GREATER ORLANDO AVIATION AUTHORITY

REQUEST FOR PROPOSALS (RFP)
23-380-RFP

23-380-RFP TERMINALS A and B JANITORIAL MAINTENANCE

Location 3 – Airsides 2 & 4

Contract Term:	**September 1, 2024, to August 31, 2029**
Contractor:	**SUNSHINE CLEANING SYSTEM, LLC.**
Department:	**Facilities Department**
Other:	**Performance Bond – REQUIRED**

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Contract

This Agreement/Contract is made and entered into effective as of **September 1, 2024**, by and between the **GREATER ORLANDO AVIATION AUTHORITY**, a public and governmental body, existing under and by virtue of the laws of the State of Florida, hereinafter called the Aviation Authority, and **SUNSHINE CLEANING SYSTEM, LLC.**, hereinafter called Contractor.

WITNESSETH, that the said Contractor, for and in consideration of the payments hereinafter specified and agreed to be made by the Aviation Authority, hereby covenants and agrees to furnish all labor, supervision, management oversight, training, materials, equipment, tools, vehicles, submissions, reports, consumables, uniforms, janitorial cleaning supplies (except hand soap, trash liners and baling wire), paper products (except paper towels and toilet tissue), feminine hygiene products, toilet seat covers, trash can inserts, fuel, oil, lubricants, and all other items with no markup necessary or proper for, or incidental to, performing its obligations under Purchasing Request For **Proposal 23-380-RFP, Terminals A and B Janitorial Maintenance – Location 3- Airsides 2 & 4**, at the Orlando International Airport, in accordance with the Contract Documents which consist of the Contract, Response Price Page(s), the General Information, the Special Conditions, the Specifications, the Terms and Conditions, the Federal Provisions, any Addenda issued prior to the execution of the Contract, and the Request for Responses, each of which are incorporated herein by this reference.

If the Contractor shall fail to comply with any of the terms, conditions, provisions, or stipulations of the Contract Documents, then the Aviation Authority may avail itself of any or all remedies provided in the Contract Documents, or which are otherwise available by applicable law or in equity, and shall have the right and power to proceed in accordance with the provisions thereof.

An extension of time for performance shall be the Contractor's sole and exclusive remedy for any delay of any kind or nature caused by Aviation Authority, and in no event shall Contractor be entitled to recover from Aviation Authority any indirect, incidental, special or consequential damages in any proceeding arising out of or relating to this Contract or the breach thereof.

It is also agreed and understood that the acceptance of the last payment pursuant to the Terms and Conditions for work performed hereunder by the Contractor shall be considered as a release in full of all claims against Aviation Authority and its members, officers, agents and employees arising out of, or by reason of, the Contract obligations or work.

In consideration of the Contractor's obligations set forth in the Contract Documents, Aviation Authority agrees to pay to the Contractor upon satisfactory completion of such obligations, and subject to the Contract provisions, the compensation as set forth in **Pricing table** via the eProcurement platform subject to such additions and deductions as may be provided in the Contract Documents and any duly approved and executed amendments thereto.

IN WITNESS WHEREOF, the said **GREATER ORLANDO AVIATION AUTHORITY** has caused this Contract to be executed in its name by its Chief Executive Officer, or designee, and the said Contractor.

"AVIATION AUTHORITY"

GREATER ORLANDO AVIATION AUTHORITY

By: Kevin J. Thibault
boxSIGN 1V3Q39J4-42L397RW

Title: CEO

Date: May 23, 2024

"SUNSHINE CLEANING SYSTEM"

By: Randy Kierce
boxSIGN 4KQ65YBR-42L397RW

Randy Kierce

Title: Vice President

Date: May 17, 2024

APPROVED AS TO FORM AND LEGALITY
For the use and reliance of the Greater Orlando
Aviation Authority, only.

Name of Law Firm: Nelson Mullins Riley & Scarborough LLP

By: Jo O. Thacker
boxSIGN 1R68P9LP-42L397RW

Date: May 20, 2024

23-380-RFP PRICING SHEET
LOCATION 3 - AIRSIDESs 2 & 4

Year 1		
Management Fee*	**$**	**2,063,396.00**
Reimbursable Payroll Expense Budget**	$	5,433,800.00
Reimbursable Operating Expense Budget	$	345,700.00
Sub-Total for Year 1	**$**	**7,842,896.00**
Year 2		
Management Fee*	**$**	**2,125,298.00**
Reimbursable Payroll Expense Budget**	$	5,597,600.00
Reimbursable Operating Expense Budget	$	356,300.00
Sub-Total for Year 2	**$**	**8,079,198.00**
Year 3		
Management Fee*	**$**	**2,189,056.00**
Reimbursable Payroll Expense Budget**	$	5,766,100.00
Reimbursable Operating Expense Budget	$	367,200.00
Sub-Total for Year 3	**$**	**8,322,356.00**
Year 4		
Management Fee*	**$**	**2,254,728.00**
Reimbursable Payroll Expense Budget**	$	5,939,800.00
Reimbursable Operating Expense Budget	$	378,400.00
Sub-Total for Year 4	**$**	**8,572,928.00**
Year 5		
Management Fee*	**$**	**2,322,370.00**
Reimbursable Payroll Expense Budget**	$	6,118,800.00
Reimbursable Operating Expense Budget	$	389,900.00
Sub-Total for Year 5	**$**	**8,831,070.00**
TOTAL FIVE (5) YEARS COST	**$**	**41,648,448.00**

***Management Fee shall include all costs as listed Section 4.2**

****Reimbursable Payroll and Operating Expense Budgets shall include all costs as outlined in Sections 4.3 and 4.4. Contractor's aggregate annual invoices shall not exceed the total as stated above for Years 1 through 5. It is estimated that 127 FTE reimbursable positions will be needed for the performance of this Contract. The Aviation Authority believes that this estimate fairly describes the scope of work under ordinary circumstances; however, the number of reimbursable positions FTEs may range between 115 and 145 as actual conditions may cause the number of positions to be adjusted accordingly. The Aviation Authority shall only reimburse for the reimbursable positions requested and approved by the Aviation Authority and satisfactorily provided by the Contractor.**

Performance Bond No.: EACX178000009

Performance Bond Expiration Date: 8/31/2025

PERFORMANCE BOND FORM

GREATER ORLANDO AVIATION AUTHORITY

KNOW ALL MEN BY THESE PRESENTS that Sunshine Cleaning Systems, LLC, hereinafter called Principal, and Endurance Assurance Corporation, a corporation organized under the laws of the State of Delaware and licensed to do business in the State of Florida, hereinafter called Surety, are held and firmly bound unto the Greater Orlando Aviation Authority, hereinafter called Aviation Authority, in the Penal Sum of **Four Million Dollars($4,000,000.00) for Location 3**, for the payment of which sum well and truly made, Principal and Surety bind ourselves, our heirs, personal representatives, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, Principal has by written agreement entered into a Contract with Aviation Authority for Purchasing Request For Proposal 23-380-RFP Terminals A and B Janitorial Maintenance at Orlando International Airport, in accordance with the Contract Documents which are incorporated therein by reference and made a part thereof, and which collectively are herein referred to as the Contract.

WHEREAS Surety is authorized to do business in the State of Florida.

NOW, THEREFORE, the condition of this obligation is such that if Principal:

1. Promptly and faithfully performs each of its obligations under said Contract, including, but not limited to, any warranty provisions, in the time and manner prescribed in the Contract; and

2. Pays Aviation Authority all losses, damages (liquidated or actual, including, but not limited to, damages caused by delays in the performance of Principal, or latent defects in the goods or services furnished by Principal), expenses, costs and attorneys' fees for and in connection with all trial and appellate proceedings, that Aviation Authority sustains resulting directly or indirectly from any breach or default by Principal under the Contract; and

3. Pays Aviation Authority all losses, damages, expenses, costs, attorneys' fees and other legal costs (including, but not limited to, those for investigative and legal support services) for and in connection with all trial, appellate and bankruptcy proceedings, that the Aviation Authority sustains resulting directly and indirectly from conduct of the Principal, including, but not limited to, want of care or skill, negligence, patent infringement, or intentionally wrongful conduct on the part of the Principal, its officers, agents, employees or any other person or

entity for whom the Principal is responsible, then this bond is void; otherwise it remains in full force and effect.

In the event that the Principal shall fail to perform any of the terms, covenants or conditions of the Contract during the period in which this Performance Bond is in effect, the Surety shall remain liable to the Aviation Authority for all such loss or damage (including, but not limited to, reasonable attorneys' fees and other legal and court costs) resulting from or in connection with any failure to perform up to the amount of the Penal Sum.

In the event the Surety fails to fulfill its obligations under this Performance Bond, then the Surety shall also indemnify and save the Aviation Authority harmless from any and all loss, damage, cost and expense, including, but not limited to, reasonable attorneys' fees and other legal and court costs for all trial, appellate and bankruptcy proceedings, resulting directly or indirectly from or in connection with the Surety's failure to fulfill its obligations hereunder. This paragraph shall survive the termination or cancellation of this Performance Bond. The obligations set forth in this paragraph shall not be limited by the Penal Sum of this Bond.

The Surety's obligations hereunder shall be direct and immediate and not conditional or contingent upon Aviation Authority's pursuit of its remedies against Principal, and shall remain in full force and effect notwithstanding (i) amendments or modifications to the Contract entered into by Aviation Authority and Principal without the Surety's knowledge or consent, (ii) waivers of compliance with or any default under the Contract granted by Aviation Authority to Principal without the Surety's knowledge or consent, (iii) the discharge of Principal from its obligations under the Contract as a result of any proceeding initiated under the Bankruptcy Code of 1978, as the same may be amended, or any similar state or federal law, or any limitation of the liability of Principal or its estate as a result of any such proceeding, or (iv) any other action taken by Aviation Authority or Principal that would, in the absence of this clause, result in the release or discharge by operation of law of the Surety from its obligations hereunder.

The institution of suit upon this Bond is subject to the limitations period in accordance with Section 95.11, Florida Statutes.

Any changes in or under the Contract Documents (which include, but are not limited to, the Specification and compliance or noncompliance with any formalities connected with the Contract or the changes therein shall not affect Surety's obligation under this Bond, and Surety hereby waives notice of any such changes. Further, Principal and Surety acknowledge that the Penal Sum of this bond shall be increased or the term of this bond extended in accordance with any amendments or other modifications to the Contract Documents entered into by Aviation Authority and Principal.

IN WITNESS WHEREOF, the Principal and Surety have executed this instrument under their several seals on the 1st day of May, 2024, the name and corporate seal of each corporate party being hereto affixed and these presents fully signed by its undersigned representative, pursuant to the authority of its governing body.

This bond is effective from September 1, 2024 to August 31, 2025 and may be renewed by Continuation Certificate.

Signed, sealed and delivered in the presence of:

Sunshine Cleaning Systems, LLC

Principal (Name of Contractor)

Witness

By: _____ (Signature)

Witness

Its: Vice President (Title)

(Seal)

Endurance Assurance Corporation

Name of Surety

Witness

By: _____ (Signature) D.W. Matson III

Witness

Its: Attorney-In-Fact (Title)

Address: 4 MANHATTANVILLE ROAD, PURCHASE, NY 10577

Telephone No.: 914-468-8000

Fax No.: 914-997-0331

E-Mail Address: duff@mcsurety.com

(Countersignature by D.W. Matson III
Florida Licensed Agent)

NOTE: If Principal and Surety are corporations, the respective corporate seal should be affixed and attached.

Attach a certified copy of Power-of-Attorney appointing individual Attorney-in-Fact for execution of Performance Bond on behalf of Surety.

IMPORTANT:

Surety companies executing bonds must meet the requirements set forth in Section 3 of the Contract's Special Conditions.

OATH OF SECRETARY

GREATER ORLANDO AVIATION AUTHORITY

I, Rishi Bajnath, certify that I am the Secretary of the corporation named as Principal in the foregoing Performance and/or Payment Bonds; that Randy Kierce who signed the said Bond(s) on behalf of the Principal was then Vice President of said corporation and was authorized by the corporation to sign the Bond(s) on its behalf; that I know (his, her) signature, and (his, her) signature thereto is genuine, and that said Bonds was/were duly signed, sealed and attested for and in behalf of said corporation by the authority of its governing body.

R. Bajnath

Secretary

(Corporate Seal)

SOMPO INTERNATIONAL
INSURANCE

POWER OF ATTORNEY

9378

KNOW ALL BY THESE PRESENTS, that **Endurance Assurance Corporation**, a Delaware corporation ("EAC"), **Endurance American Insurance Company**, a Delaware corporation ("EAIC"), **Lexon Insurance Company**, a Texas corporation ("LIC"), and/or **Bond Safeguard Insurance Company**, a South Dakota corporation ("BSIC"), each, a "Company" and collectively, "**Sompo International**," do hereby constitute and appoint: **D.W. Matson III, John W. Charlton** as true and lawful Attorney(s)-In-Fact to make, execute, seal, and deliver for, and on its behalf as surety or co-surety; bonds and undertakings given for any and all purposes, also to execute and deliver on its behalf as aforesaid renewals, extensions, agreements, waivers, consents or stipulations relating to such bonds or undertakings provided, however, that no single bond or undertaking so made, executed and delivered shall obligate the Company for any portion of the penal sum thereof in excess of the sum of **One Hundred Million Dollars ($100,000,000.00).**

Such bonds and undertakings for said purposes, when duly executed by said attorney(s)-in-fact, shall be binding upon the Company as fully and to the same extent as if signed by the President of the Company under its corporate seal attested by its Corporate Secretary.

This appointment is made under and by authority of certain resolutions adopted by the board of directors of each Company by unanimous written consent effective the 30th day of March, 2023 for BSIC and LIC and the 17th day of May, 2023 for EAC and EAIC, a copy of which appears below under the heading entitled "Certificate".

This Power of Attorney is signed and sealed by facsimile under and by authority of the following resolution adopted by the board of directors of each Company by unanimous written consent effective the 30th day of March, 2023 for BSIC and LIC and the 17th day of May, 2023 for EAC and EAIC and said resolution has not since been revoked, amended or repealed:

RESOLVED, that the signature of an individual named above and the seal of the Company may be affixed to any such power of attorney or any certificate relating thereto by facsimile, and any such power of attorney or certificate bearing such facsimile signature or seal shall be valid and binding upon the Company in the future with respect to any bond or undertaking to which it is attached.

IN WITNESS WHEREOF, each Company has caused this instrument to be signed by the following officers, and its corporate seal to be affixed this 25th day of May, 2023.

Endurance Assurance Corporation
By: Richard M Appel
Richard Appel; SVP & Senior Counsel

Endurance American Insurance Company
By: Richard M Appel
Richard Appel; SVP & Senior Counsel

Lexon Insurance Company
By: Richard M Appel
Richard Appel; SVP & Senior Counsel

Bond Safeguard Insurance Company
By: Richard M Appel
Richard Appel; SVP & Senior Counsel

ACKNOWLEDGEMENT

On this 25th day of May, 2023, before me, personally came the above signatories known to me, who being duly sworn, did depose and say that he/they is/are officer of each of the Companies; and that he executed said instrument on behalf of each Company by authority of his office under the by-laws of each Company.

By: Amy Taylor
Amy Taylor, Notary Public - My Commission Expires 3/9/27

CERTIFICATE

I, the undersigned Officer of each Company, DO HEREBY CERTIFY that:

1. That the original power of attorney of which the foregoing is a copy was duly executed on behalf of each Company and has not since been revoked, amended or modified; that the undersigned has compared the foregoing copy thereof with the original power of attorney, and that the same is a true and correct copy of the original power of attorney and of the whole thereof;
2. The following are resolutions which were adopted by the board of directors of each Company by unanimous written consent effective 30th day of March, 2023 for BSIC and LIC and the 17th day of May, 2023 for EAC and EAIC and said resolutions have not since been revoked, amended or modified:

   "RESOLVED, that each of the individuals named below is authorized to make, execute, seal and deliver for and on behalf of the Company any and all bonds, undertakings or obligations in surety or co-surety with others: RICHARD M. APPEL, MATTHEW E. CURRAN, MARGARET HYLAND, SHARON L. SIMS, CHRISTOPHER L. SPARRO,

   and be it further

   RESOLVED, that each of the individuals named above is authorized to appoint attorneys-in-fact for the purpose of making, executing, sealing and delivering bonds, undertakings or obligations in surety or co-surety for and on behalf of the Company."
3. The undersigned further certifies that the above resolutions are true and correct copies of the resolutions as so recorded and of the whole thereof.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the corporate seal this 1st day of May, 2024.

By: Daniel S. Lurie, Secretary

NOTICE: U. S. TREASURY DEPARTMENT'S OFFICE OF FOREIGN ASSETS CONTROL (OFAC)

No coverage is provided by this Notice nor can it be construed to replace any provisions of any surety bond or other surety coverage provided. This Notice provides information concerning possible impact on your surety coverage due to directives issued by OFAC. **Please read this Notice carefully.**

The Office of Foreign Assets Control (OFAC) administers and enforces sanctions policy, based on Presidential declarations of "national emergency". OFAC has identified and listed numerous foreign agents, front organizations, terrorists, terrorist organizations, and narcotics traffickers as "Specially Designated Nationals and Blocked Persons". This list can be located on the United States Treasury's website – https://www.treasury.gov/resource-center/sanctions/SDN-List.

In accordance with OFAC regulations, if it is determined that you or any other person or entity claiming the benefits of any coverage has violated U.S. sanctions law or is a Specially Designated National and Blocked Person, as identified by OFAC, any coverage will be considered a blocked or frozen contract and all provisions of any coverage provided are immediately subject to OFAC. When a surety bond or other form of surety coverage is considered to be such a blocked or frozen contract, no payments nor premium refunds may be made without authorization from OFAC. Other limitations on the premiums and payments may also apply.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 4/24/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Alliant Insurance Services, Inc.
1330 Post Oak Blvd, 3rd Floor
Houston TX 77056

License#: 0C36861

CONTACT NAME: Rachel Williams
PHONE (A/C, No, Ext): | **FAX (A/C, No):**
E-MAIL ADDRESS: PritchardCOIS@alliant.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Old Republic Insurance Company	24147
INSURER B : Federal Insurance Company	20281
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
Sunshine Cleaning Systems, LLC
3445 N.E. 12th Terrace
Fort Lauderdale FL 33334

PRITIND-01

COVERAGES **CERTIFICATE NUMBER:** 850418704 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X **COMMERCIAL GENERAL LIABILITY** CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY [X] PRO-JECT [X] LOC OTHER:	Y	Y	MWZY31705024	3/1/2024	3/1/2025	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG SIR/Deductible	$ 2,000,000 $ 500,000 $ 10,000 $ 2,000,000 $ 4,000,000 $ 4,000,000 $ 0
A	**AUTOMOBILE LIABILITY** X ANY AUTO OWNED AUTOS ONLY SCHEDULED AUTOS X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY	Y	Y	MWTB31705124	3/1/2024	3/1/2025	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 2,000,000 $ $ $
B	[ ] **UMBRELLA LIAB** [X] OCCUR X **EXCESS LIAB** [ ] CLAIMS-MADE DED [X] RETENTION $ NIL	Y	Y	79894517	3/1/2024	3/1/2025	EACH OCCURRENCE AGGREGATE	$ 5,000,000 $ 5,000,000
A	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y / N ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	Y	MWC31705224	3/1/2024	3/1/2025	X PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Policy Endorsements Applicable if Required By Written Contract:
GENERAL LIABILITY: Additional Insured (Ongoing Operations) CG20101219; Additional Insured (Completed Operations) CG20371219; Additional Insured (Venders) CG20441219; Primary and Noncontributory CG20011219; Waiver of Subrogation CG24531219; Notice of Cancellation to Certificate Holders (60 days) PIL0291010
AUTO: Additional Insured Primary and Non-Contributory CA04491116; Waiver of Subrogation CA04441013; Notice of Cancellation to Certificate Holders (60 days) PIL0291010 WORKERS COMPENSATION: Waiver of Subrogation WC000313
EXCESS LIABILITY is follow form with regards to Additional Insured and Waiver of Subrogation

See Attached...

CERTIFICATE HOLDER

Greater Orlando Aviation Authority
One Jeff Fuqua Boulevard
Orlando FL 32827-4399

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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AGENCY CUSTOMER ID: PRITIND-01

LOC #:

ADDITIONAL REMARKS SCHEDULE

AGENCY	NAMED INSURED
Alliant Insurance Services, Inc.	Sunshine Cleaning Systems, LLC 3445 N.E. 12th Terrace Fort Lauderdale FL 33334
POLICY NUMBER	
CARRIER / NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

Jobsite: OIA- Terminal A&B airsides

No SIR or deductibles on the general liability policy.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – SCHEDULED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)	Location(s) Of Covered Operations
All persons or organizations when required by written contract or agreement	All locations
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

A. **Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by:

1. Your acts or omissions; or
2. The acts or omissions of those acting on your behalf;

in the performance of your ongoing operations for the additional insured(s) at the location(s) designated above.

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to "bodily injury" or "property damage" occurring after:

1. All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the location of the covered operations has been completed; or
2. That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

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C. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or

2. Available under the applicable limits of insurance;

whichever is less.

This endorsement shall not increase the applicable limits of insurance.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – COMPLETED OPERATIONS

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)	Location And Description Of Completed Operations
All persons or organizations when required by written contract or agreement	All completed operations
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

A. **Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury" or "property damage" caused, in whole or in part, by "your work" at the location designated and described in the Schedule of this endorsement performed for that additional insured and included in the "products-completed operations hazard".

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
2. Available under the applicable limits of insurance;

whichever is less.

This endorsement shall not increase the applicable limits of insurance.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED - VENDORS - AUTOMATIC STATUS WHEN REQUIRED IN AGREEMENT

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART

A. Section **II** – Who Is An Insured is amended to include as an additional insured any "vendor", but only with respect to liability for "bodily injury" or "property damage" arising out of "your product" which is distributed or sold in the regular course of the "vendor's" business.

However, the insurance afforded to such "vendor":

1. Only applies to the extent permitted by law; and

2. Will not be broader than that which you are required by the contract or agreement to provide for such "vendor".

B. With respect to the insurance afforded to any "vendor", the following additional exclusions apply:

1. The insurance afforded the "vendor" does not apply to:

a. "Bodily injury" or "property damage" for which the "vendor" is obligated to pay damages by reason of the assumption of liability in a contract or agreement. This exclusion does not apply to liability for damages that the "vendor" would have in the absence of the contract or agreement;

b. Any express warranty unauthorized by you;

c. Any physical or chemical change in the product made intentionally by the "vendor";

d. Repackaging, except when unpacked solely for the purpose of inspection, demonstration, testing, or the substitution of parts under instructions from the manufacturer, and then repackaged in the original container;

e. Any failure to make such inspections, adjustments, tests or servicing as the "vendor" has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products;

f. Demonstration, installation, servicing or repair operations, except such operations performed at the "vendor's" premises in connection with the sale of the product;

g. Products which, after distribution or sale by you, have been labeled or relabeled or used as a container, part or ingredient of any other thing or substance by or for the "vendor"; or

h. "Bodily injury" or "property damage" arising out of the sole negligence of the "vendor" for its own acts or omissions or those of its employees or anyone else acting on its behalf. However, this exclusion does not apply to:

(1) The exceptions contained in Subparagraphs **d.** or **f.;** or

(2) Such inspections, adjustments, tests or servicing as the "vendor" has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products.

2. This insurance does not apply to any insured person or organization, from whom you have acquired such products, or any ingredient, part or container, entering into, accompanying or containing such products.

C. With respect to the insurance afforded to these "vendors", the following is added to **Section III – Limits Of Insurance:**

The most we will pay on behalf of the "vendor" is the amount of insurance:

1. Required by the contract or agreement; or

2. Available under the applicable limits of insurance;

whichever is less.

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This endorsement shall not increase the applicable limits of insurance.

D. The following definition is added to the **Definitions** section:

"Vendor" means any person or organization who distributes or sells "your product" in the regular course of its business when you have agreed in writing in a contract or agreement that such person or organization be added as an additional insured on your policy.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

PRIMARY AND NONCONTRIBUTORY – OTHER INSURANCE CONDITION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
LIQUOR LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART

The following is added to the **Other Insurance** Condition and supersedes any provision to the contrary:

Primary And Noncontributory Insurance

This insurance is primary to and will not seek contribution from any other insurance available to an additional insured under your policy provided that:

(1) The additional insured is a Named Insured under such other insurance; and

(2) You have agreed in writing in a contract or agreement that this insurance would be primary and would not seek contribution from any other insurance available to the additional insured.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US (WAIVER OF SUBROGATION) – AUTOMATIC

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
ELECTRONIC DATA LIABILITY COVERAGE PART
LIQUOR LIABILITY COVERAGE PART
POLLUTION LIABILITY COVERAGE PART DESIGNATED SITES
POLLUTION LIABILITY LIMITED COVERAGE PART DESIGNATED SITES
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART
RAILROAD PROTECTIVE LIABILITY COVERAGE PART
UNDERGROUND STORAGE TANK POLICY DESIGNATED TANKS

The following is added to Paragraph **8. Transfer Of Rights Of Recovery Against Others To Us** of **Section IV – Conditions:**

We waive any right of recovery against any person or organization, because of any payment we make under this Coverage Part, to whom the insured has waived its right of recovery in a written contract or agreement. Such waiver by us applies only to the extent that the insured has waived its right of recovery against such person or organization prior to loss.

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IL 10 (12/06) OLD REPUBLIC INSURANCE COMPANY

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

NOTICE OF CANCELLATION TO CERTIFICATE HOLDERS

This endorsement modifies the notice of cancellation of insurance provided hereunder by adding the following:

A. In the event this policy is cancelled for any permissible reason, other than for nonpayment of premium, we shall endeavor to provide advance written notice of cancellation to certificate holders set out in the schedule on file with the Company, after notifying the first Named Insured of such cancellation. Notice of cancellation to certificate holders may be made by any commercially reasonable means, including mail, electronic mail, facsimile transmission or courier service.

B. This advance written notification of a cancellation of coverage is intended as a courtesy only. Our failure to provide such advance written notification will not extend the policy cancellation date, nor negate cancellation of the policy.

All other terms and conditions of this policy remain unchanged.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

PRIMARY AND NONCONTRIBUTORY – OTHER INSURANCE CONDITION

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

A. The following is added to the **Other Insurance** Condition in the Business Auto Coverage Form and the **Other Insurance – Primary And Excess Insurance Provisions** in the Motor Carrier Coverage Form and supersedes any provision to the contrary:

This Coverage Form's Covered Autos Liability Coverage is primary to and will not seek contribution from any other insurance available to an "insured" under your policy provided that:

1. Such "insured" is a Named Insured under such other insurance; and
2. You have agreed in writing in a contract or agreement that this insurance would be primary and would not seek contribution from any other insurance available to such "insured".

B. The following is added to the **Other Insurance** Condition in the Auto Dealers Coverage Form and supersedes any provision to the contrary:

This Coverage Form's Covered Autos Liability Coverage and General Liability Coverages are primary to and will not seek contribution from any other insurance available to an "insured" under your policy provided that:

1. Such "insured" is a Named Insured under such other insurance; and
2. You have agreed in writing in a contract or agreement that this insurance would be primary and would not seek contribution from any other insurance available to such "insured".

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US (WAIVER OF SUBROGATION)

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

Named Insured: Sunshine Cleaning Systems, LLC

Endorsement Effective Date: 03/01/2024

SCHEDULE

Name(s) Of Person(s) Or Organization(s):
All persons or organizations as required by contract or agreement
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

The **Transfer Of Rights Of Recovery Against Others To Us** condition does not apply to the person(s) or organization(s) shown in the Schedule, but only to the extent that subrogation is waived prior to the "accident" or the "loss" under a contract with that person or organization.

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POLICY NUMBER: MWC31705224

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

This agreement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

SCHEDULE

AS REQUIRED BY WRITTEN CONTRACT, TO THE EXTENT ALLOWABLE BY LAW

THIS FORM DOES NOT APPLY IN: CA, TX

DATE OF ISSUE: 02-23-2024

© 1983 National Council on Compensation Insurance.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

DESIGNATED INSURED FOR COVERED AUTOS LIABILITY COVERAGE

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by this endorsement.

This endorsement identifies person(s) or organization(s) who are "insureds" for Covered Autos Liability Coverage under the Who Is An Insured provision of the Coverage Form. This endorsement does not alter coverage provided in the Coverage Form.

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

Named Insured: Sunshine Cleaning Systems, LLC

Endorsement Effective Date: 03/01/2024

SCHEDULE

Name Of Person(s) Or Organization(s):
All persons or organizations as required by written contract or agreement
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

Each person or organization shown in the Schedule is an "insured" for Covered Autos Liability Coverage, but only to the extent that person or organization qualifies as an "insured" under the Who Is An Insured provision contained in Paragraph **A.1.** of Section **II** – Covered Autos Liability Coverage in the Business Auto and Motor Carrier Coverage Forms and Paragraph **D.2.** of Section **I** – Covered Autos Coverages of the Auto Dealers Coverage Form.

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LOCATION 3: AIRSIDES 2 & 4

LETTER OF INTENT/AFFIRMATION
Local Developing Business (LDB) / Veteran Business Enterprise (VBE)
(This page shall be submitted for each LDB/VBE firm)

Respondent: Name: Sunshine Cleaning Systems LLC a Pritchard Company, Joseph Tinney

Address: 3445 NE 12th Terrace

City: Fort Lauderdale State: Florida Zip: 33334

LDB/VBE Firm: Name: Southeast Airport Services Inc.

Address: 5774 Semoran Blvd

City: Orlando State: FL Zip: 32822

LDB/VBE Contact: Name: Clinton Williams Phone: (407) 420-8633

Email: cwilliams@seaiportservices.com

LDB/VBE Certification Agency: GOAA Expiration Date: 11/15/2024

Each LDB/VBE Firm shall submit evidence (such as photocopy) of their certification status

LDB/VBE Scope of Work: Labor and Supervision

	Quantity	Rates	Total
Year 1	20%	TBD	$1,525,423.50
Year 2	20%	TBD	$1,664,471.00
Year 3	20%	TBD	$1,900,642.50
Year 4	20%	TBD	$1,671,720.96
Year 5	20%	TBD	$1,722,058.65
Total Five-Year Term Value for Location 3			**$8,206,533.53**
Percent of total Bid for Location 3			**20%**

AFFIRMATION:

The above-named LDB/VBE firm affirms that it will perform the portion of the Contract as described above for the estimated dollar value as stated above.

By: Gerald Montgomery Owner 12/28/2023
(LDB/VBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named LDB/VBE firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: Joe Tinney Chief Operating Officer 12/28/23
(Respondent's Authorized Signature) (Title) (Date)

In the event the Respondent does not receive award of the prime contract, any and all representations in this Letter of Intent/Affirmation shall be null and void.

GREATER ORLANDO AVIATION AUTHORITY

REQUEST FOR PROPOSAL (SOLICITATION)

23-380-RFP TERMINALS A and B JANITORIAL MAINTENANCE

Solicitation documents are available from the Greater Orlando Aviation Authority's Purchasing and Procurement Department e-Procurement Platform:

https://procurement.opengov.com/portal/goaa

VIRTUAL PRE- PROPOSAL CONFERENCE	**August 22, 2023, 11:00 A.M. EST** *Respondents may attend in person or via Microsoft Teams* Microsoft Teams meeting Click here to join the meeting Meeting ID: 212 851 944 514 Passcode: k74E9Y -OR- Annex Building 1st Floor Conference Room Gemini 5855 Cargo Road, Orlando, FL 32827-4399
DEADLINE FOR QUESTIONS:	**AUGUST 28, 2023, 5:00 P.M. EST**
RESPONSES DUE DATE/TIME:	**September 28, 2023 11:00 AM EST** Sealed Electronic offers will be accepted via the electronic procurement portal referenced above. **VIRTUAL OPENING MEETING** Microsoft Teams meeting Click here to join the meeting Meeting ID: 265 520 538 506 Passcode: 8kz7Ju

E-Procurement Platform

The Aviation Authority's Purchasing Department has transitioned to a new E-Procurement Platform, OpenGov. New Solicitations will be posted with OpenGov and electronic responses will be accepted via the e-Procurement Portal.

To access new solicitations, visit https://procurement.opengov.com/portal/goaa **to get started, click here to sign up. You will receive an email to activate your account. For more information about how to register, please see our help file here.**

Registration and Notification of Solicitations

THERE IS NO COST FOR VENDORS TO REGISTER WITH OpenGov

Receiving Electronic Responses to Bids/Responses

To successfully submit a response to a Solicitation, Vendors are required to submit their electronic response via OpenGov - https://procurement.opengov.com/portal/goaa. Mailed, faxed, emailed, and hand delivered submissions will not be accepted. Responses will only be accepted via OpenGov. By way of the e-Procurement Portal, responses will be locked and digitally encrypted until the submission deadline passes.

1.0 GENERAL INFORMATION

1.1 Intent and Purpose

a. The Greater Orlando Aviation Authority (the "Aviation Authority") is soliciting sealed Proposals from qualified and experienced firms to provide all labor, supervision, management oversight, training, materials, equipment, tools, vehicles, submissions, reports, consumables, uniforms, janitorial cleaning supplies (except hand soap, trash liners and baling wire), paper products (except paper towels and toilet tissue), feminine hygiene products, toilet seat covers, trash can inserts, fuel, oil, lubricants, and all other items with no markup necessary or proper for, or incidental to, performing janitorial maintenance of the Terminals A and B areas and Airsides identified in the Janitorial Cleaning Sheets located at the Orlando International Airport (MCO) North Terminal, in accordance with the Contract Documents.

b. A copy of the Janitorial Cleaning Sheets will be made available upon request. Respondents will need to complete a **"Confidentiality and Non-Disclosure Agreement"**. Upon completion of the required form, the Janitorial Cleaning Sheets will be released to the requester.

c. This Solicitation provides Respondents the ability to propose on three (3) separate Locations:

1) Location 1 - Terminals A and B

2) Location 2 - Airsides 1 and 3

3) Location 3 - Airsides 2 and 4

d. Respondents may submit responses for one or all three Locations. **The Aviation Authority will award all three Locations at a single public meeting. The Aviation Authority intends to award Location 1 first, Location 2 second, and Location 3 third. A successful Respondent on Location 1 will be eliminated from being awarded Locations 2 and 3. A successful Respondent on Location 2 will be able to be awarded Location 3. For Respondents who submit responses for Location 2 and Location 3, the Respondents are asked to provide a discount percentage if the Respondent is awarded both Locations. If the Respondent submits a response for one location only, Respondents do not need to provide a discount percentage.**

e. The Aviation Authority intends to select the Respondent(s) that it deems to be the most highly qualified, responsible, and responsive to the Aviation Authority to perform the required services after considering the evaluation criteria, in its exclusive discretion.

GREATER ORLANDO AVIATION AUTHORITY

Greater Orlando Aviation Authority
Procurement and Purchasing
ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827
(407) 825-2001

ADDENDUM NO. 3

SOLICITATION NO. 23-380-RFP

TERMINALS A AND B JANITORIAL MAINTENANCE

This addendum forms a part of the Solicitation Documents described above. The original Solicitation Documents remain in full force and effect except as modified by the following which shall take precedence.

ITEM 1. Replace Page 1 of the Request for Proposal with corrected Page 1 to extend the submission date from **September 28, 2023 at 11:00 am to October 9, 2023 at 11:00 am.**

ITEM 2. Replace Page 80 of the Request for Proposal with corrected Page 80 to include the following:

Exhibit 3 Terminals Staffing Per Location. (See document under Attachments on OpenGov- Attachment C)

ITEM 3. Add the Janitorial Mapbook for all Terminals (All locations) - See documents under Attachments on OpenGov:

Attachment D: Location 1 Janitorial Mapbook Terminal A and B

Attachment E: Location 2 Janitorial Mapbook Airsides 1 and 3

Attachment F: Location 3 Janitorial Mapbook Airsides 2 and 4

(Revised Per Addendum No.3)

GREATER ORLANDO AVIATION AUTHORITY

REQUEST FOR PROPOSAL (SOLICITATION)

23-380-RFP TERMINALS A and B JANITORIAL MAINTENANCE

Solicitation documents are available from the Greater Orlando Aviation Authority's Purchasing and Procurement Department e-Procurement Platform:

https://procurement.opengov.com/portal/goaa

VIRTUAL PRE- PROPOSAL CONFERENCE	**August 29, 2023, 11:00 A.M. EST** *Respondents may attend in person or via Microsoft Teams* Microsoft Teams meeting Click here to join the meeting Meeting ID: 212 851 944 514 Passcode: k74E9Y -OR- Annex Building 1st Floor Conference Room Gemini 5855 Cargo Road, Orlando, FL 32827-4399
DEADLINE FOR QUESTIONS:	**September 5, 2023, 5:00 P.M. EST**
RESPONSES DUE DATE/TIME:	**October 9, 2023 11:00 AM EST** Sealed Electronic offers will be accepted via the electronic procurement portal referenced above. **VIRTUAL OPENING MEETING** Microsoft Teams meeting Click here to join the meeting Meeting ID: 265 520 538 506 Passcode: 8kz7Ju

5.35 Safety and Protection

The Contractor shall be solely and completely responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the work. The Contractor shall take all necessary precautions for safety of, and shall provide the necessary protection to prevent injury to, all employees on the work site and other persons including but not limited to, the general public who may be affected thereby.

5.36 Subcontracted Costs/ Additional Services

a. The Aviation Authority will reimburse the Contractor for actual subcontractor costs incurred in the performance of Aviation Authority AAR pre-approved projects. Invoices for all subcontracted work, labor and materials shall be provided and shall clearly indicate a description of the work and the total cost. The Contractor shall include a copy of the actual invoice received from its subcontractor along with its invoice to the Aviation Authority for "Subcontracted Work", and only those charges supported by the documentation shall be payable. There shall be no Mark Up.

b. If the Aviation Authority requests the Contractor to provide services in addition to those specified above, the Contractor shall develop a work plan detailing the specific tasks to be completed and provide a detailed not-to-exceed budget for performing such Additional Services. The Contractor shall not perform any Additional Services until the Aviation Authority has issued a written notice-to-proceed with the execution of the work plan.

c. The Contractor will not be authorized to perform or invoice the Aviation Authority for any work not specifically authorized in the notice-to-proceed notice.

5.37 Exhibits

Exhibits are attached hereto and incorporated herewith.

Exhibit 1 - Contract Discrepancy Report

Exhibit 2 – Minimum Equipment Lists Per Location

Exhibit 3 –Terminals Staffing per Location

The remainder of this page is intentionally blank.

AIRSIDE 2 & 4 JANITORIAL:
Contract 5-Year Summary

MANAGEMENT FEE

	FTE	Rate	Year 1 Cost
Management Staff			
On-Site Manager	1		
Assistant Manager (Including Sub)	3		
Admin/HR/Finance - Prime	1		
Admin/HR/Finance - Sub			
	5		

Other Costs (see section 4.0 for detailed list):

- Contractor and Sub Overhead & Profit
- Workers Comp
- General Liability Insurance, other Insurances…
- Performance Bond & Customs Bond
- Payroll Processing
- Recruiting Expenses/Training
- Badges & Keys
- Office & Operating Supplies
- Vehicles, Utility Carts, Lifts and other Motorized Equipment
- All Powered Cleaning Equipment &Tools and related consumables
- Staff Engagement
- Cleaning Management Software
- 401K Matching Contribution for Participating Reimbursable Positions
- Other Associasted Performance Costs Not Listed as Reimbursable Expenses

REIMBURSABLE EXPENSES

Payroll Expenses:	FTE	Rate		
Airside 2 & 4:				
- Supervisors	9	$19.09	$	357,450
- Supervisors - Cycle Cleaning - 3rd Shift	3	$19.09	$	119,150
- Quality Control	5	$20.79	$	216,230
- Policer	58	$16.92	$	2,041,230
- General Cleaners	30	$16.92	$	1,055,810
- Window Cleaner/Carpet Spotter/ERT	3	$16.92	$	105,590
- Floor Care	5	$16.92	$	175,970
- Cycle Cleaner/ERT	9	$16.92	$	316,750
- Recycling/ERT	2	$16.92	$	70,390
Other Positions:				
- Bio-Hazard & Regulated Trash	1	$16.92	$	35,200
- Supervisor - Inventory Control	1	$19.09	$	39,720
- Inventory Control	1	$16.92	$	35,200
- Equipment Tech/Mechanic		$19.09	$	-
- PTO Coverage		$16.92	$	-
- Overtime			$	114,220
- Payroll Taxes: Social Security, Medicare, State & Federal Unemployment			$	430,830
- Health Insurance			$	320,040
	127		**$**	**5,433,800**
Other Expenses:				
- Consumables and Cleaning Supplies			$	270,500
- Uniforms			$	40,200
- Regulated Waste Disposal			$	5,000
- Subcontracted Work (Excluding Participation)			$	30,000
			$	**345,700**
Total Reimbursable Expenses (Not to exceed budget provided by GOAA)			**$**	**5,779,500**
TOTAL CONTRACT VALUE	**132**		**$**	**5,779,500**

TERMINAL A & B JANITORIAL:
Contract 5-Year Summary

MANAGEMENT FEE

	FTE
Management Staff	
On-Site Manager	1
Assistant Manager (Including Sub)	4
Admin/HR/Finance - Prime	1
Admin/HR/Finance - Sub	1
	7

Other Costs:

- Contractor and Sub Overhead & Profit
- Workers Comp
- General Liability Insurance, other Insurances…
- Performance Bond & Customs Bond
- Payroll Processing
- Recruiting Expenses/Training
- Badges & Keys
- Office & Operating Supplies
- Vehicles, Utility Carts, Lifts and other Motorized Equipment
- All Powered Cleaning Equipment &Tools and related consumables
- Staff Engagement
- Cleaning Management Software
- 401K Matching Contribution for Participating Reimbursable Positions
- Other Associasted Performance Costs Not Listed as Reimbursable Expenses

REIMBURSABLE EXPENSES

Payroll Expenses:	FTE	Rate		
Main Terminal:				
- Supervisors	9	$19.09	$	357,450
- Supervisors - Cycle Cleaning - 3rd Shift	2	$19.09	$	79,440
- Quality Control	5	$20.79	$	216,230
- Policer	111	$16.92	$	3,906,490
- General Cleaners	68	$16.92	$	2,393,170
- Window Cleaner/Carpet Spotter/ERT	3	$16.92	$	105,590
- Floor Care	17	$16.92	$	598,300
- Cycle Cleaner/ERT	5	$16.92	$	175,970
- Recycling/ERT	3	$16.92	$	105,590
Other Positions:				
- Bio-Hazard & Regulated Trash	1	$16.92	$	35,200
- Supervisor - Inventory Control	1	$19.09	$	39,720
- Inventory Control	1	$16.92	$	35,200
- Equipment Tech/Mechanic		$19.09	$	-
- PTO Coverage		$16.92	$	-
- Overtime			$	201,210
- Payroll Taxes: Social Security, Medicare, State & Federal Unemployment			$	758,960
- Health Insurance			$	569,520
	226		**$**	**9,578,100**
Other Expenses:				
- Consumables and Cleaning Supplies			$	463,600
- Uniforms			$	71,500
- Regulated Waste Disposal			$	10,000
- Subcontracted Work (Excluding Participation)			$	30,000
			$	**575,100**
Total Reimbursable Expenses (Not to exceed budget provided by GOAA)			**$**	**10,153,200**
TOTAL CONTRACT VALUE	**233**		**$**	**10,153,200**

AIRSIDE 1 & 3 JANITORIAL:
Contract 5-Year Summary

MANAGEMENT FEE

	FTE	Rate	Year 1 Cost
Management Staff			
On-Site Manager	1		
Assistant Manager (Including Sub)	4		
Admin/HR/Finance - Prime	1		
Admin/HR/Finance - Sub			
	6		

Other Costs:

- Contractor and Sub Overhead & Profit
- Workers Comp
- General Liability Insurance, other Insurances…
- Performance Bond & Customs Bond
- Payroll Processing
- Recruiting Expenses/Training
- Badges & Keys
- Office & Operating Supplies
- Vehicles, Utility Carts, Lifts and other Motorized Equipment
- All Powered Cleaning Equipment &Tools and related consumables
- Staff Engagement
- Cleaning Management Software
- 401K Matching Contribution for Participating Reimbursable Positions
- Other Associasted Performance Costs Not Listed as Reimbursable Expenses

REIMBURSABLE EXPENSES

Payroll Expenses:	FTE	Rate		
Airside 1 & 3:				
- Supervisors	9	$19.09	$	357,450
- Supervisors - Cycle Cleaning - 3rd Shift	3	$19.09	$	119,150
- Quality Control	5	$20.79	$	216,230
- Policer	75	$16.92	$	2,639,520
- General Cleaners	38	$16.92	$	1,337,360
- Window Cleaner/Carpet Spotter/ERT	3	$16.92	$	105,590
- Floor Care	6	$16.92	$	211,170
- Cycle Cleaner/ERT	8	$16.92	$	281,550
- Recycling/ERT	2	$16.92	$	70,390
Other Positions:				
- Bio-Hazard & Regulated Trash	1	$16.92	$	35,200
- Supervisor - Inventory Control	1	$19.09	$	39,720
- Inventory Control	1	$16.92	$	35,200
- Equipment Tech/Mechanic		$19.09	$	-
- PTO Coverage		$16.92	$	-
- Overtime			$	136,220
- Payroll Taxes: Social Security, Medicare, State & Federal Unemployment			$	513,800
- Health Insurance			$	383,040
	152		**$**	**6,481,600**
Other Expenses:				
- Consumables and Cleaning Supplies			$	309,100
- Uniforms			$	48,100
- Regulated Waste Disposal			$	5,000
- Subcontracted Work (Excluding Participation)			$	30,000
			$	**392,200**
Total Reimbursable Expenses (Not to exceed budget provided by GOAA)			**$**	**6,873,800**
TOTAL CONTRACT VALUE	**158**		**$**	**6,873,800**

Greater Orlando Aviation Authority
Procurement Services
ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827
(407) 825-2001

Addendum No. 5
Solicitation No. 23-380-RFP
TERMINALS A and B JANITORIAL MAINTENANCE
RESPONSE DEADLINE: October 9, 2023 at 11:00 am

ITEM 1. Remove and replace, Page 9 and Page 10, Section 1.6 Price Escalation/De-Escalation (CPI). See attached revised Page 9 and 10.

