECP" or "District"), whose mailing address is 6300 West Bay Parkway, Box A, Panama City, Florida 32409 and **Florida Cleaning Systems, Inc. dba FCS Facility Services** (Hereinafter called "FCS"), whose mailing address is 131 S Country Club Rd, Lake Mary, Florida 32746.

WITNESSETH

WHEREAS ECP desires to employ the services of FCS for a period beginning February 1, 2023, and ending January 31, 2026, or as otherwise modified as set forth in this Agreement, to perform the hereinafter described Services, and FCS desires to be so employed.

NOW THEREFORE, in consideration of the premises and the mutual covenants and obligations contained in this Agreement, the parties agree as follows

1. DEFINITIONS.

- a. **Agreement.** The Agreement consists of this Services Agreement and the Scope of Services. The Agreement represents the entire and integrated Agreement between the parties hereto and supersedes all prior negotiations, representations or agreements, either written or oral. The Agreement may be amended or modified with consent from both parties.
- b. **Additional Spaces.** The areas throughout the Airport which are either not currently contemplated by the Scope of Services or have not been constructed as of the Effective Date of this Contract but may be added to the Scope of Services either by work order or by amendment of this Contract at the discretion of ECP.
- c. **Contract Documents.** This Contract, the RFP, and all addendums to the RFP (incorporated by reference) and FCS's proposal (incorporated by reference), (collectively, the "Contract Documents"), and, with respect to non-discriminatory laws, statutes and authorities, the Parties incorporate the attached **Appendix "A."**
- d. **Executive Director.** The Panama City-Bay County Airport and Industrial District Executive Director.

- e. Extra Work. Cleaning tasks not included in Scope of Services which are found by ECP to be necessary to provide the Janitorial Services including those for Additional Spaces.
- f. Janitorial Services ("Services"). The services to be performed by FCS at the Airport as more fully described in Exhibit "A", Scope of Work.
- g. Scope of Services. A description of the nature, scope, and schedule of Services to be performed by Contractor under this Agreement in accordance with Exhibit A, Scope of Services.

2. SCOPE OF SERVICES.

- a. ECP hereby engages FCS to perform the services as set forth in the Scope of Services. FCS shall perform the Services strictly in accordance with All of the documents referenced herein are hereby specifically made a part hereof to the same extent as if fully set forth herein.
- b. From time to time there may be additional/special Services requested by ECP. These additional Services will be added on a case-by-case basis, at a cost mutually agreed to be ECP and FCS with the approval of the Executive Director. All changes to the Scope of Work will be made by written work order, in a form acceptable to ECP and signed by the Executive Director.
- c. Upon receipt of an ECP approved work order, FCS shall perform the additional Services.
- d. If, at any time during the term of this Contract, including any optional renewal terms, ECP's footprint is expanded, ECP reserves the right to add those Additional Spaces to the Scope of Services on a pro rate basis based upon the Space's usage type (i.e., office space, waiting space) at the prices set forth in Section 4 of this Contract. The Airport reserves the right to solicit bids for the Additional Spaces.

3. TERM.

- a. Term. This Contract shall commence on February 1, 2023, and terminate on January 31, 2026. This Contract may be renewed at the same terms and conditions hereunder for two (2) one (1) year options to renew, at the sole discretion of the Executive Director. Renewal will be evidenced by issuance of a written letter to FCS by the Executive Director.
- b. Early Termination. ECP may terminate this Contract, without cause, by giving sixty (60) days written notice to Company. In that event, Company will proceed to complete any part of the work, as directed Authority, and will settle all its

claims and obligations under this Contract, as directed by Authority.

- c. Extension. In the event of a delay in awarding a subsequent contract, ECP reserves the right at its sole discretion to extend this Contract at the same terms and conditions on a month-to-month basis for a maximum of twelve (12) months until a subsequent contract is awarded and commences or this Contract is otherwise terminated. The Executive Director is authorized to enter into such extension. Such extension will be effective by issuance of a written letter to FCS by the Executive Director.

- d. Rights and Obligations upon Expiration or Termination

- i. FCS shall, upon termination or expiration of this Contract, with or without cause”:

- 1. Surrender all areas covered by this Contract to ECP in good order and condition, reasonable use and wear thereof and damage by casualty, which damage FCS, its personnel and its subcontractors did not cause and is not required to repair or restore, excepted.
 - 2. Provide to ECP any and all keys to doors or any area of controlled access within the Airport.
 - 3. Immediately repair any damage caused by removal of its furniture, fixtures and equipment at FCS's expense and to the satisfaction of ECP. If Company fails to remove such furniture, fixtures, equipment or property within ten (10) days from the date of termination of this Contract, FCS shall be deemed to have abandoned same and ECP shall have the right, at its option, and in its sole discretion, to take title to said furniture, fixtures, equipment and/or personal property and sell, contract, salvage, or dispose of the same in any manner permitted by law. FCS shall have no right, interest or claim in or to any proceeds of the sale or other disposition of such items. Any expense ECP incurs in disposing of such items shall be immediately reimbursed by FCS.

- ii. ECP shall be entitled to:

- 1. De-activate FCSs security badges or credentials.

4. **COMPENSATION.**

- a. ECP shall compensate FCS for the Janitorial Services at the fixed annual rate as listed below which shall be subdivided into twelve (12) equal installments subject to any variations provided by this Contract:

CONTRACT TERM	CONTRACT AMOUNT
February 1, 2023 - January 31, 2024	\$1,225,678.74
February 1, 2024 – January 31, 2025	\$1,262,449.11
February 1, 2025 – January 31, 2026	\$1,301,207.23
February 1, 2026 – January 31, 2027	\$1,365,311.22*
February 1, 2027 – January 31, 2028	\$1,401,818.67**

*Option Year 1 ** Option Year 2

- b. FCS will invoice ECP on or before the 10th day of each month for Services provided in the preceding month. FCS's invoice shall detail the Services provided including any Extra Work performed. Payment shall be made within 30 days of receiving the invoice, provided that FCS has met all of its obligations under the Agreement.