ITEM 2. Question**:** What is the $ spending under the incumbent contract in the past 2 years?

Answer: This is a Public Records Request. Send inquiries for Public Records request to: http://orlandoairports.net/publicrecords.

ITEM 3. Question: Who is the current incumbent vendor providing these services and what is their pricing?

Answer: The current incumbent is Flagship Airport Services.

ITEM 4. **Question:** is the current staff performing the work part of a union?

Answer: YES, this is a union job. USWU, Local 74.

ITEM 5. **Question:** Please provide the number of restrooms in each location?

Answer: This information be found in the Mapbook Janitorial Cleaning Sheets. 23-380-RFP Janitorial Mapbook was provided via Box.co. Link was provided on September 7, 2023.

ITEM 6. **Question: Please provide the annual value of the CDR penalties that the current provider has received for the past three years.**

Answer: Please refer to Addendum No. 4 "Attachments"

ITEM 7. **Question:** What size of lifts do you require ?

Answer: The required Lift size is 40 feet.

ITEM 8. **Question:** Can you provide the square footage for each location?

Answer:
- Location 1 - Terminals A and B: 2,528,847 Sq feet.
- Location 2 – Airsides 1 and 3: 719,752 Sq. feet.
- Location 3 – Airside 2 and 3: 933,579 Sq. feet.

ITEM 9. **Question:** Is there a cost for employee parking?

Answer: The Aviation Authority will provide employee parking at the designated Airport Employee Parking Lot at no cost to the Contractor or its employees.

ITEM 10. **Question:** Please provide the monthly reporting QC report submitted by the incumbent for the last 6 months.

Answer: These, if requested, are reviewed electronically as read only documents with no paper copy maintained. See Section 5.27 Quality Control.

ITEM 11. **Question:** If one company is awarded all three locations. Will they be required to have 3 site managers or just 1?

Answer: Awarding of multiple locations (2 and 3) will result in discussions regarding adjustment made with regards to discount prices. See Section 1.1 Intent and Purpose – Addendum No. 1 – Page 7.

ITEM 12. **Question: If one company is awarded all three locations. Will they be required to have 4 Assistant Site** Managers at each location or just 4 total?

Answer: Awarding of multiple locations (2 and 3) will result in discussions regarding adjustment made with regards to discount prices. See Section 1.1 Intent and Purpose – Addendum No. 1 – Page 7.

ITEM 13. **Question:** If one company is awarded all three contracts. Can they utilize a smaller amount of box trucks and F150s for supplies or are they required to still have the minimums for all three locations?

Answer: Awarding of multiple locations (2 and 3) will result in discussions regarding adjustment made with regards to discount prices. See Section 1.1 Intent and Purpose – Addendum No. 1 – Page 7.

ITEM 14. **Question:** Please confirm all Lifts for high rise work are provided by GOAA

Answer: The Aviation Authority doesn't provide lifts, please see Section 5.37 Exhibits Exhibit 2 – Minimum Equipment Lists per Location.

ITEM 15. **Question:** Please explain, which documents are to go here? and in what format, is the respondent submittals a narrative?

Answer: Please refer to Section 8.1 Preparing Responses in Required Format. Use the pricing table included with this solicitation to provide the Management fees in association with the Scope of Services. Pricing table can be submitted as a separate attachment.

ITEM 16. **Question:** What are the total monetary deductions from contract discrepancies reports monthly for the past 2 years

Answer: Please refer to the Addendum No. 4 "Attachments".

ITEM 17. **Question:** Is it possible to utilize an electric cart in main terminal?

Answer: The proposer is welcome to provide a list of additional equipment they propose to use. This would include the electric cart. Please include a photo, specifications, and purpose for the cart or any additional equipment being proposed in your proposal. The use of any additional equipment will be discussed if the proposer is selected to move forward.

ITEM 18. **Question:** What is the current monthly and yearly billing for all 3 locations for janitorial services at MCO, 2022 and 2023?

Answer: This is a Public Records Request. Send inquiries for Public Records request to: http://orlandoairports.net/publicrecords

ITEM 19. **Question:** What is the average time it takes to obtain a SIDA badge and Custom seal?

Answer: Response time is based on background check process. It could vary be individual.

ITEM 20. **Question:** What is the SOP for ordering supplies, is there a supply order form you can provide to review.

Answer: Internal process will be provided upon award and will be discussed if the proposer is selected to move forward.

ITEM 21. **Question:** Does the incumbent provide any sorting for recycled material?

Answer: The Orlando International Airport is a single stream recycling site at this time, with the focus on cardboard. All other recycled items are disposed of in a designated comingled recycling receptacle.

ITEM 22. **Question:** Please provide the current floor schedule for all floor types for each location.

Answer: Basic cycle cleaning and project are generally scheduled quarterly UNLESS in heavy traffic areas or specialized flooring where alternate scheduling is required. This will be discussed in detail if the proposer is selected to move forward.

ITEM 23. **Question:** Are there any vacant space deductions that are subtracted from the invoice, if so, how much per month over the last 24 months?

Answer: There are no vacant space deduction.

ITEM 24. **Question:** How many washer and dryer hookups are there presently on site and where are they located, please?

Answer: There will be one washer and dryer hookup for each location.

ITEM 25. **Question:** Please provide the last 2 years of historical slip and fall GL claim history

Answer: Loss history information is held by the incumbent and their subcontractors.

ITEM 26. **Question:** Who is responsible for cleaning the escalator and moving walk-way treads and risers?

Answer: This service is not applicable to this Contract.

ITEM 27. **Question:** Will the GOAA help expedite the USDA compliance agreement needed to handle regulated garbage.

Answer: This activity is strictly handled by the USDA and service provider.

ITEM 28. **Question:** Is office and storage space provided by the GOAA? If so, please provide square footages, quantity, for each location.

Answer: Yes, details are not available at this time.

ITEM 29. **Question:** Does the GOAA provide internet and phone service for office space?

Answer: No. See Section 5.25 On-Site Communications.

ITEM 30. **Question:** Our technology operates via internet, will the successful bidder be allowed to gain access to the airport free Wi-Fi with a dedicated connection.

Answer: No, the Proposers is responsible for providing their own internet and communication needs as listed in Section 5.25 On-Site Communications.

ITEM 31. **Question:** Please provide the incumbents job routes for each area if the airport.

Answer: Please refer to Maps for individual area details. 23-380-RFP Janitorial Mapbook was provided via Box.co. Link was provided on September 7, 2023.

ITEM 32. **Question:** Are there any items the GOAA provides the current incumbents such as desks, computers, furnishings, etc.?

Answer: See Sections 5.25.a On-Site Communications and 5.24.c Items Provided By the Aviation Authority

ITEM 33. **Question:** We would like to request an extension due to the complexity and size of this submittal.

Answer: The submission date has been extended to October 9, 2023 at 11:00. Please refer to Addendum No. 3

ITEM 34. **Question:** Do you have the pay rates for supervisory and management staff currently on site?

Answer: The Aviation Authority does not. This information is part of the Management fee provided by the incumbent.

ITEM 35. **Question:** In the Food Courts, does the janitorial vendor empty the trash cans?

Answer: The Food Court Janitorial Services is the responsibility of the concessionaires.

ITEM 36. **Question:** Is contractor permitted to use any of GOAA lifts?

Answer: No. The Aviation Authority doesn't provide lifts, please see Section 5.37 Exhibits Exhibit 2 – Minimum Equipment Lists per Location.

ITEM 37. **Question:** What process/product is the current vendor using on the terrazzo floor

Answer: Current Contractor has an agreement with SC Johnson for floor product.

ITEM 38. **Question:** What is the current monthly billing for window cleaning services for all locations?

Answer: Please see Section 5.37 Exhibits Exhibit 2 – Minimum Equipment Lists per Location.

ITEM 39. **Question:** How many window cleaner does the incumbent utilize per shift?

Answer: The incumbent uses a minimum of two (2) window cleaners as directed in section 5.30.e.

ITEM 40. **Question:** How many supervisors does the incumbent have on each shift?

Answer: The incumbent provides an adequate number of supervisors based on needs and task to be completed.

ITEM 41. **Question:** Can the contractor bring in good quality used equipment?

Answer: Please see Section 5.37 Exhibits Exhibit 2 – Minimum Equipment Lists per Location

ITEM 42. **Question:** Will there be a storage area centrally located for all the supplies needed for this contract or will each location have space?

Answer: Each location has individual storage area.

ITEM 43. **Question:** What are the frequency of the deliveries for consumables, who accepts the delivery and where are they kept? How are they distributed? What is currently utilized to move the consumables to storage areas?

Answer: This information is solely based on incumbent operational needs.

ITEM 44. **Question:** Please provide the current floor schedule for all floor types services by the incumbents?

Answer: Basic cycle cleaning and project are generally scheduled quarterly UNLESS in heavy traffic areas or specialized flooring where alternate scheduling is required. This will be discussed in detail if the proposer is selected to move forward.

ITEM 45. **Question:** What is the total fixture count in the restrooms by location?

Answer: This is the total count for Terminals A & B and the Airsides. Over 700 Toilets; Over 350 Urinals; Over 500 Sinks

ITEM 46. **Question:** Please provide all of the CDR's by month for 2022 and 2023?

Answer: This is the total count for Terminals A & B and the Airsides. Over 700 Toilets; Over 350 Urinals; Over 500 Sinks.

ITEM 47. **Question:** Are multiple proposals needed if bidding on all three locations or can 1 proposal be submitted for all three?

Answer: Awarding of multiple locations (2 and 3) will result in discussions regarding adjustment made with regards to discount prices. See Section 1.1 Intent and Purpose – Addendum No. 1 – Page 7

ITEM 48. **Question:** Does location 1 require 1 or 2 admin staff?

Answer: Please refer to Addendum No. 3 for Terminal Staffing per location.

ITEM 49. **Question:** Hello I need clarification on the following changes you are proposing: Addendum 2 A. MWBE Participation Plan The Aviation Authority has set a MWBE participation goal of fifteen percent (15%) per location, for this solicitation. The Airport GREATER ORLANDO AVIATION AUTHORITY POLICY AND PROCEDURE MANUAL states the following : (E) “Local Developing-Business” or “LDB” as defined by the Aviation Authority’s LDB Policy means: An active operating business that is domiciled in the Orlando Standard Metropolitan Statistical Area and that meets the Revenue Limitations or Gross Profit Limitation, as defined by the Aviation Authority’s LDB Policy, and that is owned and controlled by one or more individuals whose personal net worth does not exceed the Net Worth Limitation, as defined by the Aviation Authority’s LDB Policy. (F) “Minority and Women Business Enterprise” or “MWBE” means: A business concern that is owned and controlled by one or more socially and economically disadvantaged individuals, as defined herein. Establishment of MWBE Goals for procurement Contracts for Goods and Services. After analyzing the above factors, the Aviation Authority hereby establishes a seventeen percent (17%) MWBE participation goal for the procurement of Goods and Services excluding Professional Services. The goal shall be established considering all purchases of goods and services, except the following: 1. Leases of Real Property 2. Space Use Permits 3. Employee Benefits 4. Taxes 5. Judgments 6. Agreements for Travel 7. Dues Please explain why there is different MWBE participation number in the RFP from the policy and procedure manual which has been approved by the board . It is important to note in the Janitorial Services for South terminal RFP the goal was For that Contract, the Aviation Authority had established a MWBE Participation Goal of 20%, which means that 20 % of the total Contract expenditures by the Aviation Authority

should be used to purchase goods or services under the Contract from MWBEs.For this Contract, the Aviation Authority had a established a LDB Participation Goal of 15%, which means that 15% of the total Contract expenditures by the Aviation Authority should be used to purchase goods or services under the Contract from LDBs. In all previous RFPs there was a different goal set for MWBE and LDB and in the Operations and Policy Procedures there is a clear distinction between the two. Please responds with Legal guidance to this question . In addition I would like to bring to your attention you have change the schedule of pre proposal meeting to August 29 the same time the Small business has scheduled a workshop for Rent A Car opportunities and the services on the agenda included janitorial. Services and this workshop has been out to the public for over two months. Please advise I look for a quick response.

Answer: There are 3 locations Terminal: The small business goal for this location is 15% MWBE and 10% LDB/VBE for a total of 25% Airsides 1 & 3 and Airside 2 & 4: The small business goal for these two locations is 25% MWBE or LDB or VBE, meaning it can be met by either one of these programs. For additional questions regarding small business participation goal setting you may contact Orlando Santiago, Small Business Compliance Administrator by phone 407.825.7134 or email osantiago@goaa.org

ITEM 50. **Question:** Are we able to bid on the items only for janitorial supplies? Not to include labor?

Answer: No. See section is 1.1 Intent and Purpose.

ITEM 51. **Question:** On page #7 item b. it indicates we must sign a "Confidentiality and Non-Disclosure Agreement" in order to receive the cleaning sheets - how do we request that agreement?

Answer: A copy of the Janitorial Cleaning Sheets will be made available upon request. Respondents will need to complete a “Confidentiality and Non-Disclosure Agreement”. Upon completion of the required form, the Janitorial Cleaning Sheets will be released to the requester. Confidentiality and Non-Disclosure Agreement Forms sent to vrosen@unitedhq.com.

ITEM 52. **Question:** What are the staffing numbers per each position used in the calculation of the budget?

Answer: Please refer to Addendum No. 3 for Terminal Staffing per location.

ITEM 53. **Question:** What are the tax rates and calculations used in the budgeted reimbursable hours?

Answer: See 4.3.b Reimbursable Payroll Expenses and refer to Addendum No. 3 for Terminal Staffing per location.

ITEM 54. **Question:** If we are a prime contractor and can complete 100% of this contract with our own W2 employees, am I to understand, that we must outsource some of this contract to meet MBE/WBE requirement?

Answer: Yes, all respondents are required to have small business participation at least at the levels stated per each location.

ITEM 55. **Question:** What are the 401k calculations used in the reimbursable hours?

Answer: See Section 4.2.b.20 Management Fee.

ITEM 56. **Question:** Is there a Union labor force that has to be considered for this bid?

Answer: YES, this is a union job. USWU, Local 74.

ITEM 57. **Question:** I would like to have that Janitorial Cleaning Sheets. sent me that Confidentiality and Non-Disclosure Agreement?

Answer: copy of the Janitorial Cleaning Sheets will be made available upon request. Respondents will need to complete a “Confidentiality and Non-Disclosure Agreement”. Upon completion of the required form, the Janitorial Cleaning Sheets will be released to the requester. Confidentiality and Non-Disclosure Agreement Forms. Email was sent to lewisj1943@yahoo.com.

ITEM 58. **Question:** I would like to have the Janitorial Cleaning Sheets. Please send me the Confidentiality and Non-Disclosure Agreement to stacy.Jennings@smclean.com?

Answer: copy of the Janitorial Cleaning Sheets will be made available upon request. Respondents will need to complete a “Confidentiality and Non-Disclosure Agreement”.

Upon completion of the required form, the Janitorial Cleaning Sheets will be released to the requester. Confidentiality and Non-Disclosure Agreement Forms Email was sent to stacy.Jennings@smclean.com.

ITEM 59. **Question:** What are the Net Payment Terms once an invoice has been submitted?

Answer: See Section 6.43 Prompt Payment.

ITEM 60. **Question:** I like to bid on location Airside 1& 3. And i would like to have your Labor Rate

Answer: Please refer to Addendum No. 3 for Terminal Staffing for this location for the total reimbursable labor pricing.

ITEM 61. **Question:** Could we please receive copies of last 3-4 months of CDR (performance deductions) to determine if there are quality issues identified?

Answer: Please refer to the Addendum No. 4 "Attachments".

ITEM 62. **Question:** Could we please receive copies of last 3-4 months of monthly invoices for Flagship (Zone 1 & 2) and Florida Cleaning Systems (Zone 3) and compare against the budget amounts disclosed in the RFP?

Answer: Please refer to Amendment No. 4 "Attachments".

ITEM 63. **Question:** Where are the dumpsters located for each of the airside?

Answer: Dumpsters for each location are located at each individual airside or terminal.

ITEM 64. **Question:** If one company is successful can with location 2 and 3 do they need to have a site manager for each location?

Answer: Awarding of multiple locations (2 and 3) will result in discussions regarding adjustment made with regards to discount prices. See Section 1.1 Intent and Purpose – Addendum No. 1 – Page 7.

ITEM 65. **Question:** What is the current breakdown of MWBE & LDB for the current subs.

Answer: Program GOAL Actual MWBE 20% 22.6% LDB 15% 11.3% LDB 5% 5.1%.

ITEM 66. **Question:** Can we utilize electric carts on locations 2 and locations 3?

Answer: The proposer is welcome to provide a list of additional equipment they propose to use. This would include the electric cart. Please include a photo, specifications, and purpose for the cart or any additional equipment being proposed in your proposal. The use of any additional equipment will be discussed if the proposer is selected to move forward.

ITEM 67. **Question:** Please provide the CDR's for the last two years for all sub-contractors currently on the contract.

Answer: Please refer to the Addendum No. 4 "Attachments".

ITEM 68. **Question:** Please provide the Non-Disclosure agreement, and the janitorial cleaning sheets and the maps.

Answer: A copy of the Janitorial Cleaning Sheets will be made available upon request. Respondents will need to complete a "Confidentiality and Non-Disclosure Agreement". Upon completion of the required form, the Janitorial Cleaning Sheets will be released to the requester. Confidentiality and Non-Disclosure Agreement Forms Forms sent to Chris Simons - chris.simons@abm.com via email.

ITEM 69. **Question:** Please provide the current location worked for each sub-contractor?

Answer: Subcontractor 1: Train Station Subcontractor 2: Airside 4 Subcontractor 3: Terminal – Level 2 -3.

ITEM 70. **Question:** please provide the current incumbent's reimbursable supply spend per month for the last year.

Answer: This is a Public Records Request. Send inquiries for Public Records request to: http://orlandoairports.net/publicrecords

ITEM 71. **Question:** which company provides regulated garbage disposal? What is the current monthly spend for the last year on reimbursed regulated garbage?

Answer: This contract requires all three (3) location to provide regulated garbage disposal. The restructuring of this contract makes current pricing irrelevant due to only one services provider.

ITEM 72. **Question:** What is the total amount for CDR fees that have been assessed for the contract over the last 12 months?

Answer: Please refer to the Addendum No. 4 "Attachments".

ITEM 73. **Question:** During the pre-bid meeting, participants were informed that ONLY management fees needed to be populated as reimbursable payroll expenses and reimbursable operating expenses are determined and approved by the Aviation Authority. To properly determine management fees (in relation to workers compensation, health and welfare, and required insurances based on labor costs, etc.), please provide a current roster of reimbursable positions and current hourly wage per job classification as these fees are based on labor costs.

Answer: Please refer to Addendum No. 3 for Terminal Staffing per location.

ITEM 74. **Question:** As long as a Proposer successfully meets the Small Business Participation Goal (MWBE & LDB requirements), will they receive the full 25 points, that is pass/fail? Or is the participation scored by factors such as utilizing multiple Subcontractors and/or exceeding the goals?

Answer: Responses will be evaluated based upon the Evaluation Criteria per Section 3.2; and supported by the Respondent's provided required information per Section 8.0 Response Submission Requirements. The Committee will evaluate and score based on multiple factors, to include the level of MWBE/LDB participation that will be provided, how and what services will be performed by each firm.

ITEM 75. **Question:** The language states the original contract prices shall be firm for the 5-year term, however, CPI may be considered after 3 years... Does this mean that the CPI can be asked or implemented after 37 months for Years 4 & 5? Are the Management Fee, Reimbursable Payroll Expenses and/or Reimbursable Operating Expenses all subject to having the CPI applied to them?

Answer: The Price Escalation/De-Escalation (CPI) is not applicable to this Solicitation. Refer to Question 1 of Addendum 5. Bidders may include annual escalation into their 5 years proposed management fee.

ITEM 76. **Question:** 3. Are vendors to submit completely separate proposals if bidding more than 1 Location? (The on-line submittal portal has only 1 area to upload?) a. That is, separate proposals for; Location 1, Location 2, Location 3? b. Where does a vendor put the revised pricing if they are submitting for Locations 2 and 3 combined? Place any reduction pricing and/or discount % in the Location 2 response? How does MCO want it submitted, just state a % reduction to the management fee, fill out a combined form?

Answer: Awarding of multiple locations (2 and 3) will result in discussions regarding adjustment made with regards to discount prices. See Section 1.1 Intent and Purpose – Addendum No. 1 – Page 7.

ITEM 77. **Question:** Does MCO mean 'vacuum bags' instead of 'vacuum pads'?

Answer: Please ensure proper response based on the equipment being proposed for this RFP.

ITEM 78. **Question:** Brooms, dusters, scrapers, mops, mop heads, cleaning cloths, tool handles, vacuum pads, dust pads, etc. – We would like clarification on specific items that would be reimbursed vs must be included in the management fee? a. For example: i. Squeegees? ii. 3M red pads? iii. Green pads? iv. Clean & burnish pads?

Answer: Based on the items listed above, the pads and manual items listed above are reimbursable items. Other items will be discussed after award as necessary. Due to the size of the itemized list please relay on proposer's knowledge regarding inclusion in the management fee based on information in the RFP.

ITEM 79. **Question:** If equipment is less than <2 years old with a useful life and in good condition, can it be utilized? How about if a Prime is able to assist Subcontractors with utilization of equipment less than <2 years old, helping minimize startup costs?

Answer: The Equipment list states new equipment. This is due to the amount of traveler traffic and the frequency required for daily cleaning and to meet the expectations of the

contract. Please provide an explanation in your proposal as to why new equipment is not being proposed or considered as part of your response.

ITEM 80. **Question:** Has MCO considered a change to their indemnity clause language or will MCO consider a change of all passenger slip and/or fall claims" (and other claims) going directly to the contractor?

Answer: No changes to the indemnity clause language will be considered. Any claim tendered to a contractor will be in accordance with the contract terms. Procedures can be addressed upon award.

ITEM 81. **Question:** Please provide a copy of the most recent billing from the incumbent providers, inclusive of any backup documentation regarding labor hours, related expenses as well as reimbursable operating expenses.

Answer: This is a Public Records Request. Send inquiries for Public Records request to: http://orlandoairports.net/publicrecords

ITEM 82. **Question:** Please provide a copy of the current agreement in place with the incumbent service providers, Flagship and Florida Cleaning Systems.

Answer: This is a Public Records Request. Send inquiries for Public Records request to: http://orlandoairports.net/publicrecords

ITEM 83. **Question:** 20. To receive reimbursement for allowable expenses within the stipulated timeframe of 30 days, a. What is the format of the itemized statement that the authority is requesting? b. What would be considered supporting documentation? Will the Authority provide an example of what is required and acceptable supporting documentation? c. What type of documentation is the Authority requesting that the contractor provides affirming the authority is not reimbursing for items that have already been reimbursed? d. What kind of expenditures report are required for any amount that may be in dispute?

Answer: All information regarding supporting documentation will be provided upon award.

ITEM 84. **Question:** What is the FREQUENCY, DAY and TIME cleaning schedule for this project?

Answer: See Sections below: 5.6 Hours to Perform Services 5.28 Monthly Cleaning Schedule 5.29 Cycle Cleaning Scheduling 5.30 Categories of Cleaning Service 5.31 Cleaning Tasks.

ITEM 85. **Question:** Will the awarded contractor provide the paper products/toiletries for this project? If yes, what are those products and what is the monthly consumables value?

Answer: See section 1.1 Intent and Purpose.

ITEM 86. **Question:** Is there additional locations or scope of work added from the previous contract?

Answer: This is a Public Records Request. Send inquiries for Public Records request to: http://orlandoairports.net/publicrecords .

ITEM 87. **Question:** Will MCO reimburse bereavement, jury duty, and floating holidays?

Answer: Contractor shall provide its policy on paid time-off and holidays prior to contract execution. See 4.3 Reimbursable Payroll Expenses.

ITEM 88. **Question:** Is bid bond required upon bid submission?

Answer: YES, See 3.4 Surety Bonds/Letters of Credit/Liability Insurance.

ITEM 89. **Question:** Is PTO a reimbursable pay code?

Answer: Contractor shall provide its policy on paid time-off and holidays prior to contract execution. See 4.3 Reimbursable Payroll Expenses.

ITEM 90. **Question:** What are the approved Holidays that will be considered reimbursable?

Answer: Contractor shall provide its policy on paid time-off and holidays prior to contract execution. See 4.3 Reimbursable Payroll Expenses.

ITEM 91. **Question:** 1) The Contractor shall provide Administrative Staff as follows: Location 1 (Terminals A and B): a minimum of two (1) Administrative Staff. 2 or 1 Admin for Location 1?

Answer: Please refer to Addendum No. 3 for Terminal Staffing per location.

ITEM 92. **Question:** Scissor lift height requirement?

Answer: The required lift size is 40 feet.

ITEM 93. **Question:** What is the SQUARE FOOTAGE of EACH LOCATION to be serviced?

Answer:

• Location 1 - Terminals A and B: 2,528,847 Sq feet.

• Location 2 – Airsides 1 and 3: 719,752 Sq. feet.

• Location 3 – Airside 2 and 3: 933,579 Sq. feet.

ITEM 94. **Question:** Does only Location 1 require a Truck-Mounted Carpet Cleaner?

Answer: The Truck-Mounted Carpet Cleaner required on all 3 locations.

ITEM 95. **Question:** Should each location should be responsible for their own emergency events?

Answer: Yes, each location must have their own emergency response team.

ITEM 96. **Question:** Will Location 2 be responsible for the entire Cardboard Recycling Program?

Answer: Each location should operate as a separate entity and should be bid as such based on the requirement listed in the RFP.

ITEM 97. **Question:** Will Location 1 be responsible for the warehouse position distributing consumables supplies to Locations 2 and 3?

Answer: Each location should operate as a separate entity and should be bid as such based on the requirement listed in the RFP.

ITEM 98. **Question:** Will the Location 3 vendor be responsible for operating the Regulated Trash Program?

Answer: Each location should operate as a separate entity and should be bid as such based on the requirement listed in the RFP.

ITEM 99. **Question:** Vendors must continue to provide vehicles with lifts for transporting the Consumables & Supplies from the Central Warehouse offsite to each of the respective Locations 1, 2, and/or 3?

Answer: Please refer to the minimum Equipment list.

ITEM 100. **Question:** For the FIS areas, shall the vendor still be required to have a separate dedicated Regulated Trash Box Truck Vehicle with lift?

Answer: Please refer to the minimum Equipment list.

ITEM 101. **Question:** There is Office and major equipment & supply storage in Location 1, where will the Offices & major storage be located for Location 2 & Location 3?

Answer: Each location will have individual storage, office and equipment areas. Actual room and spaces will be provide upon award.

ITEM 102. **Question:** In the Financial Statements requirements, it states: "2. Respondents must provide the most recent audited annual financial statements for the last two years.... 3. Respondent shall attach financials as a separate attachment via the e-procurement platform...." In the portal's proposal upload section, there are two areas to upload: 1. Respondent Submittals and 2. Separate Cost Proposal. Please advise as to which section the financial statements should be uploaded to?

Answer: Within the e-procurement platform under Vendor Submissions - Question 4 Respondent should upload their financials to question 4. Respondent’s Cost is to be uploaded under question 2. Respondent shall attach financials as a separate attachment via the e-procurement platform and be clearly labeled as follows: "Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure”.

ITEM 103. **Question:** Confirming that all other items not listed, have to be provided to complete the scope of work are to be estimated and built into the Companies Management Fee, correct? The current Union CBA representing the staff ends at the end of 2024, are proposers to estimate and include any future wage and/or benefit changes into our Management Fee calculations?

Answer: Yes. This is correct.

ITEM 104. **Question:** Who is the current contractor?

Answer: The current incumbent – Flagship Airport Services.

ITEM 105. **Question:** What is the current monthly charge of the current contractor?

Answer: Current Management Fee is $513,550.00.

ITEM 106. **Question:** What is the term of the current contract?

Answer: The current contract it's in the first renewal and it will expire on September 30, 2024.

ITEM 107. **Question:** If there is a living wage ordinance or set pay rates for janitors, historically, by what percentage does it increase each year?

Answer: There is no living wage ordinance.

ITEM 108. **Question:** Is there any living wage ordinance in place or set pay rates for the janitors?

Answer: There is no living wage ordinance.

ITEM 109. **Question:** What is the Cost of ID/Badging?

Answer: See 3.9 Identification and Access Requirements.

ITEM 110. **Question:** May we have the current quipment list?

Answer: Please refer to Exhibit Minimum Equipment list per location.

ITEM 111. **Question:** Due to no area within the portal to upload our legal note. Please advise how we should submit the following response to be compliant with bid.

Answer: If a Respondent desires any changes or modifications to the terms and conditions set forth in the Response Documents, the Respondent should submit these changes or modifications to the Aviation Authority in writing prior to the deadline for questions and comments about the Solicitation. Please refer to Section 1.8 Exceptions to

Terms and Conditions within the Solicitation. Please submit your questions to the Senior Purchasing Agent listed within the e-procurement portal.

ITEM 112. **Question:** Do the existing employees belong to a Union? If so, can you provide a copy of CBA?

Answer: The Union agreement is between the service provider and the union. The bidder will need to contact the current service provider directly.

ITEM 113. **Question:** Are employees represented by a bargaining unit? If yes, what unit and chapter?

Answer: The Union agreement is between the service provider and the union. The bidder will need to contact the current service provider directly.

ITEM 114. **Question:** Please provide details on the current health benefits provided to the staff by the incumbent providers as stated in section 4.8 Health Insurance. If possible, information should provide number of employees enrolled, details on benefits coverage, and current reimbursed amount as per section 4.8 Health Insurance -B.

Answer: This information is solely the responsibility of the current service provider. The bidder will need to contact the current service provider directly for this information.

ITEM 115. **Question:** Please provide the most recent customer satisfaction reports available thru the existing "restroom" feedback program in place for passengers to provide feedback.

Answer: Please refer to Addendum No. 4 "Attachment"

ITEM 116. **Question:** Please provide a list of current cleaning products provided by the current service providers.

Answer: This information is solely the responsibility of the current service provider. The bidder will need to contact the current service provider directly for this information.

Pre-Solicitation Conference is to review and discuss the solicitation (and any addenda) as published. Attendance is not mandatory but is highly encouraged. Respondents are expected to be familiar with the Solicitation Documents.

b. **Questions will be answered through the e-Procurement Portal.**

c. If the Purchasing Department determines that it is necessary to change the dates or times prior to the due date, the change will be announced and posted on the e-Procurement Portal

d. All prospective Respondents shall thoroughly examine and become familiar with the Solicitation package and carefully note the items which must be submitted with the Solicitation as detailed in **Section 8, Solicitation Response Submittals**.

e. Submission of a Response shall constitute an acknowledgment that the Respondent has read and understands the Solicitation Documents. The failure or neglect of a Respondent to receive or examine any Solicitation Document shall in no way relieve it from any obligations under its Response or the Contract. No claim for additional compensation will be allowed which is based upon a lack of knowledge or understanding of any of the Contract Documents or the scope of work.

1.5 Contract Period

a. The Contract period will be for **sixty (60) months** with the **Contract** to commence on or about May 1, 2024.

b. The Aviation Authority shall not be obligated to renegotiate or increase any price for any work during the initial term of the Contract based on a Respondent's mistake or miscalculation of prices, underestimation of costs, or for any other reason.

~~1.6 Price Escalation/De-Escalation (CPI) –~~ DELETED PER ADDENDUM NO.5

~~a. The original contract prices shall be firm for the five (5) year contract period. A price escalation/de-escalation **may be** considered after **the 3rd** year, and once a year thereafter, provided the Contractor notifies the Aviation Authority, in writing, of the pending price escalation/de-escalation a minimum of sixty (60) days prior to the contract's anniversary date.~~

~~b. Price adjustments shall be based on the latest version of the Consumers Price Index (CPI-U) for All Urban Consumers, All Items, U.S. City Average, non-seasonal, as published by the U.S. Department of Labor, Bureau of Labor Statistics. This information is available at www.bls.gov.~~

~~c. Price adjustment shall be calculated by applying the simple percentage model to the CPI data. This method is defined as subtracting the base period index value (at the time of initial award) from the index value at time of calculation~~

(latest version of the CPI published as of the date of request for price adjustment), divided by the base period index value to identify percentage of change, then multiplying the percentage of change by 100 to identify the percentage change. Formula is as follows:

Current Index – Base Index / Base Index = % of Change
% of Change x 100 = **Percentage Change**

CPI-U Calculation Example:

CPI for the current period	232.945
Less CPI for the base period	229.815
Equals index point change	3.130
Divided by base period CPI	229.815
Equals	0.0136
Result multiplied by 100	0.0136 x 100
Equals percent change	1.4%

d. A price increase may be requested only at each time interval specified above, using the methodology outlined in this section. To request a price increase, the Contractor shall submit a letter stating the percentage amount of the requested increase and adjusted price to the Aviation Authority's Purchasing Department.

e. The letter shall include the complete calculation utilizing the formula above, and a copy of the CPI-U index table used in the calculation. The maximum allowable increase shall not **exceed 5%** unless there are circumstances demonstrating that an increase beyond this amount is required and this is approved by the Aviation Authority.

f. All price adjustments must be accepted by the Vice President of Purchasing, and shall be memorialized by written amendment to this contract. No retroactive contract price adjustments will be allowed. Only final CPI data will be used to adjust contract pricing.

g. Should the CPI-U for All Urban Consumers, All Items, U.S City Average, as published by the U.S. Department of Labor, Bureau of Labor Statistics decrease during the term of the contract the Contractor shall notify the Aviation Authority's Purchasing Department of price decreases in the method outlined above.

h. If the Contractor intentionally fails to pass the decrease on to the Aviation Authority, the Aviation Authority reserves the right to place the Contractor in default.

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AMERICANS WITH DISBAILITIES ACT

The Greater Orlando Aviation Authority does not discriminate upon the basis of any individual's disability status. Anyone requiring reasonable accommodations as provided for the Americans with Disabilities Act or Section 86.26, Florida Statutes, should contact the Greater Orlando Aviation Authority's ADA Coordinator at 407-825-2006 as soon as possible, at least one full business day prior to any scheduled meeting.

1.0 GENERAL INFORMATION

1.1 Intent and Purpose

a. The Greater Orlando Aviation Authority (the "Aviation Authority") is soliciting sealed Proposals from qualified and experienced firms to provide all labor, supervision, management oversight, training, materials, equipment, tools, vehicles, submissions, reports, consumables, uniforms, janitorial cleaning supplies (except hand soap, trash liners and baling wire), paper products (except paper towels and toilet tissue), feminine hygiene products, toilet seat covers, trash can inserts, fuel, oil, lubricants, and all other items with no markup necessary or proper for, or incidental to, performing janitorial maintenance of the Terminals A and B areas and Airsides identified in the Janitorial Cleaning Sheets located at the Orlando International Airport (MCO) North Terminal, in accordance with the Contract Documents.

b. A copy of the Janitorial Cleaning Sheets will be made available upon request. Respondents will need to complete a **"Confidentiality and Non-Disclosure Agreement"**. Upon completion of the required form, the Janitorial Cleaning Sheets will be released to the requester.

c. This Solicitation provides Respondents the ability to propose on three (3) separate Locations:

1) Location 1 - Terminals A and B

2) Location 2 - Airsides 1 and 3

3) Location 3 - Airsides 2 and 4

d. Respondents may submit responses for one or all three Locations. Respondents who submit responses for Location 1 and choose to propose on additional Locations, are asked to provide a discount percentage for the additional Location(s). If choosing to submit a response for one location only, Respondents do not need to provide a discount percentage.

e. The Aviation Authority intends to select the Respondent(s) that it deems to be the most highly qualified, responsible, and responsive to the Aviation Authority to perform the required services after considering the evaluation criteria, in its exclusive discretion.

1.2 Solicitation Information

a. Sealed electronic responses will be received for this Solicitation through the Greater Orlando Aviation Authority e-Procurement Portal (Portal) located at https://procurement.opengov.com/portal/goaa. By way of the Portal, responses will be locked and digitally encrypted until the submission deadline passes.

b. **Responses submitted by hard copy, e-mail, telephone or fax shall not be accepted. Responses submitted outside of the designated electronic submission Portal shall be rejected as non-responsive regardless of where received.**

c. **The Aviation Authority shall not be responsible for delays caused by any occurrence. This shall include any delay as a result of a technology issue. Any late response shall not be accepted.**

d. **If participating in the Pre-Proposal Conference and Familiarization Site Tour on August 22nd, participants are respectfully requested to RSVP to luis.aviles@goaa.org or Racha.elkhalil@goaa.org with their company name and contact information by 12:00 p.m. on August 18th. Due to limited transportation capacity, only two (2) persons from each firm may physically attend the Familiarization Site Tour.**

e. The time/date stamp clock located in the electronic submittal portal shall serve as the official authority to determine lateness of any response.

f. Respondents shall not be allowed to modify their responses after the opening time and date. Responses may be examined thirty (30) days after the Solicitation opening or upon recommendation for award, whichever occurs first.

1.3 Tentative Schedule

Release Date	August 14, 2023
Pre-Solicitation Meeting	August 22, 2023
Deadline for submission of questions	August 28, 2023
Release of Addendum, if any	September 7, 2023
Deadline to submit Responses (by 11:00 a.m. Eastern Time)	September 28, 2023
Procurement Committee*	TBD
Interviews, if necessary*	TBD
Aviation Authority Board*	TBD

**Sunshine Meeting schedules are posted weekly on the Aviation Authority website.*

1.4 Submitting Questions and Receiving Responses

Respondents shall submit all inquiries regarding this Solicitation via the e-Procurement Portal, located at https://procurement.opengov.com/portal/goaa. Please note the deadline for submitting inquiries. All answers to inquiries will be posted on the Aviation Authority e-Procurement Platform. Respondents **may also click "Follow" on this Solicitation to receive an email notification when answers are posted.** It is the responsibility of the Respondent to check the website for answers to inquiries.

a. If a Virtual and/or Pre-Solicitation Conference is held, please see the Cover Page of this solicitation for the location, date, and time. The purpose of any

Pre-Solicitation Conference is to review and discuss the solicitation (and any addenda) as published. Attendance is not mandatory but is highly encouraged. Respondents are expected to be familiar with the Solicitation Documents.

b. **Questions will be answered through the e-Procurement Portal.**

c. If the Purchasing Department determines that it is necessary to change the dates or times prior to the due date, the change will be announced and posted on the e-Procurement Portal

d. All prospective Respondents shall thoroughly examine and become familiar with the Solicitation package and carefully note the items which must be submitted with the Solicitation as detailed in **Section 8, Solicitation Response Submittals**.

e. Submission of a Response shall constitute an acknowledgment that the Respondent has read and understands the Solicitation Documents. The failure or neglect of a Respondent to receive or examine any Solicitation Document shall in no way relieve it from any obligations under its Response or the Contract. No claim for additional compensation will be allowed which is based upon a lack of knowledge or understanding of any of the Contract Documents or the scope of work.

1.5 Contract Period

a. The Contract period will be for **sixty (60) months** with the **Contract** to commence on or about May 1, 2024.

b. The Aviation Authority shall not be obligated to renegotiate or increase any price for any work during the initial term of the Contract based on a Respondent's mistake or miscalculation of prices, underestimation of costs, or for any other reason.

1.6 Price Escalation/De-Escalation (CPI)

a. The original contract prices shall be firm for the five (5) year contract period. A price escalation/de-escalation **may be** considered after **the 3rd** year, and once a year thereafter, provided the Contractor notifies the Aviation Authority, in writing, of the pending price escalation/de-escalation a minimum of sixty (60) days prior to the contract's anniversary date.

b. Price adjustments shall be based on the latest version of the Consumers Price Index (CPI-U) for All Urban Consumers, All Items, U.S. City Average, non-seasonal, as published by the U.S. Department of Labor, Bureau of Labor Statistics. This information is available at www.bls.gov.

c. Price adjustment shall be calculated by applying the simple percentage model to the CPI data. This method is defined as subtracting the base period index value (at the time of initial award) from the index value at time of calculation

(latest version of the CPI published as of the date of request for price adjustment), divided by the base period index value to identify percentage of change, then multiplying the percentage of change by 100 to identify the percentage change. Formula is as follows:

Current Index – Base Index / Base Index = % of Change
% of Change x 100 = **Percentage Change**

CPI-U Calculation Example:

CPI for the current period	232.945
Less CPI for the base period	229.815
Equals index point change	3.130
Divided by base period CPI	229.815
Equals	0.0136
Result multiplied by 100	0.0136 x 100
Equals percent change	1.4%

d. A price increase may be requested only at each time interval specified above, using the methodology outlined in this section. To request a price increase, the Contractor shall submit a letter stating the percentage amount of the requested increase and adjusted price to the Aviation Authority's Purchasing Department.

e. The letter shall include the complete calculation utilizing the formula above, and a copy of the CPI-U index table used in the calculation. The maximum allowable increase shall not **exceed 5%** unless there are circumstances demonstrating that an increase beyond this amount is required and this is approved by the Aviation Authority.

f. All price adjustments must be accepted by the Vice President of Purchasing, and shall be memorialized by written amendment to this contract. No retroactive contract price adjustments will be allowed. Only final CPI data will be used to adjust contract pricing.

g. Should the CPI-U for All Urban Consumers, All Items, U.S City Average, as published by the U.S. Department of Labor, Bureau of Labor Statistics decrease during the term of the contract the Contractor shall notify the Aviation Authority's Purchasing Department of price decreases in the method outlined above.

h. If the Contractor intentionally fails to pass the decrease on to the Aviation Authority, the Aviation Authority reserves the right to place the Contractor in default.

1.7 Communications; Questions Regarding Specifications or Response Process

a. Any official communication from a Respondent during the Solicitation process should be submitted to the Aviation Authority via the e-Procurement Portal, https://procurement.opengov.com/portal/goaa. A copy of the Administration Policies (Sections 180.01 and 180.03) is available upon request from the Manager of Board Services.

b. In accordance with the above-referenced policies, any communication directly or indirectly to seek to encourage any specific result in connection with an Aviation Authority selecting process, including but not limited to, written communications, any and all forms of electronic communications or messaging, including social media, oral communications either in person or by telephone, initiated by a Proposer or through a lobbyist, agent or third person, to any Aviation Authority staff and/or Committee/Board member who is a member of any committee constituted for the purposes of ranking Solicitations, making recommendations or making an award, is prohibited from the time that the Solicitation is released to the time that the award is made.

1.8 Exceptions to Terms and Conditions within the Solicitation

1) If a Respondent desires any changes or modifications to the terms and conditions set forth in the Response Documents, the Respondent should submit these changes or modifications to the Aviation Authority in writing prior to the deadline for questions and comments about the Solicitation**.**

2) The Aviation Authority will consider such requested changes to the Contract's terms and conditions. If any such requested changes or modifications are acceptable, the Aviation Authority will modify the terms and conditions by Addenda to this Solicitation prior to the deadline for Response submission. In submitting any requested changes or modifications, a Respondent should state the specific terms or conditions in the Aviation Authority's Response Document, which the Respondent wishes to change, and the desired language, terms or conditions. Respondents are requested to not substitute entire agreements or sets of terms and conditions but discuss separately each term or condition that they take exception to or desire to change.

Exceptions noted within the response submittal may cause the response to be deemed non-responsive.

1.9 Notice of Intent to Award Contract

Unless all Responses are rejected by the Aviation Authority, a Notice of Intent to Award is anticipated to be provided within ninety (90) days from the opening of Responses to the responsible and responsive Respondent submitting the Response deemed to be most advantageous to the Aviation Authority, all factors being considered. For all procurements, the Aviation Authority reserves the right to reject any or all Responses and to cancel the procurement or to solicit new Responses.

1.10 Public Meetings/Public Records

Please be aware that all meetings of the Aviation Authority's Board are duly noticed public meetings and all documents submitted to the Aviation Authority as a part of or in connection with a Solicitation will constitute public records under Florida law regardless of any person's claim that proprietary or trade secret information is contained therein.

1.11 Code of Ethics and Business Conduct Policy

The Aviation Authority has adopted a Code of Ethics and Business Conduct Policy (Section 204.01) which addresses, the obligation of the Aviation Authority's Board members and employees to follow the Florida Statutes in reference to these issues. This includes, but is not limited to, the obligations of the Aviation Authority's Board members and employees with respect to having an interest in business entities, outside employment, gratuities, divulgence of information, unauthorized compensation and acceptance of gifts. Please be aware that any violation of this policy by a Respondent and/or any attempt to influence an Aviation Authority Board member or employee to violate the policy is sufficient cause for the denial of the right of the Respondent to Respond on any Contract or sell any materials, supplies, equipment, or services to the Aviation Authority for a period of time that is determined by the Chief Executive Officer. A copy of this policy is available upon request from the Chief Administrative Officer.

The remainder of this page is intentionally blank.

2.0 BACKGROUND INFORMATION

2.1 Airport Demographics

a. Orlando International Airport (MCO) is operated and managed by the Greater Orlando Aviation Authority (the "Aviation Authority"). It is expected that more than 55 million domestic and international passengers will travel through MCO during the 2022-2023 fiscal year. As of January 2023, MCO is served by 34 commercial airlines and 6 cargo carriers. In January 2022, MCO was served by 30 commercial airlines and 7 cargo carriers.

b. MCO, like all airports in the United States, is self-sustaining, with Airport revenues being generated from user fees, concessions, and airline revenues. No local taxpayer dollars contribute to the operation of MCO.

2.2 Airport Environment

It is important for interested Respondents to note that the Airport environment presents the Awarded Contractor with a set of unique challenges which are not typical of any other environment.

Orlando International Airport (MCO) is operated and managed by the Aviation Authority. It is expected that more than 56 million domestic and international passengers will travel through MCO during the 2022-2023 fiscal year. As of April 2023, MCO is served by 32 commercial airlines and 5 cargo carriers. In 2022, the Airport ranked the 9th busiest Airport in the United States and the 17th busiest Airport in the world.

3.0 SPECIAL CONDITIONS

3.1 Respondent's Mandatory Requirements

Respondents must meet the following mandatory requirements to be considered for the award of the contract. Responses that do not meet the mandatory requirements will not be considered for evaluation. Respondents will address each requirement specifically in their Response. Each Respondent must acknowledge on company letterhead and provide written documentation that their firm meets the Mandatory Requirements.

a. Shall be registered/qualified to do business in the State of Florida. Provide a copy of such registration/qualification to the Aviation Authority with the Response submission.

b. Shall have a minimum of five (5) years of continuous, and recent experience providing services of the type described in the Scope of Services above, prior to the deadline of this Solicitation. Respondent shall provide an affirmative statement and/or documentary proof of such experience with the Response submission.

b.

c. Respondent must demonstrate that the Respondent has satisfactorily performed janitorial maintenance services for a large transportation or public access facility, servicing a minimum of thirty (30) million passengers/employees, (can be a single building and/or a campus of contiguous buildings less than 5 miles from each other, under ONE contract) under conditioned air (including Airports) with a minimum of 2,000,000 square feet of floor area of which 20% may be hardscape and/or patio, serviced in multiple shifts over a 24 hour period, seven days per week, for which the Respondent has employed or managed at least 200 full-time equivalent positions in performing its janitorial services.

d. Respondents must provide the most recent audited annual financial statements for the last two years in order to evaluate the Respondent's ability to perform these Services. If audited annual financial statements are not available, provide balance sheets, income statements, and cash flow statements for the last two years.

This financial documentation shall be uploaded as a separate attachment via the e-procurement platform and be clearly labeled as follows: **"Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure."** (Reference Florida Statutes Section 119.071(1)(c) for exemption on financial records.)

e. An affirmative statement that the Respondent is willing to sign the Contract set forth in this Solicitation, as amended, within ten (10) days after receipt of the Notice of Intent to Award. The Aviation Authority's goal is that the terms and conditions stated in the Solicitation Documents will constitute the terms of the

final Contract between the Aviation Authority and the successful Respondent, without significant or material change to such terms or conditions.

f. If the Respondent is a partnership, joint venture, or newly formed entity (e.g. limited liability company or corporation), the minimum requirements set forth in this Section 3.0 (and throughout the Solicitation) must be satisfied by the entity or individual(s) that owns and controls a majority equity interest (at least 51 %) of the partnership, joint venture or newly formed entity.

3.2 Evaluation of Responses

a. Respondent(s) must meet the requirements as stated in Section 3.1 and demonstrate the capability required to provide the services described in Section 5.0 Scope of Services.

b. Responses will be evaluated using the following criteria:

EVALUATION CRITERIA	
CATEGORY	**POINTS**
Experience and Qualifications of Respondent; Knowledge and Experience of Key Individuals/Management Team and Client References	25
Approach and Methodology: Staffing, Training , Quality Control, Customer Services, Transition Plans.	25
Small Business Participation Goal	25
Price Proposal	25
TOTAL:	100

c. The Aviation Authority, in its sole discretion, may award the Contract to the responsible and responsive Respondent submitting the Response which is deemed to be the most advantageous to the Aviation Authority, price and other factors being considered.

d. The Aviation Authority's intent is to avoid the risk of poor performance from a contractor who is forced to provide goods or services at little or no profit. Unrealistically low Management Fee proposals may be grounds for eliminating a proposal from competition. In the event the management fee proposed is twenty-five percent (25%) lower than the next lowest Management Fee proposal a price realism analysis will be performed to determine whether this risk is present.

e. The Aviation Authority reserves the right to solicit from available sources relevant information concerning a Respondent's past performance and may consider such information in its evaluation and selection of Respondents.

3.3 Selection Process

a. Responses to this Solicitation will be evaluated and ranked by Procurement the Procurement Committee ("Committee"). The Committee may, in its sole discretion, seek the assistance of other Aviation Authority staff, consultants and legal counsel with respect to the evaluation and any recommendation for award.

b. Responses will be evaluated based upon the Evaluation Criteria per Section 3.2; and supported by the Respondent's provided required information per Section 8.0 Response Submission Requirements.

c. The Committee will evaluate the responses and may, at its sole discretion, invite one or more of the Respondents that appear to be most advantageous to interview with the Committee. The purpose of such an interview would be to allow Respondents to elaborate upon their Response before a recommendation for ranking of the Responses is made. Interview responses, along with the written Response will become part of the Respondent's response to be evaluated by the Committee.

d. In the event the Committee determines that presentations/interviews are not necessary, the Committee shall submit to the Aviation Authority Board for approval, a ranking and recommendation of the Respondent(s) that are most advantageous to meet the needs of the Aviation Authority. The Aviation Authority Board may accept, reject or amend the recommendation of the Committee.

e. Following the Aviation Authority Board approval of the final ranking, the Aviation Authority may approve a Contract or enter into negotiations with the top-ranked Respondent, in order to consummate a contract on terms that are fair, competitive and reasonable. If the Aviation Authority is unsuccessful at completing the contract with the highest ranked firm(s) the Aviation Authority may open negotiations with the next ranked firm, etc. until the successful execution of a contract. The Aviation Authority may reject all Responses at any time throughout this process.

f. The Aviation Authority shall have the right, but not the obligation, to award all or any portion of the services. The extent and scope of the Services, along with the fees for such services, will be subject to final approval by the Aviation Authority. The Aviation Authority intends, but is not obligated, to enter into a non-exclusive agreement with the highest ranked Respondent to perform the required Services described herein. The Aviation Authority reserves its right to award any or all of the advertised services subject to the availability of funding.

g. The Aviation Authority reserves the right to waive any informality in the Response, to reject any and all Responses, and to re-advertise or elect not to proceed with the services for any reason. All recommendations and decisions regarding award of the services shall be made at open public meetings in accordance with the requirements of Florida Statute 286.011, and all interested

parties are invited to attend such meetings.

3.4 Surety Bonds/Letters of Credit/Liability Insurance

A Surety Bond/Letter of Credit **is** required for this Contract.

a. Prior to Aviation Authority's execution of the Contract and within ten (10) business days of the award, the Contractor shall furnish to Aviation Authority a Performance Bond, and a Payment Bond if required, completed on the Aviation Authority's forms provided in the Contract Documents. Such Performance Bond shall be current and in compliance at all times during the Term of the Contract in a penal sum equal to **Six Million Five Hundred Thousand Dollars ($6,500,000.00) for Location 1; Four Million Five Hundred Thousand Dollars ($4,500,000) for Location 2; and Four Million Dollars ($4,000,000) for Location 3.**

b. The Contractor may elect to provide the Aviation Authority, in lieu of the required Performance Bond (but not the Payment Bond if required by general law), a letter of credit in an amount equal to **Six Million Five Hundred Thousand Dollars ($6,500,000.00) for Location 1; Four Million Five Hundred Thousand Dollars ($4,500,000) for Location 2; and Four Million Dollars ($4,000,000) for Location 3**, and issued on the Aviation Authority's form of irrevocable standby letter of credit ("Letter of Credit"). The Contractor shall provide the Aviation Authority with a Letter of Credit that remains in effect for at least one year after the expiration or earlier termination of the term of the Contract including any renewal or other extended term. If the Contractor fails to perform any obligation required of it under the terms of the Contract including, but not limited to, providing the Aviation Authority with an acceptable renewal or replacement letter of credit within the required time limits, the Aviation Authority shall be entitled, in addition to any other remedies, to draw the full amount of the funds available under any Letter of Credit provided by Contractor to Authority and to hold such funds until such time as the Aviation Authority in its discretion shall determine the amount of damages, costs and expenses owing to it from the Contractor. The Aviation Authority shall retain from such funds an amount equal to its actual or anticipated damages, costs and expenses, and shall thereafter return the remaining amount of the funds, if any, to the Contractor.

c. Prior to the commencement of any renewal or extended term of the Contract, Contractor, at its own expense, shall provide to the Aviation Authority an acceptable renewal or replacement Performance Bond or Letter of Credit, rider to an existing Performance Bond or Letter of Credit, or continuation amendment to an existing Performance Bond or Letter of Credit .

d. Except as provided in this Performance Bond Section, the Aviation Authority will not accept any change or modification to the forms of Performance Bond or Letter of Credit attached to these Solicitation Documents. The sole change to the forms of Performance Bond and Letter of Credit that the Aviation Authority will accept is that the Contractor may provide a Performance Bond or a Letter of Credit **that is for a period of less than the full initial term of the**

Contract but which still has an effective term of not less than twelve (12) months. The Aviation Authority shall release any existing Letter of Credit provided by the Contractor upon the Aviation Authority's receipt and approval of a renewal or replacement Letter of Credit that complies with the requirements of this Contract.

e. If the Contractor is required to provide any renewal of the Performance Bond or Letter of Credit, rider to an existing Performance Bond or Letter of Credit, or continuation amendment to an existing Performance Bond or Letter of Credit (collectively, the "Replacement"), Contractor shall, at the discretion of the Aviation Authority, calculate the penal sum/amount (the "Amount") of any such Replacement as follows:

1) If the Renewal is provided in connection with the expiration of an existing Performance Bond or Letter of Credit prior to expiration of the initial term of the Contract but not in connection with an amendment to the Contract where the compensation to be paid to Contractor is increased, the Replacement shall be in an Amount equal to the Amount of the then current Performance Bond or Letter of Credit.

2) If the Replacement Performance Bond is provided in connection with an amendment of the Contract where the compensation to be paid to the Contractor during the period covered by the then current Performance Bond or Letter of Credit is increased for any reason, the Replacement shall be in an Amount equal to the Amount of the then current Performance Bond or Letter of Credit plus an amount that bears the same ratio to the increased compensation to be paid to the Contractor that the Amount of the then current Performance Bond or Letter of Credit bears to the total compensation to be paid to the Contractor prior to such amendment to the Contract.

3) If the Replacement is provided in connection with the renewal or extension of the Contract and the required Amount of the Performance Bond or Letter of Credit for the initial term of the Contract is stated as a fixed Amount, the Replacement shall be in an Amount equal to the lesser of either (i) the Amount required during the initial term of the Contract; or (ii) an Amount that bears the same ratio to the total estimated compensation to be paid to the Contractor during the renewal term that the Amount required during the initial term of the Contract bore to the total estimated compensation to be paid to the Contractor during the initial term of the Contract.

4) If the Replacement is provided in connection with the renewal or extension of the Contract and the required Amount of the Performance Bond or Letter of Credit for the initial term of the Contract is stated as a fraction or percentage of the Contract price, the Replacement shall be in an Amount equal to the same annualized percentage of the total estimated compensation (including any reimbursable expenses) to be paid to the Contractor during the renewal term (i.e., if the initial Performance Bond or

Letter of Credit is 1/6 of the total three year Contract cost, then the Replacement will be one-half of the total estimated compensation to be paid to the Contractor during the renewal year).

f. Failure to timely submit an acceptable Performance Bond or Letter of Credit prior to commencement of the Contract in addition to all other rights available to the Aviation Authority under law, shall give the Aviation Authority the right to withdraw the Notice of Intent to Award, without the need for providing the Contractor advance notice or the opportunity to cure. Contractor acknowledges responsibility for any damages or costs incurred by the Aviation Authority due to its failure to comply with this Section 3.4.

g. Surety Bonds delivered to the Aviation Authority in satisfaction of any requirement under this Contract must meet the following criteria:

1) Performance and Payment Bonds provided to the Aviation Authority in connection with Contracts having a value of $500,000.00 or less shall be duly issued by an insurer or corporate surety which:

a) Is authorized to conduct insurance business in the State of Florida;

b) Currently holds a certificate of authority authorizing it to write surety bonds in the State of Florida; and

c) Is otherwise in compliance with the provisions of the Florida Insurance Code.

2) Performance and Payment Bonds provided to the Aviation Authority in connection with Contracts having a value in excess of $500,000.00 shall be duly issued by an insurer or corporate surety which:

a) Is authorized to conduct insurance business in the State of Florida;

b) Holds a currently valid certificate of authority by the U.S. Department of Treasury pursuant to 31 U.S.C. ss 9304-9308; and

c) Has no less than a "B+" Financial Rating and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating Services.

d) Notwithstanding the provisions of (c) above, an insurer or corporate surety which is not rated by AM Best Rating Services may be accepted by Aviation Authority, but only if approved by Aviation Authority's Risk Manager and Department Vice President following a review or investigation of the insurance company's financial and performance standing, including without limitation, its capital adequacy, assets, earnings, of the insurance

company's financial and performance standing, including without limitation, its capital adequacy, assets, earnings, liquidity and such other factors as the Aviation Authority's Risk Manager may deem appropriate.

h. Liability Insurance Companies furnishing insurance coverages required by these General Conditions shall (a) be currently authorized to conduct insurance business in the State of Florida, and (b) must have no less than a "B+" Financial Rating and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating Services.

i. In the event that the Aviation Authority requests Contractor to purchase materials or as a condition to approval of a Subcontractor in accordance with Section 5 of the Standard Terms and Conditions, the Aviation Authority shall have the right to require Contractor to provide a payment bond in accordance with Section 255.05, Florida Statutes.

j. Letters of Credit shall be issued by a bank with an office located in the State of Florida and reasonably acceptable to the Aviation Authority's Chief Executive Officer or designee.

3.5 Insurance Requirements

The *Respondent's submittal shall demonstrate ability to meet* all portions listed in this *Section* by providing evidence of one of the following: Certificate of Insurance on Acord form or form acceptable to Aviation Authority, signed affirmation of ability to comply from a licensed insurance agent, or insurance quote.

If awarded a contract and prior to Notice to Proceed, the Awarded Contractor must attain and provide a Certificate of Insurance in compliance with this *Section*. At its sole expense, the Contractor shall maintain the following insurance during the term of this Contract, including any extensions or renewals and such insurance will apply to Contractor, its employees, agents, and Subcontractors.

a. **Commercial General Liability and Automobile Liability**:

1) Commercial General Liability insurance covering any and all claims for property damage and bodily injury (including death) and including, but not limited to premises, products and completed operations, and Contractual liability for Contractor's covenants, with a limit of liability not less than **One Million Dollars ($1,000,000)** per occurrence or not less than **Five Million Dollars ($5,000,000)** per occurrence, for AOA access; and

2) Automobile liability insurance covering each motor vehicle, including but not limited to owned, non-owned, or hired, used in conjunction with providing Services on Aviation Authority property resulting in property damage or bodily injury, including death with a limit of not less than **One**

Million Dollars ($1,000,000) combined single limit per accident or not less than **Five Million Dollars ($5,000,000)** combined single limit per accident, for AOA access**;**

3) Additional Insured Endorsement. Such above referenced liability insurance shall name the Aviation Authority and the City of Orlando and their members (including, without limitation, members of the Aviation Authority's Board and the City's Council and members of the citizens' advisory committees of each), officers, employees, and agents as additional insureds.

b. Workers' Compensation and Employer's Liability.

The following insurance shall apply to all Contractor's employees who will be engaged on the Aviation Authority property in the performances of Services in this Contract: (i) workers' compensation insurance with statutory limits in accordance with Florida law, and (ii) employer's liability insurance policy limits not be less than $100,000 for each accident, $100,000 for disease each employee and $500,000 for disease policy limit. If the Contractor is self-insured, the Contractor shall provide proof of self-insurance and authorization to self-insure as required by applicable Florida laws and regulations. The Aviation Authority will not accept State of Florida exemptions.

c. Pollution/Environmental Liability Insurance.

Insurance for bodily injury, property damage, defense costs, clean-up and restoration expenses resulting from pollution/pollutant(s) or other environmental impairments which arises out of, or in connection with, Contractor's work with limits not less than **One Million Dollars ($1,000,000)** per claim.

d. Other Insurance Requirements. Contractor agrees to the following as it relates to all above required insurance:

1) Self-Insured Retention and Deductibles. Contractor's insurance policies shall not be subject to a self-insured retention or deductible exceeding Ten Thousand Dollars ($10,000), if the value of the Contract is less than $1,000,000, and not be subject to a self-insured retention or deductible exceeding One Hundred Thousand Dollars ($100,000), if the Contract is $1,000,000 or more, unless approved by the Aviation Authority's Chief Executive Officer. The above deductible limits may be exceeded if the Contractor's insurer is required to pay claims from the first dollar at 100% of the claim value without any requirement that Contractor pay the deductible prior to its insurer's payment of the claim.

2) Insurance policies shall be primary insurance and not contributory to any other valid insurance the Aviation Authority may possess, and that any other insurance the Aviation Authority does possess shall be considered excess insurance only.

3) Insurance shall be carried with an insurance company or companies be currently authorized to conduct insurance business in the State of Florida, and must have no less than a "B+" Financial Rating and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating and said policies shall be in a form acceptable to the Aviation Authority.

4) Any liability insurance maintained by Contractor written on a claims-made form basis will maintain coverage for a period of time determined by the Aviation Authority to be appropriate to cover claims made after the Contractor has concluded its services to the Aviation Authority.

5) All insurance required for this Contract shall contain a waiver of subrogation clause, as allowed by law, in favor of the Authority and the City of Orlando.

6) A properly completed and executed Certificate of Insurance on a form provided or approved by the Aviation Authority (such as a current ACORD form) evidencing the insurance coverages required by this Section shall be furnished to the Aviation Authority upon the Notice of Intent to Award of the Contract and each renewal thereafter during the term of this Agreement and its renewal/extension. Contractor acknowledges that any acceptance of Certificate of Insurance by the Aviation Authority does not waive any obligations herein this Agreement.

7) The Aviation Authority is currently contracted with a third party for the management of all insurance certificates related to Aviation Authority Contracts. Contractors who enter into a Contract with the Aviation Authority will be contacted directly by the third-party vendor for insurance certificates and related matters such as expired certificates. An introductory letter will be sent instructing each Contractor of the proper procedures for processing updated insurance certificates as well as any other insurance related matter that may arise over the term of the Contract. Contractors will respond as directed in the introductory letter as well as any further instructions they may receive.

8) The Contractor shall provide the Aviation Authority immediate written notice of any adverse material change to the Contractor’s required insurance coverage. For purposes of this Insurance Section, an “adverse material change” shall mean any reduction in the limits of the insurer’s liability, any reduction of any insurance coverage, or any increase in the Contractor’s self-insured retention and any non-renewal or cancellation of required insurance.

9) If any insurance coverage is canceled or reduced, Contractor shall, within forty-eight (48) hours remit to the Aviation Authority a Certificate of Insurance showing that the required insurance has been reinstated or replaced by another insurance company or companies acceptable to the

Aviation Authority. If Contractor fails to obtain or have such insurance reinstated, the Aviation Authority may, if it so elects, and without waiving any other remedy it may have against Contractor, immediately terminate this Contract upon written notice to Contractor.

10) The Aviation Authority's Chief Executive Officer shall have the right to alter the monetary limits or coverages herein specified from time to time during the term of this Contract, and Contractor shall comply with all reasonable requests of the Chief Executive Officer with respect thereto.

3.6 Airport Security

The successful Respondent will be required to comply with all applicable regulations of the TSA and of the Aviation Authority relating to Airport security, including those relating to access to the AOA of Orlando International Airport, as such regulations may be in effect or changed from time to time.

3.7 Airport Operations Area

a. The Contractor's personnel and vehicles shall not be allowed within the Airport Operations Area (AOA), which includes the ramp area and aprons, unless authorized by the Vice President. Contractor's personnel are required to successfully complete SIDA Training and demonstrate proficiency in all Airport Operations Instructions (AOI's) regarding secured access to airfield and aircraft ramp and apron areas. No escorts of any type will be provided.

b. Airport Security: Contractor's services shall be performed in accordance with the Transportation Security Administration (TSA), Federal Aviation Administration (FAA), and any other governmental agency security directives, rules, and regulations. The FAA and the TSA may assess fines and penalties for Contractor's noncompliance with the provisions of Title 49 Code of Federal Regulations (CFR), Parts 1540 and 1542, as amended from time to time, or by other agencies for noncompliance with laws or regulations applicable to Contractor's operations. Within ten (10) days of notification in writing, Contractor shall reimburse the City for any paid fines or penalties assessed against the City because of Contractor's noncompliance with 49 CFR 1540 and 1542 or other applicable laws or regulations.

c. The Contractor acknowledges that fines or penalties associated with non-compliance with security regulations must be reimbursed to MCO.

3.8 Verification of Employment Status

a. Prior to the employment of any person under this Contract, the Contractor shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Contractor during the Contract term, and an express requirement that Contractors include in such subcontracts the requirement that Subcontractors performing work or providing

services pursuant to the Aviation Authority. Contractors will utilize the E-Verify system to verify the employment eligibility of all new employees hired by the Subcontractor during the Contract term. For more information on this process, please refer to United States Citizenship and Immigration Service site at: http://www.uscis.gov/portal/site/uscis.

b. **Only those employees determined eligible to work within the United States shall be employed under this Contract.**

c. By submission of a Response to this Solicitation, the Contractor affirms that all employees in the above categories shall undergo e-verification before placement on this Contract. The Contractor shall commit to comply with this requirement.

3.9 Identification and Access Requirements

a. Contractor is required to conduct an employee background check, or require its Subcontractors to perform an employee background check, in accordance with the requirements herein on each person proposed for employment at Orlando International Airport in connection with this Contract, if such person is an employee of Contractor or an employee of a Subcontractor for whom Contractor is required to sign the Aviation Authority's badge application ("Contractor Responsible Employees"). Such background check must be successfully completed prior to such person applying for an access control identification badge with the Aviation Authority. Each background check shall be performed to the following minimum requirements:

b. Each employee must provide a ten (10) year work history.

c. Contractor must confirm the last five (5) years of each employee's work history. Any gaps in employment of thirty (30) days or more during such five year period must be explained in writing by the employee and must be confirmed by Contractor through W-2s, student transcripts, medical records, or written references of stay-at-home situations from credible local persons such as pastors or priests (which reference must indicate personal knowledge of employee's general work history during the gap period).

d. Contractor must check each employee's criminal history for the immediately preceding five years, with such check to be conducted in each county where the employee has lived or worked in such five-year period.

e. Contractor shall not present any Contractor Responsible Employee to the Aviation Authority's Access Control Office for badging if such person has any unexplained gaps in their work history, has a criminal record that would disqualify them from receiving an access control badge or has an unacceptable termination record.

f. The Aviation Authority will issue, for a fee, as stated below to all Contractor Responsible Employees an identification badge that will display their picture,

name, and other applicable information; and any key(s) required in the performance of the Contract, provided that such person meets the minimum criteria established to receive a badge. At all times while on airport property, the Contractor Responsible Employees are required to display such badges prominently on their uniforms in accordance with Aviation Authority's guidelines. Every new employee requiring unescorted access to a secure area of the airport must be electronically processed by the Aviation Authority's Access Control Office for a Criminal History Records Check and Security Threat Assessment before an identification badge is issued. In addition to this records check, the employee will be required to attend security training class (approximately 1 hour), and in the case of operating a vehicle on the Airport Operating Area (AOA) the employee will also be required to attend a driving safety class (approximately 1 hour); both training classes are provided by the Aviation Authority. The Contractor shall maintain, and shall require its Subcontractors to maintain, a permanent record in its files of the background information, including drug screening tests, on all current and former employees who are utilized in the performance of this Contract and, when requested, shall provide such information to Aviation Authority, TSA, or such other entity as deemed appropriate by the Aviation Authority. The Contractor further agrees to perform, or require its Subcontractors to perform, such additional employee background checks, fingerprinting, or other identification measures as may be required by any future security rules or applicable federal regulations.

g. Fees Associated with Identification Badges and Keys

New Issue/Renewal	$100.00
Name Change	$25.00 (paid at time of issuance)
Addition	$25.00 (i.e. adding company name, driver, etc.)
Deletion	$25.00
Lost	$500.00
Stolen	No Charge with proper documentation
New Hard Key	$50.00
Lost Hard Key	$500.00
AOA Vehicle Decal	$25.00 per vehicle

Note: No personal checks or credit card payments are accepted. Companies will be assessed a $1,000.00 fee for each non-returned identification badge and $500.00 for each non-returned key.

h. Contractor must maintain all information described above for a period of four (4) years following expiration of this Contract. Such information is subject to audit by the Aviation Authority and must be sufficient in scope and detail to permit verification of compliance by Aviation Authority audit. Actual damages to the Aviation Authority resulting from a breach by Contractor of its obligations hereunder will be difficult or impossible to determine. As a result, Aviation Authority shall be entitled to recover liquidated damages of $250.00 for every Contractor Responsible Employee presented to the Aviation Authority for access control badging (a) for whom the above background check has not been

completely and accurately performed, or (b) who should not have been presented per the above guidelines. The amount payable hereunder by Contractor is not a penalty, is in addition to any access control badging application fee paid by the employee and is payable whether or not such employee is issued an access control badge by the Aviation Authority.

i. Contractor must co-sign with the Subcontractor all badge applications for any employee of a temporary employment agency engaged as a Subcontractor to provide personnel to Contractor on this Contract. All employees provided by temporary employment agencies for this Contract shall be Contractor Responsible Employees. Before submitting a badge application for an employee provided on this Contract by a temporary employment agency, Contractor or the temporary employment agency must submit to the Aviation Authority's Authorized Representative (AAR) for prior approval of such employee, a Contract between the temporary employment agency and such employee reflecting an intended assignment of such employee to the Contract for the remaining duration of the Contract or the duration of the Contractor's need for such position.

j. **Customs and Border Patrol Badge (Airside 4 Only)**

1) The U.S. Customs and Border Protection required badge for the purposes of performing duties under the Contract is a hologram badge. The Contractor will comply with all U.S. Customs Service requirements in order to obtain and maintain a hologram to be affixed on the Aviation Authority badge. Currently a bond must be posted with U.S. Customs and Border Protection before any holograms are issued. Contractor should verify bond cost with U.S. Customs and Border Protection. The bond amount could change if the Contractor commits U.S. Customs and Border Protection violations or if the U.S. Customs and Border Protection changes its rules or procedures.

2) Post a continuous CF 301 Bond (Type 1 or 2) or an Airport Security Bond. The bond is obtained from an authorized surety company as referenced in 19CFR113.37. The face value of the bond depends upon how many employees will require access to the Customs security areas.

Less than 15	$25,000.00
Between 15 - 25	$50,000.00
More than 25	$100,000.00

3) The CF 301 Bond can be designated as an import/broker bond, warehouse bond, international carrier bond, or a non-specific Airport Security Bond.

4) The Contractor must have a sufficient number of management staff as well as regular staff, (as permitted by local U.S. Customs and Border Patrol officials) badged with Federal Inspection Station (FIS) (US

Customs and Border Patrol) credentials, to ensure adequate staff on all shifts are capable of responding to FIS calls without escort.

3.10 Minority and Women Business Enterprise ("MWBE") Participation Program

An MWBE participation goal has been established for this Contract. Such participation is encouraged, and will be considered during the evaluation process for award of this Contract

a. To encourage development and growth of MWBEs, the Aviation Authority has adopted a Non-Federally Funded Minority and Women Business Enterprise ("MWBE") Participation Program, which is available on the Aviation Authority's website https://orlandoairports.net/airport-business/.

b. It is the policy of the Aviation Authority that MWBEs shall have the maximum opportunity to participate in the purchase of goods and services, and the Aviation Authority has established the MWBE Participation Program to implement this policy. This participation can take the form of purchasing Contracts, subcontracts, joint ventures or similar arrangements.

c. **The Response will be considered non-responsive to the solicitation and rejected if the Respondent fails to demonstrate, to the reasonable satisfaction of the Aviation Authority, as required by the MWBE policy, that the Respondent has met or has made a good faith effort to meet the established MWBE goal.**

d. For this Contract, the Aviation Authority has established a MWBE Participation Goal of 20%, which means that 20% of the total Contract expenditures by the Aviation Authority should be used to purchase goods or services under the Contract from MWBEs. All Respondents, including a Respondent which is an MWBE, shall comply with the MWBE requirements outlined in this Section by having MWBEs other than the Respondent, participate in the performance of the Contract services at a sufficient level to meet the participation goal.

e. Respondents are required to submit, with their Response, the Letter of Intent/Affirmation information by completing the form for each MWBE Firm (Section 8 Tab 9). The Respondent may make duplicates of this form as needed. Both the MWBEs and the Respondent are required to affirm the information provided by signing the form prior to submittal. After the Responses are opened, but prior to award, the Aviation Authority may request, receive, and review additional information from the Respondent in order to verify the accuracy of the level of information presented by the Respondent with their Responses and the good faith effort of Respondents to reach the MWBE goal.

f. After the Responses are opened and prior to an award of the Contract, the Aviation Authority may request, receive and consider omitted and supplemental information from the Respondents as to the certification of the Respondents, if applicable, and of any Respondent's Subcontractor, supplier or joint venture in order to determine MWBE status.

g. The successful Respondent shall enter into subcontract(s)/purchase orders with the MWBEs identified in the Respondent's Response documents which the Aviation Authority relied upon in awarding this Contract, subject only to the Aviation Authority's right to approve all Subcontractors. The Contractual arrangements with the MWBEs shall incorporate such reasonable terms as are required to complete the work described therein while furthering the Aviation Authority's MWBE policy. The successful Respondent must submit copies of the signed subcontract(s)/purchase order(s) to the office of Small Business Development for each MWBE prior to commencement of performance under this Contract. Failure to enter into the subcontract(s)/purchase order(s) with the MWBEs identified in the Respondent's Response documents or failure to submit copies of the signed subcontract(s)/purchase order(s) may result in loss of the award to Respondent.

h. A Respondent shall not breach any of its obligations with the MWBEs. In the event Respondent desires to terminate or replace a MWBE, Respondent shall promptly notify the Aviation Authority of the impending termination, the reason for the termination and obtain the Aviation Authority's approval prior to proceeding with the termination. Following the termination Respondent shall replace the terminated MWBE with another MWBE. If the Respondent is unable to utilize another MWBE for performance of that portion of this Contract, the Respondent shall provide the Aviation Authority with documentation, in a form satisfactory to the Aviation Authority, showing that it is not possible to replace the terminated MWBE with another MWBE. The MWBE percentage for participation must not decrease below the percentage proposed during the term of the Contract.

i. The successful Respondent shall submit to the Aviation Authority a Disbursement Form with each invoice submitted for payment, indicating the amount of money spent with each MWBEs since the previous invoice.

j. Failure to carry out the requirements set forth herein or the commitments made by the Respondent (e.g. failure to subcontract with and use MWBEs, to pay MWBEs as committed in the Response documents, the failure to promptly pay MWBE Subcontractors in accordance with Section 5, subsection 50, etc.) shall constitute a breach by the Respondent of this Contract and may result in termination of the Contract by the Aviation Authority or such other remedy as the Aviation Authority deems appropriate. Additionally, Contractor is reminded two or more failures to satisfy the requirements set forth herein or the commitments made by Respondent may result in debarment under the Aviation Authority's Debarment of Contractors Policy 130.04.

k. A list of currently certified MWBEs may be obtained via the internet at https://orlandoairports.net/airport-business/. The Aviation Authority will provide this information as a convenience only, and Respondents shall be solely responsible for ensuring all MWBEs are capable of performing. Certification of eligibility as an MWBE should be completed prior to submission of a Response. During the Response process, Respondents may contact the Office of Small

Business Development for any questions or information concerning the MWBE Participation Program.

l. Compliance with the MWBE policy of the Aviation Authority does not relieve Respondents of the equal employment opportunity obligations under state and Federal laws and regulations.

3.11 Local Developing Business ("LDB") Participation Program

An LDB participation goal has been established for this Contract. Such participation is encouraged, but will not be considered during the evaluation process for award of this Contract

a. The Aviation Authority has adopted a Local Developing Business ("LDB") Policy, effective January 1, 1999. The policy requires Respondents to ensure that LDB firms have an opportunity to participate in all Contracts.

b. It is the policy of the Aviation Authority that LDBs shall have the maximum opportunity to participate in the purchase of goods and services, and the Aviation Authority has established the LDB Participation Program to implement this policy. This participation can take the form of purchasing Contracts, subcontracts, joint ventures or similar arrangements.

c. **The Response will be considered non-responsive to the Request for Response and rejected if the Respondent fails to demonstrate, to the reasonable satisfaction of the Aviation Authority, as required by the LDB policy, that the Respondent has met or has made a good faith effort to meet the established LDB goal.**

d. For this Contract, the Aviation Authority has established a LDB Participation Goal of 17%, which means that 17% of the total Contract expenditures by the Aviation Authority should be used to purchase goods or services under the Contract from LDBs. All Respondents, including a Respondent which is an LDB, shall comply with the LDB requirements outlined in this Section by having LDBs other than the Respondent, participate in the performance of the Contract services at a sufficient level to meet the participation goal. The Aviation Authority's Chief Executive Officer has approved permitting, for this Contract only, Respondents to meet the LDB participation goal through the Veteran Business Enterprise (VBE) if the proposed VBE is certified by US Dept. of Veterans Affairs - Center of Verification and Evaluation or Florida Department of Management Services - Office of Supplier Diversity.

e. Respondents are required to submit, with their Responses, the Letter of Intent/Affirmation information by completing the form (Section 8 Tab 9). for each LDB Firm. The Respondent may make duplicates of this form as needed. Both the LDBs and the Respondent are required to affirm the information provided by signing the form prior to submittal. After the Responses are opened, but prior to award, the Aviation Authority may request, receive, and review additional information from Respondents in order to verify the accuracy

of the level of information presented by Respondents with their Responses and the good faith effort of Respondents to reach the LDB goal.

f. After the Responses are opened and prior to an award of the Contract, the Aviation Authority may request, receive and consider omitted and supplemental information from the Respondents as to the certification of Respondents, if applicable, and of any Response Subcontractor, supplier or joint venture in order to determine LDB status.

g. The successful Respondent shall enter into Contract(s) with the LDB(s) identified in the Respondent's Response documents which the Aviation Authority relied upon in awarding this Contract, subject only to the Aviation Authority's right to approve all Subcontractors. The Contractual arrangements with the LDB(s) shall incorporate such reasonable terms as required to complete the work described therein while furthering the Aviation Authority's LDB policy. The successful Respondent must submit copies of the signed subcontract(s)/purchase order(s) to the office of Small Business Development for each LDB prior to commencement of performance under this Contract. Failure to enter into the subcontract(s)/purchase order(s) with the LDB(s) identified in the Respondent's Response documents or failure to submit copies of the signed subcontract(s)/purchase order(s) may result in loss of the award to Respondent.

h. A Respondent shall not breach any of its obligations with the LDB(s). In the event Respondent desires to terminate or replace an LDB, Respondent shall promptly notify the Aviation Authority of the impending termination, the reason for the termination and obtain the Aviation Authority's approval prior to proceeding with the termination. Following the termination, Respondent shall replace the terminated LDB with another LDB. If the Respondent is unable to utilize another LDB for performance of that portion of this Contract, the Respondent shall provide the Aviation Authority with documentation, in a form satisfactory to the Aviation Authority, showing that it is not possible to replace the terminated LDB with another LDB. The LDB percentage for participation must not decrease below the percentage proposed during the term of the Contract. Additionally, Contractor is reminded two or more failures to satisfy the requirements set forth herein or the commitments made by Respondent may result in debarment under the Aviation Authority's Debarment of Contractors Policy 130.04.

i. The successful Respondent shall submit to the Aviation Authority a Disbursement Form with each invoice submitted for payment, indicating the amount of money spent with each LDB(s) since the previous invoice.

j. Failure to carry out the requirements set forth herein or the commitments made by the Respondent (e.g. failure to subcontract with and use LDBs, to pay LDBs as committed in the Response documents) of the total Contract price on an ongoing basis, etc.) shall constitute a breach by the Respondent of this Contract and may result in the termination of the Contract by the Aviation Authority or such other remedy as the Aviation Authority deems appropriate.

k. A list of currently certified LDBs may be obtained via the internet at https://orlandoairports.net/airport-business/. The Aviation Authority will provide this information as a convenience only, and Respondents shall be solely responsible for ensuring all LDBs are capable of performing. Certification of eligibility as an LDB should be obtained prior to submission of a Response. During the Response process, Respondents may contact the Office of Small Business Development for any questions or information concerning the LDB Participation Program.

l. Compliance with the LDB policy of the Aviation Authority does not relieve Respondents of the equal employment opportunity obligations under state and Federal laws and regulations.

3.12 Good Faith Effort for MWBE and LDB Participation Program

a. If the Respondent fails to meet the MWBE/LDB Participation Goals, the Aviation Authority will require Respondent to submit evidence of good faith efforts within two (2) business days of request; such evidence may include, but is not limited to the following:

b. Indicating the name and title of the person responsible for the Respondent's good faith efforts to reach the participation goal;

c. Provide evidence of attendance at Pre-Response Conference meeting, if any, scheduled by the Aviation Authority to inform MWBE/LDB firms of subcontracting opportunities under a given Contract;

d. Provide a list of MWBE/LDB firms contacted;

e. Provide copies of written correspondence to MWBE/LDB firms that their Response is being solicited, as well as certified return receipts to prove receipt or the reason for non-delivery;

f. Provide evidence of information provided to the MWBE/LDB firms about the specific work the Contractor intends to subcontract;

g. Provide evidence of information provided to MWBE/LDB firms on bonding and insurance requirements;

h. Provide copies of advertisements in general circulation media, trade association publications, and minority focus media advertising for MWBE/LDB firms interested in subcontracting;

i. Provide evidence that Respondent provided interested MWBE/LDB firms with assistance in reviewing the Contract plans, specifications, and the terms and conditions of the general Contract, subcontract and addenda;

j. Providing evidence that the Respondent provided MWBE/LDB firms prompt notice of addenda affecting specific trade Contractors;

k. Provide evidence that Respondent made follow-up inquiries after initial solicitations of interest from MWBE/LDB firms. Respondent shall maintain documentation of the date, time and name of individuals contacted. A telephone log is acceptable documentation of this activity;

l. Provide a list of quotes submitted by MWBE/LDB firms;

m. Provide documentation as to why MWBE/LDB firms were not utilized;

n. In those instances where a majority Subcontractor is selected for a scope of work for which MWBE/LDB Responses were submitted, the Respondent shall submit records of all quotations received from MWBE/LDB firms and from the selected majority Subcontractor, and provide an explanation of the reasons why the MWBE/LDB firms will not be used during the course of the Contract. Receipt of a lower price quotation from a non MWBE/LDB firm prior to or at the time of Response Opening will not in itself excuse a Respondent's failure to meet participation goals. It is incumbent upon the Respondent to demonstrate that MWBE/LDB firms were not rejected as unqualified without a thorough and documented investigation of their capabilities and capacity.

o. Additional information on meeting good faith efforts can be found by going to https://orlandoairports.net/airport-business/.