- c. Additional Spaces, Extra Work and other changes in the Agreement shall be deleted as the parties shall mutually agree in advance. Any amendment order issued by the Executive Director, such amendment shall be reflected on FCS's invoice and paid in accordance with paragraph a above; provided, however, that FCS shall not receive compensation for Extra Work unless FCS has received prior authorization from ECP. Extra Work and Services provided shall be compensated at the following rates:

9/13/24 PM, DG, GF
 The per square foot for addition space number reflects a monthly / sq ft not an annual / sq ft rate. This is determined by calculating the original contract / sq ft price.
 ↓ The chart shows for cost extra work "

CONTRACT TERM	PRICE PER SQ./FOOT
February 1, 2023 - January 31, 2024	\$1.17

February 1, 2024 – January 31, 2025	\$1.20
February 1, 2025 – January 31, 2026	\$1.24
February 1, 2026 – January 31, 2027	\$1.30
February 1, 2027 – January 31, 2028	\$1.33

- d. If, at any time during the term of the Contract, any portion of the Airport covered under this Contract is taken out of service by ECP for a period exceeding thirty (30) days, the Parties will adjust the monthly invoice to reflect the reduced square footage at the rates listed in Table 4.b.
- e. All invoices will reference the contract number and be submitted to the following contact:

Panama City - Bay County Airport and Industrial District
Northwest Florida Beaches International Airport
Attention: Accounts Payable
6300 West Bay Parkway, Box A
Panama City, Florida 32409

All invoices shall be sent to accounting@pcairport.com

5. PERFORMANCE.

- a. The work performed under this contract is 24 hours per day, seven days a week, including holidays. A Staffing Plan will be provided to the Executive Director or designee. Due to the inherent seasonality in Airport operations, adjustments to the cleaning schedule or Staffing Plan may be required to comply with the Scope of Services to include an increase or decrease in frequencies and/or the addition or deletion of tasks. Any adjustments to the cleaning schedule which do not constitute Extra Work shall not be compensated at any additional fee. ECP

reserves the right to request seasonal adjustments to the cleaning schedule or Staffing Plan based upon performance of the Services which shall be evidenced by a work order issued by the Executive Director.

b. Contractor shall perform all work to the satisfaction of ECP, ECP shall have the right of inspection at all times. If, in the opinion of ECP, the quality and quantity of work performed is deemed to be substandard based on the Scope of Services, the District shall issue a written notice to FCS of the violation and provide FCS a reasonable time to cure the violation. Due to the nature of the Janitorial Services provided by the Scope of Services, ECP acknowledges and agrees that there are items that will require immediate attention by the FCS and others that may require a longer time to cure.

c. If the violation is not remedied within the established cure period, ECP shall assess a non-performance fee based on the following schedule:

VIOLATION	ASSESSED FEE
First Violation	\$75.00
Repeat Violation	\$150.00
Subsequent Repeat Violations	\$500.00

d. A "Repeat Violation" shall occur when the violation is of the same type and involves substantially the same Services as similar violation which was assessed to FCS within the previous sixty (60) days.

e. In the event of a dispute with regard to the assessment of a non-performance fee, the Executive Director shall have the final decision.

f. **Parking.**

i. Airport will provide parking for the On-Site Manager in the Parking Lot based on availability.

ii. Employees of FCS shall obtain an Employee Parking Lot Permit in accordance with ECP Policy. Parking is for the employee only and is not transferable.

6. SUSPENSION OR TERMINATION.

- a. If FCS is found in violation in excess of five (5) times in any sixty (60) day period, ECP retains the right to issue a 30-day notice that FCS has failed to perform under the Contract (the "Performance Improvement Period"). The Notice shall list the violation and list all conditions which must be satisfied to continue this Contract. During that Performance Improvement Period, ECP shall assess FCS's performance to and provide additional inspections to fully evaluate FCS's work. If, at the end the Performance Improvement Period, ECP, in its sole discretion, determines that FCS has failed to establish the conditions required by the notice of Performance Improvement Plan, it may terminate this contract with thirty (30) days' notice. In the event of termination, ECP's sole obligation and liability to FCS, if any, shall be to pay to FCS that portion of the fee earned by it, plus any earned amounts for extra Services performed through the date of termination.
- b. FCS also reserves the right to suspend or terminate this Agreement with prior written notice if ECP defaults in payments to FCS or in any way breaches the terms of this agreement.

7. INSURANCE.

- a. FCS hereby represents to ECP that: (a) it has the experience and skill to perform the Services as set forth in this Agreement; (b) that it shall comply with all applicable federal, state, and local laws, rules, codes, and orders of any public, quasi-public or other government authority; (c) it is duly licensed to observe and perform the terms, covenants, conditions and other provisions on its part to be observed or performed under this Agreement.
- b. The Contractor shall procure, pay for, and maintain during the life of this Contract and shall require its Subcontractors and Sub-subcontractors to procure, pay for, and maintain during the progress of their portion of the Work, the following types and minimum amounts of insurance:
 - i. **Commercial General Liability Insurance** including unmodified contractual liability, personal and advertising injury, and products/completed operations liability written on an occurrence form basis with minimum combined single limits for bodily injury and property damage of \$2,000,000.00 per occurrence;

- ii. **Automobile Liability** coverage for all owned, non-owned and hired vehicles written on an occurrence form basis, with minimum combined single limits of \$1,000,000.00 per occurrence;
 - iii. **Workers' Compensation Insurance** as required by applicable law and Employer's Liability Insurance with minimum limits of \$1,000,000.00 per occurrence;
- c. **CERTIFICATE OF INSURANCE:** Shall be furnished to the ECP.
- d. **ADDITIONAL INSURED:** Each liability policy required herein shall name ECP as Additional Insured and Loss Payee.
- e. **CLAIMS:** FCS and its Subcontractors and Sub-subcontractors shall assist and cooperate in every manner possible in connection with the adjustment of all claims arising out of the operations conducted under or in connection with the Work and shall cooperate with the insurance carrier or carriers of the ECP and of FCS, its Subcontractors and Sub-subcontractors in all litigated claims and demands which arise out of said operations and which the said insurance carrier or carriers are called upon to adjust or resist.