4.0 COMPENSATION

4.1 Invoicing and Payment for Services

a. The Aviation Authority shall pay the Contractor, subject to the provisions of the following: the Management Fee; the actual Reimbursable Payroll and actual Operating Expenses up to the amounts set forth on the OpenGov pricing table as authorized by the Aviation Authority and as required by the Scope of Work/Specifications.

b. The Contractor shall invoice the Aviation Authority for the Management Fee, Reimbursable Payroll Expenses and Reimbursable Operating Expenses by the tenth (10^{th}) day of each month for the services performed by the Contractor during the prior month. The Contractor's invoice shall generally describe the services rendered, date rendered and shall contain such other information and be accompanied by such supporting documents and materials as the Aviation Authority shall request.

c. The Contractors aggregate annual invoices for Management Fee, Reimbursable Payroll Expenses and Reimbursable Operating Expenses for each of the five (5) years of the Contract shall not exceed the total Bid for the applicable year, as set forth on the pricing included with this solicitation.

d. The Contractor's monthly invoices for Management Fees for each of the Five (5) years of the Contract shall not exceed one-twelfth (1/12th) of the Contractor's Proposal Management Fees for the appropriate year, as set forth on the pricing table included with this solicitation.

e. The Aviation Authority shall pay the undisputed amount of Contractor's invoice per The Florida Prompt Payment Act. Items in dispute shall be paid upon the resolution of the dispute in accordance with the Florida Prompt Payment Act.

f. The Contractor's invoice shall generally describe the services rendered by work area and location, type of service, date rendered, and shall contain such other information and is accompanied by such supporting documentation and other materials as the Aviation Authority shall request. The forms to be used will be provided by the Contractor, with approval of the Aviation Authority.

g. Contractor shall be obligated to pay promptly all proper charges and costs incurred by Contractor for labor and materials used for the work performed hereunder. The Aviation Authority shall have the right, but not the obligation, to pay directly to third parties (including Subcontractors) all past due amounts owed by Contractor to third parties for labor and materials used for the work hereunder, based on invoices submitted by such third party, and all such amounts paid by the Aviation Authority shall be applied toward, and shall reduce, amounts owed to Contractor hereunder.

h. If the term of this Contract shall end on a day other than the last day of a calendar month, the payment of Payroll Expenses, Operating Expenses and Management Fee for such month (and to the extent provided in Sections 4.2, 4.3 and 4.4 below), shall be prorated based upon the actual number of days in the month.

i. Notwithstanding any other provision hereof, the Aviation Authority shall have the right to deduct from funds due to Contractor for the Management Fee, Reimbursable Payroll Expenses, or Reimbursable Operating Expenses, any amounts due to the Aviation Authority from Contractor.

j. The Contractor shall submit all invoices to: Greater Orlando Aviation Authority, Finance Manager, P.O. Box 620125, Orlando, Florida 32862-0125. Invoices may be sent electronically to accounts payable goaa-ap@goaa.org

4.2 Management Fee

Contractor shall invoice the Aviation Authority for the Management Fee as set forth in the **Schedule of Fees** as set forth on the pricing table included with this solicitation.

a. All payroll and associated costs for:

1) On-Site Manager

2) Assistant Managers

3) Administrative Staff: Admin, Payroll, Invoicing, Human Resources

4) Any other positions deemed necessary by the Contractor and not listed in the Reimbursable Payroll and Operating Expenses in Sections 4.3 and 4.4 below

b. The Management Fee shall also include all other expenses not listed in the Reimbursable Payroll and Operating Expenses in Section 4.3 and 4.4 below, including but not limited to:

1) Contractor overhead and profit

2) Sub-Contractors Management Fee

3) All required insurances as outlined in Section 3.5 of the Special Conditions

4) Workers Compensation for all employees including management fee and reimbursable positions

5) All Bond expenses (Performance Bond, Customs Bond, etc.)

6) Recruiting expenses

7) Badges and keys

8) Payroll processing expenses

9) Office equipment and Operating Supplies

10) All costs for Vehicles, Lifts, and all other motorized equipment, including fuel, upkeep, insurance, maintenance, and other related vehicle costs.

11) All Powered Cleaning equipment and related consumables

12) Janitorial Cleaning Carts & Accessories

13) Staff Engagement Program

14) Cleaning Management Software

15) Record Retention Obligation (5 Years Post-Contract)

16) Radios, batteries, accessories, and chargers purchase, maintenance and replacements

17) Cost for internet services and associated connectivity costs for Contractor provided computers and devices

18) Costs associated with all pre-approved training (i.e. trainer, training materials). The Aviation Authority will only reimburse for the hours to attend the training for the reimbursable positions.

19) Costs for Contractor's cell phones and data

20) Cost of benefits for all management and all reimbursable positions, including but not limited to, retirement contributions, life insurance, and any other Contractor provided benefits not covered under Reimbursable Payroll and Operation Expenses in Section 4.3 and 4.4

21) Health insurance premiums for the positions in the Management Fee

22) Health Insurance premiums **in excess** of Five Hundred Twenty Five Dollars ($525) per month for contract year 1; Five Hundred Fifty Dollars ($550) per month for Year 2; Five Hundred Seventy Five Dollars ($575) per month for Year 3; Six Hundred Dollars ($600) per month for year 4; Six Hundred Twenty Five Dollars ($625) per month for year 5; per position for the reimbursable positions participating in the Contractor provided Health Care Plan

23) Non-resident legal, administrative, bookkeeping, executive personnel expenses and off-site general office expenses

24) All other costs associated with the performance of this Contract not listed in the Reimbursable Payroll and Operating Expenses in Sections 4.3 and 4.4.

25) Performance Factors - The Aviation Authority may reduce the monthly Management Fee payable to the Contractor for deficiencies by such amounts as found in Section 5.32 of the Specifications. The standard, by which Contractor's performance is to be measured to determine a deficiency, is set forth in Section 5.31 of the Specifications. If the Contractor performs at a level in such areas that result in a reduction in the Management Fee, the Aviation Authority's remedy for the Contractor's failure is not limited to just such reduction in the Management Fee. Rather, in addition to or in lieu of a reduction in the monthly amount of the Management Fee, the Aviation Authority may exercise any remedy available to it hereunder or by law.

c. The Management fee will not change even if the contract scope adjusts up or down. As spaces are adjusted up or down the Contractor shall manage the staff necessary to perform required maintenance functions.

d. In the event the performance of the Contract requires a permanent increase or decrease in the staffing of the reimbursable positions of twenty percent (20%) or more, Aviation Authority and Contractor may re-adjust the Management Fee.

4.3 Reimbursable Payroll Expenses

Contractor shall invoice the Aviation Authority for the actual Reimbursable Payroll Expenses paid by the tenth (10^{th}) day of each month for the services performed by the Contractor during the prior month. Approval of the Staffing Schedules shall not be construed as, and is not, authorization to exceed the annual Reimbursable Payroll Expenses Budget.

The Reimbursable Payroll Expenses **shall be limited** to the following:

a. Actual hourly rates paid for the following positions:

1) Supervisor positions
2) Policer positions
3) General Cleaner positions
4) Cycle Cleaner positions
5) Floor Care positions
6) Day Porter position
7) Window/ Carpet Spotter positions
8) Quality Control positions
9) Bio-Hazard & Regulated Garbage position
10) Inventory Control position
11) Recycling Positions
12) Equipment Tech/Mechanic

b. Associated payroll taxes: Social Security, Medicare, Federal & State Unemployment

c. Overtime hours as approved in advance by the AAR

d. Actual paid time-off taken (vacation, sick, bereavement, jury duty) and holiday pay as approved by the AAR. Contractor shall provide detailed leave and holiday plan for the AAR approval. The Aviation Authority will not reimburse Contractor for any accrued vacation or sick leave hours at the time of Contract expiration, or upon employee termination for any reason. Contractor shall provide its policy on paid time-off and holidays prior to contract execution.

e. Reimbursement for Health Insurance premiums for up to Five Hundred Twenty Five Dollars ($525) per month for contract year 1; Five Hundred Fifty Dollars ($550) per month for Year 2; Five Hundred Seventy Five Dollars ($575) per

month for Year 3; Six Hundred Dollars ($600) per month for year 4; Six Hundred Twenty Five Dollars ($625) per month for year 5; per position for the reimbursable positions participating in the Contractor provided Health Care Plan.

4.4 Reimbursable Operating Expenses

Contractor shall invoice the Aviation Authority for the actual Reimbursable Operating Expenses incurred and paid for by the Contractor during the prior month.

a. The Reimbursable Operating Expenses **shall be limited** to the following:

1) **Uniforms for the reimbursable positions** - Must have a uniform program that provides sufficient clean uniforms to the reimbursable positions

2) **Reimbursable tools** – Brooms, dusters, scrapers, mops, mop heads, cleaning cloths, tool handles, vacuum pads, dust pads, etc.

3) **Cleaning Supplies and Consumables** - Reimbursable sustainable cleaning products and materials criteria

Cleaning products that meet one or more of the following standards for the appropriate category:

a) Green Seal G5-37, for general purpose, bathroom, glass and carpet cleaners used for institutional and industrial purposes

b) Environmental Choice CCO-110, for cleaning and degreasing compounds

c) Environmental Choice CCO-145, for hard surface cleaners

d) Environmental Choice CCO-148, for carpet and upholstery care

Disinfects, metal polish, floor finishes, strippers, or other products not addressed by the above standards must meet one or more of the following standards for the appropriate category:

a) Green Seal GS-40, for Industrial and Institutional floor finishes and strippers

b) Environmental Choice CCP-112, for biological digestion additives for cleaning and odor control

c) Environmental Choice CCO-113, for drain or grease trap additives

d) Environmental Choice CCO-115 , for odor control additives

e) Environmental Choice CCO-147, for hard floor care

f) Compliance with CARB BOC Limitations for the appropriate product category

4) Regulated Garbage Disposal fees

5) **Subcontracted Work**: The Aviation Authority will reimburse the Contractor for actual subcontractor cost for goods and services incurred in the performance of AAR approved projects. Invoices for all subcontracted goods and services shall be provided and shall clearly indicate a description of the work and the total cost. The Contractor shall include a copy of the actual invoice received from its subcontractor along with its invoice to the Aviation Authority for "Subcontracted Work", and only those charges supported by the documentation shall be payable. There shall be no mark-up associated with the subcontracted work.

b. The Contractors aggregate annual invoices for Reimbursable Payroll and Operating Expenses shall not exceed the total Reimbursable Payroll and Operating Expenses Budget for the applicable year, unless prior authorization had been obtained from the Aviation Authority. If not specifically set forth in Sections 4.4, any other expenses incurred by Contractor shall not be reimbursed and shall be included in the Management Fee.

c. If not specifically set forth in the Reimbursable Payroll and Operating Expenses, any other Payroll or Operating Expenses incurred by the Contractor shall not be reimbursed and shall be included in the Management Fee.

d. Only the Reimbursable Payroll and Operating Expenses set forth in Sections 4.3 and Section 4.4 shall be reimbursable by the Aviation Authority. If not specifically set forth in Sections 4.3 and Section 4.4, any other expenses incurred by Contractor shall not be reimbursed by the Aviation Authority and shall be included in the Management Fee.

4.5 Non-Reimbursable Expenses

The following expenses shall not be reimbursed by the Aviation Authority:

a. Monthly health insurance premiums in excess of the reimbursable amount described in Sections 4.3 and Section 4.4.

b. Health care premiums for the positions included in the Management Fee.

c. Accrued Vacation and Sick leave for employees performing North Terminal janitorial maintenance at the time of Contract expiration, or upon employee termination for any reason.

d. Any accrued leave hours at the time of Contract expiration, or upon employee termination for any reason.

e. Costs or expenses of legal representation or of union negotiations and administration.

f. Cost of any interstate and intrastate local flat rate calls, extended calling services, long distance or directory assistance toll telephone service.

g. Cost of any and all interest, late charges, penalties, and fines paid by the Contractor and/or its employees.

h. Only Federal and State Unemployment taxes actually paid will be reimbursed. Taxes accrued above Federal or State wage limitation will not be paid.

i. Any other costs or expenses not specified under Sections 4.3 and 4.4 above.

j. Contractor shall pay all costs and expenses connected with its operations when due and submit to the Aviation Authority, on or before the tenth (10^{th}) day of each month, itemized statements of all approved Reimbursable Payroll Expenses and Reimbursable Operating Expenses incurred and paid for during previous calendar month. Each such statement shall be accompanied by such proof of charges and disbursements and other supporting documents as required by the Aviation Authority including, but not limited to, paid invoices, payroll register and other payroll records, paid checks and required expenditure reports.

k. Reimbursement of reasonable, allowable expenses shall be made by the Aviation Authority within approximately thirty (30) days of its receipt from Contractor of monthly itemized statements submitted provided that (i) the statements are in the format required by the Aviation Authority, (ii) all appropriate supporting documents are attached to each statement, (iii) the statement contains a statement that the Aviation Authority has not previously reimbursed Contractor for any of the itemized expenses, and (iv) the statement is complete and accurately reflects the actual costs incurred. Once a complete and accurate invoice is received, and provided no items are in dispute, the Aviation Authority shall review and pay such invoice in full within thirty (30) days. Within said thirty (30) day period the Aviation Authority shall notify Contractor of its objection to any item or items of expense which it deems to be non-reimbursable. Any such notice shall set forth the nature of the Aviation Authority's objection and shall be accompanied by the Aviation Authority's payment of the undisputed portion of such statement, except that the Aviation Authority shall not be required to make any reimbursement for any month until Expenditure Reports are submitted for such month as required.

4.6 Labor Compensation

The Contractor's labor compensation for the reimbursable positions shall be fixed at the hourly labor rates as agreed upon with the Aviation Authority and shall not be subject to markups. The Contractor shall only be reimbursed for overtime hours as pre-authorized in writing by the AAR. Employees are required to utilize an automated time and attendance system. The preferred system is Kronos. Employee's timesheets, printed records shall be included with the invoice and only actual hours worked and accounted for shall be billed.

4.7 Minimum Pay Scale

a. The Contractor shall provide a staffing wage plan for the Aviation Authority approval for the reimbursable positions so as to attract quality personnel to perform the requirements of this Contract. It is understood that Cleaners require special skills and training (ie: high-lift, floor care, stone restoration certification); therefore it will be necessary to compensate those individuals in a sufficient manner. The Contractor is encouraged to solicit a portion of the start-up staff from the existing Contractor's qualified employees.

b. Staffing and wage plan shall be submitted for review and approval no more than 10 days after receipt of the Notice of Intent. Requested changes must able addressed prior to commencement of work.

4.8 Health Insurance

a. Contractor shall provide health benefits in accordance with applicable Federal Laws (including Federal Affordable Care Act) to its employees working at Orlando International Airport (MCO), effective not more than sixty (60) days after the date of hire of each employee.

b. The Aviation Authority is only obligated to reimburse up to Five Hundred Twenty Five Dollars ($525) per month for contract year 1; Five Hundred Fifty Dollars ($550) per month for Year 2; Five Hundred Seventy Five Dollars ($575) per month for Year 3; Six Hundred Dollars ($600) per month for year 4; Six Hundred Twenty Five Dollars ($625) per month for year 5; per position for the reimbursable positions participating in the Contractor provided Health Care Plan. All other Health benefits costs shall be included in the Management Fee. Nothing hereunder is intended to reduce or limit any obligation Contractor has to provide employee health insurance coverage under any union contract or applicable law.

c. The Contractor shall, at any time the Aviation Authority so requests, certify to the Aviation Authority that Contractor is in compliance with this Section. The Contractor's obligation to maintain records, and the Aviation Authority's right to examine such records, shall include records relating to the employee health insurance required to be provided pursuant to this Section.

4.9 Performance

a. All services shall follow the highest standards prevailing in the industry, as well as applicable codes, rules, regulations, laws, and practices governing the work. The measure will be met and maintained by effective communications with the Aviation Authority stakeholders, regular operations management reviews, and industry best practices.

b. The Contractor shall hire or contract with a sufficient number of employees or contractors so as to enable it to conduct operations and perform the Services as authorized and required hereunder.

c. The Contractor shall perform all of its obligations and functions under the Contract in accordance with Contract specifications, industry standards and manufacturers' specifications.

d. The Contractor shall adjust and coordinate its activities to the needs and requirements of the Aviation Authority and perform its activities so as not to annoy, disturb, endanger, unreasonably interfere with or delay the operations or activities of the Aviation Authority.

e. In an effort to minimize the spread of infectious diseases, should there be a need to provide enhanced disinfecting services due to a known or unknown issue, the Contractor shall perform cleaning and disinfecting at a level determined by the AAR to maintain a cycle of continuous safety and security with respect to cleaning, disinfecting, and infectious disease management. All direction will be provided by the AAR at the time of the necessary action until further notice is provided.

f. The Aviation Authority shall, at regular intervals, monitor the performance of Contractor to determine whether the work to be performed under the Contract has in fact been accomplished to Aviation Authority's satisfaction and/or completed in a timely manner.

g. The Aviation Authority shall notify the Contractor of any specific services that are unsatisfactory to the Aviation Authority, and if the Contractor has not addressed such item or items set forth in the notice to the Aviation Authority's satisfaction within the time frame set forth in the Aviation Authority's notice, the Aviation Authority in addition to all other rights provided under this Contract or by law or equity, may either remedy such unsatisfactory services itself or through a third party and the cost of providing the remedial services shall be deducted from the Contractor's invoice.

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5.0 SCOPE OF WORK/SPECIFICATIONS

5.1 Overview

a. The awarded Contractor shall provide all labor, supervision, management oversight, training, materials, equipment, tools, vehicles, submissions, reports, consumables, uniforms, janitorial cleaning supplies (except hand soap, trash liners and baling wire), paper products (except paper towels and toilet tissue), feminine hygiene products, toilet seat covers, trash can inserts, fuel, oil, lubricants, and all other items with no markup necessary or proper for, or incidental to, performing janitorial maintenance of the Terminals A and B areas and Airsides identified in the Janitorial Cleaning Sheets, located at the Orlando International Airport (MCO) North Terminal, in accordance with the Contract Documents.

b. All products used for cleaning the facility and provided by the Contractor shall possess a certification through Ecology, Green Seal or similar program that is recognized by the U. S. Green Building Council.

c. All powered equipment shall have the following features:

1) Safeguards, such as rollers or rubber bumpers, to avoid damage to building surfaces.

2) Ergonomic design to minimize vibration, noise, and user fatigue, as reported in the user manual in accordance with ISO 5349-1 for arm vibrations, ISO 2631–1 for vibration to the whole body, and ISO 11201 for sound pressure at operator's ear.

3) As applicable, environmentally preferable batteries (e.g., gel, absorbent glass mat, lithium-ion) except in applications requiring deep discharge and heavy loads where performance or battery life is reduced by the use of sealed batteries.

4) Vacuum cleaners must be certified by the Carpet and Rug Institute Seal of Approval/Green Label Vacuum Program and operate with a maximum sound level of 70 dba or less in accordance with ISO 11201.

5) Carpet extraction equipment, for restorative deep cleaning, must be certified by the Carpet and Rug Institute's Seal of Approval Deep Cleaning Extractors and Seal of Approval Deep Cleaning Systems program.

6) Powered floor maintenance equipment must be equipped with items, such as, vacuums, guards, or other devices for capturing fine particulates and must operate with a maximum sound level of 70 DBA, in accordance with ISO 11201.

7) Automated scrubbing machines must be equipped with variable-speed feed pumps and either (1) on-board chemical metering to optimize the use of cleaning fluids or (2) dilution control systems for chemical refilling. Alternatively, scrubbing machines may use tap water only, with no added cleaning products.

d. Cleaning products must meet one or more of the following standards:

1) Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes;
2) UL 2792 (formerly CCD 110), for cleaning and degreasing compounds;
3) UL 2759 (formerly CCD 146), for hard-surface cleaners;
4) UL 2795 (formerly CCD 148), for carpet and upholstery care;
5) Green Seal GS-40, for industrial and institutional floor care products;
6) UL 2777 (formerly CCD 147) , for hard-floor care;
7) EPA Design for the Environment Program's Standard for Safer Cleaning Products; and/or
8) Cleaning devices that use only ionized water or electrolyzed water and have third-party verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims).

e. The areas to be serviced under this Scope of Work include public and nonpublic areas located throughout Locations 1, 2 and 3. The Work Areas in which the Contractor shall perform the janitorial maintenance are detailed in the Janitorial Cleaning Sheets as listed below:

North Terminal Complex "1" through "35"

Sheet -1	**Landside Level 3 Northwest Quad**
Sheet -2	**Landside Level 3 Northeast Quad**
Sheet -3	**Landside Level 3 Southwest Quad**
Sheet -4	**Landside Level 3 Southeast Quad**
Sheet -5	**Landside Level 2 Northwest Quad**
Sheet -6	**Landside Level 2 Northeast Quad**
Sheet -7	**Landside Level 2 Southwest Quad**
Sheet -8	**Landside Level 2 Southeast Quad**
Sheet -9	**Landside Level 1 Northwest Quad**
Sheet -10	**Landside Level 1 Northeast Quad**
Sheet -11	**Landside Level 1 Southwest Quad**
Sheet -12	**Landside Level 1 Southeast Quad**
Sheet -13	**Airside 1, Hub, Levels 1 and 2**
Sheet -14	**Airside 1, Mezzanine, Level 3**
Sheet -15	**Airside 1, Wing 4, Levels 1 and 2**
Sheet -16	**Airside 1, Wing 5, Levels 1, 2 and 3**
Sheet -17	**Airside 1, Wing 6, Levels 1 and 2**

Sheet -18	**Airside 2, Hub, Levels 1 and 2**
Sheet -19	**Airside 2, Mezzanine, Level 3**
Sheet -20	**Airside 2, Wing 7, Levels 1 and 2**
Sheet -21	**Airside 2, Wing 9, Levels 1 and 2**
Sheet -22	**Airside 3, Hub, Levels 1 and 2**
Sheet -23	**Airside 3, Wing 1, Levels** 1, 2
Sheet -24	**Airside 3, Wing 2, Levels 1 and 2**
Sheet -25	**Airside 3, Wing 3, Levels 1 and 2**
Sheet -26	**Airside 4, Hub, Levels 1 and 2**
Sheet -27	**Airside 4, Mezzanine Level 3 and Tower, Levels 4-6**
Sheet -28	**Airside 4, Wing 10, Levels 1 and 2**
Sheet -29	**Airside 4, Wing 11, Levels 1 and 2**
Sheet -30	**Airside 4, Wing 12, Levels 1 and 2**
Sheet -31	**Airside 4, Concourse, Levels 1 and 2**
Sheet -32	**Tunnel Enclosures**
Sheet -33	**"A" Side Garage Enclosures**
Sheet -34	**"B" Side Garage Enclosures**
Sheet -35	**AS- 4 Central Plant Energy Plant**

5.2 Regulations

a. The Contractor shall comply with all applicable federal, state and local laws, ordinances, rules and regulations pertaining to the performance of the work specified herein.

b. Contractor shall comply with all health and sanitary regulations adopted by all applicable governing bodies. Contractor shall give access for inspection purposes to any duly authorized representative of such governing bodies.

c. The Contractor shall obtain all permits, licenses and certificates, or any such approvals of plans or specifications as may be required by Federal, State and local laws, ordinances, rules and regulations, for the proper execution of the work specified herein.

d. Contractor shall comply with Federal and State right-to-know laws if hazardous materials are used. The SDS (Safety Data Sheets) shall be made available to all workers and Aviation Authority's Authorized representatives. Contractor shall report immediately to the AAR any spillage or dumping of hazardous materials on Aviation Authority property. The Contractor shall also be responsible for the cleanup and any costs incurred for all such incidents.

e. During the performance of this Contract, Contractor shall keep current and, if requested by the Aviation Authority, provide copies of any and all licenses, registrations or permits required by applicable governing agencies. Contractor shall keep a copy of any and all licenses, registrations and permits on the job site while performing the Contract work.

f. Under no circumstances shall Contractor dispose of any material in the storm drains.

5.3 Definitions and Terminology

a. Contract Definitions:

1) DEFECT - A service output that does not meet the standard of performance specified in the Contract for that service. For example, failure to meet the quality control standard of Section 5.25. Defects will result in the issuance of a Contract Discrepancy Report (CDR).

2) EMERGENCY EVENT – Events caused by severe weather or man-made acts which can affect the health or safety of employees or passengers.

3) NORTH TERMINAL – Synonymous with Terminals A, B and Airsides.

4) PERFORMANCE REQUIREMENT - The point that divides acceptable and unacceptable performance of a task according to the performance requirement summary. It is the number or percentage of Defects that is deemed acceptable.

5) PERIODIC SURVEILLANCE - The QAE, as defined below, shall hold unannounced inspections from time to time, at any time and any number of times.

6) QUALITY ASSURANCE - A planned and systematic pattern of all actions necessary to provide confidence that adequate requirements are established; products and services conform to established requirements; and satisfactory performance is achieved. Quality assurance refers to actions by the Aviation Authority.

7) QUALITY ASSURANCE EVALUATOR (QAE) - A functionally qualified person who performs quality assurance functions for a Contracted service.

8) QUALITY CONTROL - Those actions taken by a Contractor to control the production of outputs to ensure that they conform to the Contract requirements.

9) UNACCEPTABLE CONDITION(S) - A condition that does not conform to quality standards but may be re-performed to conform to quality standards.

b. Terminology For Janitorial Cleaning:

1) ADHERED SOIL - Any foreign particles either solid or liquid that are adhered to the surface (e.g. oil, water, dried mud, caked oil absorbent compound).

2) AOA - Aircraft Operating Area.

3) BACTERICIDAL - Kills all bacteria.

4) BACTERIOSTATIC - Prevents the growth of bacteria.

5) BLUE BAG- A urinal/toilet cover provided by the Aviation Authority.

6) CLEAN - The washing and removal of any and all loose, adhered and impregnated matter.

7) CYCLE CLEANING - The periodic services that are intended to clean to a "like new" condition. This service includes, but is not limited to, high dusting, wall washing, steam cleaning, and other detailed services not included in daily cleaning or policing.

8) DEBRIS - In general any relatively large construction or crating items that have been discarded (e.g. pieces of crating, nuts, bolts, pieces of metal, lumber, rocks, bricks, etc.).

9) DIRT - Any foreign matter, solid or liquid that has not adhered to a surface area.

10) DRESSING - The generic name for any surface or penetrating covering, liquid or paste form (e.g. carnauba products, resins, lacquers, finishes, pigments, etc.) either water, oil or solvent base.

11) DUST (VERB) - The removal of all loose dirt, dust and soil particles from the ceiling to floor surfaces, inclusive of walls and partitions.

12) EMERGENCY RESPONSE TEAM (ERT) - Trained on janitorial heavy equipment (Pressure washers, carpet extraction, high lift, power scrubbers and Bio-hazard clean-up).

13) POWERED EQUIPMENT AND RELATED CONSUMABLES - Includes but is not limited to: Floor machines, Vehicles, Kaivac, Fuel, Oils, etc…

14) CONSUMABLES: Includes but is not limited to: Mops and mop heads, dust pads, cleaning cloths, tool handles, vacuum pads, dust pads, machine floor pads, etc.

15) FACILITY - All buildings and grounds and all their component parts that comprise the OIA complex.

16) FLOOR - A specific level of a building.

17) FLOOR CARE- The periodic services that are intended to clean to a "like new" condition. This service includes, but is not limited to pressure washing, carpet extraction, steam cleaning, dressing VCT-Vinyl Composition Tile and other detailed services not included in daily cleaning, cycle cleaning, or policing.

18) FLOOR STONE RESTORATION - The art and science of restoring worn or damaged marble, granite, travertine, limestone or other natural stone to a like new condition. This required proper training, specialized equipment and supplies. This process also includes but not limited to Grinding (Process to remove deep scratches), Honing (Process to remove minor scratches) and Grout Cleaning and sealing.

19) FREQUENCY - The number of service rotations/visits required to be performed based on the designated area in the designated time frame.

20) FURNISHINGS - Includes mobile, or fixed items in an area; such as tables, chairs, planters, desks, ashtrays, cabinets, clocks, bookcases, couches, water fountains, telephones, trash cans, etc.

21) GATES - This refers to the ramp areas that are in proximity to and associated with the loading bridges.

22) GLASS / PARTITIONS AND DOORS - Walls, doors and vertical surfaces that are manufactured out of Corian, stainless steel, plastic laminate, glass etc.

23) HORIZONTAL SURFACES - The horizontal surfaces on furnishings, partitions and walls.

24) HYDROPHILIC - Soils that can be dissolved by water.

25) HYDROPHOBIC - Soils that resist the solvent action of water.

26) IMPREGNATED SOIL - Adhered soil that has penetrated into the matrix or the "pores" of the surface and as such requires different methodologies or the same methodologies and more vigorous technologies to remove its (e.g. heel marks, stains, paints, markers, etc.).

27) LITES - Glass panes.

28) LITTER - In general, any relatively large manufactured items or the remains of any activity that have been discarded (e.g. newspaper, bags, cans, cardboard, cuttings, etc.).

29) LOCATION # - The unique identifying number given to each area that designates its proximity relationship within each Sheet (exhibit).

30) LOOSE SOIL - Any foreign particles, small in size, solid or liquid in state that are not adhered to the surface (e.g. silicates, loam, aggregate, water, dust, litter, etc.).

31) MATERIAL (CLEANING) - Items that are not dispensed with each application (e.g. rags, mops, brooms, etc.).

32) MONITOR - To observe and evaluate the effectiveness of an effort through a formalized procedure.

33) MULLIONS - Vertical cross bars in a window or curtain wall. Add space

34) MUNTINS - Horizontal cross bars in a window or curtain wall.

35) PILE LIFTER - High powered vacuum cleaner utilized to deep clean the carpet fibers and restore the pile to its original height.

36) POLICING - The various routine services performed one or more times a day that are intended to be supplemental to the daily cleaning service. The intent is to maintain the desired level of cleanliness consistently through each twenty-four-hour period.

37) POWER SCRUB - The use of automatic commercial equipment that is designed to scrub and remove adhered and impregnated soil from hard surface floors.

38) PREVENTIVE MAINTENANCE - Those work requirements that can be forecasted, the accomplishment of which, at the appropriate time, will diminish the amount of subsequent work, which would otherwise be required.

39) SANITATION MAINTENANCE - The generic term which is intended to include all interior-cleaning requirements.

40) SCRUBBING - This is a generalized term, which gets its name from the process performed. Its thrust is to dislodge adhered and impregnated soil utilizing the methodologies of abrasion, detergency and solvency.

41) SEALER - A particular form of dressing that is designed to perform the specific task of filling in the matrix of a material or surface abrasions or inherent porosity of the substance.

42) SHIFT - Refers to work scheduled during a 24-hour period.

43) SIDEWALK - The traffic area, raised or surface level where passengers, non-production personnel or production personnel not acting in the performance of a job function are directed to use.

44) SOLVENT - Liquid media that has the property of being able to assimilate solids into suspension or solution.

45) SUPPLIES - Items that are dispensed with each application (e.g. soap, wax, lubricants, etc.).

46) SWEEPING - A generalized term which is intended to signify the moving of all "loose" type soil regardless of the size of the particle (except that size that is normally removed by a filtration process to another area where it is removed). It is usually accomplished manually by a broom and vacuum combination.

47) TRASH - Debris, litter and any item or matter left in any area.

48) VACANT SPACE – a public or non-public use space that is not currently occupied by Aviation Authority staff or tenant and may or may not be cleaned at the direction or consent of the AAR.

49) VACUUMING - The generic term which denotes the category of technologies which incorporate the methodology of absorption utilizing mechanical equipment that develop reduced air pressure to accomplish the task.

50) VERTICAL SURFACES - Walls, partitions, doors and glass.

51) WASHING - The generic term which denotes the category of technologies that incorporate the methodologies of detergency and solvency.

52) WAXING - The generic term which denotes the category of technologies that address themselves to the problem of applying a dressing to a floor surface.

5.4 Organizational Changes

Contractor agrees to provide and review with the Aviation Authority an updated Organization Chart at least five (5) working days before any significant change occurs in management reporting relationships, including in particular the Site Manager or any identified Acting Site Managers.

5.5 Lost And Found

The Contractor shall be responsible for ensuring that all articles found by its employees are turned in to the Aviation Authority's Lost and Found Office or its agent in charge of such articles.

5.6 Hours to Perform Services

a. Services hereunder will be provided 24 hours per day, 7 days per week, including holidays. The Contractor shall perform Policing, as outlined in the Specification, between the hours of 6:00 a.m. and 10:00 p.m. The Contractor shall perform Daily Cleaning and Policing, as outlined in the Specification, between the hours of 10:00 p.m. and 6:00 a.m. The Contractor shall perform Floor Care and Cycle Cleaning, as outlined in the Specification, between 10:00 p.m. and 6:00 a.m. Window washing shall be performed between the hours of 6:00 a.m. and 2:00 p.m.

b. The Contractor is responsible for coordinating cleaning services to the tenants and offices between the hours of 10:00 pm – 6:00 a.m. The Contractor shall not make exceptions to this requirement. If it is discovered that alternate arrangements have been made between the Contractor and the tenants and airline offices, a penalty will be accessed in the amount of $500.00 per occurrence.

c. The Contractor is responsible for coordinating cleaning services at the Federal Inspection Stations (FIS) offices and public areas with Customs and Boarder Protection (CBP) between 6:00 a.m. and 10:00 p.m. (Airside 4 only).

5.7 Tools and Equipment required by Contractor

a. The Contractor shall provide, at its costs, all power equipment, power tools, carts, and related consumables necessary to perform work under this Contract. At Minimum, the Contractor shall provide the Tools and Equipment as listed in attachments for Locations 1, 2 and 3 (Terminal Janitorial Proposal Equipment Lists).

b. The Contractor shall be obligated to maintain equipment in safe operating condition at all times, and shall ensure that such equipment is operated in compliance with proper safety procedures and practices. Contractor shall be responsible for all maintenance, including both parts and labor, to the equipment furnished by the Contractor to keep it in a safe operating condition at all times and performing to the manufacturers specifications.

c. The Contractor shall provide a minimum of one (1) truck mounted floor care unit and a minimum of six (6) carpet spotter machines for Location 1 and four (4) for each Locations 2 and 3 with the capability to clean chairs for policing and daily cleaning purposes. All carpet cleaning equipment shall be certified through the Carpet and Rug Institute's (CRI) Green Seal Program (proof of all Green Seal certifications must be submitted upon Contract award). The truck mount unit shall be capable of maintaining 230 degrees of heat during dual wand operation, have a hose that runs at least 600 feet, capable of using a rotary extractor RX-20 or similar model that maintains a cleaning rate of 1200 square footage per hour, a waste water recovery tank of at least 200 gallons, a water flow rate of 5.5 GPM and a 1.6 liter 68 H.P./3600 RPM or similar engine.

Failure to provide and use this equipment to clean the carpets as specified will result in a CDR.

d. The Contractor shall provide a minimum of one (1) scissor lift and/or spider lift.

e. The Contractor shall provide a minimum of six (6) Spill-Control Absorbent Kits for Location 1 and four (4) for each Locations 2 and 3. The Contractor will be responsible to provide, maintain and refill the spill-control absorbent kits and training to all supervisors and employees on the usage of these kits at the Contractors expense. Kits are to be stationed at the North Terminal. Placement and positioning of each kit shall be approved by the AAR.

f. The Contractor agrees that the Aviation Authority shall have the right at all times, but not the obligation, to examine all equipment, vehicles, tools, and supplies used by the Contractor, or by its officers, employees, subcontractors or agents in the performance of the Contractor's obligations under this Contract. If any of the above is found to be unsafe or not in good working condition, the Aviation Authority has the right to direct the Contractor to, and the Contractor shall, remove it from service and repair or replace it promptly. The Contractor shall ensure that the cleaning supplies provided by the Contractor are safe for use on the surfaces being cleaned and do not harm those surfaces.

g. A minimum of eight (8) Spray-and-Vac No-Touch Cleaning system machines for Location 1 and four (4) for each Locations 2 and 3 that can be used for hygienically cleaning of restrooms and other areas. I.e. Kaivac 1700 or approved equivalent.

h. Each piece of Contractor's equipment must be individually numbered and include the Contractor's logo. All equipment shall be kept clean and in good operating condition at all times. Bumper guards and other guards are required to prevent marking, scratching of fixtures, furnishings or building surfaces.

i. In addition to the minimum required equipment listed in Attachment North Terminal Proposal Equipment List, the Contractor shall provide any other equipment necessary for the performance of the Contract.

5.8 The Authority's Authorized Representative (AAR)

a. The Aviation Authority's AAR, shall be designated by the Aviation Authority prior to the commencement date of this Contract and, thereafter, from time to time, to coordinate all activities between Contractor and the Authority.

b. The AAR or designee will be available for the day-to-day interface with the Contractor's Site Manager or Acting Site Manager.

c. The AAR shall have initial responsibility for answering questions that may arise as to the quality of work performed, the manner of performance, the rate of

progress of the work, and the acceptability of supplies, tools, and equipment purchased by Contractor.

d. The AAR shall also respond to questions that may arise as to the Aviation Authority's interpretation of this Performance Work Statement, including but not limited to the scope of services and required cleaning frequencies, and Aviation Authority's satisfaction with the level of Contractor performance under the Contract. The AAR does not have the authority to change or amend the Contract.

e. The AAR may request the Contractor to increase or decrease Contractor's staff based on passenger traffic or emergency events.

f. The AAR or their designee may also issue a CDR if needed.

5.9 The Aviation Authority Quality Assurance Evaluator (QAE)

a. The AAR is responsible for supervising the Aviation Authority's QAEs whose duties include monitoring and evaluating the performance of the Contractor for the purpose of bringing any deficiencies in such performance to Contractor's attention.

b. The QAEs may request Contractor's daily staffing schedules and status of equipment at any time.

c. The QAEs are not authorized to revoke, alter, or waive any requirements of the Contract.

d. The QAE is not authorized to re-direct or supervise Contractor's staff. This includes removal of Contractor's employees.

e. The QAE will notify the AAR of any deficiency resulting in a CDR as soon as possible.

5.10 Contractor's Personnel

The Contractor must provide all personnel deemed necessary to meet the requirements of the Contract.

a. The Contractor's employees engaged to perform work under this Contract should be regular, full-time personnel. The use of "short term temporary" or casual "day labor" personnel to perform the work will not be permitted, except as authorized by the Aviation Authority on a case-by-case basis in situations such as employee illness or disability, or unusually high traffic flow. This prohibition shall extend to the use of any temporary help or placement agencies. The Aviation Authority, on a case-by-case basis with the Aviation Authority's AAR written approval, may authorize part-time personnel.

b. The Contractor's employees shall be instructed that no gratuities shall be solicited or accepted for any reason whatsoever from the tenants, customers or other persons at OIA.

c. The Contractor shall be responsible for ensuring that all "lost and found" articles found by its employees on Aviation Authority's premises are turned over to the Aviation Authority or the Aviation Authority's designated agent in charge of such articles.

d. The Contractor shall have on each shift, on-site personnel trained in floor covering water extraction and special equipment (scissor lift, pressure washers, etc.) operation.

e. Contractor shall transfer promptly from the Aviation Authority any employee or employees that the Aviation Authority advises are not satisfactory, and replace such personnel with employees satisfactory to the Aviation Authority; but in no event shall Aviation Authority be responsible for monitoring or assessing the suitability of any employee or agent of Contractor.

f. A valid Florida driver license (Commercial Driver License, if applicable) will be required of all personnel operating motor vehicles or motorized equipment on roadways in or around OIA. Each of the Contractor's motor vehicles brought onto the Aviation Authority's premises shall have the Contractor's business name and/or logo prominently displayed on both front doors of such vehicle.

g. Contractor will abide by all State and Federal regulations on wages and hours of an employee dealing with the employment relationship between Contractor and its subsidiaries or related parties and its employees, including but not limited to the Florida Human Relations Act, the Federal National Labor Relations Act, the Federal Fair Labor Standards Act, the Federal Civil Rights Act of 1964, as amended, and the Americans with Disabilities Act.

h. Should the Contractor engage employees who are illiterate in English, it will be the Contractor's responsibility and obligation to train such employees to be able to identify and understand all signs and notices in and/or around the areas that relate to them or the services being performed by them pursuant to this Contract. In addition, the Contractor will have someone in attendance at all times who can communicate instructions to said employee.

i. Contractor shall maintain a drug-free workplace within the meaning of the Florida Drug-free Workplace Act. No employee shall be hired by a Contractor for work on Aviation Authority's premises prior to such employee having tested negative for drugs. In addition, existing employees of the Contractor must be subject to drug testing by the Contractor upon reasonable suspicion of drug use. Results of all such drug tests are to be retained by the Contractor. Copies shall be provided to the Aviation Authority, if requested.

j. While working on airport property all Contractor's employees shall wear neat-appearing uniforms with the company name and/or logo and footwear of a style that complies with all legal and safety requirements, including and without limitation, the requirements of OSHA.

5.11 Key Personnel Per Location

a. **Staffing**

1) Contractor shall provide staff per the following requirements for each key position. The Aviation Authority shall have the right, in its sole discretion, to approve or reject Contractor's staff if the Aviation Authority advises in writing that such staff is objectionable to the Aviation Authority. Additionally, during the term of the Contract, the Aviation Authority may require that the Contractor promptly transfer from OIA and replace the Site Manager, and/or Assistant Manager, if the Aviation Authority advises in writing that such manager is objectionable to the Aviation Authority. Contractor shall employ all persons necessary to maintain the North Terminal janitorial services in accordance with the approved Staffing Schedule provided to the AAR. Contractor shall not deviate from the Staffing Schedule unless written approval has been previously granted by the AAR. Contractor shall increase or decrease its staffing at such times, in such amounts and manner, and for such durations as directed by the AAR.

b. **Site Manager**

1) The Contractor shall provide a Site Manager per location who shall carry out the day-to-day obligations of the Contractor under this Contract. The Aviation Authority requires the Site Manager be a full-time employee, locally based; dedicated to the Aviation Authority's Terminal Janitorial Maintenance Contract, devoting his/her time exclusively to managing the Contractor's operations at all Locations, and have overall responsibility for the work to be performed by the Contractor under this Contract.

2) The Site Manager shall work five (5) days per week (Monday through Friday), eight (8) hours per day (8:00 a.m. to 5:00 p.m.).The Site Manager shall be able to respond on-site at MCO within sixty (60) minutes after receiving a request from the Aviation Authority. When the Site Manager is away from OIA during the business hours required, an acting Site Manager shall be designated, and shall always be available to the Aviation Authority to act in the capacity of the Site Manager. The Aviation Authority shall be advised, in writing, of the names of all Acting Site Managers.

3) Because of the importance of management in the performance by the Contractor hereunder, the Contractor shall advise the Aviation Authority in writing of the name and qualifications of its intended Site Manager, at

least five (5) days before hiring any substitute or replacement of the existing Site Manager. The Aviation Authority shall have the right, in its sole discretion, to approve or reject any new Site Manager selected by Contractor. During the term of the Contract, Contractor shall promptly transfer from MCO any Site Manager if the Aviation Authority advises in writing that such manager is objectionable to the Aviation Authority.

4) The Site Manager shall have a minimum of five (5) years of verifiable experience in a management capacity involving a janitorial services contract comparable in size and scope to the work to be performed under this Contract. The Site Manager must have knowledge and experience with cleaning methods and a proven track record of coordinating multiple tasks. Such person must also be capable of interpreting the requirements and cleanliness standards set forth in this Contract, and possess the monitoring, communication, and understanding skills needed to effectively manage the work to be performed under this Contract. The Site Manager, and any replacement, shall be subject to the Aviation Authority's prior written approval.

5) The Contractor agrees that the Site Manager shall represent the Contractor in the performance of the Contractor's obligations under this Contract. All instructions and notices given by the Aviation Authority to the Site Manager shall be as binding as if given to the Contractor, and all statements made by such Site Manager shall be as binding as if made by the Contractor. The Site Manager and/or designee shall be available to the Aviation Authority at any time in the event an Emergency condition is declared by the Aviation Authority's Chief Executive Officer or his designee. Site Manager shall be required to attend all meeting(s) as requested by the AAR.

6) The Site Manager shall ensure that cleaning activities are performed so as not to annoy, disturb, endanger, unreasonably interfere with or delay the operations or activities of the Airport.

7) The Contractor shall be obligated to notify the Aviation Authority as soon as practical of any defect or condition, which is not covered under the scope of this Contract that is discovered by the Contractor or his employees during their performance of their duties.

8) The Site Manager shall meet weekly with the AAR or as needed.

9) If the Contractor fails to provide a permanent Site Manager for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right to deduct $500.00 per day from the Management Fee. The deductions shall start on the twenty-second (22nd) day.

10) The permanent Site Manager shall not be shared with the Contractor's current or proposed clientele for the duration of the Contract. Violation of this requirement will be subject to a One Thousand Dollar ($1,000)

per calendar day penalty effective from the first day the Site Manager is removed from the Contracted site.

c. **Assistant Managers**

1) The Contractor shall provide a minimum of four (4) Assistant Managers, per Location, who shall assist the Site Manager in the Contractor's operations at the North Terminal, under the direction of the Site Manager. The Aviation Authority requires the Assistant Managers be full-time, locally based, and dedicated to the Aviation Authority's North Terminal Janitorial Maintenance Contract, devoting his/her time exclusively to assisting the Site Manager. The Assistant Managers shall work a schedule to provide twenty-four (24) hour coverage.

2) The Assistant Managers shall have a minimum of three (3) years of experience in a supervisory capacity involving janitorial maintenance which demonstrates the experience and skills necessary to manage the work to be performed under this Contract. The Assistant Managers shall be able to perform the duties of the Site Manager and Supervisors. The Assistant Managers, and any replacement, shall be subject to the Aviation Authority's prior written approval.

3) If the Contractor fails to provide four (4) Assistant Managers for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right to deduct $275.00 per day per person from the Management Fee. The deductions shall start on the twenty-second (22^{nd}) day.

4) At a minimum, one (1) Assistant Manager shall also be responsible for Safety, Employee Training, Quality Assurance Program and Customer Experience which includes the following:

a. Inspect, evaluate and monitor operations, equipment and processes in working areas to ensure compliance with, government safety regulations, Aviation Authority safety procedures and industry standards.

b. Recommend policy/procedure changes to protect and educate employees on how to prevent incidents/accidents through the use of safety training programs and assist with safety regulation enforcement.

c. Investigate incidents to identify their root cause(s) and determine/recommend potential changes to prevent similar occurrences in the future.

d. Be responsible for ensuring all performed services meet the established standard of quality service and performance.

e. Develop and administer all training. Identify training needs and organize training to meet quality standards.

f. Develop and implement Quality Assurance and Quality Control Programs.

5) The permanent Assistant Managers shall not be shared with the Contractor's current or proposed clientele for the duration of the base contract. Violation of this requirement will be subject to Eight Hundred Dollar ($800) per calendar day penalty effective from the first day the Assistant Manager is removed from the Contracted site.

d. **Administrative Staff**

1) The Contractor shall provide Administrative Staff as follows:

- Location 1 (Terminals A and B): a minimum of two (1) Administrative Staff.
- Location 2 (Airsides 1 and 3): a minimum of one (1) Administrative Staff.
- Location 3 (Airsides 2 and 4): a minimum of one (1) Administrative Staff.

2) Administrative staff shall work five (5) days per week (Monday through Friday), eight (8) hours per day (8:00 a.m. to 5:00 p.m.) at the North Terminals to support the administrative requirements for the North Terminals Janitorial Maintenance Contract, and devote their time exclusively to providing administrative support to the Site Manager and Assistant Managers for the work performed for this Contract. Administrative Staff duties include, but are not limited to, payroll, recruiting, badging, customer service, records management, invoices and any other administrative duties deemed necessary for the performance of this Contract.

3) If the Contractor fails to provide Administrative Staff for a period exceeding twenty one (21) calendar days, the Aviation Authority reserves the right to deduct $250 per day per person from the Management Fee. The deductions shall start on the twenty second (22^{nd}) day.

e. **Supervisors**

1) The Contractor shall provide Supervisors for the supervision of the North Terminal Janitorial Maintenance Contract Services, under the direction of the Site Manager and Assistant Managers. The Contractor's Supervisors shall have a minimum of one (1) year of experience in a supervisory capacity involving Janitorial Maintenance services, which demonstrates the experience and skills necessary to manage the work to be performed under this Contract. The persons designated by the

Contractor as Supervisors, and any replacement, shall be subject to the Aviation Authority's prior written approval.

2) Supervisors shall possess the knowledge in monitoring contractor's personnel performance effectively, respond and redirect personnel as needed during emergency situations and be vested with authority to respond to any concerns raised by the Aviation Authority.

3) Contractor's Supervisors shall be responsible for enforcing discipline and good order among the employees under their supervision and ensuring that their work is performed in a high-quality manner.

f. **Policer** – Shall be responsible for performing Cleaning/Janitorial services that are intended to be supplemental to the daily cleaning service. This is to maintain the desired level of cleanliness consistently as detailed in the specification. See Section 5.29.c.

g. **General Cleaner** – Shall be responsible for performing various routine levels of cleaning that are required on a daily basis. See Section 5.29.a and Section 5.29.b.

h. **Cycle Cleaner** – Shall be responsible for periodic services that are intended to clean to a "like new" condition. This service includes, but is not limited to, high dusting, wall washing, steam cleaning, and other detailed services not included in daily cleaning or policing as detailed in the specification. See Section 5.29.d.

i. **Floor Care** – Shall be responsible for cleaning services that are intended to clean to a "like new" condition. This service includes, but is not limited to pressure washing, carpet extraction, steam cleaning, dressing Vinyl Composition Tile (VCT), hard floor restoration and other detailed services not included in daily cleaning, cycle cleaning, or policing as detailed in the specification. See Section 5.29.d.

j. **Day Porter** – Shall be responsible for performing Cleaning/Janitorial services one or more times a day at designated offices between 8am-4pm Monday to Friday that are intended to be supplemental to the daily cleaning service. The intent is to maintain the desired level of cleanliness consistently through each twenty-four (24) hour period.

k. **Window /Carpet Spotter** – Shall be responsible for window and carpet spot cleaning during policing time as detailed in the specification. See Section 5.29.e.

l. **Quality Control (QC)** – Shall be responsible to control and monitor the production of outputs to ensure the Contractor conforms to the contract requirements. The QC will also be responsible for identifying and preventing deficiencies in the quality of services performed before the level of performance becomes unsatisfactory. See Section 5.25.

m. **Inventory Control** - Shall be responsible for monitoring the delivery of shipments to the work site, oversee inventory and be responsible for pick-up of supplies often enough to prevent running out of supplies and to stock the North Terminal, restrooms and break rooms.

n. **Equipment Tech/Mechanic** – Shall be responsible for the preventive maintenance and repair of all of the janitorial equipment and components associated with the Terminal Janitorial contract with a minimum of three (3) years of experience in cleaning equipment.

5.12 Uniforms

a. The Contractor shall furnish each of its employees with appropriate uniforms on which Contractor's name shall be prominently identified. All of the Contractor's employees shall wear their uniforms at all times while on duty. The uniforms shall be neat, clean, fit properly and be in good repair. No Tee Shirts or Shorts will be allowed. All Contractor jackets or other outerwear shall bear the Contractor's logo.

b. Should the primary Contractor employ Subcontractors to perform a portion of the work hereunder, the Subcontractor's uniforms must match the Contractors uniforms. However, the Subcontractor may, with the approval of the Contractor, use its own name and logo on the uniforms.

c. The men's and women's janitorial (non-supervisory) uniforms that the Contractor shall provide will consist of industrial work shirt/smocks and pants. Shirts/smocks are button front with collar and pocket, or polo style; pants are standard industrial type work pants. Belts shall be worn with all pants.

d. All uniforms shall be approved by the Aviation Authority for color coordination and comply with all legal and safety requirements including, without limitation, the requirements of OSHA.

e. Contractor shall furnish each of its supervisory personnel a uniform which includes the company identification on the outside to distinguish them from the non-supervisory personnel.

f. Any of the Contractor or subcontractor employee(s) (supervisory or non-supervisory) working under this Contract and not wearing a uniform which complies with the provisions of this Section shall immediately be suspended from further duties hereunder until such time as the employee returns wearing the proper uniform.

5.13 Performance Requirements

a. All services shall follow the highest standards prevailing in the industry, as well as applicable codes, rules, regulations, laws, and practices governing the work. The measure will be met and maintained by effective communications with the

Aviation Authority stakeholders, regular operations management reviews, and industry best practices.

b. The Contractor shall hire or contract with a sufficient number of employees or contractors so as to enable it to conduct the selected Contractor' s operation and perform the Services as authorized and required hereunder;

c. Contractor shall perform all of its obligations and functions under the Contract in accordance with Contract specifications, industry standards and manufacturers' specifications.

d. The Contractor shall adjust and coordinate its activities to the needs and requirements of the Aviation Authority and perform its activities so as not to annoy, disturb, endanger, unreasonably interfere with or delay the operations or activities of the Aviation Authority.

5.14 Schedule of Frequencies

Flooring Type	Policing	Cleaning	Floor Care	Cycle Cleaning
Porcelain Tile	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Carpet	Every 30 minutes	1 x Daily	Quarterly	Bi-Monthly
Concrete	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Marble/Limestone	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Terrazzo	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Vinyl	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Clay Paver	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Stone Restoration	Every 30 minutes	1 x Daily	1 X Year	Bi-Monthly

Space Description	Policing	Cleaning	Floor Care	Cycle Cleaning
Public Circulation/ Curb/ Sidewalk/ Entrance Vestibule	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Restrooms	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Checkpoint/Security Screening	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Moving Sidewalk/Escalator/Elevator	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Ticketing/Baggage Claim	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Multi-Purpose Utility Room/	0	0	1 X Year	1 X year

Mechanical Equipment Room				

5.15 Contractor Inspection

The Contractor is responsible for performing a minimum of one (1) inspection weekly and shall have performed all inspections and tests necessary to substantiate that the supplies or services furnished under this Contract conform to Contract requirements, including any applicable technical requirements for specified manufacturer's equipment, supplies, or services, as requested by the AAR.

5.16 Evaluation of Services

a. The Aviation Authority has the right to evaluate all services performed by the Contractor, to the extent practicable at all times and places during the term of the Contract. The Aviation Authority shall use reasonable efforts to perform evaluations and tests in a manner that will not unduly delay the work. No evaluation or right of evaluation by the Aviation Authority shall relieve the Contractor of any performance or inspection obligations hereunder.

b. If any of the services do not conform to the Contract requirements, the Aviation Authority may require the Contractor to perform the services again in conformity with Contract requirements.

c. When the Defects (as defined in Contract Definitions Section 5.3) in services cannot be corrected by re-performance, the Aviation Authority may require the Contractor to take necessary action to ensure that future performance conforms to Contract requirements.

d. If the Contractor fails to promptly perform the services again in conformity with Contract requirements, and the Defects could have been corrected by re-performance, the Aviation Authority may:

1) Perform the services, or Contract with others to perform the services, and charge to the Contractor any cost incurred by the Aviation Authority that is directly related to the performance of such service; and/or
2) Reduce the amount payable to the Contractor on account of such Defects, as set forth in this Contract: and/or
3) Terminate the Contract for default.

5.17 Quality Assurance

a. The Authority's Quality Assurance Evaluator (QAE) will use Periodic Surveillance as the method of evaluation for the performance requirements. The QAE shall also consider any customer complaints received. The QAE shall record any Defects during Periodic Surveillance or customer complaints and issue a Contract Discrepancy Report (CDR) to the supervisor on duty. The Contractor shall correct all Defects within thirty (30) minutes after notification for Policing Defects, and within one (1) hour after notification for Daily Cleaning,

Cycle Cleaning, Floor Care, Window Cleaning, and Additional Services Defects. If the Defect is corrected within the allotted time after notification, the Defect shall be considered acceptable. If the Defect is not corrected within the allotted time frame, such failure to correct shall be noted on the CDR and will result in a deduction from payment due hereunder to the Contractor, as set forth herein. A re-evaluation fee will be charged for every CDR issued, see Section 5.32. CDRs will be issued per specified area as detailed in Section 5.32 Janitorial Cleaning Sheets.

b. Examples of Defects that could result in the issuance of CDR's include, but are not limited to: a restroom in part of one area does not meet one or more of the requirements in Section 5.30; non-carpeted flooring in part or all of an area does not meet the requirements in Section 5.30; carpeted flooring in part or all of an area does not meet the requirements of Section 5.30; or a vertical surface area or furnishings in part or all of an area does not meet the requirements of Section 5.30.

5.18 Accident / Incident / Damage Reports

a. The Contractor shall promptly notify the Aviation Authority of any incidents or accidents arising out of the performance of this Contract involving property damage or personal injury, with the notification including an assessment of any damage or injury that may result from such incident.

b. Contractor shall promptly complete any report forms required by the Aviation Authority describing the incident or accident. Contractor shall be responsible for claims arising out of any such incident or accident as provided in the General Conditions.

5.19 Waste Removal

a. All collected trash, including Federal Inspections Services (FIS) USDA regulated trash, must be removed by the Contractor to area(s) designated by the Aviation Authority. During each working shift, Contractor shall remove all debris generated in performing hereunder, with the removal completed as directed by the Aviation Authority. The Aviation Authority then has the responsibility for the removal and disposal of the waste from OIA property.

b. The Contractor shall have a dedicated box truck utilized for the sole purpose of transporting the FIS USDA regulated trash. The truck shall have a spill kit on board for remediation in the event of a spill. All USDA regulated trash shall be transported to the Aviation Authority's International Trash Facility as directed by the Aviation Authority. The Contractor's truck shall be secured during the time it is utilized and during idle times. The Contractor shall have daily trained staff dedicated to support the FIS USDA regulated trash removal and transportation.

c. Cleaning of mops and other Contractor equipment shall be accomplished only in utility sinks available for that purpose or Aviation Authority provided disposal

areas. All dirt and debris resulting from work under this Contract shall be disposed of in Aviation Authority furnished trash containers. Disposition of all dirt, trash bags, and debris shall be accomplished regularly. The Contractor shall clean all receptacles used for cleaning of mops, pails, and other utensils before leaving the service location.

d. Under no circumstances shall Contractor dispose of any material in the storm drains.

e. The Contractor shall be responsible for the removal, replacing and disposal of biohazard sharps containers at least once per month at designated locations throughout the North Terminal. The Contractor shall provide a receipt proving the disposal of said material with their monthly invoices. Removal and disposal of all bio-hazardous material must be in accordance with the current applicable regulations related to the material being disposed of.

5.20 Aviation Authority's Recycling Program

a. Contractor shall support the Aviation Authority's recycling program by ensuring that all of its employees are trained on how to identify recyclable products and comply with the requirement of placing such products in appropriate recycling containers located throughout North Terminal. Contractor shall be responsible for emptying recycling containers in accordance with the Aviation Authority's recycling program.

b. The Contractor shall be responsible for loading, transporting to, and unloading of the designated recyclable material from the truck to the designated delivery area as required to support and comply with the Aviation Authority's recyclable cardboard program.

5.21 Safety and Training Program

a. Safety Program

1) The Contractor shall use a sign denoting "WET FLOOR" or "WAXING FLOOR" alerting personnel and other persons to a hazardous condition that exists from mopping restroom floors, wash and wax, and strip and wax operations.

2) The Contractor shall clean, repair, replace or restore all building finishes or property soiled or damaged due to the Contractor's operations to a condition not less than that existing immediately prior to the damage and without cost to the Aviation Authority. Misuse or abuse of Aviation Authority property shall be a default under the terms of the Contract.

b. Training Program

1) The Contractor shall provide each employee engaged in the performance of work under this Contract with the training needed to safely and competently perform the work hereunder. Training will also

include but will not be limited to operation of high reach equipment such as scissor lifts and/or spider lifts.

2) For work to be performed under this Contract, at a minimum, each employee shall receive training in the following areas prior to beginning work on Aviation Authority property or when new procedures, methods, equipment or chemicals have been introduced:

   a) General Orientation on areas of Contractor's responsibility.
   b) Introductions to Contractor's areas of assignments.
   c) Cleaning chemicals-usage and safety precautions.
   d) Tools and equipment operations per OSHA Standards.
   e) Safety issues and compliance with OSHA Act of 1970.
   f) Safety while working with equipment and heights per OSHA standards.

3) The Contractor shall maintain as a part of each employee's employment record a training record for such employee. The training record shall show, at a minimum, the employee's name, date of employment, and the type and date of each training class attended and signed by the employee. A transcript of the training records and certifications shall be made available to the Aviation Authority upon request.

5.22 Customer Service

The Orlando Experience is to create, operate and maintain first class, state-of-the-art facilities for the traveling public and for the residents of the communities in the region. The Submitter understands that customer service is an issue which they have considered before entering into a Contract to provide North Terminal Janitorial Service; that travelers and staff at MCO will reasonably expect that the quality of services provided by the Contractor and the Contractor's personnel will be of the highest standard and consistent with "The Orlando Experience". The Submitter agrees that the conduct, attitude and performance of their staff is materially critical to meeting the goals of "The Orlando Experience"; agrees that it is in the best interest of all concerned that travelers and employees at the airport be provided with services of the highest quality and that the Contractor will be held to the highest standard in providing such services as described herein.

5.23 Use of Premises

During the performance of the work specified herein, the Contractor shall keep the premises free from accumulation of waste materials and other debris resulting from the work. At the completion of the work, the Contractor shall remove all waste materials and debris from and about the premises, as well as tools, equipment, machinery and surplus material, and leave the site clean and ready for occupancy by the Aviation Authority.

5.24 Items Provided By the Aviation Authority

a. General:

1) The Aviation Authority shall make a reasonable effort to coordinate the operations and activities of the tenants and others that utilize the North Terminals in order to minimize, to the extent practical, interference with performance by the Contractor.

2) The Aviation Authority will provide employee parking at the designated Airport Employee Parking Lot at no cost to the Contractor or its employees.

3) The Aviation Authority will provide one (1) computer for the purpose of accessing the Aviation Authority's EAMS Maximo, for entering and retrieving work order information and records keeping. This computer will be on the Aviation Authority's internal network and shall only be used for accessing the EAMS Maximo as described herein.

- Ownership of the EAMS Maximo including all data shall be and shall remain the sole property of the Aviation Authority. This includes all data standards such as the issuing of parts and asset numbering along with standards regarding the inventory, problem codes, and any other items that are not site specific or can cause a record conflict with other sites in Maximo. The Aviation Authority shall provide all licensing and incidentals required for the Contractor to operate and maintain/support the EAMS Maximo during the term of this Contract.

- The Aviation Authority shall provide licenses for the Contractor's use to access the Aviation Authority's EAMS Maximo program. The Aviation Authority shall retain ownership of the software, hardware and data, and allow the Contractor access to enter data and retrieve required information. Contractor will not have deleted privileges to any global data.

4) The Aviation Authority will supply wired desktop phone service to Contractor. The total amount of phones will be determined by the Aviation Authority upon Contract start.

b. Supplies And Materials furnished by the Aviation Authority:

1) The Aviation Authority will purchase and provide at no cost to the Contractor hand soap, trash liners, paper towels, toilet tissue and urinal screens be used in performing the specification of the Contract. Such supplies and materials shall be used only for this Contract and will not be removed from premises or utilized in any manner outside this Contract.

2) All items above will be procured by the Aviation Authority and stored at Aviation Authority's Material Control Warehouse, located at Orlando International Airport. The Material Control Warehouse is open for issuing materials Monday through Friday from 7:30 a.m. until 4:00 p.m. except for the Aviation Authority Holidays. Material Control shall notify the Contractor in the event the issuing hours change.

3) The Contractor shall pickup supplies often enough to prevent running out of these supplies to stock the North Terminal restrooms. However, the Contractor shall not maintain excessive amounts of supplies in the North Terminal.

c. Office, Storage Space, Break Area:

1) The Aviation Authority will provide to the Contractor, a secure area for office, break area and storage space in order to perform its obligations of this Contract for each Location. This space will include walls, secured entry, utilities and a cage for storage if needed. Further modifications to this space will be at the sole expense and responsibility of the Contractor. Contractor may store supplies and equipment, provide adequate administrative support as required to perform the work functions under this Contract in Aviation Authority assigned locations. All space provided to the Contractor is “as is” condition. The Contractor shall not use the space assigned to support any other functions of the company beyond the scope of services of this Contract.

2) The Contractor shall bear all risk of loss, damage or theft of any supplies and equipment stored in the assigned spaces.

3) The Contractor shall keep the assigned areas clean at all times and comply with all applicable regulations regarding storage and office spaces, follow all applicable fire codes and airport regulations.

4) Modification of any assigned office and storage space requires approval of the AAR and the Aviation Authority’s construction department and receive approval through the tenant build out process. Contractor must provide for and pay for their own Contractor. Contractor must ensure all necessary permits are acquired before any construction has started.

5) The Contractor shall bear 100% risk of loss, damage theft for any approved modification improvement made to Aviation Authority assigned office and or storage space.

6) The Aviation Authority will provide the Contractor, at the Aviation Authority’s sole cost, with utility service (excluding international, interstate, and intrastate telephone calls, and directory assistance telephone service charges) where presently available and required by the Contractor to perform its obligations and functions under this Contract.

d. Keys

Contractor shall be responsible for security of keys at all times and shall promptly report any lost or missing keys to the Aviation Authority. Contractor shall return all North Terminal keys in its possession to the Aviation Authority at the end of the Contract.

5.25 On-Site Communications

a. The Contractor shall provide, at its sole cost, all communications equipment necessary to properly and efficiently perform its obligations under this Contract to include sufficient two-way radios (programmable to interface with GOAA radio system) smart/cell telephones, facsimile/copy machines, office computers, including all accessories, maintenance and repair services for its communications equipment, and all connectivity and retransmission requirements for same.

b. While on duty, all Contractor and Sub-Contractor maintenance personnel shall be equipped with two-way radios. The Contractor's employees and subcontractors shall abide by the Aviation Authority's established radio use procedures and etiquette requirements at all times. Radios provided and maintained by the Contractor must be suitable/programmable to the Aviation Authority's radio frequency.

c. The Contractor shall provide and maintain throughout the term of the Contract a minimum of twelve (12) operational two-way radios for each Location. All radios including replacements, chargers, batteries, maintenance and repair shall be provided at no additional cost to the Aviation Authority.

d. On the date of the Contract commencement, and as needed to reflect changes thereafter, the Contractor shall provide a list of all employees including name, position, and radio and/or smart cell phone contact numbers to the AAR. The Aviation Authority shall assign a specific radio call number or ID ("call sign") to all Contractors employees assigned radios so that the Aviation Authority can contact specific Contractor personnel directly by radio. The Aviation Authority shall assign a universal radio call number or ID for the on-duty supervisor position and other key personnel in the organization structure that can be used on each shift so that the same radio call sign can be used to contact or dispatch the on-duty supervisor regardless of who the actual person on duty is. The AAR reserves the right to approve or deny any or all radio call signs.

e. For computer needs other than accessing EAMS Maximo, the Contractor shall be responsible for its own IT equipment including computers, copiers, modem, printers, DSL lines, fiber cost, connectivity cost, etc. to its staff for normal business purposes. The Contractor's computers shall not be permitted access to the Aviation Authority's internal network. Employees will communicate via the Contractors email system to the Aviation Authority's personnel.

f. The Contractor shall provide contact information for the Site Manager, Assistant Managers, Office Staff, Supervisors and others as required where information requests can be forwarded or other exchanges of information may occur. E-mail services shall be on the Contractor's company provided e-mail

system and shall be at the sole cost of the Contractor. If the Contractor chooses to have Internet Access available for its use, all costs shall be at the Contractor's sole expense. The Contractor shall ensure only appropriate, business-related websites are accessed from any computers located on the Aviation Authority premises.

g. The Contractor shall be responsible for any damage to, or loss of, any Aviation Authority provided equipment and shall return all such equipment to the Aviation Authority at the expiration of the Contract or earlier termination. The Contractor shall be responsible to reimburse the Aviation Authority for any lost or damaged equipment at its replacement value, as determined by the AAR.

5.26 Computerized Maintenance Management System Requirements

The Contractor will provide a computerized maintenance management program for the Contractor to utilize and support. The Contractor shall provide related data entry and asset management services which include but will not be limited to, the following:

1) Scheduling jobs (Cycle Cleaning, Floor Restoration, etc.) and work orders.

2) Tracking Contract Discrepancy Reports, special projects, emergency response, customer complaints, etc.

3) Tracking contractor staff starting and ending time, date and time, and the total hours worked for each requested task.

4) Tracking of work orders, cleaning schedules and equipment downtime.

5) Managing the cleaning supplies inventory such as recording where supplies are stored, the value of the inventory in the Contractor's Storage Rooms per Aviation Authority's pricing information, determining when to restock materials, and the turnover rate of the inventory.

6) Management and assignment of work for planned cleaning tasks based on the Aviation Authority provided schedules.

7) The Contractor will provide direct access to the computerized system to the Aviation Authority as read-only. All requested reports and information generated by the system shall be immediately available to the AAR after the initial installation and setup of the system is completed. Data shall be entered into the system within twenty-four (24) hours of occurrence.

8) The Contractor shall utilize the system to provide reports and graphs, to the AAR.

5.27 Quality Control

a. The Contractor shall develop and maintain an effective Quality Control Program (QC Program) to ensure janitorial services meet the requirements of this SPECIFICATION. At a minimum the QC Program must include the following:

1) The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor shall develop quality control procedures addressing the areas identified in Section 5.0.

2) The inspection system shall cover all locations. It must specify the areas to be inspected on either a scheduled or unscheduled basis, how often inspections will be accomplished, or the title of the individual(s) who shall perform the inspection(s).

3) The QC Program must identify the method for identifying and preventing deficiencies in the quality of service performed before the level of performance becomes unsatisfactory.

4) The Contractor shall maintain a file of all QC inspections conducted and the corrective action taken. This documentation shall be made available to the Aviation Authority throughout the term of the Contract. The Aviation Authority reserves the right to require the Contractor to provide a copy of this entire file at no expense to the Aviation Authority at any time prior to final payment, which includes payment of any requests for equitable adjustment.

b. A copy of the Contractor's QC Program shall be provided to the AAR within ten (10) days of the issuance of the Notice of Intent to Award. An updated copy must be provided to the AAR as changes occur.

c. The AAR shall review the Contractor’s QC Program within ten (10) days of submittal, verifying that it addresses the requirements of Specification Section 5.0 If the QC Program does not adequately address the requirements of this Section (as determined by the AAR at the AAR’s discretion), the AAR will notify the Contractor in writing. The Contractor will have ten (10) days to make the QC Program compliant.

d. Failure to maintain an up-to-date file of QC Inspections conducted and the corrective action taken will result in a CDR deduction.

5.28 Monthly Cleaning Schedule

The Contractor shall establish a complete Monthly Cleaning Schedule for all areas serviced during each month (e.g. include Daily Cleaning, Floor Care, Cycle Cleaning, Policing, and Window Cleaning). This schedule shall specify the specific location, start time, completion time, and tasks to be performed. The Contractor shall submit the initial Monthly Cleaning Schedule to the AAR within ten (10) days of the issuance of

the Notice of Intent to Award, and the schedule and any changes to the schedule shall be subject to the prior approval of the AAR). Thereafter, the Contractor shall submit revisions to the Monthly Cleaning Schedule at least ten (10) days in advance of the proposed implementation date of any changes. Once a Monthly Cleaning Schedule has been submitted to the AAR (and approved by the AAR), the Contractor shall be required to adhere to that schedule. Failure to provide the Aviation Authority with a Monthly Cleaning Schedule ten (10) days prior to a change of schedule will result in a deduction per Section 5.32 under QC Deduction.

5.29 Cycle Cleaning Scheduling

Contractor is responsible for the scheduling of all Cycle Cleaning in a manner that ensures the required work will be performed. Cycle Cleaning shall be performed during the Work Hours stated in Specification. Prior to the beginning of each Contract Year the Contractor shall submit a detailed schedule of Cycle Cleaning to be completed during the upcoming Contract year.

5.30 Categories of Cleaning Service

a. Daily Cleaning - This category contains the various routine levels of cleaning that are required on a daily basis. Floor Care is a function of Daily Cleaning.

b. Policing - This category contains the various routine services performed one or more times a day that are intended to be supplemental to the daily cleaning service. The intent is to maintain the desired level of cleanliness consistently through each twenty-four-hour period.

c. Cycle Cleaning - This category contains the periodic services that are intended to clean to a "like new" condition. This service includes, but is not limited to, high dusting, wall washing, steam cleaning, floor stone restoration and other detailed services not included in daily cleaning or policing.

d. Floor Care **-** Shall be responsible for cleaning services that are intended to clean to a "like new" condition. This service includes, but is not limited to pressure washing, carpet extraction, steam cleaning, dressing Vinyl Composition Tile (VCT), hard floor restoration and other detailed services not included in daily cleaning, cycle cleaning, or policing.

e. Window Cleaning – This category includes services which are specific to windows.

5.31 Cleaning Tasks

The Contractor shall perform janitorial services in the areas identified in Section 5.1 of the Specifications. The Contractor shall ensure that the cleaning materials and methods used by the Contractor do not harm or damage any surfaces or furnishings. The Contractor shall be liable to the Aviation Authority for any damage caused as a result of cleaning materials or cleaning methods used in the performance of this Contract. The following details the tasks associated with each area:

a. **Daily Cleaning** - The Contractor shall accomplish all Daily Cleaning tasks required to meet the requirements of this Specification.

1) All floors, except carpeted areas, shall be cleaned as needed, to ensure they have a uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, stains and discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean.

2) All baseboards, furniture, trash receptacles, etc. shall be free from floor maintenance solutions residue. All furnishings and other items moved to facilitate cleaning shall be returned to their original and proper position.

3) All trash containers shall be emptied and returned to their initial location. Boxes, cans, paper placed near a trash receptacle and marked “TRASH” shall be removed. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the nearest outside trash collection container. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

4) The Contractor shall move all collected trash and all debris generated in performing hereunder to area(s) designated by the Aviation Authority. The Aviation Authority is responsible for the removal of the waste from airport property. Aviation Authority public areas shall remain free of accumulated trash.

5) The Contractor shall empty all public ashtray urns. Clean all public urns as necessary to maintain clean appearance. Ashtrays shall be free of litter, ashes, odor, and stains.

6) The Contractor shall clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc. After cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

7) The Contractor shall clean and disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains, porcelain and polished surfaces shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

8) All floor surfaces shall be cleaned as appropriate for the particular floor covering. Grease and grime shall be removed from stair guards, handrails and baseboards. Contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance. All floor surfaces shall be free from dirt, debris, litter, scuffs, and foreign matter.

9) The Contractor shall vacuum carpeted areas. After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter and other foreign matter. Any spots shall be removed by carpet manufacturer’s approved methods as soon as noticed. The Contractor shall promptly bring all tears, burns, and raveling to the attention of the AAR.

10) The Contractor shall perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing, or cleaning smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, fixtures, and furnishings. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

11) All horizontal and vertical surfaces up to twelve (12) feet in height, and furnishings must be dusted or cleaned to eliminate dust collection. After dusting, all horizontal and vertical surfaces, and furnishings shall be free of dust.

12) The Contractor shall spot clean (dust and wash) all elevators and remove all loose, adhered soil. The Contractor shall pick up trash and litter. The Contractor shall dress all metal surfaces with metal polish. The Contractor shall sweep, dust, mop, or vacuum the entire floor. After cleaning surfaces, polished surfaces shall be free of streaks, stains, spots, smudges and other obvious soil. All floor surfaces shall be free from dirt, debris, litter, scuffs, and foreign matter.

13) The Contractor shall spot clean (dust and wash) all escalators and moving sidewalks (except treads) and remove all loose, adhered soil. The Contractor shall pick up trash and litter. The Contractor shall dress all metal surfaces with metal polish. After cleaning surfaces, polished surfaces shall be free of streaks, stains, spots, smudges and other obvious soil.

14) The Contractor shall clean each jet way as part of the Daily Cleaning Responsibilities. The Contractor is only responsible for cleaning the portion of the jet way that is left extended at the end of each day.

15) The Contractor is responsible for the removal of any air born balloons that are found in the terminal or airside buildings, with the exception of balloons found on the ceiling of the hotel atrium.

16) The Contractor shall check and clean the Reflection Room located on Airside 4 Hub, Level 2, four (4) times per day. Cleaning shall include the foot washing stations and outlying areas. Contractor shall wash and restock towels.

b. **Daily Restroom Cleaning** - The Contractor shall accomplish all daily restroom-cleaning tasks necessary to meet the requirements of this Specification.

1) The Contractor shall completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, dispensers, plumbing fixtures, partitions, doors, walls, and other such surfaces, using a germicidal detergent. The Contractor shall disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories,

urinals, and toilets. After cleaning, surfaces shall be free of deposits, dirt, streaks, and odors.

2) De-scaling shall be performed as often as needed to keep areas free of scale, soap films, and other deposits. After de-scaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

3) Moveable items shall be tilted or moved to sweep and damp mop underneath. Floors shall be stripped, scrubbed, waxed, etc., and as necessary to maintain sanitary conditions and a clean, uniform appearance. After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water.

4) Contractor shall ensure restrooms are stocked sufficiently so that supplies including hand soap, toilet tissue, paper towels, feminine hygiene products, and toilet seat covers for the dispensers do not run out. Supplies shall be stored in designated areas. The Contractor shall refill the dispensers within 15 minutes of notification if supplies run out. Feminine hygiene products and toilet seat covers shall be provided by the Contractor at no additional cost to the Aviation Authority or to the traveling public.

5) In case of failure of bathroom equipment, the Contractor will be responsible for securing a “blue bag” to the equipment and notifying Central Plant of the equipment failure immediately. Failure to do so will be considered a CDR deduction under Section 5.32.

c. **Policing** – Policing supplements Daily Cleaning and are those services performed to ensure that each area to be cleaned under this Specification remains clean**.**

1) The specific tasks performed in Policing include those tasks that fall under Section 5.29.b, Daily Cleaning; Section 5.29.a, Daily Restroom Cleaning services and Section 5.29, Window Cleaning services. The primary differences between Daily Cleaning services and the performance of Policing services are that in Daily Cleaning services all items in each area must be cleaned each day. Whereas in Policing, the Contractor schedules the appropriate level of cleaning and supplies replenishing in a manner necessary to keep the North Terminal locations up to standards in accordance with this Specification at all times.

2) The Contractor may have to adjust Policing frequencies at various times and at various locations established at the start of the Contract to accommodate the conditions and usage patterns in the North Terminal throughout the Contract period. Policing shall be done as often as necessary to ensure the North Terminal presents a clean image to the

traveling public and other users of the North Terminal free of dust, dirt, debris, scuff marks, stains, soil, film and odors. Any adjustment to frequency shall be approved by AAR prior to implementation.

3) The Contractor shall spot clean or shampoo dirty carpets over an area of 2 square feet or less. Spots must be removed immediately. The carpets shall be free of spot and stains.

d. **Projects: Cycle Cleaning Services and Floor Cleaning Services**

1) The Contractor shall strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. A non-skid wax is required. A uniform glossy appearance is free of scuffmarks, heel marks, wax build-up, and other stains and discoloration.

2) The Contractor shall perform floor stone restoration on all floor finishes located at the North Terminal once per year to maintain a uniform glossy appearance per Section 5.29.d.

3) The Contractor shall clean all carpets. After shampooing, the carpeted area will have a clean uniform appearance. Chairs, trash receptacles, and other items moved to facilitate cleaning under them shall be returned to their original location. Baseboards, furniture, trash receptacles, chairs and other items shall be free of stains and discoloration.

4) The Contractor shall clean and wash entire surface of all elevators to remove all loose, adhered, and impregnated soil. The Contractor shall pick up trash and litter. The Contractor shall strip and re-coat all stainless steel with metal polish. The Contractor shall sweep, dust, mop, or vacuum the entire floor. After cleaning surfaces, polished surfaces shall be free of streaks, stains, spots, smudges and other obvious soil. All floor surfaces shall be free from dirt, debris, litter, scuffs, and foreign matter.

5) The Contractor shall clean and wash the entire surface of all escalators and moving sidewalks excluding treads. The Contractor shall strip and re-coat all stainless steel with metal polish. After cleaning surfaces, polished surfaces shall be free of streaks, stains, spots, smudges and other obvious soil.

6) The Contractor shall perform high cleaning of all piping to remove all loose, adhered, and impregnated soil from the entire surface area (including, but not limited to connecting pipes and related supporting structures.

7) Light fixtures located at or under a twelve (12) foot height shall be dusted and cleaned to remove all loose, adhered, and impregnated soil. Covers that do not require tools to be removed shall be cleared of all debris. Covers which require tools for removal will be placed on a Work Order

for removal by Aviation Authority staff and then cleaned by the Contractor. The cover will then be re-installed by Aviation Authority staff.

8) Vertical surfaces (high cleaning): The Contractor shall wash and clean the entire surface area of Vertical surfaces at or under twelve (12) feet in height. The Contractor shall remove all dust, dirt, gum, smudges, and fingerprints, adhered and impregnated soil. The Contractor shall dry and remove all streaks from surface ledges, adjoining windows, window frames and sills. The surfaces shall have a uniform appearance, be free of streaks, spots, and other evidence of removable soil. The Contractor will be responsible to provide training and certification for operating high reach equipment per OSHA standards refer to Section 5.20.

e. **Window Cleaning**

The areas to be serviced include the areas approximately twelve (12) feet and below of the North Terminal controlled by the Aviation Authority, Elevators and Escalators, and all areas detailed in Vertical Glass Summaries.

1) The Contractor shall dust, wash, and clean windows to remove all loose, adhered, and impregnated soil from the entire surface area (including, but not limited to, all sills, sunshades, louvers, muntons, mullions, connecting pipes, related supporting structures and light fixtures).

2) Any dirt, grime, or other adhered soil or impregnated soil that is not water soluble should be removed with an approved mechanical or chemical means.

3) All windows should be cleaned and all moisture removed. Moisture must also be removed from all sills, sunshades, louvers, muntons, mullions, connecting pipes, related supporting structures, light fixtures, and floor surfaces.

4) When the cleaning of a window is complete, the window should be free from all foreign substances, including but not limited to streaks, drips, mildew, fingerprints, or any other loose or adhered soil.

f. **Cardboard Recycling Program**

The Contractor shall collect, transport (to the loading dock), and bale the cardboard from various staging areas of the North Terminal. Currently there are three (3) collection areas in the main terminal, one each in the four (4) airsides for a total of seven (7) collection areas.

g. **Emergency Response**

Contractor shall respond to all biohazards, floods, spills and other cleaning activities at no additional cost to the Aviation Authority.

5.32 Aviation Authority Quality Assurance

Contractor performance will be evaluated to determine if it meets the Contract standards. Periodic surveillance will be the method of surveillance for all required service items.

5.33 Performance Evaluation

a. Performance of a service will be evaluated daily to determine whether or not it meets the performance requirements of the Contract. When a service does not meet the requirements of the Contract (a Defect), a Contract Discrepancy Report (CDR) will be issued to the Contractor by the Aviation Authority. The Contractor shall correct all Defects within thirty (30) minutes after notification for Policing Defects, and within one (1) hour after notification for Daily Cleaning, Cycle Cleaning, Floor Care, Window Cleaning, and Additional Services Defects after receipt of the CDR. The Contractor shall respond to the CDR by completing blocks 7 through 11 of the form and returning it to the Aviation Authority. A re-inspection fee in the amount of two hundred dollars ($200.00) will be assessed for each CDR issued. Each CDR issued will result in a deduction in an amount applicable as based on the CDR schedule as found in Section 5.33 of this Specification.

b. If the Contractor is required to correct or re-perform a Defect, it shall be at no cost to the Aviation Authority, and any services corrected or re-performed by the Contractor shall be subject to this clause to the same extent as work initially performed. If the Contractor fails or refuses to correct or re-perform, the Aviation Authority may issue additional CDRs based on the CDR schedule as found in Section 4.0 Specification, and by Contract or otherwise, correct or replace with similar services and charge to the Contractor the cost incurred by the Aviation Authority thereby, or make an equitable adjustment in the Contract price.

c. Repeated failure to perform may result in the termination of this Contract by Contractor default.

d. CDRs will be issued based on performance services under the following Sections: 5.7, 5.27, 5.33.e, 5.34 and 6.31 and not for under staffing of employees under the reimbursable section (see section 5.33.g).

e. Re-Evaluation Fee - If after evaluating services for acceptability, the Aviation Authority determined those services were unacceptable, then 1) the Contractor is required to re-perform those services, and 2) the Aviation Authority re-evaluates the performance after the services are re-performed, the Contractor shall, in addition to any other remedies set forth herein, pay to the Aviation Authority a Re-Evaluation Fee in the amount of $200.00 per re-evaluation, per location. The Contractor will not be charged with a Re-Evaluation Fee when the unacceptable performance is beyond the control and without the fault or negligence of the Contractor.

f. Start-Up And Transition - The Aviation Authority shall evaluate the Contractor's performance daily throughout the Contract period, however during the first

ninety (90) days of Contract performance neither deductions for Defects not corrected in a timely manner nor Re-Evaluation Fees will be assessed. This ninety (90) day grace period is intended to help facilitate an orderly transition upon Contract commencement. The delay or failure by the Aviation Authority at any time to insist upon a strict performance of any of the standards set forth herein or to exercise any rights or remedies arising from a breach or failure to meet such standards shall not be deemed a waiver thereof or of any subsequent breach, failure or default. The agreement not to deduct for Defects not corrected in a timely manner or to charge Re-Evaluation Fees shall not be a waiver of any other rights the Aviation Authority has hereunder, including rights of termination.

g. **Deductions From Payment**

1) Any deductions from payment shall be taken from the monthly management fee for the month in which the Quality Assurance Evaluator makes the determination that deduction is appropriate, regardless of the period in which the performance occurred.

2) Deductions for staffing will be as follows: Contractor shall provide the minimum staff as designated in the approved North Terminal Janitorial Staffing plan. Contractor shall provide, daily within 1 hour of the beginning of each shift, actual headcount information (rosters) to the AAR following the agreed to processes. This roster will be reflective of the actual on-site personnel. Personnel will support the designated responsibilities and objectives for the complete shift and not be reassigned to other areas outside of the scope of this contract unless approved by the AAR prior to the reassignment. Notification of any staffing discrepancy shall be provided within the following 24-hour period of receipt of the required daily rosters.

   a. Staffing is to be maintained at no less than 95% of the required staffing to support the Contract. Should the staffing fall below 90% for any reason or duration of the Contract, there shall be a $500 per day deduction until the proper staffing has been re-established.

   b. Should required staffing remain below the acceptable 95% rate of attendance for more than 30 days the following deductions shall be applicable:

      i. Day 31 - a Show Cause Letter
      ii. Day 60 - may result in a Contract termination or default

3) Deductions are taken as indicated in the CDR schedule as found in Section 5.34.