8. INDEMNIFICATION. FCS shall indemnify ECP from and against any and all claims, suits, judgments, damages, losses and expenses (including attorneys' fees) of any nature whatsoever to the extent caused by the negligence, recklessness or intentional wrongful misconduct (which includes, without limitation, any failure of FCS or any of its Subcontractors or Sub-subcontractors to perform and complete the Work in strict compliance with the Contract Documents, unless such failure has been specifically waived by ECP in writing upon final acceptance of the Work) of FCS or any persons employed or utilized by FCS in the performance of the Contract, including without limitation, any Subcontractor or Sub-subcontractor (or their employees), utilized by FCS in the performance of the Work. The provisions of this paragraph shall survive the expiration or sooner termination of this Agreement.

9. NOTICE. Any notice required to be served under this Contract shall be sent by certified mail or any courier guaranteeing overnight delivery, return receipt requested to the following:

For the District:
District

Panama City - Bay County Airport and Industrial

Northwest Florida Beaches International Airport
6300 West Bay Parkway, Box A
Panama City, Florida 32409
Attn: Parker McClellan, Executive Director

For FCS:
Inc.

FCS Facility Services dba Florida Cleaning Systems,
131 S Country Club Rd
Lake Mary, Florida 32746
Attn: Pat Lamb, VP of Business Development

This Contract constitutes the entire agreement between the parties hereto for the Scope of Services to be performed and furnished by FCS hereunder. No statement, representation, writing, understanding, agreement, course of action or course of conduct made by either party, or any representative of either party, which is not expressed herein shall be binding. All changes to, additions to, modifications of, or amendment to this Contract, or an of the terms, provisions and conditions hereof, shall be binding only when in writing and signed by the authorized officer, agent or representative of each of the parties hereto.

IN WITNESS WHEREOF, the parties hereto have duly executed this Contract, in duplicate, the day and year first above written.

Attest: Panama City - Bay County Airport and Industrial District



Parker W. McClellan, Jr.
Executive Director



Holly K. Melzer
Chair

Attest: Florida Cleaning Systems, Inc. dba FCS Facility Services



Pat Lamb
VP of Business Development



~~Giovanna I Barrios~~ Roger Barrios
~~Chief Executive Officer~~ Chief Operating officer

REQUIRED TITLE VI PROVISIONS FOR CONTRACTORS

1. **Civil Rights – 49 USC § 47123**: FCS agrees to comply with pertinent statutes, Executive Orders and such rules as are promulgated to assure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance. This provision binds FCS and subtier contractors from the solicitation period through the completion of the Agreement. This provision is in addition to that required of Title VI of the Civil Rights Act of 1964.
2. **Nondiscrimination**: During solicitations of subcontracts, labor, materials and/or equipment and during the performance of this contract, FCS, for itself, subcontractors, representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree not to participate directly or indirectly in discriminatory activity or any kind and that no person on the ground of race, color, or national origin, will be subjected to discrimination in the execution of this Agreement, including employment practices (see Appendix B of 49 CFR Part 21). With respect to the Agreement, in the event of breach of the above nondiscrimination covenant, the District will have the right to terminate the Agreement and to pursue should remedies against Contractor as may be permitted by applicable law.
3. **Title VI and Related Law Compliance**: During solicitations of subcontracts, labor, materials and/or equipment and during the performance of this contract, FCS, for itself, subcontractors, its assignees, and successors in interest, agrees to comply with the following non-discrimination statutes and authorities, as may be amended from time to time, including but not limited to:
 - a) Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
 - b) 49 CFR part 21 (Non-discrimination in Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);
 - c) The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or

- whose property has been acquired because of Federal or Federal-aid programs and projects);
- d) Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR part 27;
 - e) The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
 - f) Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
 - g) The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
 - h) Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;
 - i) The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex).
 - j) Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
 - k) Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100); and
 - l) Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

4. **Federal Fair Labor Standards Act (Federal Minimum Wage) – 29 USC § 201, et seq.**: All contracts and subcontracts that result from this Agreement incorporate by reference the provisions of 29 CFR Part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers. FCS has full responsibility to monitor compliance to the above-referenced statute and regulation. FCS must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.
5. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment**: In all solicitations, either by competitive bidding or negotiation, made by FCS for work required under this Agreement, to be performed under a subcontract, which also includes procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by FCS of FCS's obligations under this Agreement and the Nondiscrimination Acts and Authorities on the grounds of race, creed, color, national origin, sex, age, or disability. FCS will incorporate this Agreement (the Prime Contract) into its subcontract agreements, such that its subcontractors are obligated to FCS to the same extent FCS is obligated to ECP under the Prime Contract. However, nothing contained in the Prime Contract creates any contractual relationship between subcontractor and ECP. FCS's subcontract agreements shall require its subcontractors to generally agree to comply with all applicable federal, state and local laws, including the Civil Rights Act of 1964 as amended, as well as those non-discrimination statutes and authorities listed in Paragraph 3, above. For purposes of compliance with this section, FCS shall furnish documented proof that each of its subcontract or sub-consultant agreements contain provisions that require compliance with the above.
6. **Occupational Safety and Health Act of 1970 – 20 CFR Part 1910**: All contracts and subcontracts that result from this Agreement incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. FCS must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. FCS retains full responsibility to monitor its compliance and its subcontractors' compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). FCS must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.
7. **Information and Reports**: FCS will provide all information and reports required by

the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by ECP or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts and Authorities and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, FCS will so certify to ECP or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

8. **Sanctions for Noncompliance:** In the event of FCS's noncompliance with the Nondiscrimination provisions of this contract, ECP will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to: (i) Withholding payments to FCS under the contract until FCS complies; and/or (ii) Canceling, terminating, or suspending a contract, in whole or in part.
9. **Incorporation of Provisions:** FCS will: (i) include the above in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto; and (ii) take action with respect to any subcontract or procurement as ECP or the Federal Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided that if FCS becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, FCS may request ECP to enter into any litigation to protect the interests of ECP. In addition, FCS may request the United States to enter into the litigation to protect the interests of the United States.

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Appendix A

Scope of Services

Overview. District desires to engage a qualified, experienced Contractor to provide Comprehensive Janitorial Services for the facilities and equipment comprising the Airport. This service area will include the Terminal and multiple support areas located at the Airport as further outlined in this RFP. These areas encompass an aggregate square footage of approximately 92,000 square feet. The quality and timely responsiveness of service sought under this Request for Proposals is of the highest importance to District, its tenants and customers. The Airport environment is quite different from other commercial environments. It is important for Proposers to understand the Airport operating environment presents unique challenges that do not exist in other commercial settings. Experience in providing first-class Janitorial and Management Services in an environment of equal size and complexity to the Airport is imperative.

The chosen Contractor shall provide all necessary supervision, administrative support, labor, tools, materials, equipment, parts and transportation required to perform comprehensive janitorial services 24 hours per day, 7 days per week and 365 days per year at the Airport. Various tasks provided for will include but are not limited to continual supervision of specified interior and exterior high traffic areas, cleaning, dusting, vacuuming, exceptional restroom care, PBB care, office and conference room care, digital displays and monitors, glass care, floors, trash disposal, and may include special projects. General maintenance for Terrazzo flooring (i.e., mopping, sweeping and maintaining) is included.

The chosen Contractor shall be fully responsible for its employees and any subcontractors that may be employed under this contract to include but not limited to supervision, staffing, training and performance.

District has established the following minimum expectations for the services being sought:

- Provide outstanding customer service to passengers, tenants, and others using the Airport facilities.
- Provide timely, high quality Janitorial and Management Services that ensure clean and safe facilities that are consistent with first-class travel and customer service.
- Manage a productive, positive, and well-trained workforce to minimize turnover.
- Develop and maintain outstanding interpersonal relationships with Airport staff and tenants while following established Airport practices, policies, rules, and regulations.
- Maintain complete and accurate records and business systems to document cleaning practices, insurance claims, and personnel issues.

For the purposes of this Request for Proposals, the Services will include, but are not limited to supervision, labor, materials, equipment, chemical supplies, and incidentals, including trash collection for high quality and timely Janitorial and Management services at the following locations on airport property:

- Terminal-All interior common areas open to the general public, all Airport areas to

include, but not limited to, Administration, Operations, Police Department, and TSA Screening Checkpoint, offices, and break area.

- Air Traffic Control Tower Facility (ATCT)
- All Reachable Building Exteriors-to include but not limited to glass, entrances, and sidewalks.

The following areas will be Alternative:

- Public Safety Building (PSB)
- Maintenance Office

JANITORIAL SERVICES

General Scope. The selected Contractor shall provide the Services, which are, the labor, supervision, materials, equipment, chemicals, and incidentals for complete janitorial services at the following locations on the Northwest Florida Beaches International Airport to include all public use areas, stairways, doorways, outside entrances and sidewalks, restrooms, and PBB's. The Contractor will be required to provide janitorial services at the Terminal, ATCT, with options of the PSB, and Airport Maintenance Office. It is the intent of this Scope of Work to describe the janitorial services the selected Contractor shall provide. The selected Contractor shall comply with the detailed provisions herein and shall perform all the work provided for in this Scope of Services. The selected Contractor may also be requested to perform extra and incidental tasks.

Administrative & Management Responsibilities

Separate and apart of janitorial services provided under the Agreement, the selected Contractor will be required to provide oversight, supervision and management of the staff provided to complete the Work. During the Term all communication regarding day-to-day scheduling and Agreement administrative matters between the selected Contractor and District shall be accomplished as determined The District.

Routine Chemicals & Equipment

As part of the Routine Work, specific chemicals and equipment must be used. The selected Contractor will be required to provide the chemicals and equipment.

Consumables

Contractor shall be responsible for supply and replenishment of consumable products in the restroom, to include; toilet paper, toilet seat covers, paper towels, baby changing station liners, feminine hygiene products, and hand soap. The contractor will be responsible for supplying and changing batteries for any applicable consumable dispensers.

Staffing Plan

As part of the proposal a detailed staffing plan must be included which outlines how the Contractor will complete the required work. The current positions staffed, including a job description, qualifications and hours worked weekly shall be included. As part of proposed

staffing plan please include information regarding employee screening, separate and apart from airport ID badging requirements as set forth below and 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 speak rudimentary English.

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

Uniforms

The selected Contractor will be required to provide uniforms for the staff assigned to complete the Work. Uniform selection shall be approved by The District and must not be a color similar to existing uniforms of other vendors, officials, agencies, or personnel located at the Airport. No head gear, other than that included as part of the Uniform and approved by The District, may be worn by the selected Contractor's personnel. Uniforms should include a consistent color for all footwear worn by the selected Contractor's personnel. Uniforms shall be provided by the selected Contractor at no cost to its personnel. Uniforms must be kept cleaned and maintained. The Contractor 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

If at any time damage is caused or observed by Contractor's personnel, immediate notification to District must be made. The selected Contractor will also provide written reports to The District concerning any damage to District property caused or observed by its personnel and a separate report of any injuries sustained by its personnel within 1 business day.