4) Potential deductions for QC Inspection Files are limited to the number of times the Aviation Authority asks to see those files.

5) Potential deductions for Cleaning Schedules are limited to the number of times Cleaning Schedules are due to be submitted to the Aviation Authority.

6) Contractor shall not be deemed in default or required to pay Re-Evaluation Fees if deficiencies are the direct result of its response to the Aviation Authority's request to respond to an emergency situation.

5.34 CDR Deduction Schedule

a. Each CDR received will result in a deduction per the schedule listed below.

b. Each CDR form will be accompanied by a photograph indicating the deficiency.

c. In addition to the amount listed below, each CDR will have a re-evaluation fee in the amount of $200.00.

d. The amount of the CDR deduction will increase daily based on the escalation shown in Table No. 1 CDR Scenario.

e. The deductions for unsatisfactory re-performing work for an issued CDR will be taken cumulatively over a twenty-four (12:00am - 11:59pm) period based on the rates shown in Table No. 1 CDR Scenario.

f. QC Deduction - CDR's issued (whether re-performed satisfactorily or not) in a 24-hour period will be counted and if the number exceeds ten (10) the following QC deductions and provisions are applicable:

10^{th} CDR - $5,000.00 (accompanied by a Show Cause Letter)
11^{th} CDR - $10,000.00
12^{th} CDR - $15,000.00 (may result in a Contract termination or default)

Table No. 1 Example of an unsatisfactory completed CDR scenario

Daily CDR Number	Time Issued	Deduction	Re-Evaluation Fee	Total Amount
1	8:00 am	$200.00	$200.00	$400.00
2	8:30 am	$300.00	$200.00	$500.00
3	10:00 am	$400.00	$200.00	$600.00
4	11:00 am	$1,000.00	$200.00	$1,200.00
5	11:30 am	$1,500.00	$200.00	$1,700.00
6	12:30 pm	$2,000.00	$200.00	$2,200.00
7	1:30 pm	$2,500.00	$200.00	$2,700.00
8	3:00 pm	$3,000.00	$200.00	$3,200.00
9	4:30 pm	$4,000.00	$200.00	$4,200.00
			Daily Total	$16,700.00

Table No. 2 Example of satisfactory completed CDR scenario

Daily CDR Number	Time Issued*	CDR Deduction	Re-Evaluation Fee	Total Amount
1	8:00 am	$200.00	$200.00	$400.00
2	8:30 am	$300.00	$200.00	$500.00
3	10:00 am	$400.00	$200.00	$600.00
4	11:00 am	$500.00	$200.00	$700.00
5	11:30 pm	$600.00	$200.00	$800.00
6	12:30 pm	$700.00	$200.00	$900.00
7	1:30 pm	$800.00	$200.00	$1,000.00
8	3:00 pm	$900.00	$200.00	$1,100.00
9	4:30 pm	$1,000.00	$200.00	$1,200.00
		Daily Total		$7,200.00

5.35 Safety and Protection

The Contractor shall be solely and completely responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the work. The Contractor shall take all necessary precautions for safety of, and shall provide the necessary protection to prevent injury to, all employees on the work site and other persons including but not limited to, the general public who may be affected thereby.

5.36 Subcontracted Costs/ Additional Services

a. The Aviation Authority will reimburse the Contractor for actual subcontractor costs incurred in the performance of Aviation Authority AAR pre-approved projects. Invoices for all subcontracted work, labor and materials shall be provided and shall clearly indicate a description of the work and the total cost. The Contractor shall include a copy of the actual invoice received from its subcontractor along with its invoice to the Aviation Authority for "Subcontracted Work", and only those charges supported by the documentation shall be payable. There shall be no Mark Up.

b. If the Aviation Authority requests the Contractor to provide services in addition to those specified above, the Contractor shall develop a work plan detailing the specific tasks to be completed and provide a detailed not-to-exceed budget for performing such Additional Services. The Contractor shall not perform any Additional Services until the Aviation Authority has issued a written notice-to-proceed with the execution of the work plan.

c. The Contractor will not be authorized to perform or invoice the Aviation Authority for any work not specifically authorized in the notice-to-proceed notice.

5.37 Exhibits

Exhibits are attached hereto and incorporated herewith.

Exhibit 1 - Contract Discrepancy Report

Exhibit 2 – Minimum Equipment Lists Per Location

The remainder of this page is intentionally blank.

6.0 AVIATION AUTHORITY STANDARD TERMS AND CONDITIONS

6.1 Awards

As the best interest of the Aviation Authority may require, the right is reserved to make award(s) by individual items, group of items, all or none, or a combination thereof; to reject any and all Responses or waive any minor irregularity or technicality in Responses received. Contractors are cautioned to make no assumptions unless their Response has been determined as meeting the Minimum Requirements and being responsive and responsible. All awards made as a result of this Response shall conform to applicable policies of the Aviation Authority. The Aviation Authority may return, for full credit, any unused items received which fail to meet the Aviation Authority's performance standards. The Aviation Authority reserves the right to cancel an awarded Response upon due cause—i.e., Contractor misrepresentation, Contractor negligence, non-performance, etc. via written notice.

6.2 Responsible Vendor Determination

Respondents are hereby notified that Section 287.05701, Florida Statutes, requires that the Aviation Authority may not request documentation of or consider a vendor's social, political, or ideological interests when determining if the vendor is a responsible vendor.

6.3 Additional Terms & Conditions

The Aviation Authority reserves the right to reject Responses containing any additional terms or conditions not specifically requested in the original special conditions and/or the terms and conditions.

6.4 Purchasing Agreements With Other Governmental Entities

Aviation Authority permits the awarded Contractor(s) to extend the pricing, terms and conditions of this Solicitation to other governmental entities at the Contractor's discretion. Each governmental entity that utilizes this solicitation or resulting Contract will be responsible for execution of its own requirements with the awarded Contractor (s).

6.5 Lobbying Statement

All firms are hereby placed on notice the Aviation Authority Board and staff shall not be contacted about this Response. Firms and their agents are hereby placed on notice that they are not to contact members of the Aviation Authority staff and/or Committee/Board member (with the exception of designated Purchasing Liaison). Public meetings and public deliberations of the Selection Committee are the only acceptable forum for the discussion of merits of products/services requested by the Request for Response; and written correspondence concerning Responses may be submitted to the Purchasing Department. An appropriate official or employee of the Aviation Authority may initiate communication with a Respondent in order to obtain information or clarification needed to develop a proper and accurate evaluation of the

Solicitation. Any official communication from a Respondent during the Response process should be submitted in writing to the Greater Orlando Aviation Authority, **GOAA Annex Building, Purchasing Department, 5855 Cargo Road, Orlando, FL 32827- 4399** or via the e-Procurement Platform as directed during the Response process. A copy of the Administration Policies (Sections 180.01 and 180.03) is available upon request from the Chief Administrative Officer. Failure to adhere to these requirements could result in Board action to disqualify your firm from consideration of award.

Respondents to this Solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response. (F.S. 287.057 (23))

6.6 Whistle Blower Reporting Line

The Aviation Authority is committed to the highest level of integrity in its operations and is fully committed to protecting the organization, its operations, and its assets against fraud, waste or abuse. The Aviation Authority has established a Whistle Blower Reporting Line with a third-party service provider as a means for employees, Contractors, vendors, tenants and the general public to report suspected fraud, waste or abuse in connection with Aviation Authority operations. Should Contractor suspect any fraud, waste or abuse in connection with any work under this Contract, including any work of its Subcontractors or laborers, it shall promptly report such activity at 877-370-6354, through email: GOAA@integritycounts.ca, or through the online reporting form at http://www.integritycounts.ca/org/GOAA. The Contractor shall include this reporting requirement in all subcontracts and vendor agreements. The Contractor is further encouraged to report any suspected fraud, waste or abuse it suspects in connection with any other airport operation or project.

6.7 EEO Statement

Contractors must ensure that employees and applicants for employment are not discriminated against for reasons of race, color, age, religion, sex, national origin, or handicapped status. Minority and female-owned businesses are encouraged to participate. The Aviation Authority is an equal opportunity employer.

6.8 Federal Fair Labor Standards Act

All Contracts and subcontracts that result from this Contract 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. The Consultant has full responsibility to monitor compliance to the referenced statute or regulation. The Consultant must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

6.9 Occupational Safety And Health Act of 1970

All Contracts and Sub-Contracts that result from this Contract incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor (also known as Consultant) must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Consultant retains full responsibility to monitor its compliance and their Subcontractor's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Consultant 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.

6.10 Discounts

All discounts, EXCEPT THOSE FOR PROMPT PAYMENT, shall be considered in determining the lowest net cost for Response evaluation purposes.

6.11 Pricing

Firm prices shall be proposed and include FOB DESTINATION, for all packing, handling, shipping charges, fuel surcharges and delivery, unless otherwise indicated, to any point within the Aviation Authority to a secure area or inside delivery. All prices, costs, and conditions shall remain firm and valid for 90 days from the date of opening. The obligations of Aviation Authority under this award are subject to the availability of funds lawfully appropriated for its purpose by the State of Florida and/or the Aviation Authority Board.

6.12 Incurred Cost

The Aviation Authority is not liable for any cost incurred by any Contractor prior to an award. Costs for developing a response to this request for Response are entirely the obligation of the Contractor and shall not be chargeable in any manner to the Aviation Authority.

6.13 Errors

In the event of extension error(s), the unit price will prevail. In the event of addition error(s), the extended totals will prevail. In either case, the Contractor's total offer will be adjusted accordingly.

6.14 Taxes

The Aviation Authority is exempt from Federal excise taxes and all sales taxes.

6.15 Silence of Specifications

The apparent silence of the specifications and any supplemental specifications as to any details or the omission from same of any detailed description concerning any

point, shall be regarded as meaning that only the best commercial practices are to prevail and only materials of first quality be provided.

6.16 Assignment

Neither this Contract nor any of the Contractor's rights or obligations hereunder may be assigned by the Contractor without the Aviation Authority's prior written consent, which consent may be granted or withheld in the Aviation Authority's sole discretion. Any transfer of this Contract by merger, consolidation or liquidation, change in federal identification number or, any change in ownership of or power to vote a majority of the outstanding voting stock or ownership interests of the Contractor shall constitute an assignment of this Contract for purposes of this Section. In the event the Contractor assigns or subcontracts or attempts to assign or subcontract any right or obligation arising under this Contract without the Aviation Authority's prior written consent, the Aviation Authority shall be entitled to terminate this Contract. Assignments require at least 60 days prior notice.

6.17 Indemnification

The successful Contractor shall indemnify, defend and hold completely harmless the Aviation Authority and the City of Orlando, Florida ("City"), and the members (including, without limitation, members of the Aviation Authority's Board and the City's Council, and members of the citizens' advisory committees of each), officers, employees and agents of each, from and against any and all liabilities (including statutory liability and liability under Workers' Compensation Laws), losses, suits, claims, demands, judgments, fines, damages, costs and expenses (including all costs for investigation and defense thereof, including, but not limited to, court costs, paralegal and expert fees and reasonable attorneys' fees) which may be incurred by, charged to or recovered from any of the foregoing: (a) by reason or on account of damage to or destruction or loss of any property of Aviation Authority or the City, or any property of, injury to or death of any person resulting from or arising out of or in connection with the performance of this Contract, including any liability pursuant to Florida Statute 768.0755, or the acts or omissions of Contractor's directors, officers, agents, employees, Subcontractors, licensees or invitees, regardless of where the damage, destruction, injury or death occurred, unless such liability, loss, suit, claim, demand, judgment, fine, damage, cost or expense was proximately caused solely by Aviation Authority's negligence or by the joint negligence of Aviation Authority and any person other than Contractor or Contractor's directors, officers, agents, employees, Subcontractors, licensees, or invitees, or (b) arising out of or in connection with the failure of Contractor to keep, observe or perform any of the covenants or agreements in this Contract which are required to be kept, observed or performed by Contractor, or (c) arising out of or in connection with any claim, suit, assessment or judgment prohibited by this condition or in favor of any person described in below, or (d) arising out of or in connection with any action by Contractor or its directors, officers, agents, employees, Subcontractors, licensees or invitees. Aviation Authority agrees to give Contractor reasonable notice of any suit or claim for which indemnification will be sought hereunder, to allow Contractor or its insurer to compromise and defend the same to the extent of its interests, and to reasonably cooperate with the defense of any such suit or claim. In carrying out its obligations under this section, Contractor

shall engage counsel reasonably acceptable to Aviation Authority. In any suit, action, proceeding, claim or demand brought in respect of which the Aviation Authority may pursue indemnity, the Aviation Authority shall have the right to retain its own counsel. The fees and expenses of such counsel shall be at the expense of the Aviation Authority unless the Contractor and the Aviation Authority shall have mutually agreed to another arrangement. In the event Contractor fails, within a reasonable time to retain counsel satisfactory to the Aviation Authority, the Aviation Authority may retain counsel and Contractor shall be responsible for such legal fees, costs and expenses. In the event, the Aviation Authority and the Contractor are both named parties in any such proceeding and, in the sole judgment of the Aviation Authority, representation of both the Aviation Authority and the Contractor by the same counsel would be inappropriate due to actual or potential differing interests between them then Aviation Authority shall obtain its own counsel and Contractor shall be responsible for such legal fees, costs and expenses. The indemnification provisions of this Section 5 shall survive the expiration or earlier termination of this Contract with respect to any acts or omissions occurring during the term of the Contract. No recourse under or upon any obligation, covenant or agreement contained in this Contract, or any other agreement or document pertaining to the work or services of the Contractor hereunder, as such may from time to time be altered or amended in accordance with the provisions hereof, or any judgment obtained against Aviation Authority, or the City, or by the enforcement of any assessment or by any legal or equitable proceeding by virtue of any statute or otherwise, under or independent of this Contract, shall be had against any member (including, without limitation, members of the Aviation Authority's Board or the City's Council, or members of the citizens advisory committees of each), any officer, employee or agent, as such, past, present, or future of Aviation Authority or City, either directly or through the Aviation Authority or the City or otherwise for any claim arising out of or in connection with this Contract or the work or services conducted pursuant to it, or for any sum that may be due and unpaid by Aviation Authority. Any and all personal liability of every nature, whether at common law or in equity, or by statute or by constitution or otherwise, of any such member, officer, employee, or agent, as such, to respond by reason of any act or omission on his or her part or otherwise for any claim arising out of or in connection with this Contract or the work or services conducted pursuant to it, or for the payment for or to Aviation Authority, or any receiver therefore or otherwise, of any sum that may remain due and unpaid by the Aviation Authority, is expressly waived and released as a condition of and in consideration of the execution of this Contract and the, promises made to Contractor pursuant to this Contract. In any and all claims against the Aviation Authority or the City, or any of their officers, members, agents, servants or employees, by any employee of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation of Contractor under this Section shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefit payable by or for the Contractor or any Subcontractor under Workers' Compensation Acts, disability benefit acts or other employee benefit acts. No provisions of this condition shall be construed to negate, abridge, or otherwise reduce any other right of indemnity that Aviation Authority may have as to any party or person described therein.

6.18 Patents and Royalties

The Contractor, without exception shall indemnify and save harmless the Aviation Authority and its employees from liability of any nature of kind including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or article manufactured or used in the performance of the Contract, including its use by the Aviation Authority. If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the Response prices shall include all royalties or cost arising from the use of such design, device, or materials in any involved in the work.

6.19 Software License to Contractor

If this purchase is for the license of software products and/or services, and unless otherwise agreed, Contractor hereby grants to the Aviation Authority , a perpetual, irrevocable, nonexclusive, nontransferable, royalty free license to use the software. This software is “proprietary” to Contractor, and is licensed and provided to the Aviation Authority for its sole use for purposes under this Agreement and any attached work orders or invoices. The Aviation Authority may not use or share this software without permission of the Contractor; however the Aviation Authority may make copies of the software expressly for backup purposes.

6.20 Warranty Against Infringement of Intellectual Property

Contractor warrants that the goods or services do not infringe upon or violate any United States patent, copyright, or trade secret. Contractor will defend at its expense any action against the Aviation Authority or the Aviation Authority as licensee to the extent that it is based on a claim that goods used or services provided used within the scope of the license hereunder infringe upon a United States patent, copyright or trade secret, and Contractor will pay any and all costs and damages finally awarded against the Aviation Authority or the Aviation Authority as licensee in such actions which is attributable to such claim. Should the products or services become, or in Contractor's opinion be likely to become, the subject of any claim of infringement, Contractor shall either: (a) procure for the Aviation Authority the right to continue to use the goods or services; or (b) modify the goods or services to make them non-infringing, provided that such modification does not materially adversely affect the Aviation Authority’s authorized use; or (c) replace the goods or services with equally suitable, compatible, and functionally equivalent non-infringing goods or services at no additional cost to the Aviation Authority; or (d) if none of the foregoing alternatives is reasonably available to Contractor, terminate this agreement and refund to the Aviation Authority the payments actually made to Contractor under this agreement.

6.21 Optional Ownership of Work Product

Contractor agrees that any and all analyses, evaluations, reports, memoranda, letters, ideas, processes, methods, programs, and manuals that were developed, prepared, conceived, made or suggested by the Contractor for the Aviation Authority pursuant to a Work Order, including all such developments as are originated or conceived during the term of the Contract and that are completed or reduced to writing

thereafter (the "Work Product") and Contractor acknowledges that such Work Product may be considered "work(s) made for hire" and will be and remain the exclusive property of the Aviation Authority. To the extent that the Work Product, under applicable law, may not be considered work(s) made for hire, Contractor hereby agrees that this Agreement effectively transfers, grants, conveys, and assigns exclusively to the Aviation Authority, all rights, title and ownership interests, including copyright, which Contractor may have in any Work Product or any tangible media embodying such Work Product, without the necessity of any further consideration, and Aviation Authority shall be entitled to obtain and hold in its own name, all Intellectual Property rights in and to the Work Product. Contractor for itself and on behalf of its Contractors hereby waives any property interest in such Work Product.

6.22 Personal Identifiable Information (PII), Personal Health Information (PHI), Sensitive Security Information (SSI), Payment Card Industry (PCI)

In the course of performing the Agreement work, Contractor may gain access to Sensitive Data Types including but not limited to Personal Identifiable Information (PII), Personal Health Information (PHI), Sensitive Security Information (SSI), Payment Card Industry (PCI), Financial Information and/or other confidential information of the Aviation Authority. Contractor agrees to hold such information in confidence and to make such information known only to its employees, affiliates, agents, Subcontractors, and sub-consultants who have a legitimate need to know such information and who are under a similar obligation of confidentiality. The Contractor shall seek the Aviation Authority's prior written consent before releasing, disclosing, or otherwise making such confidential information available to any other person. This provision shall not apply to information required to be released by applicable law, legal subpoena, or other lawful process. The Contractor must notify the Aviation Authority as soon as practicable in the event Contractor is notified of or discovers any compromise and/or breach or suspected breach, such as unauthorized access to, theft of, misuse of and unintentional releases or of any security/sensitive data types, or confidential information of the Aviation Authority and/or Individuals ("Data Breach") involving Contractor controlled systems such as, but not necessarily limited to, web sites, transmission infrastructure, voice response unit, and retrieval and storage systems. This notification should include, to the extent known, the type of Data Breach, type of data compromised and/or breached, and results of any forensic investigation. To the extent Contractor is responsible for the Data Breach and upon mutual agreement of the parties, Contractor shall be responsible to implement, in coordination with the Aviation Authority, a commercially reasonable Remediation Plan to address and respond to a Data Breach. Such commercially reasonable "Remediation Plan" will include certain administrative requirements associated with addressing and responding to such Data Breach to the extent necessary under the circumstances, and may include but is not necessarily limited to: (i) preparation and mailing or other transmission of legally required notifications, (ii) preparation and mailing or other transmission or communication to impacted Individuals such as may be required by applicable law or regulation; (iii) offering potentially impacted Individuals the opportunity to enroll in a credit monitoring service offered by a vendor of Contractor's choice for a two-year period, or other period as required by applicable law, at no charge to the impacted Individuals; and (iv) payment of applicable reasonable legal, audit, accounting and administrative expenses associated with the

investigation, notifications and recovery arising from the Data Breach. The remedies provided for in the Remediation Plan shall be in addition to any other remedies available to the Aviation Authority under this Agreement. The provisions of this Section shall survive the expiration or earlier termination of the Agreement.

6.23 Training

If specified, supplier(s) may be required at the convenience of the Aviation Authority, to provide employees training in the operation and maintenance of any items(s) purchased from this Solicitation.

6.24 Acceptance

Items may be tested for compliance with the Specifications. Items delivered not conforming to specifications may be rejected and returned at Contractor's expense. Any increase in cost may be charged against the Contractor.

6.25 Safety Warranty

The selling dealer, distributor, supplier, and manufacturer shall be responsible for having complied with all Federal, State and local standards, regulations, and laws concerning the equipment specified and the use thereof, applicable and effective on the date of manufacture including safety and environmental standards as apply to both private industry and governmental agencies.

6.26 Warranty

The Contractor agrees that, unless otherwise specified, the supplies and/or services furnished under this Solicitation shall be covered by the most favorable commercial warranty the Contractor gives to any customer for comparable quantities of such supplies and/or services and that the rights and remedies provided herein are in addition to and do not limit any rights afforded to the Aviation Authority by any other provision of this Solicitation.

6.27 Conflict of Interest:

The award hereunder is subject to provisions of State of Florida Statutes. All Contractors must disclose with their bid the name of any officer, director, or agent who is also an employee of the Aviation Authority. Further, all Contractors must disclose the name of any Aviation Authority employee who owns, directly or indirectly, an interest of ten percent (10%) or more in the Contractor's firm or any of its branches.

6.28 Drug-Free Workplace

Whenever two or more Responses, which are equal with respect to price, quality, and service, are received by the Aviation Authority for the procurement of commodities or Contractual services, a Response received from a business that has implemented a drug-free workplace program per 287.087, Fla. Stat. shall be given preference in the award process.

6.29 Discriminatory Vendor List

An entity or affiliate placed on the Discriminatory Vendor List shall not submit a Response for a Contract to provide goods or services to a public entity, shall not submit a Response on a Contract with a public entity for the construction or repair of a public building or perform any public work, shall not submit Responses for leases of real property to a public entity, shall not award or perform work as a Contractor, supplier, Subcontractor, or consultant under any Contract with any public entity, and shall not transact business with any public entity per 287.134(3)(d), Fla. Stat.

6.30 Public Entity Crimes

All Contractor are hereby placed on notice that a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a Response on a Contract to provide any goods or services to a public entity, may not submit a Response on a Contract with a public entity for the construction repair of a public building or public work, may not submit Responses on leases of real property to a public entity, may not be awarded or perform work as a Contractor, supplier, Subcontractor, or consultant under a Contract with a public entity, and may not transact business with any public entity in excess of the threshold amount provided in 287.017 Fla. Stat. for CATEGORY TWO (currently $35,000) for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

Convicted Vendor List / Vendor Registration and Vendor Lists / State Agency Resources / State Purchasing / Business Operations / Florida Department of Management Services - DMS (myflorida.com)

6.31 Scrutinized Companies

Awarded Contractor shall certify that it and its Subcontractors are not on the Scrutinized Companies that Boycott Israel List. Pursuant to Section 287.135, F.S. If the Agreement is for more than $1,000,000 the Contractor further certifies that it and its Subcontractors are also not on the Scrutinized Companies with Activities in Sudan, Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria as identified in Section 287.135, F.S. For Contracts of any amount, if the Aviation Authority determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, the Aviation Authority shall either terminate the Contract after it has given the Contractor notice and an opportunity to demonstrate the Aviation Authority's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the Aviation Authority may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met. For Contracts $1,000,000 and greater, if the Aviation Authority determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies with Activities in the Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the Aviation Authority shall either terminate the Contract after it has given the Contractor notice and an

opportunity to demonstrate the Aviation Authority's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the Aviation Authority may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met. The Contractor agrees to observe the above requirements for applicable subcontracts entered into for the performance of work under this Agreement. As provided in Subsection 287.135(8), F.S., if federal law ceases to authorize these Contracting prohibitions, this section shall become inoperative and unenforceable.

6.32 Licenses and Certifications

The awarded Contractor will be required to secure, at its expense and show proof of the proper business tax receipt and/or any other license/certification required of the applicable service/work being performed. Prior to award, the apparent low Contractor will be required to provide proof of license and/or certification within two (2) business days of the posted awarded recommendation and submit copies of license/certifications to the Purchasing Department. The successful Contractor is responsible for obtaining all permits necessary to construct the project. The Aviation Authority does not exempt itself from permitting requirements. The Contractor shall pay all Aviation Authority permit, inspection and impact fees required for the project or services required under this Contract; all other fees for permits required by agencies/municipalities other than the Aviation Authority shall be the responsibility of the awarded Contractor.

6.33 Subcontractors

The Contractor shall be fully responsible for all acts and omissions of the Subcontractors and of persons and organizations directly or indirectly employed by them and of persons and organizations for whose acts and omissions of persons directly employed by the Contractor. In the event a qualified Subcontractor is employed, the Contractor shall:

a. Obtain approval in advance by the Aviation Authority.

b. Continuously monitor the Subcontractor's performance, shall remain fully responsible to ensure that the Subcontractor performs as required and itself perform or remedy any obligations or functions which the Subcontractor fails to perform properly. Nothing contained herein shall be construed to prevent a Contractor from using the services of a common carrier for delivering goods to the Aviation Authority.

c. To the extent feasible, the provisions of this Contract shall apply to any such Subcontractor in the same manner as they apply to the Contractor. However, such application shall neither make any Subcontractor a party to this Contract, nor make such Subcontractor a third-party beneficiary hereof.

d. The Aviation Authority may require that copies of invoices for all work (including invoices submitted to the Contractor for work performed by a Subcontractor)

shall be submitted to the Aviation Authority by the Contractor and the Aviation Authority shall pay all compensation to the Contractor.

e. It shall be the sole responsibility of the Contractor to deal with a Subcontractor with respect to the collecting and submission of invoices and the payment of compensation. In no event shall the Aviation Authority have any obligation or liability hereunder to any Subcontractor, including, in particular, any obligations of payment.

f. If the Contractor has qualified as an MWBE or LDB program participant with respect to this Contract, Contractor may not subcontract the performance of services hereunder to an entity that has not received MWBE or LDB certification, unless the MWBE and LDB Participation Goals are separately met by a qualified portion of the Contract being performed by the Contractor or by one or more other Subcontractors that are MWBE and/or LDB certified.

6.34 Verbal Instructions

No negotiations, decisions, or actions shall be initiated or executed by the Contractor as a result of any discussions with any Aviation Authority employee. Only those communications, which are in writing from an authorized Aviation Authority representative, may be considered. Only written communications from Contractors, which are signed by a person designated as authorized to bind the company, will be recognized by the Aviation Authority as duly authorized expressions on behalf of the Contractor.

6.35 Litigation Venue

All litigation shall take place either in the State Courts of Florida, wherein venue shall lie in Orange County, Florida, or in the Federal Courts wherein venue shall lie in the Middle District in and for the State of Florida. The Contractor expressly waives venue in any other location.

6.36 Addition, Deletion, or Modification of Services

The Aviation Authority reserves the right at its sole discretion to increase, decrease, or delete any portion of this agreement/Contract at any time without cause, and if such right is exercised by the Aviation Authority, the total fee shall be reduced or increased by a prorated basis. If work has already been accomplished on the portion of the Contract to be increased, decreased, or deleted, the Contractor shall be paid for the correct portion on the basis of the estimated percentage agreed upon by the Aviation Authority, the Contractor, and the AAR upon completion of such portion.

6.37 Operation During Dispute

In the event the Aviation Authority has not canceled the Contract in accordance with the terms of the Contract, and there remains a dispute between the Contractor and the Aviation Authority, the Contractor agrees to continue to operate and perform under the terms of the Contract while such dispute is pending. Further, the Contractor agrees

that, in the event a suit is filed for injunction or other relief, it will continue to operate until the final adjudication of such suit by the court.

6.38 Funding

Obligation of the Aviation Authority for payment to a Contractor is limited to availability of funds appropriated in a current fiscal period, and continuation of contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise authorized by law.

6.39 Contract Termination

The Contract resulting from this Response shall commence upon issuance and acceptance of the fully executed Contract. The Aviation Authority retains the right to terminate the Contract, in part or in its entirety, with or without good cause, upon thirty (30) days prior written notice or as stated herein. In the event of termination by the Aviation Authority, provided herein, the awarded Contractor shall be paid for services performed through the date of termination.

a. **Termination for Cause**: If, through any cause, Contractor shall fail to fulfill in a timely and proper manner its obligations under this Agreement, or if Contractor shall violate any of the covenants, agreements, or stipulations of this Agreement, the Aviation Authority shall thereupon have the right to terminate this Agreement by giving written notice to Contractor of such termination and specifying the effective date.

b. Notwithstanding the above, Contractor shall not be relieved of liability to the Aviation Authority for damages sustained by the Aviation Authority by virtue of any breach of this Agreement by Contractor, and the Aviation Authority may withhold any payments to Contractor for the purposes of set-off until such time as the exact amount of damages due the Aviation Authority from Contractor is determined. This provision shall survive the termination of this agreement and shall not relieve Contractor of its liability to the Aviation Authority for damages.

c. **Termination for Convenience of Aviation Authority**: The Aviation Authority may terminate this Agreement at any time for any reason or no reason at all by giving at least thirty (30) days' notice in writing to the Contractor. If the Agreement is terminated by the Aviation Authority as provided herein, Contractor will be paid for the services performed through the Termination Date.

d. **Termination for Convenience of Contractor**: The Contractor may terminate this Agreement by giving at least 180 days' notice to the Aviation Authority. Upon receipt of notice of termination by the Aviation Authority from the Contractor, Contractor shall perform the services through the end of Termination Date and shall be paid for the services performed through the Termination Date.

e. In the event a contractor providing services to another location is terminated, the Aviation Authority reserves the right to negotiation an expansion of services to include additional areas with any Contractor.

6.40 Contractor Responsibilities

Contractors, by submitting a Response, certify that it understands all planning, coordinating, and implementation of the described services shall be done through personal contact between the Contractor and the Aviation Authorized Representative (AAR), and that telephone contact and mail correspondence may, in some cases, not be appropriate. Aviation Authority approved representatives of the Contractor shall be available to meet with the AAR, as may be required, to accomplish the Aviation Authority's objectives as effectively and efficiently as possible, during all phases of this agreement/Contract/Response.

6.41 Supervision of Contract Performance

During the term of this Contract, the AAR or designee, shall act on the behalf of the Aviation Authority, but in no event shall the AAR have authority to modify or terminate this Contract, or make final decisions with respect to amendments, time extensions, assignments, cost or payment adjustments or payment disputes. These must be approved by the CEO or the Aviation Authority Board depending on the circumstances.

6.42 Monitoring of Work

The Contractor shall provide the AAR with every reasonable opportunity to ascertain whether or not the work, as performed, is in accordance with the requirements of the Contract. The Contractor shall designate, in writing, a person to serve as liaison between the Contractor and the Aviation Authority.

6.43 Prompt Payment

For payment promptness, the Aviation Authority shall remit payment in accordance with the Florida Prompt Payment Act, Section 218.70, Fla. Stat., et seq. Aviation Authority does not expect to be billed in excess of the ordered quantity and will not pay for any quantity above the ordered quantity. Contractors may offer cash discounts for prompt payment but they will not be considered in determination of award. If a Contractor offers a discount, it is understood that the discount time will be from the date of satisfactory delivery, at the place of acceptance, and receipt of correct invoice, at the office specified, whichever occurs last. Requests for final payment for any work or services for which a permit is required shall include a copy of all required permits and copies of all required inspection reports. Failure to provide proof of acquisition of all required permits and successful completion of all required inspections shall represent an incomplete invoice and will delay payment. Contractor shall submit for payment by the Aviation Authority the amounts billed to Contractor by Subcontractors in the billing/payment request submitted first after receipt of the applicable Subcontractor invoice. Contractor shall remit payment to Subcontractors/suppliers, based upon Subcontractors/suppliers invoice, not later than seven (7) days following

receipt of payment from the Aviation Authority if Aviation Authority makes payment through an electronic funds transfer, and not later than fifteen (15) days from payment by the Aviation Authority if Aviation Authority makes payment through a paper draft or check. Contractor may not submit to the Aviation Authority for payment any amount based on an invoice of a Subcontractor that Contractor disputes. Contractor shall notify the Aviation Authority promptly of any subcontract/supplier dispute.

6.44 Right To Audit Records

In performance of this Agreement, the Contractor shall keep books, records, and accounts of all activities related to the Agreement, in compliance with generally accepted accounting procedures. All documents, papers, books, records, and accounts made or received by the Contractor in conjunction with the Agreement and the performance of this Agreement shall be open to inspection during regular business hours by an authorized representative of the Aviation Authority, and shall be retained by the Contractor for a period of five (5) years after termination of this Agreement—unless such records are exempt from section 24(a) of Article I of the State Constitution and section 119.07(1), Fla. Stat.

6.45 Copying Documents

Contractor hereby grants the Aviation Authority and its agents permission to copy and distribute any and all materials and documents contained in, comprising, or which are otherwise submitted to Aviation Authority with or in connection with the Contractor's Response or which are contained in the Contract Documents (the "Submittals"). The permission granted by the Contractor shall be on behalf of the Contractor and any and all other parties who claim any rights to any of the materials or documents comprising the Submittals. Such permission specifically authorizes the Aviation Authority and its agents to make and distribute such copies of the Submittals or portions thereof as may be deemed necessary or appropriate by Aviation Authority for its own internal purposes or for responding to requests for copies from any member of the public regardless of whether the request is specifically characterized as a public records request pursuant to Chapter 119, Florida Statutes. This provision shall survive the expiration or termination of the Contract.

6.46 Florida Public Records Law

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE AVIATION AUTHORITY'S CUSTODIAN OF PUBLIC RECORDS AT: www.orlandoairports.net/publicrecords; , PHONE NUMBER 407.825.2400; AND MAILING ADDRESS, GREATER ORLANDO AVIATION AUTHORITYY, PUBLIC RECORDS, ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827. A Contractor with an Aviation Authority Contract for services, must comply with Florida Statute, Chapter 119.071, specifically to: Keep and maintain public records that ordinarily and necessarily would be required by the Aviation Authority in order to perform the service. Upon request from the Aviation Authority's custodian of public records, provide the

Aviation Authority with a copy of the requested records or allow the access to public records to be inspected or copied within a reasonable time on the same terms and conditions that the Aviation Authority would provide the records and at a cost that does not exceed the cost provided in Chapter 119.07, Florida Statutes, or as otherwise provided by law. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term and following completion of the Contract if the Contractor does not transfer the records to the Aviation Authority. Upon completion of the Contract, meet all requirements for retaining public records and transfer, at no cost to the Aviation Authority, all public records in possession of the Contractor or keep and maintain public records required by the Aviation Authority to perform the service. If the Contractor transfers all public records to the Aviation Authority upon completion of the Contract, the Contractor shall, upon termination of the Contract, destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the Contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the Aviation Authority, upon request from the Aviation Authority's custodian of public records, in a format that is compatible with the information technology systems of the Aviation Authority. If a Contractor does not comply with a public records request, the Aviation Authority shall enforce the Contract provisions in accordance with the Contract.

6.47 Federal Compliance Provisions

Contractor agrees to recognize and comply with all applicable standards, orders or regulations issued pursuant to 2 C.F.R. Part 200, Appendix II. Standards, orders or regulations that are not applicable to the scope of work will not be required of the Contractor. To the extent applicable, the Contractor shall cause the inclusion of the provisions of these provisions in all subcontracts.

a. **Equal Employment Opportunity:** For any federally assisted construction Contract, as defined in 41 CFR 60-1.3, the Contractor, Subcontractor, subrecipient shall follow all of the requirements of the Equal Opportunity Clause as stated in 41 CFR 60-1.4.

b. **Davis–Bacon Act:** For any federally assisted construction Contract, in excess of two thousand dollars ($2,000), the Contractor, Subcontractor, subrecipient shall comply with all of the requirements of the Davis-Bacon Act (40 U.S.C. 3141 – 3148) as supplemented by Department of Labor Regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and assisted Construction"); and the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). For a definition of "Construction" see 48 CFR 2.101.

c. **Contract Work Hours and Safety Standards Act:** For any federally assisted Contract, in excess of one hundred thousand dollars ($100,000), that involves

the employment of mechanics or laborers, the Contractor, Subcontractor, subrecipient shall comply with all of the requirements of the Contract work Hours and Safety Standards Act (40 U.S.C. 3702 and 3704), as supplemented by Department of Labor Regulations (29 CFR Part 5).

d. **Byrd Anti-Lobbying Amendment (31 U.S.C. 1352):** Contractors that apply or Bid for an award exceeding one hundred thousand dollars ($100,000) must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal Contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

e. **Debarment and Suspension**:

1) Non-federal entities and Contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension).

2) Upon request, the vendor agrees to provide the Aviation Authority with subsequent certification(s) for it and/or its suppliers, Subcontractors and subconsultants after Contract award.

a) This Contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such the vendor is required to verify that none of the vendor, its principals (defined at 2 C.F.R. § 80.995), or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).

b) The vendor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.

c) This certification is a material representation of fact relied upon by County (subgrantee). If it is later determined that the vendor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the Federal Government serving as grantee and the Aviation Authority as subgrantee, the Federal Government may pursue available

remedies, including but not limited to suspension and/or debarment.

d) The vendor must comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this order/Contract is valid. The vendor further agrees to include a provision requiring such compliance in its lower tier covered transactions.

f. **Clean Air Act and the Federal Water Pollution Control Act:** For any federally assisted Contract, or subgrant, in excess of one hundred and fifty thousand dollars ($150,000), the Contractor, Subcontractor, subrecipient or subgrant recipient shall comply with all of the requirements of the Clean Air Act (42 U.S.C. 7401 -7671q.) and the Federal water Pollution Control Act as amended (33 U.S.C. 1251 – 1387).

g. **Energy Policy and Conservation Act**: The Contractor agrees to comply with the mandatory standards and policies relating to energy efficiency contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act 42 U.S.C. 6201.

h. **Federal System for Award Management**: A order/Contract shall not be made to parties listed on the government-wide exclusions set forth in the System for Award Management ("SAM") (found at www.sam.gov), which contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory Aviation Authority.

i. **Title Vi List of Pertinent Nondiscrimination Acts And Authorities**
During the performance of this Contract, the Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

1) 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);

2) 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);

3) 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);

4) 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;

5) The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq*.), (prohibits discrimination on the basis of age);

6) 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);

7) 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, subrecipients and Contractors, whether such programs or activities are Federally funded or not);

8) 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;

9) 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);

10) 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;

11) 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);

12) 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).

j. **Procurement of Recovered Materials:**

1) In the performance of this Contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired.

2) Competitively procured within a timeframe providing for compliance with the Contract performance schedule;

3) Meeting Contract performance requirements; or

4) At a reasonable price.

5) Information about this requirement, along with a list of EPA-designated items, is available at EPA's Comprehensive Procurement Guidelines web site, https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program.

6) Awarded Contractors are required to fully comply with all requirements outlined in 2 CFR Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

6.48 Federal Emergency Management Agency (FEMA) Contract Requirements

In the event of a hurricane, civil disturbance, or other declared emergency, the Contractor will be required to begin response within one hour after notification and be on site no later than two hours after notification unless there are circumstances beyond control of the Contractor (roadway damage, etc.). **Cost of the service will be at the standard or non-standard working hours at the discretion of the Aviation Authority**. If State of Florida declares a State of Emergency, Contractor agrees to the terms outlined in the Federal Emergency Management Agency (FEMA) Contract Requirements. **https://www.fema.gov/grants/procurement**

6.49 Additional FEMA Requirements.

The Uniform Rules authorize FEMA to require additional provisions for non - Federal entity Contracts. FEMA, pursuant to this Aviation Authority, may require the following:

1) Access to Records. The following access to records requirements applies to this Contract:

a) The Contractor agrees to provide the Florida Division of Emergency Management, Greater Orlando Aviation Authority, Orlando, Florida, the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this Contract for the purposes of making audits, examinations, excerpts, and transcriptions.

b) The Contractor agrees to permit any of the foregoing parties to

reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

c) The Contractor agrees to provide the FEMA Administrator or his authorized representatives' access to construction or other work sites pertaining to the work being completed under the Contract.

d) In compliance with the Disaster Recovery Act of 2018, the non-federal entity and the Contractor acknowledge and agree that no language in this Contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.

2) Compliance with Federal Law, Regulations, and Executive Orders.

This is an acknowledgement that FEMA financial assistance will be used to fund the Contract only. The Contractor will comply with all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives.

3) No Obligation by Federal Government.

The Federal Government is not a party to this Contract and is not subject to any obligations or liabilities to the non -- Federal entity, Contractor, or any other party pertaining to any matter resulting from the Contract.

4) Program Fraud and False or Fraudulent Statements or Related Acts.

The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this Contract.

The remainder of this page is intentionally blank.

7.0 CONTRACT

7.1 Contract Instructions

The Aviation Authority shall notify the Respondent of the Aviation Authority's intent to make an award and the Respondent shall submit a properly executed Contract within ten (10) calendar days of receipt of notice from the Notice of Intent. Unless such time is extended by the Aviation Authority, the failure of a Respondent to submit a properly executed form within said time period shall be cause for cancellation of the intended award by the Aviation Authority in its sole discretion. In the event that an intended award is cancelled, the award may then be made to the next lowest responsive and responsible Respondent. Unless otherwise agreed by the Aviation Authority in its sole discretion, the Contract shall be executed and notarized as follows:

a. If the Contractor is a corporation, the Contract shall be signed by an authorized corporate officer (i.e., President, Vice President, C.E.O, or C.O.O.).

b. If Contractor is a Partnership, the Contract shall be signed by a general or managing partner.

c. If the Contractor is a Limited Liability Company, the Contract shall be signed by a Manager or Managing Member having Aviation Authority to bind the company.

d. If Contractor is a sole proprietorship, the owner shall sign the Contract

If an aforementioned signatory is not available and a different authorized signatory executes the form, a letter of authorization reflecting the signatory's Aviation Authority shall be submitted on the Contractor's stationery stating that the person who signed the form is duly authorized to enter into such Contract on behalf of the Contractor. Such letter of authorization shall be signed by one of the designated signatories above or such other representative as may be acceptable to the Aviation Authority.

If a Response is accepted by the Aviation Authority, the Contract will be executed by the Aviation Authority with respect to the items awarded and returned to the Contractor evidencing the Aviation Authority's acceptance of the Response. No award shall be final, and no Contractor shall have any entitlement to a Contract or award, until such time as the Aviation Authority has executed the Contract. Upon execution by both parties, the Contract will constitute the formal written Contract between the Aviation Authority and the Contractor.

7.2 Contract

This Agreement/Contract is made and entered into effective as of the _____ day of_____ 20__, by and between the **GREATER ORLANDO AVIATION AUTHORITY**, a public and governmental body, existing under and by virtue of the laws of the State of Florida, hereinafter called the Aviation Authority, and _____, hereinafter called Contractor.