Transition Plan

Contractors shall provide 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 present Contractor. Transition Plan shall include but not be limited to:

- Procurement of Equipment (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.

Contractor agrees that, if selected, Contractor will cooperate with District 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 Contractor's employees beginning work at the

Airport. Costs associated with badging will be borne by the selected Contractor. All personnel hired will be expected to be fully badged no later than 14 business days from the start of their orientation/training.

Administrative and Management Responsibilities

Supervision

The selected Contractor shall provide a full-time on-site job manager ("Job Manager") who shall devote a minimum of forty (40) hours per week to the Airport. The Job Manager will be responsible to District, for ensuring compliance with the Agreement and for the day-to-day administration of the operations at the Airport.

The selected Contractor shall also provide other supervisors as needed to ensure that the Work is complete in the manner set forth in the Scope of Work.

Other Supervisory personnel (if provided) shall:

- Ensure prompt and correct compliance with instructions of the Job Manager and District. • 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 Contractor's and The District's regulations

Work Cycles

For work required to be performed in cycles, for example, Project Work, the Airport Maintenance Manager or his designee shall have the right to specify the exact time the Work is performed. This is to assure District that Work will be performed with relatively equal time lapses between performances unless otherwise necessary. The District will work with the selected Contractor 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 Contractor's personnel to perform other duties, at the Airport, outside the scope of scheduled work. The selected Contractor will promptly comply with such requirements. During temporary work changes, the selected Contractor 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 Contractor's proposed personnel requirements by adding or subtracting personnel as may be necessary to meet the changing cleaning requirements at the Airport. Where possible; 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 Contractor shall provide the 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:

- A. 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 Contractor must provide training to ensure a commensurate increase in skills and/or knowledge.
- B. Should new supplies, chemicals or equipment be introduced into the Work, the appropriate personnel shall be thoroughly trained in their use.
- C. 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.
- D. All selected Contractor's personnel utilized in the performance of the Agreement will have training designed to result in compliance with applicable 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.
- E. Selected Contractor's workforce must be made cognizant of other factors affecting their well-being and the best interests of District. These include, but are not limited to: An understanding, based on the legal definition of sexual harassment, the difference between acceptable behavior and harassment and their role in preventing it.
- F. Each class or learning opportunity, including on-the-job training, shall have learning objectives that are specific, measurable, attainable, relevant and time lined.
- G. A training record shall be kept for all of selected Contractor's personnel assigned to the perform Work at the Airport. 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 passed down to any subcontractors performing a portion of the Work.
- H. The selected Contractor shall instruct its personnel that no gratuities shall be solicited or accepted for any reason whatsoever from District, tenants, passengers or other persons using the Airport.

Quality Control

As part of the staffing plan, the selected Contractor 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 passengers and District staff. The program should be able to be expanded as required.

Procedures

1. POLICING RESTROOMS

- A. Pick up all litter and debris using the appropriate tool.

- B. Empty waste receptacles (including sanitary pockets in each stall, where appropriate); 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. Wipe down exterior of waste receptacles.
- C. Replace plastic liners.
- D. Re-supply towels, toilet paper, toilet liners, bags in sanitary napkin disposal units, sanitary napkins in dispensers, and hand soap as needed.
- E. Spot-clean or wipe soiled sink basins, vanity tops, changing tables, toilets, stall walls, tile walls, and stainless-steel fixtures using cleaner-disinfectant solution from properly marked spray bottle. Spot-mop floor and maintain all floor areas are free of wet spots/spills.
- F. Spot-clean mirrors.
- G. Clean spills with a damp mop and cleaner-disinfectant solution. Use "Caution Wet Floor" signs when mopping and during drying.
- H. Deodorize.
- I. Hand dryers are wiped clean, and dry. Proper "Caution Wet Floor" signs in place next to dryer(s).
- J. Routinely maintain and spot clean doors on each stall.
- K. Use plumber's plunger to unstop any plugged fixtures. If plunging fails to clear the obstruction, report the problem to your immediate supervisor to take appropriate action.
- L. All employees shall wear rubber gloves and other safety items as are applicable and consistent with OSHA rules, regulations and standards.
- M. 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.

2. POLICING PUBLIC AREAS

- A. Using a long-handled dustpan and broom or hokey type device, pick up trash dropped on floors.
- B. Empty waste receptacles and recycling containers; 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. Wipe down exterior of waste receptacles.
- C. 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.
- D. All custodial carts shall be equipped with gum removal chemicals. It shall be the responsibility of all custodial personnel to remove gum during the course of their duties.
- E. Spot-clean any surfaces, such as glass, tables, seating units, telephone areas, water fountains/hydration stations, pillars, walls, etc. as required to ensure a clean appearance to users.
- F. Assure minimum interference to passengers moving through your area and always be polite and courteous.
- G. Report items needing repair or any unusual circumstances to your immediate supervisor.
- H. Spot-clean all windows/glass, not to exceed six feet.
- I. Spot-clean all Concourse Passenger Boarding Bridges (PBB) removing debris, spots,

- handprints, keeping area free of obstructions.
- J. Remove any marks or scuffs on terrazzo floor using device such as tennis ball on end of broom handle to rub of scuffs and marks.

3. POLICING EXTERIOR AREAS

- A. 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.
- B. 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.
- C. Rake all ashtrays, when disposing of smoking debris, make sure it is completely extinguished before mixing with other trash.
- D. Remove gum from the sidewalk by using the approved chemical and scraping.
- E. Spot-clean glass, seating units, shelters and other surfaces.
- F. 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 cleanup work and drying time.
- G. Report items needing repair or any unusual circumstances to the Shift Supervisor or Crew Leader.

4. POLICING STAIRWAYS

- A. Using the appropriate tool, remove all debris from the surrounding areas.
- B. Special care must be taken at the top and bottom of stairways. Barricades must also be used for stairways when warranted. These areas must be thoroughly dry before returning to use.
- C. Stairways, must be serviced at scheduled intervals on all shifts.
- D. Being careful not to interfere with foot traffic, spot-clean the sides of stairways and wipe down stairway handrails.
- E. NOTE: If any liquid spills occur on or about the stairways, 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 safety concerns when policing or cleaning these areas.

5. POLICING OFFICES, CONFERENCE, & MULTI-PURPOSE ROOMS

- A. 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. Replace plastic liner.
- B. Dust shelves, sills and ledges, clocks, picture frames and (cleared areas only) furniture tops.

- C. Treat conference table top(s) with specified cleaner/wax and polish.
- D. 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.
- E. Spot-clean glass and doors, walls and furniture with the specified or approved product.
- F. Vacuum floors in conference rooms and/or multi-purpose rooms as directed by your supervisor. Observe vacuuming technique cited in "J" below.
- G. When policing office hallways, refer to Procedure 2, "Policing Public Areas."

6. POLICING ELEVATORS

- A. Pick up litter/debris from floor using appropriate tool.
- B. 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.
- C. Check lights such as floor indicators for operation. Report any inoperative lights to your immediate supervisor.
- D. Do not interfere with foot traffic when performing this procedure.
- E. 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.

7. CLEAN RESTROOMS - OVERNIGHT SHIFT

- A. 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.
- B. Pick up debris from the floor for disposal, using the appropriate tool.
- C. Remove plastic liners from trash receptacles for disposal. Clean the interior of the trash disposal unit. Replace with a clean, intact liner. Wipe down exterior of waste receptacles.
- D. 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.
- E. 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.
- F. 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. Build up along the floor edges are not to be tolerated and should be eliminated. Rinse the areas with clean water and hand dry.
- G. Check all sanitary napkin disposal units. Remove disposable liner. Clean the inside of the

unit using a viricide 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 OSHA standards.

- H. Clean vanity tops and sinks and chrome fixtures with a cleaner disinfectant solution, dry fixtures with a soft cloth.
- I. Clean mirrors full length and other surfaces with specified product.
- J. Re-supply paper towels, toilet tissue, seat cover units, and hand soap.
- K. Notify your immediate supervisor of any lights out, fixture malfunction or other problems.

8. GENERAL VACUUMING, PILE LIFTING & CLEANING

- A. All high traffic carpeted areas as identified by the Airport Maintenance Manager or his designee shall be vacuumed nightly.
- B. 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.
- C. Areas identified by the Airport Maintenance Manager or his designee as funnel areas, swivel areas, etc. shall be pile lifted as needed.
- D. 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.
- E. Clean tables, seats, fixtures, walls, partitions, planters, doors, etc. Use the appropriate cleaner for the type of surface and nature of the soil.
- F. Clean, disinfect and polish drinking fountains and hydration stations.
- G. 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.
- H. Dust horizontal building and furniture surfaces nightly, dust vertical surfaces as needed but a minimum of twice per week.
- I. 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.
- J. 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.
- K. Should a spill occur, isolate the area from the public in a manner acceptable to the District until the Shift Supervisor can determine the time frame for cleaning by the Project Custodians and if any interim measures are necessary.
- L. 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.

9. DEEP CLEAN RESTROOMS (Frequency: Weekly)

- A. 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.
- B. Remove any paper products such as, paper towels, toilet tissue and seat cover that may get wet during the cleaning process.
 - C. Close the restroom to the public using the Airport-approved apparatus and signage.
 - D. 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.
 - E. 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.
 - F. Clean the inside of commodes with a disposable mop and cleaner disinfectant.
 - G. 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.
 - H. Check all sanitary napkin disposal units. Remove disposable liner. Clean the inside of the unit using a viricide effective against Bloodborne Pathogens.
 - I. Clean vanity tops and sinks with a cleaner-disinfectant solution. Use ONLY a soft cloth to dry chrome fixtures.
 - J. Clean stainless steel, mirrors and other surfaces using specified chemicals and according to manufacturer's recommendations.
 - K. 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.
 - L. The floor drain shall be disassembled and cleaned on the top and underside.
 - M. Great each commode with the recommended amount of a citric or phosphoric acid-based bowl cleaner and do NOT flush yet. NOTE: No chemical products containing hydrochloric acid are permitted.
 - N. Clean air vents; exhaust fan vents, and the surrounding ceiling areas. Clean the entire ceiling with a sponge mop.
 - O. Spray the upper wall surfaces and partitions with the cleaner-disinfectant solution, scrub with a long-handled floor type brush and rinse.
 - P. Clean light fixtures and/or diffusers.
 - Q. Re-supply paper towels, toilet tissue, seat cover units and hand soap.
 - R. Flush commodes.

10. CLEAN ELEVATORS (Frequency: Weekly)

- A. All elevator surfaces, including doors, walls, ceiling, signage and floor shall be cleaned with the appropriate method and with the appropriate chemicals and supplies.
- B. 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.
- C. 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.

- D. 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 Maintenance Manager or his designee.
- E. Clean walls and doors. Vacuum door tracks.
- F. Return the car to service.
 - i. NOTE: Those areas that are normal focal points for the public such as the elevator call button including its surrounding plate, and the floor indicator graphics require extra attention.