WITNESSETH, that the said Contractor, for and in consideration of the payments hereinafter specified and agreed to be made by the Aviation Authority, hereby covenants and agrees to furnish all labor, supervision, management oversight, training, materials, equipment, tools, vehicles, submissions, reports, consumables, uniforms, janitorial cleaning supplies (except hand soap, trash liners and baling wire), paper products (except paper towels and toilet tissue), feminine hygiene products, toilet seat covers, trash can inserts, fuel, oil, lubricants, and all other items with no markup necessary or proper for, or incidental to, performing its obligations under Purchasing Request For Proposal 23-380-RFP, Terminals A and B Janitorial Maintenance, at the Orlando International Airport, in accordance with the Contract Documents which consist of the Contract, Response Price Page(s), the General Information, the Special Conditions, the Specifications, the Terms and Conditions, the Federal Provisions, any Addenda issued prior to the execution of the Contract, and the Request for Responses, each of which are incorporated herein by this reference.

If the Contractor shall fail to comply with any of the terms, conditions, provisions, or stipulations of the Contract Documents, then the Aviation Authority may avail itself of any or all remedies provided in the Contract Documents, or which are otherwise available by applicable law or in equity, and shall have the right and power to proceed in accordance with the provisions thereof.

An extension of time for performance shall be the Contractor's sole and exclusive remedy for any delay of any kind or nature caused by Aviation Authority, and in no event shall Contractor be entitled to recover from Aviation Authority any indirect, incidental, special or consequential damages in any proceeding arising out of or relating to this Contract or the breach thereof.

It is also agreed and understood that the acceptance of the last payment pursuant to the Terms and Conditions for work performed hereunder by the Contractor shall be considered as a release in full of all claims against Aviation Authority and its members, officers, agents and employees arising out of, or by reason of, the Contract obligations or work.

In consideration of the Contractor's obligations set forth in the Contract Documents, Aviation Authority agrees to pay to the Contractor upon satisfactory completion of such obligations, and subject to the Contract provisions, the compensation as set forth in **Response Price Page(s)** subject to such additions and deductions as may be provided in the Contract Documents and any duly approved and executed amendments thereto.

IN WITNESS WHEREOF, the said **GREATER ORLANDO AVIATION AUTHORITY** has caused this Contract to be executed in its name by its Chief Executive Officer, or designee, and the said Contractor.

GREATER ORLANDO AVIATION AUTHORITY

By:_____

Title:_____

Date:_____

"CONTRACTOR"

By:_____

Title:_____

Date:_____

Performance Bond No.:_____

Performance Bond Expiration Date: _____

PERFORMANCE BOND FORM

GREATER ORLANDO AVIATION AUTHORITY

KNOW ALL MEN BY THESE PRESENTS that_____
_____, hereinafter called Principal, and
_____
_____, a corporation organized under the laws of the State of _____ and licensed to do business in the State of Florida, hereinafter called Surety, are held and firmly bound unto the Greater Orlando Aviation Authority, hereinafter called Aviation Authority, in the Penal Sum of _____ **Dollars ($ 00,000.00)**, for the payment of which sum well and truly made, Principal and Surety bind ourselves, our heirs, personal representatives, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, Principal has by written agreement entered into a Contract with Aviation Authority for Purchasing Request For Proposal 23-380-RFP Terminals A and B Janitorial Maintenance at Orlando International Airport, in accordance with the Contract Documents which are incorporated therein by reference and made a part thereof, and which collectively are herein referred to as the Contract.

WHEREAS Surety is authorized to do business in the State of Florida.

NOW, THEREFORE, the condition of this obligation is such that if Principal:

1. Promptly and faithfully performs each of its obligations under said Contract, including, but not limited to, any warranty provisions, in the time and manner prescribed in the Contract; and

2. Pays Aviation Authority all losses, damages (liquidated or actual, including, but not limited to, damages caused by delays in the performance of Principal, or latent defects in the goods or services furnished by Principal), expenses, costs and attorneys' fees for and in connection with all trial and appellate proceedings, that Aviation Authority sustains resulting directly or indirectly from any breach or default by Principal under the Contract; and

3. Pays Aviation Authority all losses, damages, expenses, costs, attorneys' fees and other legal costs (including, but not limited to, those for investigative and legal support services) for and in connection with all trial, appellate and bankruptcy proceedings, that the Aviation Authority sustains resulting directly and indirectly from conduct of the Principal, including, but not limited to, want of care or skill, negligence, patent infringement, or intentionally wrongful conduct on the part of the Principal, its officers, agents, employees or any other person or

entity for whom the Principal is responsible, then this bond is void; otherwise it remains in full force and effect.

In the event that the Principal shall fail to perform any of the terms, covenants or conditions of the Contract during the period in which this Performance Bond is in effect, the Surety shall remain liable to the Aviation Authority for all such loss or damage (including, but not limited to, reasonable attorneys' fees and other legal and court costs) resulting from or in connection with any failure to perform up to the amount of the Penal Sum.

In the event the Surety fails to fulfill its obligations under this Performance Bond, then the Surety shall also indemnify and save the Aviation Authority harmless from any and all loss, damage, cost and expense, including, but not limited to, reasonable attorneys' fees and other legal and court costs for all trial, appellate and bankruptcy proceedings, resulting directly or indirectly from or in connection with the Surety's failure to fulfill its obligations hereunder. This paragraph shall survive the termination or cancellation of this Performance Bond. The obligations set forth in this paragraph shall not be limited by the Penal Sum of this Bond.

The Surety's obligations hereunder shall be direct and immediate and not conditional or contingent upon Aviation Authority's pursuit of its remedies against Principal, and shall remain in full force and effect notwithstanding (i) amendments or modifications to the Contract entered into by Aviation Authority and Principal without the Surety's knowledge or consent, (ii) waivers of compliance with or any default under the Contract granted by Aviation Authority to Principal without the Surety's knowledge or consent, (iii) the discharge of Principal from its obligations under the Contract as a result of any proceeding initiated under the Bankruptcy Code of 1978, as the same may be amended, or any similar state or federal law, or any limitation of the liability of Principal or its estate as a result of any such proceeding, or (iv) any other action taken by Aviation Authority or Principal that would, in the absence of this clause, result in the release or discharge by operation of law of the Surety from its obligations hereunder.

The institution of suit upon this Bond is subject to the limitations period in accordance with Section 95.11, Florida Statutes.

Any changes in or under the Contract Documents (which include, but are not limited to, the Specification and compliance or noncompliance with any formalities connected with the Contract or the changes therein shall not affect Surety's obligation under this Bond, and Surety hereby waives notice of any such changes. Further, Principal and Surety acknowledge that the Penal Sum of this bond shall be increased or the term of this bond extended in accordance with any amendments or other modifications to the Contract Documents entered into by Aviation Authority and Principal.

IN WITNESS WHEREOF, the Principal and Surety have executed this instrument under their several seals on the _____ day of _____, 20____, the name and corporate seal of each corporate party being hereto affixed and these presents fully signed by its undersigned representative, pursuant to the authority of its governing body.

Signed, sealed and delivered in the presence of:

_____
Principal (Name of Contractor)

_____ By: _____
Witness (Signature)

_____ Its: _____
Witness (Title)

(Seal)

_____
Name of Surety

_____ By: _____
Witness (Signature)

_____ Its: _____
Witness (Title)

Address: _____

Telephone No.:_____

Fax No.:_____

E-Mail Address: _____

_____
(Countersignature by
Florida Licensed Agent)

NOTE: If Principal and Surety are corporations, the respective corporate seal should be affixed and attached.

Attach a certified copy of Power-of-Attorney appointing individual Attorney-in-Fact for execution of Performance Bond on behalf of Surety.

IMPORTANT:

Surety companies executing bonds must meet the requirements set forth in Section 3 of the Contract's Special Conditions.

OATH OF SECRETARY

GREATER ORLANDO AVIATION AUTHORITY

I, _____, certify that I am the Secretary of the corporation named as Principal in the foregoing Performance and/or Payment Bonds; that _____ who signed the said Bond(s) on behalf of the Principal was then _____ of said corporation and was authorized by the corporation to sign the Bond(s) on its behalf; that I know (his, her) signature, and (his, her) signature thereto is genuine, and that said Bonds was/were duly signed, sealed and attested for and in behalf of said corporation by the authority of its governing body.

_____
Secretary

(Corporate Seal)

IRREVOCABLE STAND-BY LETTER OF CREDIT

_____ [Date]

IRREVOCABLE LETTER OF CREDIT NO. _____

EXPIRY DATE: _____

AGGREGATE AMOUNT:**$X00,000.00**

BENEFICIARY: Greater Orlando Aviation Authority
One Jeff Fuqua Boulevard
Orlando, FL 32827-4399

Dear Sir or Madam:

On behalf of _____ [Company Name] (the "Company"), we hereby issue this irrevocable stand-by letter of credit in your favor up to the aggregate amount stated above, available by one or more sight drafts drawn by you on us.

Each draft hereunder must state "Drawn on _____ [Bank Name] Irrevocable Letter of Credit No. _____, dated _____," and must be accompanied by a statement in the form attached hereto as Exhibit A (which is incorporated in this letter of credit by this reference). Such statement must be signed by the Chief Executive Officer of the Greater Orlando Aviation Authority (the "Aviation Authority"), or designee, and must provide the following:

A. Certification that the Company has failed to faithfully perform one or more of its obligations to the Aviation Authority under that certain **Contract 23-380-RFP for Terminals A and B Janitorial Maintenance** at Orlando International Airport, as such may be amended from time to time, by and between the Company and the Aviation Authority (the "Agreement"); and

B. Certification of the amount of damages or expenses which, in his belief or determination, the Aviation Authority has suffered or incurred, or is likely to suffer or incur, as a result of such failure by the Company; or

C. Certification (1) that the Company has failed to provide to the Aviation Authority an acceptable surety bond or stand-by letter of credit to replace this letter of credit, on or before the date the same was due under the terms of the Agreement in accordance with such terms, and (2) certification of the amount of the required replacement surety bond or letter of credit.

Additionally, each draft drawn hereunder shall be paid from the funds of _____ [Bank Name]. If a drawing is made by you hereunder at or prior to 11:00 a.m., local time, on a business day, payment shall be made to you or to your designee of the amount specified at our branch where such drawing is made, in immediately available funds, not later than 3:00 p.m., such local time, on the same business day or such later time and business day as you may specify. If a drawing is made by you after 11:00 a.m., such local time, on a business day, payment shall be made to you or to your designee of the amount specified, in immediately available funds, not later than 3:00 p.m., such local time, on the next business day thereafter, or such later time and business day as you may specify.

This letter of credit is subject to the Uniform Customs and Practice for Documentary Credits (2007 Rev.), International Chamber of Commerce Publication No. 600, except that, notwithstanding the provisions of Article 36 thereof to the contrary, if this letter of credit would have otherwise expired by its terms during a period when our business has been interrupted by Acts of God or other causes beyond our control, our obligations hereunder shall continue for thirty (30) days following the date of our resumption of normal business operations.

We hereby engage with you that all drafts drawn hereunder in compliance with the terms of this credit will be duly honored upon presentation to us as provided herein.

_____
(Bank Name)

By: _____
(Signature)

Address: _____

_____

Telephone No.:_____

Fax No.:_____

E-Mail Address: _____

EXHIBIT A

GREATER ORLANDO AVIATION AUTHORITY
STATEMENT FORM

To: _____ [Bank Name]

Date: _____

Re: _____ [Company Name]

Irrevocable Letter of Credit Number: _____

The undersigned, who is the Chief Executive Officer of the Greater Orlando Aviation Authority (the "Aviation Authority"), or the duly authorized designee of same, hereby certifies to _____ [Bank Name] that [A, and either B or C are required]:

A. _____[Company Name] (the "Company") has failed to faithfully perform one or more of its obligations to the Aviation Authority under that certain **Contract, 23-380-RFP Terminals A and B Janitorial Maintenance** at Orlando International Airport, by and between the Company and the Aviation Authority (the "Agreement").

B. In the belief or determination of the undersigned, the amount of damages or expenses which the Aviation Authority has suffered or incurred or is likely to suffer or incur, as a result of such failure by the Company totals $_____; or

C. The Company has failed to provide the Aviation Authority with an acceptable replacement surety bond or stand-by letter of credit on or before the date the same was due under the terms of the Agreement in accordance with such terms, and that the amount of the required replacement bond or letter of credit is $_____.

Dated this _____ day of _____, 20____.

GREATER ORLANDO AVIATION AUTHORITY

By: _____

Title: _____

8.0 RESPONSE SUBMITTAL REQUIREMENTS

Vendors interested in providing the services shall submit their responses via e-Procurement Platform system. Once Vendors register with OpenGov, Vendors will submit their response securely before the solicitation deadline by clicking the **PARTICIPATE BUTTON** under the solicitation using the following link:

https://procurement.opengov.com/portal/goaa

Responses submitted on the e-Procurement Platform with OpenGov, the response will remain locked and inaccessible by the Aviation Authority's Purchasing Staff until the solicitation deadline.

8.1 Preparing Responses in Required Format

a. The requirements in this section are not to limit the creativity in the presentation of a Response, but rather to list the elements that the Aviation Authority deems most important to its evaluation process.

b. It is the Respondent's responsibility to incorporate all pertinent information effectively, to communicate the Respondent's concept, and meet the requirements listed in Section 3.1 Respondent's Requirements and Section 3.2 Evaluation of Response Award. The Respondent should prepare its Response simply and economically, providing a straightforward, concise description of the Respondent's capability to satisfy the conditions and requirements of this competitive solicitation.

Tab 1 Table of Contents

Please insert a table of contents and a set of tabs to identify each section of the Response to facilitate quick reference.

Tab 2 General Company Information

A. Cover Letter: The cover letter shall be signed by an authorized representative of the Respondent. The letter should indicate the Respondent's commitment to provide the services proposed and include the following:

1. A brief experience statement describing the Proposer's role and supporting airport operations and the traveling public.

2. An executive summary that is a brief overview of the overall strategy for providing large commercial janitorial maintenance services, and why their company is qualified to be selected.

3. An affirmative statement that the Respondent is willing to sign the Contract set forth in this RFP, as amended, within ten (10) days after receipt of the Notice of Intent to Award. The Aviation Authority's goal is that the terms and conditions stated in the Proposal Documents will constitute the terms of the final Contract between the Aviation Authority and the successful Respondent, without significant or material change to such terms or conditions.

B. Provide the name of Respondent 's company (including the name of any parent company):

1. Contact name and complete contact information of individual responsible for account ("Lead Individual").
2. Type of organization (corporation, sole proprietor, partnership, other).
3. Federal employer identification number.

C. Respondent must certify in writing with its Response that Respondent is registered/qualified to do business in the State of Florida. Include a copy of such registration/qualification to the Aviation Authority with their submission.

D. **Financial Statements**

1. Respondent shall provide a statement certifying that they are financially stable and have the necessary resources and financial capabilities to provide the services at the level required by the Aviation Authority.

2. Respondents must provide the most recent audited annual financial statements for the last two years in order to evaluate the Respondent's ability to perform these Services. If audited annual financial statements are not available, provide balance sheets, income statements, and cash flow statements for the last two years.

3. Respondent shall attach financials as a separate attachment via the e-procurement platform and be clearly labeled as follows: **"Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure."** (Reference Florida Statutes Section 119.071(1)(c) for exemption on financial records.)

NOTE: If the Respondent is a joint venture or partnership, which is not currently in existence, the above requested documentation shall be submitted from each entity of the proposed joint venture or partnership.

Tab 3 **Experience and Qualifications of Respondent and Knowledge and Experience of Key Individuals/Management Team and References**

A. Experience and Qualifications of Respondent

1. Provide details of related experience of Respondent and Site Manager, including services to airports or similar regulated transportation environment as requested in this Invitation to Negotiate that demonstrates the ability to perform this service successfully.

2. Provide a listing of Contracts for airports or other similar regulated transportation environment for which the Respondent has provided terminal janitorial maintenances services within at any time on or after January 1, 2018, and describe those services. If any services were terminated prior to the end of the Contract, the Respondent shall explain why.

B. Respondent's Knowledge and Experience of Key Individuals and Management Team

Respondent shall demonstrate the specialized experience and technical competence of the key individuals and support staff as detailed in Section 5.11. Knowledge, recent experience, and expertise of these key individuals with projects of similar type and complexity will be a material consideration.

1. Identify Site Manager and Assistant Managers that will be committed to the project.

2. Provide an organization chart of the proposed team including the proposed Site Manager and Assistant Managers.

3. Respondent shall provide resumes, which shall include the number of years of experience for the Site Manager and specific experience as a terminal janitorial maintenance services manager in an airport, transportation or other public access facility as large in size and scope to that being proposed in terms of square footage.

4. Respondent understands that the qualifications and experience of key personnel proposed will be factored into the evaluation process; therefore, key personnel must not be replaced without the approval of the Aviation Authority. Any approved substitutions must be with personnel of equal or better qualifications. In addition, any other commitments must not conflict with the level of commitment proposed for this project.

C. References

Respondent's references should demonstrate that the Respondent and the key individuals have the experience required, and reasonably has the reputation to perform the Scope of Services. It is the Respondent's responsibility to provide references and information that most closely demonstrates their experience with services for a transportation facility or public access facility of similar size complexity and risk exposure as the Aviation Authority. **References shall be for work substantially similar in scope and magnitude currently underway or satisfactorily completed and shall be able to validate the Respondent's capabilities and experience.**

1. Provide a minimum of three, but no more than five, references of airports and/or governmental entity clients. Respondent shall provide the following information for each reference:

    a) Organization's Name
    b) Address
    c) Contact person
    d) Telephone number and email address of contact person
    e) Brief Description of Project
    f) Respondent's Role and Identify the Site Manager
    g) Date of Services/Status (current or past client)

2. The Respondent authorizes the Aviation Authority, its staff or consultants to contact any of the references provided in the response and specifically authorizes such references to release either orally or in writing, any appropriate data with respect to the Respondent and its Engagement Team members.

3. **Respondent bears full responsibility for naming references which will respond to the Aviation Authority's reference checks. If the Respondent's references do not respond to the Aviation Authority's reference checks, the Respondent's evaluation will be adversely affected by non-responsive references.**

Tab 4 <u>Approach and Methodology</u>

A. Staffing Plan

Each Respondent shall provide with its Proposal an existing copy of the Respondent's operation and staffing plan currently being utilized or which has been utilized within the last three (3) years at services for a transportation facility or public access facility similar in size and scope to that being proposed.

B. Safety Plan

Each Respondent shall provide with its Proposal an existing copy of the Respondent's safety training plan currently utilized to reduce the risk and liability of workplace hazards and help implement preventative measures to minimize on-the-job injuries.

C. Training Plan

Each Respondent shall provide a detailed training plan that Respondent intends to utilize to train personnel in relation to terminal janitorial maintenance services including customer service and describe how Respondent will track training for all employees. The training plan shall include, but not be limited to, an outline of the training and the type and number of hours of estimated training for each type of personnel, a list of training materials to be provided and how the Respondent will ensure the completeness of the subject matter, and the method through which the training will be provided.

D. Quality Control/Continuous Improvement Plan

Each Respondent shall provide a detailed quality control/continuous improvement plan that Respondent intends to maintain and improve required performance.

E. Customer Service Plan

Each Respondent shall provide with its Proposal a detailed customer service plan including how employees are trained and how customer service is gauged and addressed. Respondent shall also provide a Customer Service Plan showing customer complaint handling and procedures to include length of time to respond to complaints and procedures for responding to the complaint.

F. Transition Plan

Each Respondent shall provide with its Proposal a Transition Plan describing how it plans to start operations and bring about a smooth transition of the work to be performed under this Contract, describing the manner in which it will distribute the required labor hours by location as described in the Scope of Work/Specification. Such plan should describe how the Respondent will handle problems which Respondent anticipates will be encountered to begin services under the new Contract and should include the time period needed for hiring and training of employees, planned interface with the Aviation Authority, the processing of I.D. badges, uniforms, and site tours, etc.

For each Plan submitted, please demonstrate how innovation and use of proven technology sets apart your approach to providing the services requested.

G. Equipment

1. Provide a comprehensive list of all equipment, explain how the equipment will be utilized, and demonstrate that sufficient equipment is being provided to meet the objectives of the Solicitation.

2. Describe a plan for when a truck or other major piece of equipment or technology is out of service.

3. Provide an overview of your firms computerized maintenance management program for the Contractor to utilize and support.

Tab 5 Small Business Participation Plan

A. MWBE Participation Plan

The Aviation Authority has set a MWBE participation **goal of twenty percent (20%),** for this solicitation. Describe the level of MWBE participation that will be provided, how and what services will be performed by each firm.

B. LDB/VBE Participation Plan

The Aviation Authority has set a LDB/VBE participation **goal of seventeen percent (17%),** for this solicitation. Describe the level of LDB/VBE participation that will be provided, how and what services will be performed by each firm.

Tab 6 Additional Requirements of the Solicitation

A. Prior or Pending Convictions, Indictments, Investigations, Regulatory Investigations

The Respondent shall provide a description of all prior or pending convictions, indictments, investigations, and regulatory investigations, either civil or criminal that relate to the services listed in Section 5.0 Scope of Services, in which Respondent or its affiliates, subsidiaries, parent company, directors, senior officers, senior regional officers, the Lead Individual, or Engagement Team members have been involved with in the last five (5) years immediately preceding the date of Respondent's response to this RFP. **Or provide an affirmative statement that there are none.**

B. Claims Information

Disclose all lawsuits, arbitrations and claims filed or raised by or against the Respondent over the last five (5) years, specifically identifying the project involved, the parties involved, the nature of the claim(s), amount at issue,

disposition or status and litigation, case style, number, and jurisdiction. **Or provide an affirmative statement that there are none.**

The Respondent shall also list any work their team failed to complete in accordance with any contract in the last five (5) years. Describe details regarding the non-performance, including listing any officer or partner of their team who in the last five (5) years failed to complete a contract handled in his/her name.

C. Conflicts of Interest

Describe any conflicts of interest with the Aviation Authority that the Respondent's firm has or may have, including with any other parties who are potentially involved in any contemplated financings of the Aviation Authority, and how that conflict of interest would be mitigated, **or provide an affirmative statement that there are none.** Please disclose any relationship you have with any commercial service airports within the state of Florida and all relationships with Central Florida governmental entities.

D. Proof of Insurance

The submittal shall contain proof of insurability issued by a company currently authorized to do business in the State of Florida and with an A.M. Best Company rating of at least B+ and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating for the required insurance(s) listed in Section 3.5 Insurance Requirements.

E. Letter of Bondability

Provide a Letter of Bondability on a surety company letterhead or a letter from a U.S. Bank for a letter of credit confirming that Respondent can obtain one or the other, in an amount equal to **Six Million Five Hundred Thousand Dollars ($6,500,000.00) for Location 1; Four Million Five Hundred Thousand Dollars ($4,500,000) for Location 2; and Four Million Dollars ($4,000,000) for Location 3.**

Tab 7 **<u>Management Fee</u>**

1. The Management Fee shall include all costs as listed in Section 4.2.

2. Reimbursable Expense Budget shall include all costs as outlined in Section 4.4. Contractor's aggregate annual invoices shall not exceed the total as stated above for Years 1 thru 5.

3. Use the pricing table included with this solicitation to provide the Management fees in association with the Scope of Services.

Tab 8 **Additional Information If needed**

If there is no additional information, provide a statement: "No additional information."

Tab 9 **Response Forms to be included with Response**

The Response forms (1 thorough 6) shall be completed and signed by the Respondent's duly authorized representative. Failure to return the forms with the submittal may cause the Proposal to be deemed as non-responsive.

1. Respondent's Certification Form.
2. Conflict of Interest Disclosure Form.
3. Scrutinized Company Certification Form.
4. E-Verification Certification Form
5. MWBE and LDB Forms
6. Respondent's W-9
7. No Solicitation Response

SUNSHINE
Cleaning Systems, LLC
A PRITCHARD COMPANY

Janitorial Maintenance Proposal For

The Greater Orlando Aviation Authority

23-380-RFP

sunclean.com

TAB 1

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TAB 2

General Company Information

A. Cover Letter

1. Brief Experience Statement

Sunshine boasts a rich history of over 46 years in the service industry, specifically delving into airport cleaning since 1986. We are adept in comprehending the intricacies of airport operations, ensuring efficient execution with a keen focus on enhancing the experience of the traveling public.

Decades of Direct Experience: Sunshine's longevity in the airport cleaning sector eliminates any potential learning curve. This ensures an immediate and seamless transition with assured continuity in operations.

Comprehensive Team Expertise: Our team comprises seasoned airport management professionals familiar with the depths of airport operations and the encompassing cleaning services. Their expertise guarantees CLT receives unparalleled service from a proficiently trained staff.

Revolutionary Training: Our improved training curriculum meticulously covers all tasks stipulated in this contract. Coupled with our 'Shine and Succeed Program', we cultivate a motivated team dedicated to their daily responsibilities, subsequently reducing turnover rates.

GBAC STAR Accreditation: Sunshine has not only achieved this prestigious accreditation at our headquarters but also seamlessly integrates the required protocols, ensuring a proactive contract management approach.

Operational Excellence Highlights:

Pandemic Preparedness: In the face of Covid-19, Sunshine launched the Hygienic CLEANTM initiative focusing on virus prevention and specialized cleaning post confirmed exposure. Our staff undergoes rigorous training via the Global Biorisk Advisory Council (GBAC) to ensure the highest standards in pandemic disinfecting.

GBAC STAR Certification: Matching GOAA's commitment, Sunshine's headquarters are GBAC STAR accredited, emphasizing our readiness and expertise in the protocols.

Green Building Commitment: Sunshine proudly holds the Cleaning Industry Management - Green Building (CIMS-GB) certification. This represents our pledge to not only deliver top-notch services but also support our clients in their eco-friendly initiatives.

Quality Management System (QMS): Our adherence to QMS standards extends to all spheres of our operations, reinforcing our commitment to excellence.

Advanced Operational Software: Utilizing Team Software, tailored for the cleaning industry, we ensure precise job management from budgeting to execution, all streamlined to benefit our esteemed clients.

Safety Above All: Sunshine ingrains safety as a paramount concern, championed right from our executive tiers.

In entrusting Sunshine, the Greater Orlando Aviation Authority will be partnering with a seasoned entity driven by an ethos of quality, safety, and operational brilliance. Our singular aim is to add tangible value, allowing CLT to channel its focus on other pivotal objectives, knowing the realm of cleanliness and hygiene is in expert hands.

TAB 2

General Company Information

A. Cover Letter

2. Executive Summary

At Sunshine, our strategy for delivering large commercial janitorial maintenance services hinges on three core pillars: comprehensive planning, adaptive technology integration, and an unwavering commitment to excellence. Our years of experience have equipped us with a deep understanding of the complexities of large-scale commercial environments. We approach each project with a tailored solution, ensuring optimal cleanliness and operational efficiency, while also addressing the unique requirements of each facility.

Core Strategy Components:

Scalable Solutions: Recognizing that large commercial spaces possess diverse needs, our solutions are designed to scale, ensuring both expansive areas and intricate spaces receive meticulous attention.

Technological Integration: We leverage cutting-edge cleaning technologies and advanced monitoring tools. This not only boosts our efficiency but also ensures real-time communication and responsiveness.

Green Initiatives: Aligned with global sustainability goals, our cleaning solutions are eco-friendly. We utilize products and practices that minimize environmental impact while maintaining the highest cleaning standards.

Skilled Workforce: Our staff undergoes rigorous, continuous training, ensuring they are equipped with the latest techniques and knowledge. This guarantees that our service delivery remains top-tier at all times.

Quality Assurance: Our multi-tiered quality assurance process involves regular audits, feedback loops, and periodic reviews. This ensures consistent service quality and immediate rectification of any deviations.

Safety Protocols: Safety is paramount in our operations. We adhere to strict safety guidelines and constantly update our protocols in line with global best practices.

Why Sunshine is Qualified:

Rich Legacy: With over 46 years in the industry, and significant experience since 1986 in airport cleaning, Sunshine is deeply rooted in the janitorial service sector. This history equips us with invaluable insights and proven methodologies.

Accreditations & Certifications: Our GBAC STAR Accreditation and Cleaning Industry Management - Green Building (CIMS-GB) certification attest to our commitment to quality and sustainability.

Proven Track Record: Our success stories span multiple large commercial facilities, each bearing testament to our proficiency and client-centric approach.

Innovative Initiatives: Programs like our 'Shine and Succeed' not only enhance staff morale but also improve service delivery, showcasing our forward-thinking approach.

Sunshine's blend of experience, strategic approach, and commitment to excellence positions us as an ideal candidate for large commercial janitorial maintenance services. We bring a legacy of trust, a promise of quality, and a vision for a cleaner, greener future. By selecting Sunshine, partners are choosing reliability, efficiency, and the pinnacle of commercial cleaning expertise.

TAB 2

General Company Information

A. Cover Letter

3. Affirmative Statement

I, Joseph J. Tinney, Jr., representing Sunshine, A Pritchard Company, hereby affirmatively state that, should we be the successful respondent, we are fully willing and committed to sign the Contract as set forth in this Request for Proposal (RFP). We understand the stipulated timeline and commit to signing the Contract, as it may be amended, within ten (10) days following the receipt of the Notice of Intent to Award.

We acknowledge the Aviation Authority's objective that the terms and conditions presented in the Proposal Documents will stand as the governing terms of the final Contract. We align with this objective and anticipate no significant or material changes to such terms or conditions upon entering the agreement.

Your trust in Sunshine would be met with our unwavering commitment to upholding the contract's stipulations and delivering the exemplary services we are known for.

Sincerely,

Joseph J. Tinney, Jr.
COO

TAB 2

General Company Information

B. Lead Individual & Company Information

Company Name
Sunshine Cleaning Systems, LLC.

Parent Company Name
Pritchard Industries, LLC.

Lead Individual
Randy Kierce, Vice President
954-772-0884
randy@sunclean.com

Corporation Type
Sunshine Cleaning Systems is an LLC

Federal Employer Identification Number
59-2142301

TAB 2

General Company Information

C. Registration To Do Business in Florida

2023 FLORIDA LIMITED LIABILITY COMPANY AMENDED ANNUAL REPORT

FILED
Jun 29, 2023
Secretary of State
0551262701CC

DOCUMENT# L22000452191

Entity Name: SUNSHINE CLEANING SYSTEMS, LLC

Current Principal Place of Business:

3445 NE 12 TERRACE
OAKLAND PARK, FL 33334

Current Mailing Address:

3445 NE 12 TERRACE
OAKLAND PARK, FL 33334 US

FEI Number: NOT APPLICABLE

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

CORPORATION SERVICE COMPANY
1201 HAYS STREET
TALLAHASSEE, FL 32301 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE: MAUREEN CATHELL 06/29/2023
Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	MEMBER, MANAGER	Title	MEMBER, MANAGER
Name	KIERCE, RANDY	Name	BAJNATH, RISHI
Address	3445 NE 12TH TERRACE	Address	3445 NE 12TH TERRACE
City-State-Zip:	OAKLAND PARK FL 33334	City-State-Zip:	OAKLAND PARK FL 33334

Title	MEMBER. MANAGER
Name	COENEN, LAURA
Address	3445 NE 12TH TERRACE
City-State-Zip:	OAKLAND PARK FL 33334

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: BAJNATH , RISHI CONTROLLER 06/29/2023
Electronic Signature of Signing Authorized Person(s) Detail — Date

Fla. Stat. Section 119.071(1)(c)

TAB 3

Experience & Qualifications

A. Experience of Respondent

Respondent Experience

Sunshine Provides the Following Services

Janitorial services, pressure cleaning, carpet cleaning, hard floor care and terrazzo floor diamond grinding and polishing, window cleaning, parking lot and roadway sweeping, specialty escalator cleaning and disinfecting solutions.

We have worked at CLT for Over 12 Years.

We performed the same janitorial services in this procurement from 2010 to 2020 and are proud to announce that we have just started that same contract back up in 2023. Our top managers have direct experience with the CLT departments associated with administering this contract. We believe our tenure in providing janitorial services is very successful. We encourage you to check our CLT references regarding our performance.

Currently, Sunshine Holds 4 Contracts With CLT:

Custodial Cleaning
Ramp Cleaning,
Surface Cleaning,
Terrazzo Floor Maintenance.

We Are Grateful for Our Relationships

With key airport facility staff and feel they will help considerably as we transition into this project. Other work that is substantially similar to the work requested under this RFP includes providing the Ft. Lauderdale Hollywood International Airport (FLL) with janitorial services. We are in our 36th year of 24/7/365 service at FLL. That's over 13,000 continuous days of service. Nearly every task outlined under this RFP, our team of 400 employees at FLL has been performing every single day for decades. In serving 36 million passengers annually, Sunshine believes it is well qualified for this work.

A prior airport customer of Sunshine is the Columbia Metropolitan Airport (CAE). We had been working for CAE since 2014 polishing and maintaining a brilliant shine their terrazzo floors. Until very recently, we also care for all of CAE's carpeted areas in the terminal building. As well, we are in our 25th consecutive year of performing the high dusting and cleaning of all windows at Tampa International Airport. Our team understands these complicated jobs requiring a great degree of technical know-how and strict safety measures. We believe that the quality of our service and the associated value has led to many long and satisfying customer relationships at the airports we've served. Other airport janitorial contracts: From 2012 to 2017 Palm Beach International Airport (PBI) was a Sunshine client. For PBI, we performed janitorial services, window cleaning, and pressure cleaning on a 24/7/365 basis. From 2014 to 2019 Sunshine handled all the general custodial services and floor care for the Piedmont Triad International Airport in Greensboro, NC.

Every single day Team Sunshine performs general cleaning, dusting, vacuuming, polishing, and policing. We deliver exceptional care of terrazzo floors, carpets, and windows. We deep clean restrooms, remove trash, police baggage and ticketing areas, boarding areas and bridges, and TSA areas. We monitor exterior areas and detail clean escalators, elevators, and moving sidewalks. In addition to having performed all these components of the RPF daily for decades at other airports, we believe performing them directly at CLT for 10 years achieves the highest qualification possible.

TAB 3

Experience & Qualifications

A. Experience of Respondent

Expert Janitorial Services for Your 24/7 Operation

At Sunshine, we take pride in providing top-notch janitorial services tailored to meet the unique demands of your 24/7/365 environment. With our extensive experience and a skilled team of janitorial professionals, we understand the challenges that come with maintaining cleanliness under strict time constraints while your facility operates around the clock.

Unparalleled Continuous Cleaning: Our dedicated team works in shifts, ensuring your facility remains spotless at all times. From high-traffic areas to secluded corners, we leave no stone unturned, delivering exceptional cleanliness throughout the day and night.

Time-Driven Efficiency: We know that time is of the essence in your bustling operation. Our seasoned janitors are experts in time management, efficiently prioritizing tasks and meeting rigorous cleaning schedules without disrupting your daily operations.

Rapid Emergency Response: Accidents happen, but our swift response ensures spills, leaks, and other cleaning emergencies are handled promptly and efficiently. Your safety and the well-being of your patrons are our top priorities.

Seamless Team Coordination: Our well-coordinated team understands the importance of smooth shift transitions. With effective communication and collaboration, we maintain consistent cleaning standards across all shifts for a pristine environment at all times.

Routine Maintenance Excellence: We understand that regular maintenance is essential to prevent the build-up of dirt and grime. Our janitorial professionals are well-versed in executing routine tasks, including floor polishing, carpet cleaning, and equipment maintenance, keeping your facility in top shape.

Safety-First Approach: Operating in a 24/7/365 environment doesn't mean compromising on safety. We strictly adhere to safety protocols, using eco-friendly cleaning agents and responsibly handling all cleaning equipment.

Adapting to Your Needs: Every facility is unique, and we embrace the challenge of adapting our services to cater to your specific requirements. From handling high-traffic areas to customizing cleaning schedules, our flexibility ensures your complete satisfaction.

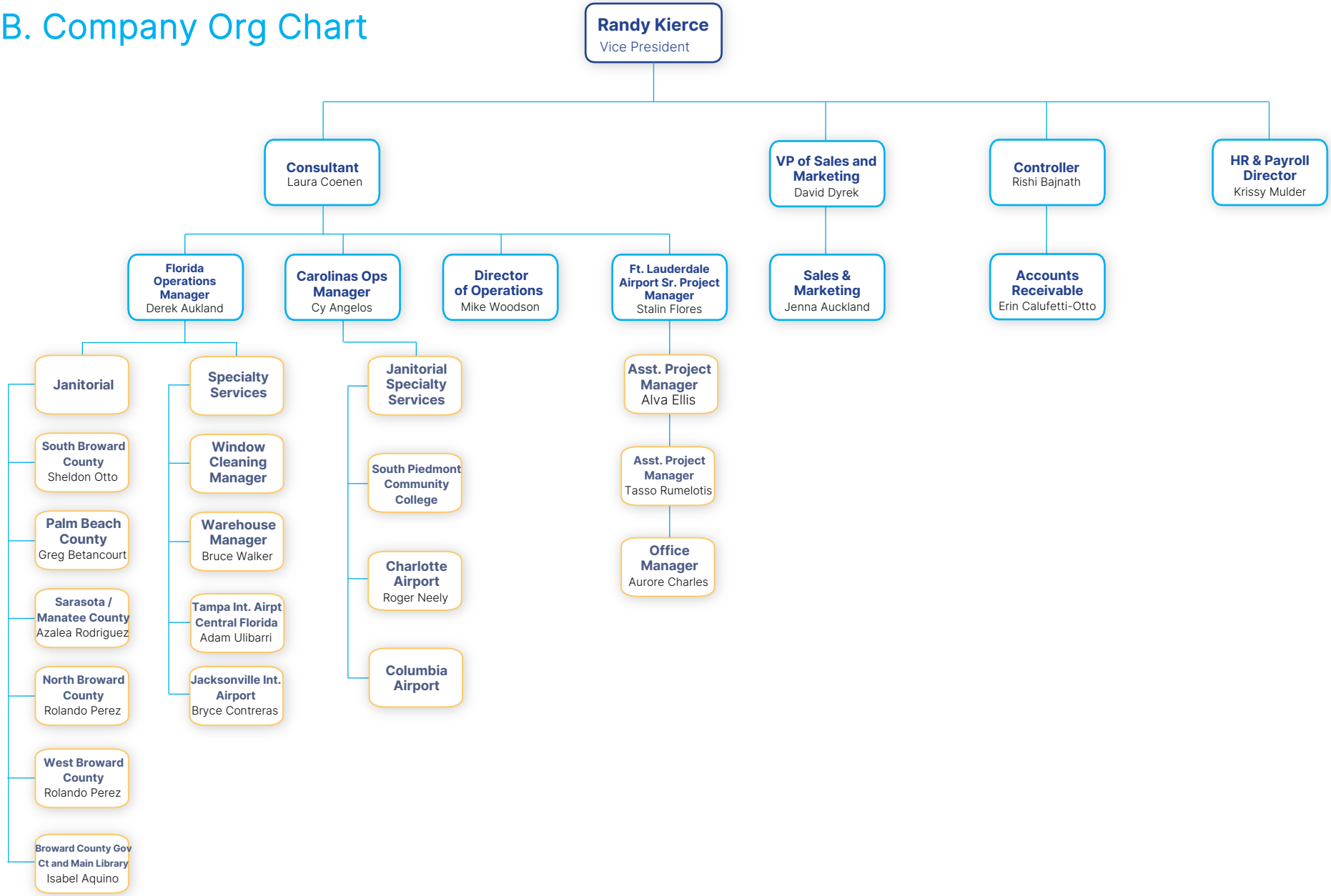
Efficient Waste Management: We take care of waste management, ensuring proper disposal of trash and recyclables to keep your facility clean and eco-friendly.

Accurate Records for Accountability: We maintain detailed records of our cleaning schedules, completed tasks, and any issues encountered. This transparent approach ensures accountability and facilitates continuous improvement for an impeccable cleaning service.

Overall, Sunshine's experience in operating in a 24/7/365 environment under strict time constraints has taught us the importance of efficiency, communication, and adaptability to maintain a clean and safe space for all occupants.