11. CLEANING OF ESCALATORS (DAILY)

- A. Make sure escalators are clear of debris.
- B. Wipe down all handrails. Clean any rubber shavings from hand rail ends where handrail fold back under escalator.
- C. Clean all glass walls on either side of escalator. Clean both sides of each panel of glass leaving them streak and mark free.
- D. Use cleaning machine to clean all grooves on escalator floor panels. Clean grooves at steel plates entering and exiting escalators. This should be done weekly.

12. CLEANING VINYL SEATING. (Frequency: Quarterly)

- A. 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.
- B. Vinyl components of the seating units shall be restored with a vinyl restorative chemical.
- C. Aluminum or stainless-steel frames will be polished using the manufacturer's specified product and then may be protected with a hard-wax finish.

NOTE: It is very important to report any damaged or cut vinyl seats or damage to the molded resin chairs immediately to Airport Maintenance. Personnel shall also notify their Shift Supervisor.

13. WINDOW CLEANING. (Frequency: Interior: Monthly/Exterior: Quarterly)

- A. All Window Cleaning shall mean all interior glass. Unreachable interior glass cleaning should be coordinated with Airport Maintenance for use of lift.
- B. 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.
- C. The Contractor shall use the proper dilution of the appropriate cleaning product as the cleaning chemical for this project.
- D. Contractor's personnel shall not negatively impact passenger traffic or airlines operations at the gate areas or any other areas when performing glass cleaning.

14. CLEAN & POLISH STAINLESS STEEL (Frequency: Monthly)

Stainless Steel shall be cleaned accordance with the manufacturer's recommendations. An approved product for this work is #6310 Stainless Steel Polish & Cleaner, Manufactured by Spartan Chemical Company.

NOTE: Unit cost for this project includes stainless steel other than that in restrooms or any other project that includes a stainless-steel component.

15. CLEAN INTERIOR GRAPHICS (Frequency: Monthly)

- A. This project is to clean ALL the interior graphics in ALL assigned areas.
- B. Assemble equipment, chemicals and safety equipment, to include but not be limited to, eyewear, gloves, warning signs etc. at the work site.
- C. 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.
- D. Non-digital/electronic graphics are cleaned with a neutral detergent solution that contains a small amount of isopropyl alcohol to prevent streaking and accelerate drying time.
 - i. Note: For digital and electronic graphics (including Flight Information Display (FID)Monitors), no chemicals of any kind are to be used. These are to be dusted by utilization of a micro cloth only.
- E. No other treatment, such as wax or dust treatments may be used on the graphics, as their use may impact readability.
- F. Should any material used in interior graphics be changed, the Airport Maintenance Manager in conjunction with the FCS Manager will determine the cleaning chemical to be used.

16. CARPET WATER EXTRACTION (Frequency: As Needed)

- A. 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.
- B. The operator shall never move any furniture that is attached to an electrical source (i.e. Concourse seating). If this type of furniture needs to be moved for cleaning purposes, this shall be coordinated & scheduled with Airport Maintenance Department prior to start of Work.
- C. 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.
- D. 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. 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.
- E. In no case will any substitution of the specified water extraction-cleaning chemical or equipment be permitted.
- F. 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.

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

- A. Dry Foam is used when insufficient drying time is available for water extraction or when there is over-wetting the carpet from excessive water extraction.
- B. The carpet will be spot treated prior to the use of the dry foam cleaning.

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

- A. The operator shall never move any furniture that is attached to an electrical source (i.e. Concourse seating). If this type of furniture needs to be moved for cleaning purposes, this shall be coordinated & scheduled with Airport Maintenance Department prior to start of Work.
- B. The carpet shall be thoroughly vacuumed using an upright vacuum or a pile lifter before rotary scrubbing.
- C. Spots will be pre-treated, allowing time for the chemical pre-treatment to work but in no case less than five (5) minutes.
- D. 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.
- E. The pre-treated, pre-wet area shall be scrubbed using a maximum 175 RPM rotary machine equipped with a brush head.
- F. 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.
- G. After scrubbing, the carpet shall be extracted using water only, that is, without any chemical additive.
- H. Using the method specified, scrub high traffic areas or excessively soiled areas on an as-needed basis, as directed by the Airport Maintenance Manager or his designee.

19. BONNET SPOT-CLEAN CARPET (Frequency: As Needed)

- A. The bonnet system is used primarily as a spot -cleaning method.
- B. Spots should be pre-treated and the bonnet must be clean and damp.
- C. The pre-treated area shall be bonneted using a maximum 175 RPM rotary machine equipped with a clean bonnet.
- D. 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
- E. The work area must be feathered-out to blend into the field carpet.

20. CLEAN WOOD SURFACES (Frequency: Semi-Annual)

- A. Wood walls and other wood surfaces shall be cleaned using Spartan Ph 7.5 or similar product and following the manufacturer's recommendations.
- B. Wood components of other projects shall be treated as above but are not part of this project. c. No further treatment is needed or allowed.

21. CLEAN INSIDE & OUTSIDE OF ALL TRASH RECEPTACLES (Frequency: Monthly)

- A. Remove the liner of the trash receptacle. Clean the inside with 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.

22. EXTERIOR/INTERIOR CONCRETE & EXTERIOR CLEANING

- A. Sweep interior concrete floors and stairwells using sweeping compound as directed by your immediate supervisor.
- B. Pan and broom police exterior concrete, being careful to not interfere with the public.
- C. Spot-clean any appurtenances, such as ash cans, tables, chairs and chair sets.
- D. Spot-clean any surfaces as determined by the Airport Maintenance Manager or his designee.
- E. Clean, disinfect and polish drinking fountains/hydration stations.
- F. Pick up litter in designated landscaped areas. Empty trashcans and transport contents to disposal hold area for pick up at end of shift. Wipe down exterior of waste receptacles. All employees shall be trained in proper procedures to guard against the possibility of hypodermic needle sticks or injury from other sharps.
- G. Do any other work assigned or recognized that will add to the appearance of the assigned work area.

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.

23. CLEANING/POLICING BREAK ROOMS

- A. Clean table tops with neutral detergent solution.
- B. Clean sink and adjacent counter with cleaner-disinfectant approved for use in food preparation areas by the U.S. Environmental Protection Agency (EPA).
- C. Wipe down refrigerator front, accessible sides and handles.
- D. Wipe down chairs and dust the tops of appliances.
- E. Without reaching into receptacle liners, empty them into waste compartment of custodial cart. Replace as needed. Wipe down exterior of waste receptacles.
- F. Remove/sweep debris from flooring, and mop the flooring.
- G. Report any lights out or plumbing problems to your immediate supervisor.

24. CLEANING/MAINTAINING CUSTODIAL CLOSETS

- A. Custodial closets and storage spaces must be kept clean, odor free and well organized at all times.
- B. The areas will be used only to store those items used in the performance of janitorial duties.
- C. Slop sinks shall be clean, free of debris and mop strings. Drains shall flow freely.
- D. All storage areas must be in compliance with local fire regulations.

- E. 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.
- F. All items removed at the beginning of a shift shall be returned to their proper places at the end of the shift.
- G. 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. h. Pressure wash mop buckets and wringers once a month to ensure cleanliness and appearance.

25. TRASH REMOVAL

- A. 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 Respondent shall promptly remove all trash bags to a trash receptor located in areas to be designated by District. Selected Respondent 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 Respondent shall immediately clean the affected area and at no cost to Airport the selected Respondent 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 The District for final disposition once or twice per shift depending on the space available and amount of trash collected.

PERSONNEL

Personnel working at the Airport **MUST** wear an easily identifiable uniform (shirt) with the company name displayed at all times and **MUST** clear a background check to be fingerprinted and badged under the Airport's security rules. The successful Contractor must designate an authorized signatory for the purpose of fingerprinting and badging their employees. 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 Contractor's employees beginning work at The Airport. Costs associated with badging, including fingerprinting fees will be borne by selected Contractor.

Account Manager: The Contractor must assign an 'Account Manager' for the purpose of servicing the Airport. The 'Account Manager' shall:

- A. Have the authority to act on behalf of the Contractor in all day-to-day operational matters;
- B. Be responsible for, but not limited to, record keeping, scheduling, supervising, training,

- and contract administration; and
C. Provide requested reports to the Airport.

Changes, Additions, and Deletions in Services.

The District, by written change order may make changes, additions, deletions or clarifications in the Services to be provided or the manner in which Services are to be provided. Should any changes be made, the Contractor shall continue to perform the services as changed; provided that if the services are materially changed as to require significantly greater man-hours in the performance thereof, then the parties may renegotiate the fees paid to the Contractor. All changes must be formally documented and accepted in writing.

TERRAZZO FLOORS

General Scope:

DISTRICT is including in this RFP, Floor Maintenance Services for Terrazzo flooring throughout the Airport's terminal. All work is to be performed between 9:30P.M. and 06:00 A.M., 7 days per week.

General Responsibilities:

Finish

1. All existing Terrazzo flooring shall be restored and maintained to a high gloss waxed finish at all times, as determined by the District.

Chemicals, Equipment and Supplies

1. All chemicals, equipment and supplies needed to meet the requirement of this RFP shall be supplied by the Contractor.
2. Propane floor machines may NOT be used inside the airport facilities. Only the use of electric machines may be used.
3. Material Safety Data Sheets (MSDS) for all chemicals must be supplied to the Airport Maintenance Manager or his designee before the contract start date and shall be updated as needed to stay current.

Accommodations and Storage

1. Special accommodations such as power requirements, propane (for use with outdoor equipment storage, etc.), shall be specified and communicated in writing to The District prior to start of the contract.
2. Space will be provided for the storage of equipment and supplies (at no cost to the Contractor).

Inspection

1. The Contractor shall provide quality control and inspection as necessary to meet the terms of this agreement. The Airport Maintenance Manager or his designee will conduct periodic quality assurance checks on all terrazzo flooring to ensure the Schedule Services are being performed. Contractor shall have 7 calendar days to correct any deficiencies discovered by the Contract Compliance Inspector during the quality assurance periodic check. At the discretion of the District, a third party may be asked to clean areas to be found to be unclean during routine daily inspections. The District may seek reimbursement of payment for having the area(s) cleaned and brought up to passenger satisfaction standards.
2. Mandatory terrazzo inspections shall be conducted on a monthly basis with both the Contractor and the Contract Compliance Inspector or designee present for the inspection. Dates and times shall be determined by the Airport Maintenance Manager.

Scheduled Services – Terminal

Contractor shall coordinate all cleaning and maintenance activities with the Airport Maintenance Manager or his designee in order to minimize operational disruptions.

Initial Strip and Reseal: Upon contract award, Contractor shall remove all existing wax and/or terrazzo sealer on all terrazzo flooring and reseal/re-wax the existing terrazzo. Contractor shall coordinate this work with the Airport Maintenance Manager or designee including providing a schedule to complete this initial stripping and res-waxing to minimize airport operational

disruption.

Daily: Dust mop and spot removal of all spills, gum, heel marks, debris etc. from terrazzo floors.

Weekly: Damp mop to clean all areas as designated by the Airport Maintenance Manager or designee. Use a scrubbing machine as needed for heavily soiled areas. Allow to dry and buff.

Bi-Weekly: Damp mop all high traffic areas (TSA Checkpoint, Baggage Claim, Ticketing, and Concourse) with a non- abrasive pad to maintain terrazzo luster. Use a scrubbing machine as needed for heavily soiled areas. Allow to dry and buff.

Semi-annually: Strip old sealer and any finish coats. Re-wax the floor with wax and/or sealer.