Experience & Qualifications

B. Company Org Chart

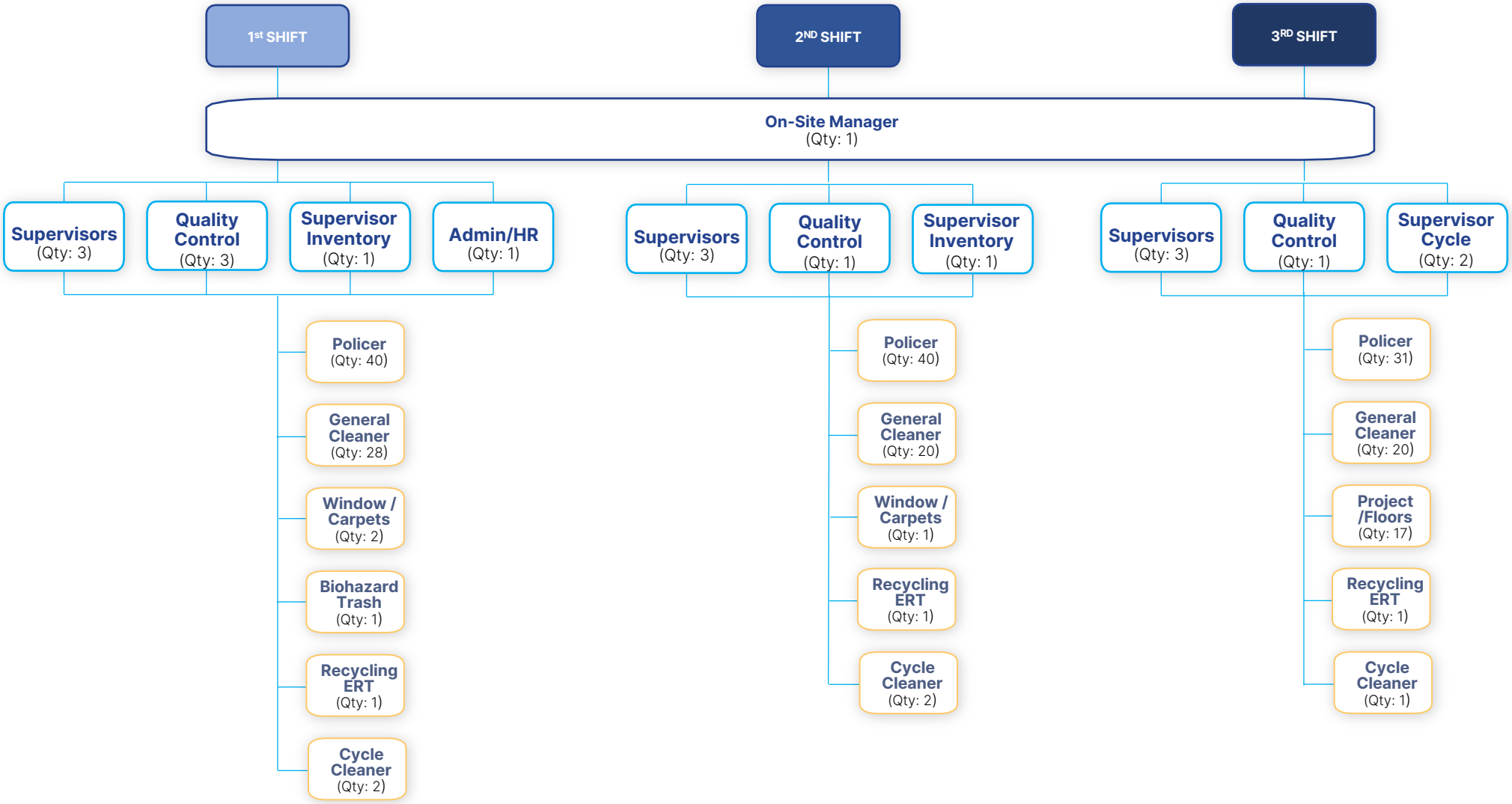


TAB 3

Experience & Qualifications

B. Site Org Chart

TERMINALS A & B



Experience & Qualifications

B. Site Org Chart

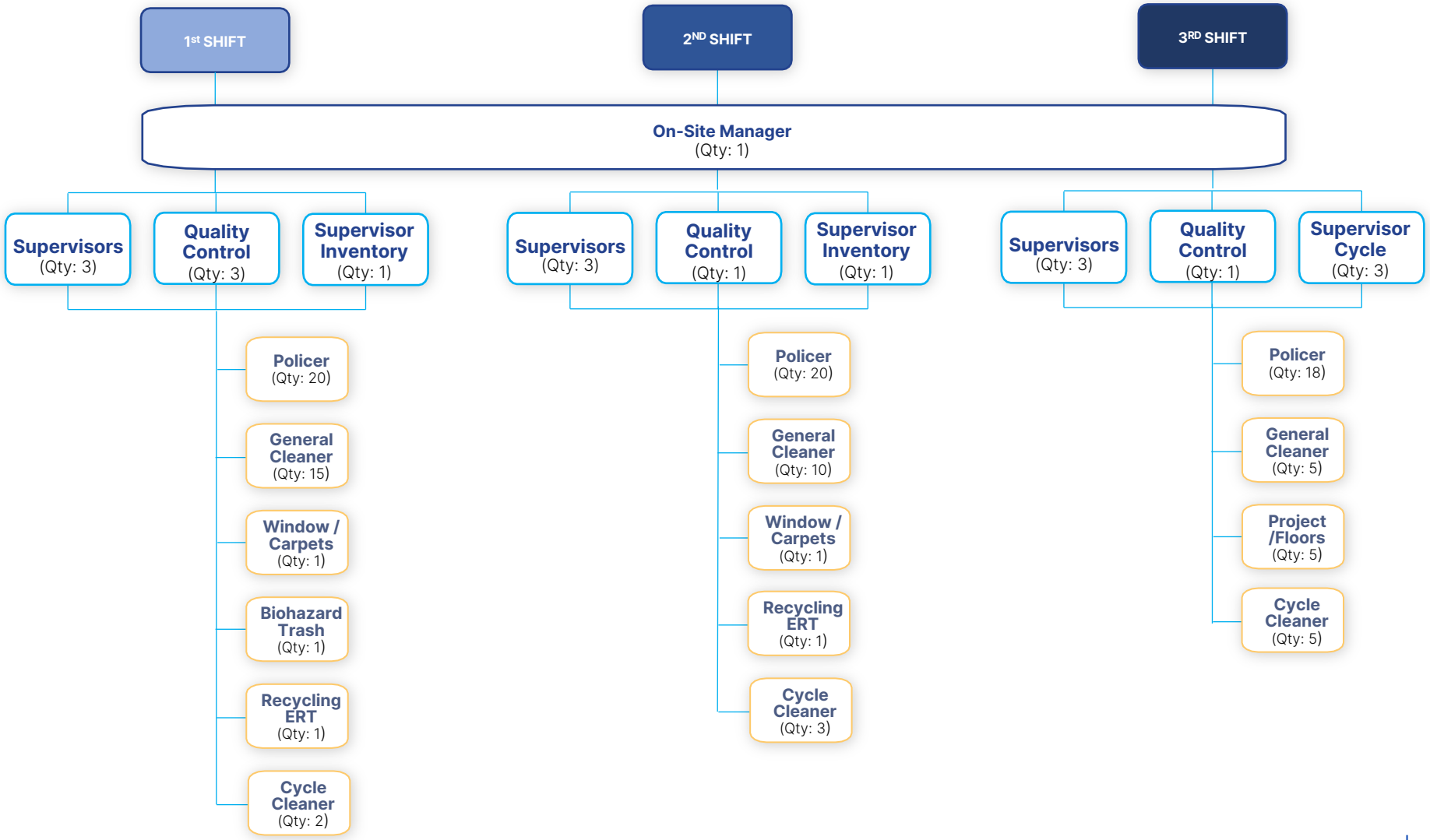
TERMINALS A & B

	First Shift # of hours							
	MON	TUE	WED	THU	FRI	SAT	SUN	Fte's
Shift manager	*Shift Manager's are assigned to the Airport, their time is not allotted to any specific area*							
Supervisors	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Quality Control	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Supervisor Inventory Control	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Policer	320.00	320.00	320.00	320.00	320.00	320.00	320.00	40
General Cleaner	224.00	224.00	224.00	224.00	224.00	224.00	224.00	28
Window Cleaner -Carpet spotter	8.00	8.00	8.00	8.00	8.00	8.00	8.00	2
Biohazard-Requlated trash	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Recycling ERT	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Cycle Cleaner /ERT	16.00	16.00	16.00	16.00	16.00	16.00	16.00	2
	Second Shift # of hours							
	MON	TUE	WED	THU	FRI	SAT	SUN	Fte's
Shift manager	***Shift Manager's are assigned to the Airport, their time is not allotted to any specific area***							
Supervisors	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Quality Control	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Inventory Control	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Policer	320.00	320.00	320.00	320.00	320.00	320.00	320.00	40
General Cleaner	160.00	160.00	160.00	160.00	160.00	160.00	160.00	20
Window Cleaner -Carpet spotter	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Recycling ERT	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Cycle Cleaner /ERT	24.00	24.00	24.00	24.00	24.00	24.00	24.00	2
	Third Shift Shift # of hours							
	MON	TUE	WED	THU	FRI	SAT	SUN	Fte's
Shift manager	***Shift Manager's are assigned to the Airport, their time is not allotted to any specific area***							
Supervisors	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Quality Control	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Supervisor Cycle Cleaning	16.00	16.00	16.00	16.00	16.00	16.00	16.00	2
Policer	248.00	248.00	248.00	248.00	248.00	248.00	248.00	31
General Cleaner	160.00	160.00	160.00	160.00	160.00	160.00	160.00	20
Recycling ERT	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Project worker/ Floor Care	136.00	136.00	136.00	136.00	136.00	136.00	136.00	17
Cycle Cleaner ERT	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1

Experience & Qualifications

B. Site Org Chart

AIRSIDE 2 & 4



Experience & Qualifications

B. Site Org Chart

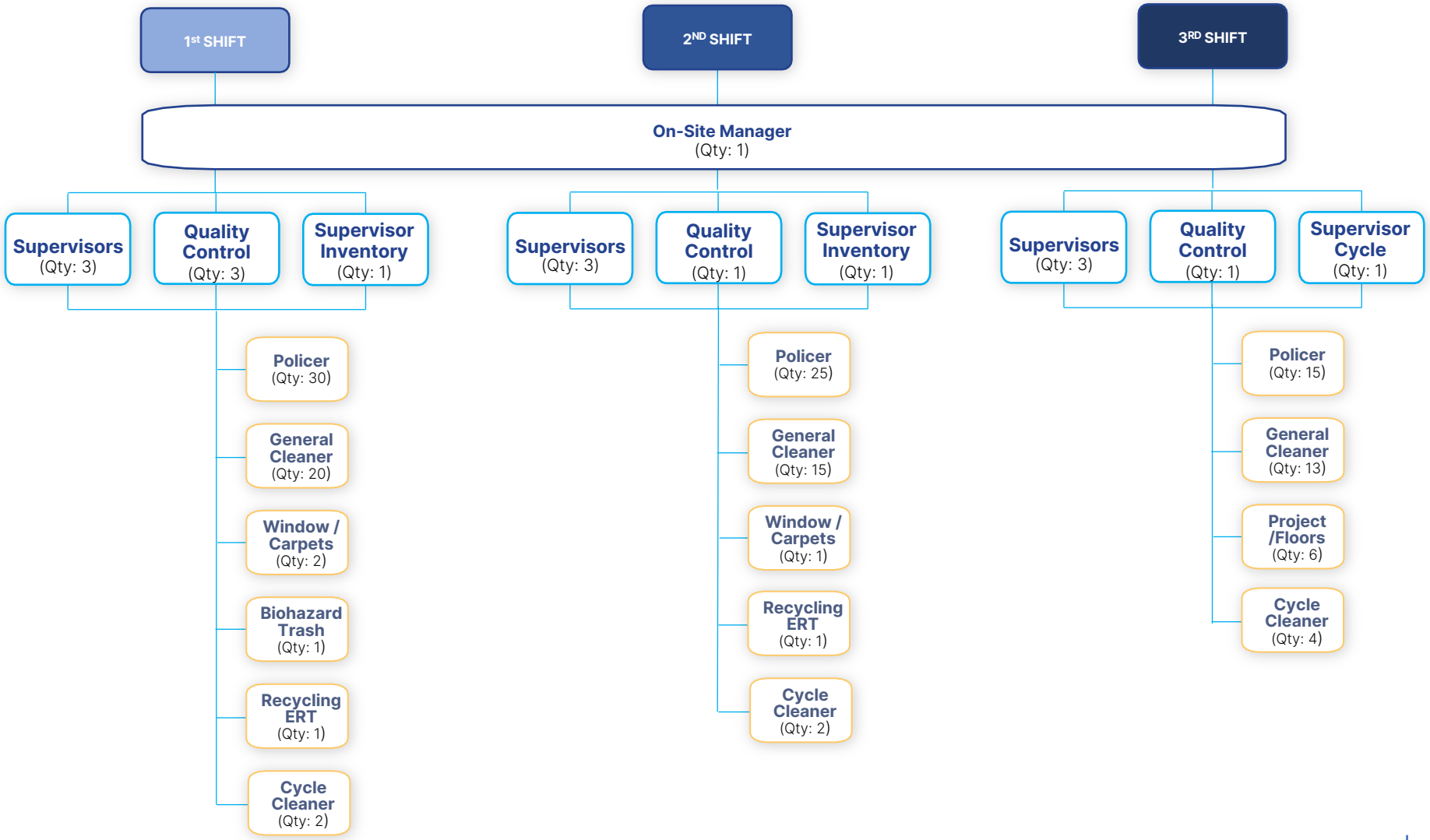
AIRSIDE 2 & 4

	MON	TUE	WED	THU	FRI	SAT	SUN	Fte's
	First Shift # of hours							
Shift manager	*Shift Manager's are assigned to the Airport, their time is not allotted to any specific area*							
Supervisors	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Quality Control	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Supervisor Inventory Control	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Policer	160.00	160.00	160.00	160.00	160.00	160.00	160.00	20
General Cleaner	120.00	120.00	120.00	120.00	120.00	120.00	120.00	15
Window Cleaner -Carpet spotter	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Biohazard-Requlated trash	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Recycling ERT	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Cycle Cleaner /ERT	16.00	16.00	16.00	16.00	16.00	16.00	16.00	2
	Second Shift # of hours							
	MON	TUE	WED	THU	FRI	SAT	SUN	Fte's
Shift manager	***Shift Manager's are assigned to the Airport, their time is not allotted to any specific area***							
Supervisors	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Quality Control	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Inventory Control	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Policer	160.00	160.00	160.00	160.00	160.00	160.00	160.00	20
General Cleaner	80.00	80.00	80.00	80.00	80.00	80.00	80.00	10
Window Cleaner -Carpet spotter	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Recycling ERT	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Cycle Cleaner /ERT	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
	Third Shift Shift # of hours							
	MON	TUE	WED	THU	FRI	SAT	SUN	Fte's
Shift manager	***Shift Manager's are assigned to the Airport, their time is not allotted to any specific area***							
Supervisors	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Quality Control	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Supervisor Cycle Cleaning	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Policer	144.00	144.00	144.00	144.00	144.00	144.00	144.00	18
General Cleaner	40.00	40.00	40.00	40.00	40.00	40.00	40.00	5
Project worker/ Floor Care	40.00	40.00	40.00	40.00	40.00	40.00	40.00	5
Cycle Cleaner ERT	40.00	40.00	40.00	40.00	40.00	40.00	40.00	5

Experience & Qualifications

B. Site Org Chart

AIRSIDE 1 & 3



Experience & Qualifications

B. Site Org Chart

AIRSIDE 1 & 3

	First Shift # of hours							
	MON	TUE	WED	THU	FRI	SAT	SUN	Fte's
Shift manager	*Shift Manager's are assigned to the Airport, their time is not allotted to any specific area*							
Supervisors	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Quality Control	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Supervisor Inventory Control	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Policer	240.00	240.00	240.00	240.00	240.00	240.00	240.00	30
General Cleaner	160.00	160.00	160.00	160.00	160.00	160.00	160.00	20
Window Cleaner -Carpet spotter	16.00	16.00	16.00	16.00	16.00	16.00	16.00	2
Biohazard-Requlated trash	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Recycling ERT	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Cycle Cleaner /ERT	16.00	16.00	16.00	16.00	16.00	16.00	16.00	2
	Second Shift # of hours							
	MON	TUE	WED	THU	FRI	SAT	SUN	Fte's
Shift manager	***Shift Manager's are assigned to the Airport, their time is not allotted to any specific area***							
Supervisors	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Quality Control	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Inventory Control	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Policer	200.00	200.00	200.00	200.00	200.00	200.00	200.00	25
General Cleaner	80.00	80.00	80.00	80.00	80.00	80.00	80.00	15
Window Cleaner -Carpet spotter	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Recycling ERT	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Cycle Cleaner /ERT	16.00	16.00	16.00	16.00	16.00	16.00	16.00	2
	Third Shift Shift # of hours							
	MON	TUE	WED	THU	FRI	SAT	SUN	Fte's
Shift manager	***Shift Manager's are assigned to the Airport, their time is not allotted to any specific area***							
Supervisors	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Quality Control	8.00	8.00	8.00	8.00	8.00	8.00	8.00	1
Supervisor Cycle Cleaning	24.00	24.00	24.00	24.00	24.00	24.00	24.00	3
Policer	120.00	120.00	120.00	120.00	120.00	120.00	120.00	15
General Cleaner	104.00	104.00	104.00	104.00	104.00	104.00	104.00	13
Project worker/ Floor Care	48.00	48.00	48.00	48.00	48.00	48.00	48.00	6
Cycle Cleaner ERT	32.00	32.00	32.00	32.00	32.00	32.00	32.00	4

TAB 3

Experience & Qualifications

B. Site Manager

Mike Woodson
Director of Operations

Sunshine Cleaning Systems (A Pritchard Company)
August 2017 – Present
mike@sunclean.com

- **Dedicated Senior Operation / Sales Manager with more than 35 years of experience** in facility maintenance, aviation, retail, business to business and multi-location settings. Consistently achieve record high customer satisfaction rankings, exceeded sales goals, improvements to the bottom line, improve employee retention, and turnaround of underperforming operations.
- **Respected builder and leader of customer-focused teams;** instill a shared, enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example, develop engaged and fully empowered teams, and ensure the execution of all safety, security and store operations policies.
- **Comprehensive background leading all aspects of operations,** including P&L management, merchandising, sales, customer service, inventory, asset protection, training, managing performance and payroll management.

SUNSHINE CLEANING SYSTEMS

2017-present

- Spearhead sales efforts, nurturing key client relationships, and driving revenue growth in the aviation sector.
- Implement robust quality assurance systems, upholding industry-leading service standards, and ensuring outstanding cleaning services at the airport.
- Develop and conduct safety training, resulting in a safety-conscious workforce and reduced incidents.
- Effectively manage contracts and schedules, ensuring on-time project delivery and compliance with airport requirements.
- Provide comprehensive training programs for sales and front-line supervisors, empowering the team to excel in their roles.

SKILLS

- Human Resources Management
- Planning and Organizing
- Cost Control Strategies
- P&L Management
- Sales Forecasting
- Project Management
- Inventory Control
- Safety
- Quality Assurance
- Managing Performance & Execution
- Asset Protection – Internal & External
- Interviewing & Hiring
- Teambuilding & Training
- Profit Forecasting
- Time/ Production Analysis
- Sales Forecasting
- Customer Service
- Contract Evaluator

MANAGEMENT TRAINING

- “First Things First” (Franklin-Covey)
- Risk Management
- P&L Management
- General Ledger
- Leadership Essentials
- Time Management
- Coaching & Communication
- Performance Appraisals
- Corrective Action & Counseling
- Managing Change
- Interviewing & Hiring
- Scheduling & Payroll Management
- Contract Negotiations

TAB 3

Experience & Qualifications

B. Site Manager Continued

STOCKTON MAINTENANCE GROUP, INC.
2007-2017

- Spearheaded Quality Assurance, Sales, Account Management, and Contract Management at Stockton Maintenance Group, Inc. (SMG).
- Brought substantial sales, operations, and quality assurance experience to SMG in 2007, rapidly establishing a distinguished track record.
- Responsible for Quality Assurance across West Palm Beach, Broward, Miami-Dade, and Monroe Counties, and managed Central and North Florida Operations.
- Active member of professional associations: BOMA Ft. Lauderdale and Palm Beaches, Palm Beach Business Development Board, and ISSA.

ARMSTRONG CUSTOM PAINTING
2005-2007

- Served as Vice President Business Development at Armstrong Custom Painting, driving strategic growth and client relationships.

D&A BUILDING SERVICES
2003-2005

- Held the role of Regional Manager at D&A Building Services, overseeing operational management and continuous new business development in South Florida (West Palm Beach, Broward, Miami-Dade, and Monroe Counties).

PITNEY BOWES MANAGEMENT SERVICES, BCT INC., WINN DIXIE STORES INC.
1980-2003

- Successfully managed various management positions during a long and distinguished tenure with Pitney Bowes Management Services (Regional Manager), BCT Inc. (General Manager), and Winn Dixie Stores Inc. (Store Manager).

EDUCATION

- Broward County Community College
- Pitney Bowes University

PROFESSIONAL MEMBERSHIPS

- BOMA
- IFMA
- ISSA
- Palm Beach Business Development Board

INDUSTRY SKILLS

Extensive training in the Facility Maintenance / Building Services industry, including seminars and OTJ from 3M, Diversey Chemicals, Spartan Chemicals, Sherwin Williams, Porter Paint, IWCA, ISSA, and BSCAI, as well as managerial training in Human Resources, Project Management.

- IWCA Exterior Window Cleaning Safety Training
- Carpet, Hard Floors, and Marble / Natural Stone Care
- OSHA Certified General Industry
- ISSA Standards and Productivity
- Sherwin Williams RRP Training
- 3M Green Cleaning
- Fire prevention and extinguisher
- Professional Driver Training
- GBAC Fundamentals emphasis on COVID-19
- Spartan Post Pandemic Cleaning, Pandemic response, and Bloodborne Pathogen
- TEAM Software (Ehub)
- BSCAI CBSE Certification
- Spartan Disinfection Specialist

TAB 3

Experience & Qualifications

B. Site Manager Continued

As the Senior Manager of Facility Maintenance and Building Services, I possess extensive experience in managing a sizable workgroup of over 150 employees in a dynamic 24/7/365 environment. In this leadership role, I have demonstrated a track record of delivering exceptional results and ensuring seamless operations across various facilities and locations.

My responsibilities encompass overseeing a diverse team of cleaning specialists, maintenance technicians, and support staff. I have effectively managed their schedules, ensuring round-the-clock coverage to meet the demands of our clients and maintain the highest standards of facility cleanliness and maintenance.

To foster a culture of excellence and productivity, I have instilled a shared commitment to quality service and customer satisfaction within the workgroup. By leading by example and maintaining open communication channels, I encourage collaborative efforts, empowering employees to contribute to the success of our operations.

A key aspect of managing such a large workgroup is the implementation of comprehensive training programs. Leveraging my expertise in various industry-specific training, including IWCA Exterior Window Cleaning Safety Training, ISSA Standards and Productivity, Spartan Post Pandemic Cleaning, and more, I ensure that all team members are equipped with the necessary knowledge and skills to perform their tasks effectively and safely.

Working in a 24/7/365 environment requires meticulous planning and contingency strategies. I have developed robust shift schedules and backup plans to accommodate unforeseen challenges, ensuring uninterrupted services for our clients. Additionally, my certification in OSHA General Industry provides a strong foundation for maintaining a safe work environment, mitigating potential risks, and complying with industry regulations.

Furthermore, my experience in managerial training, including Human Resources and Project Management, enables me to efficiently address employee development, performance management, and conflict resolution within the workgroup. I prioritize employee growth and well-being, fostering a positive and supportive work atmosphere that contributes to high employee retention rates.

In addition to my operational expertise, I recognize the immense importance of establishing and maintaining strong client communications and relationships. By actively engaging with our clients, understanding their unique needs, and consistently delivering exceptional service, I have cultivated trust and loyalty among our client base. I prioritize open and transparent communication, ensuring that client feedback is valued and acted upon promptly. This approach has not only enhanced client satisfaction but has also led to valuable partnerships and repeat business opportunities.

My commitment to excellence, dedication to safety, and proficiency in facility maintenance and building services have been instrumental in driving the success of our operations and ensuring the utmost satisfaction of our clients.

SUMMARY

Mike is determined to bring his wealth of knowledge and vast experience in the aviation industry to ensure a seamless transition and enhance operational efficiency at the airport. With a strong commitment to excellence and a track record of delivering outstanding results, Mike is ready to lead the team with his dynamic leadership and collaborative approach. Leveraging his comprehensive expertise in facility maintenance, building services, and team management, he is dedicated to contributing to the success and growth of GOAA.

- Dynamic Leadership
- Stellar Results
- 24/7 Excellence
- Collaborative Culture
- Comprehensive Training
- Seamless Operations
- Safety Priority
- Proactive Measures

Experience & Qualifications

C. References

TAB 3

Experience & Qualifications

C. References

	CLIENT 1	CLIENT 2	CLIENT 3
Client Name	Ft. Lauderdale Hollywood Airport	Columbia Airport	Broward County
Work Description	For 36 years Sunshine has had the cleaning contract for the Ft. Lauderdale Hollywood International Airport. FLL sees approximately 36 million annual passengers and has over 2.2 million sq. ft. of cleanable space. Sunshine employs 400 at FLL and provides first class janitorial services, carpet care, window cleaning, pressure cleaning, and grinding and polishing over 1,200,000 sq. ft. of decorative terrazzo flooring. We also provide restorative deep cleaning work on 38 escalators.	Sunshine has provided commercial cleaning services at CAE 7 days per week. Janitorial services, carpet care, and terrazzo floor maintenance.	Responsible for daily janitorial services including hard floor care, carpet cleaning, window cleaning, pressure cleaning, and semi-annual air quality cleaning.
Dates Provided	1986 - present	2016 - present	2017 - present
Compensation	$18,000,000 annually	$1,359,032 annually	$7,457,938 annually
Point of Contact	Lori Vassello	Tami Head	Katrina Jackson
E-Mail	lvassello@broward.org	t.head@cae.org	Kjackson@broward.org
Telephone	954 359-1265	803 822-7833	954 357-6368
Key Personnel Assigned	Stalin Flores, Project Manager; Alva Ellis, Asst. Project Manager	Cy Angelos	Derek Auckland, Mike Woodson, Bruce Walker

TAB 4

Approach and Methodology

A-1. Operations Plan Currently in Use

All Sunshine Operational / Staffing / Business Plans that have been being used for the past 36 years are designed to meet/exceed requirements of CIMS GB w/Honors Certification (Advanced By GBAC) 1) Quality System 2) Service Delivery 3) Human Resources 4) Health, Safety and Environmental Stewardship, 5) Management Commitment and now 6) Infectious decease control/outbreak plan.

Sunshine's Airport Philosophy can be summed up in three words "Follow The Crowd", utilizing Trax Analytics will assist us in measuring/managing this thought process, Individuals outside of airports do not understand this concept. Airports have an ebb and flow based on flight schedules, arrivals, and departure times. We understand that the first stop for the CROWD after departing a plane is usually the Nearest Restroom, requiring service minutes after. GOAA is requesting restrooms be checked and restocked every 30 minutes; Trax will enable Sunshine to determine if that frequency meets the demand of the Airport. AT FLL and CLT, currently serviced by Sunshine, based on this data and passenger comments, both airports have chosen to utilize restroom attendants in the busier restrooms.

We also know that the window to service gates and holding areas is just after boarding. Jet Bridges are policed throughout the day. Offices / administration areas during normal business hours, not to interfere with daily operations.

First and second shifts, Sunshine will Follow the Crowd, with detailed cleaning on the third shift and the last two hours of the second shift between 10pm and 6am. Weekly, Bi-weekly and monthly task will be scheduled prior to commencing any work. Sunshine will work with PIA in determining the best time frames for cleaning the satellite areas, that have been defined as during normal office hours. (ex RCC Central Plant and Lock Shop)

A key to maintaining a cleaner, safer airport is Situational Awareness and to remain flexible. Flight delays and / or cancellation will disrupt the natural flow of an airport and the Crowds will become stagnant in an area creating different service needs.

Sunshine staffing models include four separate job responsibilities, each will be assigned to different team members. Each will be identified in the staffing plan.

1. Custodian I and II (policing, trash, vacuuming)
2. Restroom service attendants
3. Project workers (glass cleaners, stainless steel, high dusting.....) will also respond to emergency clean-ups and HAZMAT request.

The following is a step-by-step Restroom Care process. Though some of these processes will not be able to be completed with passengers present, each process will be completed throughout the day and in full during nightly cleaning. Specific care in the prevention of slip and fall hazards and all passenger's safety needs will be of the highest priority.

Restroom Care Plan

1. Gather Supplies and Apply Personal Protective Equipment

Gather necessary cleaning supplies as directed. Materials may include glass cleaner, disinfectants, specialty product, can liners, paper products, microfiber cloths, paper towels, broom and dustpan, swab-type toilet bowl brush, duster or dusting cloths, mop and bucket, and "Wet Floor" or "Out-of-Service" signs.

TAB 4

Approach and Methodology

A-1. Operations Plan Currently in Use

Anytime you clean with chemicals, make sure you use personal protective equipment, as directed on the Safety Data Sheets for the products being used.

After gathering supplies, fill the mop bucket using your Spartan dispensing system to ensure chemical safety and accurate dilution. Next, place a “Wet Floor” sign outside of the restroom. If possible, also use a sign to indicate the restroom is closed for cleaning.

2. Place “Wet Floor” Signs.

Pick up Debris and Sweep Floor

Begin by picking up any obvious trash or debris from the counters and floor. If you are scheduled for periodic high-dusting, this task should be completed at this time as well.

Next, sweep the floor, starting from the farthest point from the entrance and working your way out. Sweep debris into a dustpan and empty into the trash.

Disinfect Surfaces

2. Using a spray bottle and the Spartan disinfectant of your choice, spray: Soap and towel dispensers; Door knobs and light switches; Sinks, faucets and countertops; Walls and partitions around toilets and urinals; and outside of toilets and urinals, including the toilet tank, toilet seat, flush handles and stall door latches. Do not forget to clean under these surfaces as well.
3. When disinfecting toilets and urinals, first flush them to be sure they are working properly. Inside the toilet bowl, use a bowl swab to remove the water from the bowl by forcing it over the trap. Press the bowl swab against the side of the bowl to remove excess water from the applicator. Then, apply 1 to 2 ounces of restroom cleaner evenly onto the swab mob. Swab the entire surface area, especially under the rim where the water outlets are located. Do not flush.
4. For urinals: Remove any screens or blocks and follow the same procedure. Do not flush.
5. Allow all surfaces to remain wet according to directions on the product label. We will come back to these surfaces in step six.
6. 5. Replenish Supplies
7. Next, refill or replace hand soap, towels, toilet tissue, and hygiene products where needed. Adequate supplies are a very important part of a user-friendly restroom!
8. You should also be sure to verify that all dispensers are working properly, and make any adjustments or maintenance calls as necessary.
9. 6. Clean Glass
10. Next, you will clean the mirrors. Use the Spartan glass cleaner of your choice and your preferred cleaning tool such as paper towels or, as seen here, a clean, lint-free micro fiber cloth. When utilizing a color-coded system, use a blue cloth for glass cleaning. Hold the bottle 8 to 10 inches away from the surface. Spray in an even pattern and wipe dry with your cloth or paper towel. Remember to turn your cloth or towel frequently so that the clean side is always in use.

TAB 4

Approach and Methodology

A-1. Operations Plan Currently in Use

7. Complete Hard Surface Disinfection

After checking your product's label to ensure that the appropriate amount of time has passed, use several clean damp cloths to wipe all the surfaces you sprayed previously with disinfectant.

You will also want to complete the cleaning and disinfecting of toilets and urinals. First, swab the inside of each toilet again and flush the toilet. Then, use your cloth to wipe the outside of the toilet, including the handle, tank, seat and base. Repeat this procedure with the urinals.

8. Empty Trash

Empty all trash containers, as well as feminine hygiene product disposal bins. When emptying trash, tie the liner closed and carefully lift it out of the basket. Then place this bag in the trash container on your cleaning cart. Finally, spot clean and disinfect receptacles as needed, or as periodically directed by your supervisor.

9. Damp Mop/Disinfect Floors

If matting is present on the floor, remove it before mopping. Next, select a red pad, when using a micro fiber system like the one shown here, for damp-mop disinfecting hard floor surfaces.

Begin by dipping your mop into the solution compartment and wringing it out. When mopping an area, start at the farthest corner and work backwards toward the entrance.

Be sure to also keep your mop bucket on the un-mopped portion of the floor.

As your micro fiber mop becomes heavily soiled, submerge the collapsed mop head into the rinse compartment and agitate to loosen any soil. Then, wring your mop by hanging the collapsed mop inside the wringer compartment and pushing down on the wringer handle.

Finally, submerge the mop into the clean solution compartment and wring it again.

Reopen the mop frame and lock into place. Continue this process until the entire area is complete. Be sure to follow the instructions on the product label for adequate contact time for disinfecting floors.

Always review your work before leaving the area. When the floor is completely dry, remove the wet floor signs and re-open the restroom for use. Remember to return all equipment to its storage area, and clean your equipment as necessary.

Periodic / detail Restroom Cleaning, will be performed utilizing the Kiavac no-touch cleaning system.

1. High-dust vents, light fixtures, and other

building surfaces

2. Prevent odors and maintain clear drains with

Consume® products

Approach and Methodology

A-1. Operations Plan Currently in Use

3. Remove tough stains and de-scale toilets and

urinals with an aggressive Spartan bowl cleaner

4. Clean and disinfect inside of trash containers

and disposal bins

FLOOR CARE PLAN

Sunshine provides Terrazzo floor care services for over 4million sq ft. Proper floor care helps provide the safest airport possible.

1. Carpet Care Plan

Sunshine maintains over millions of square feet of carpet on a nightly basis, utilizing a four-step process. 1) nightly vacuuming 2) Spot / Stain identification and removal, gum removal 3) Interim Cleaning 4) Deep Cleaning, Interim and deep cleaning will be performed by floor care vendor.

Procedures to Maintain:

Daily

Carpeted areas to maintain daily include entrance vestibules, baggage claim areas, holding gates, jetways, elevators, landings.

Police carpeted areas, daily / multiple shifts. Remove foreign material.

Identify any spots or stains to determine best process for removal

Remove spots or stains as necessary

Vacuum Corners and edges

Vacuum High traffic areas wall to wall utilizing Windsor I-vac riding vacuum.

Vacuum low traffic areas (offices) hallways, upright vacuum or ProTeam backpacks.

Weekly

Vacuum low/medium traffic areas (offices) wall to wall

Monthly (As needed)

a. Utilize Whittaker encapsulation cleaning system, spot cleaning in junction with Floorcare Maintenance Vendor.

Carpet Maintenance Schedule

Approach and Methodology

A-2. Staffing Plan Currently in Use

FLL Staffing Plan							
				# of FTE's	# per shift / per day based on 7 and 5 days a week	# of hrs per day	# of hrs per week
Senior Project manager				1			40
Asst Shift Project manager				2			80
QualityAssurance / Training				2			80
HR				1			40
Office clerk				1			40
1st Shift Daily Staffing						8	7
1st shift supervisor T-1, T-2, T-3, T-4, RCC					5	40	280
Area leads					8	64	448
FIS Custodian					3	24	168
Custodian I Floater					6	48	336
Custodian II A concourse					5	40	280
Custodian II B concourse					5	40	280
Custodian II C concourse					5	40	280
Custodian II D concourse					5	40	280
Custodian II E & F concourse					5	40	280
Custodian II G concourse					5	40	280
Custodian II Ticketing T-1, RCC					7	56	392
Custodian II Ticketing T-2					7	56	392
Custodian II Ticketing T-3					7	56	392
Custodian II Ticketing T-4					7	56	392
Baggage T-1					3	24	168
Baggage T-2					3	24	168
Baggage T-3					3	24	168
Baggage T-4					3	24	168
Restroom Attendant T-1					2	16	112
Restroom Attendant T-2					2	16	112
Restroom Attendant T-3					2	16	112
Restroom Attendant T-4					2	16	112
1st shift sub total					100		5488

Approach and Methodology

A-2. Staffing Plan Currently in Use

2nd shift Daily Staffing							
2st shift supervisor T-1, T-2, T-3, T-4, RCC					5	40	280
Area leads					8	64	448
FIS Custodian					2	16	112
Custodian I Floater					4	32	224
Custodian II A concourse					5	40	280
Custodian II B concourse					5	40	280
Custodian II C concourse					5	40	280
Custodian II D concourse					5	40	280
Custodian II E & F concourse					5	40	280
Custodian II G concourse					5	40	280
Custodian II Ticketing T-1, RCC					5	40	280
Custodian II Ticketing T-2					5	40	280
Custodian II Ticketing T-3					5	40	280
Custodian II Ticketing T-4					5	40	280
Baggage T-1					2	16	112
Baggage T-2					2	16	112
Baggage T-3					2	16	112
Baggage T-4					2	16	112
Restroom Attendant T-1					2	16	112
Restroom Attendant T-2					2	16	112
Restroom Attendant T-3					2	16	112
Restroom Attendant T-4					2	16	112
2nd shift sub total					85		4648

Daily Total	# of hrs per day	# of hrs per week

Approach and Methodology

A-2. Staffing Plan Currently in Use

3rd shift Daily Staffing				
3rd shift supervisor T-1, T-2, T-3, T-4, RCC		5	40	280
Area leads		8	64	448
FIS Custodian		4	32	224
Custodian I Floater		0	0	0
Custodian II A concourse		4	32	224
Custodian II B concourse		4	32	224
Custodian II C concourse		4	32	224
Custodian II D concourse		4	32	224
Custodian II E & F concourse		4	32	224
Custodian II G concourse		4	32	224
Custodian II Ticketing T-1, RCC		4	32	224
Custodian II Ticketing T-2		4	32	224
Custodian II Ticketing T-3		4	32	224
Custodian II Ticketing T-4		4	32	224
Baggage T-1		1	8	56
Baggage T-2		1	8	56
Baggage T-3		1	8	56
Baggage T-4		1	8	56
Project worker T-1		8	64	448
Project worker T-2		8	64	448
Project Worker T-3		8	64	448
Project Worker T-4		8	64	448
3rd shift sub total		93		4760
		278	2224	14896
		Daily Total	# of hrs per day	# of hrs per week

TAB 4

Approach and Methodology

B. Safety Plan

Safety Training and Awareness

Having skillful employees is only part of the equation. Each job must be performed safely and in a safe environment. At Sunshine, safety is our number one priority.

Our safety measures are not only geared for our team, they are designed for the health and safety of those around us: our customer, facility occupants and visitors. Sunshine's workplace safety program was created and developed in compliance with all OSHA standards, and in cooperation of industry leaders. All safety regulations are strictly monitored by our safety director, reviewed monthly by our in-house safety committee. All new hires receive safety training as part of their orientation, as well as refresher/in-service safety training on a periodic basis.

At Sunshine we practice the Five Golden Rules of Safety:

1. Accidents and Injuries are preventable.
2. Each of us has a personal responsibility for safety and the safety of others on and off the job.
3. No business objective is so important that it will be pursued at the sacrifice of safety.
4. Safe conduct of operations is a condition of employment at Sunshine Cleaning Systems.
5. A job is well done only if it is done safely.

Safety is so important that it is part of our Corporate Values Statement. It's part of our DNA because we fully understand all the benefits related to running an operation with a safety-first attitude. According to OSHA, employers pay nearly $1 billion per week for worker's compensation alone. In addition to worker's comp costs, there are medical expenses, legal fees, accident investigation, hiring and training replacement employees, lost productivity, damage to property or equipment and other associated costs. Injuries on the job negatively affect employee morale and lead to absenteeism that could have been avoided.

The work we do can be physically demanding and hazardous at times, so our goal is to minimize the probability of accidents. As part of our goal to support a happy and health workforce, we hold periodic safety meetings and distribute a safety manual to prevent unsafe working conditions, whenever and wherever possible.

Our safety program is administered by our in-house safety committee, which works closely with our risk management representatives. Sunshine will assign a risk control specialist, whenever necessary, to inspect conditions at existing work sites, review work techniques, and setup safety training programs specific to our industry. This proactive approach to safety in the workplace has allowed Sunshine to closely monitor and control its general liability and worker's compensation losses.

Creating a safe environment increases productivity and diminishes claims.

TAB 4

Approach and Methodology

B. Safety Plan

Topics

- Required PPE personal protective equipment and where and when it is to be used
- General hazards and hazards specific to the job assigned
- Safety rules
- Hazard communication program, including right-to-know policy
- Injury prevention program
- Workers' compensation and accident reporting
- Safety incentive programs
- Substance abuse policy
- Pandemic/virus outbreaks
- Specific job hazards
- Accident and injury prevention
- Use of personal protective equipment
- Use of warning signs (e.g., wet floor)
- Safe lifting procedures and other ergonomic practices
- Accident handling procedures, emergency telephone numbers, and whom to notify
- Location and use of first-aid kits
- Emergency procedures
- Evacuation procedures, including location of exits
- Fire prevention, including location and use of fire extinguishers and fire alarms
- Medical services and first aid
- Use of hand tools
- Use of power tools and equipment
- Respiratory protection
- Hazard communication, including location and review of applicable MSDSs
- Bloodborne pathogens
- Fall prevention
- Workplace violence
- Fleet safety
- Equipment lockout and tagging procedures

Approach and Methodology

C. Training Plan

Sunshine understands the profound value of training and places emphasis on active learning initiatives. Complete participation is part of our culture and key to increasing the skill level and knowledge base of all team members.

Onboarding

- Complete facility tour
- Introduction to the work site and co-workers
- Detailed review of all responsibilities
- Site specific rules and regulations
- Equipment, tools, and task training
- Initial safety training

Managers & Supervisors

- Account Management
- Client Relations
- Managing People
- Communications in Management
- Train the Trainer
- Staffing and Scheduling
- Conflict Resolution
- Mentoring and Motivation
- Personnel Policies, Evaluation and Professional Development

Ongoing

- Cleaning for Health
- Personal Protective Equipment (PPE) OSHA Hazard Communication
- Driving/Vehicle Safety
- Safety Communications
- Carpet & Floor Care
- Restroom Cleaning
- Incident/Accident Reporting Operational/Equipment Safety Training General Safety Inspection Programs Pandemic/Post Pandemic Cleaning
- Bloodborne Pathogens Ergonomics
- Chemical Safety SDS
- Planning for Emergencies Equipment and tools maintenance Environmental/GREEN
- Quality Control/Inspections Personal Safety
- Specialty Services Training Customer Service
- Project Work

For more information about our **Training Topics**, please see attachment "**A**"

TAB 4

Approach and Methodology

C. Training Plan

Our employees are our most valuable resources. To ensure quality workmanship, thorough and effective training is a must. Whether we are training existing employees or new hires, CleanCheck is our ultimate tool for instilling pride and professionalism, building confidence, minimalizing complaints, and cost-effectively managing the talents of our workforce. CleanCheck ensures that our staff will master the proper cleaning procedures that promote a safe and clean environment.

Training videos provide step-by-step procedural instructions on cleaning specific areas in your facility. Each video module covers the cleaning process end-to-end but is also offered in single chapters so specific tasks can be easily revisited or re-trained. Available in both English and Spanish, CleanCheck video modules also offer DVD or web-based viewing to meet the needs of your diverse and dispersed organization.

The CleanCheck Training Manual includes detailed instructions on proper cleaning and procedures. Pages can be used as a handout during employee training, or a reference for employee training and retraining. As with all Clean-Check components, images and color-coded product categories reinforce the procedures taught in the instructional video modules.

When training is complete, you can reward employees for a job well done. Online testing is available and provides trackable results for each employee. Test questions focus on the basic concepts, while correct answers facilitate success and professional workmanship. Personalized certificates with employee names and areas mastered are available upon completion of each module. These certificates can be printed for compliance documentation and presented to employees.

Approach and Methodology

C. Training Plan

The CleanCheck job cards allow employees to confidently perform each cleaning step when they're ready to clean by themselves. Employees can simply check off each step as it's completed with an erasable pen. The job cards follow procedural instructions covered in the video modules and manuals.

Cards are bilingual (English on front, Spanish on back)

Color-coded list of products required for this section

Complete each step in the order they are presented

Check off work as it is completed

Use the products(s) when indicated within a step

Approach and Methodology

C. Training Plan

Sunshine management and supervisory staff undergo extensive training focused on what matters most; our employees and customer satisfaction. This world-class training program focuses on improving morale and productivity through positive reinforcement in this 15-step platform:

1) Personally thank workers for doing a good job – often and sincerely.

2) Take the time to meet with and listen to your workers as often as possible.

3) Provide workers specific feedback about their performance based on the standards given by your trainer.

4) Ensure staff understands the history and goals of the company, emphasizing their importance in the scheme of things.

5) Deal promptly with bad attitudes and low performers to incentivize improvement.

6) Recognize, reward and promote high performers based on their abilities, experience, etc.

7) Involve employees in decisions that affect them. Remember that involvement equals commitment.

8) Give everyone a chance to grow and learn new skills. Those you least expect may surprise you the most.

9) Build a partnerships with each employee and always encourage them to do their best. Be sure to set a strong example!

10) Encourage and reward new ideas, suggestions and initiatives that benefit the company and the customer.

11) Strive to create an environment that is open, trusting and fun.

12) Provide a sense of ownership regarding each worker's safety, environment, and work.

13) Learn from mistakes rather than punish them.

14) Celebrate success. Remember that enthusiasm is contagious.

15) Take time for team and morale building to keep everyone on their game.

TAB 4

Approach and Methodology

D. Quality Control / Continuous Improvement Plan

On-Site Supervisor Inspections –Informal daily/nightly inspections are performed by the Project Manager and On-Site Supervisors.

- On-Site Supervisors are responsible for inspecting each area of the airport to ensure cleaning standards are being met.
- They are responsible for remedial training.

Quality Control Representative – The QC Representative will be visiting and inspecting customer premises periodically and will be providing a formal report of the inspection to the VP of Operations.

Regional Manager – The Regional Manager will be visiting (randomly and unannounced) each customer premise to ensure staff is working safely and effectively on a quarterly basis.

- They will be touring and inspecting the work being done to ensure service delivery is meeting or exceeding customer expectations.

Corporate Training and Safety Officer – The Corporate Training and Safety Officer conducts quarterly on-site inspections to ensure safety and cleaning processes are followed.

- Each location will go through a series of inspections to include observing floor crews and janitors (as they perform their daily duties).
- These quarterly inspection reports are delivered to the VP of Janitorial Operations and reviewed as a team with the Regional Managers and On-Site Supervisors.

The Quality Control Scorecard and inspection process is of vital importance because it:

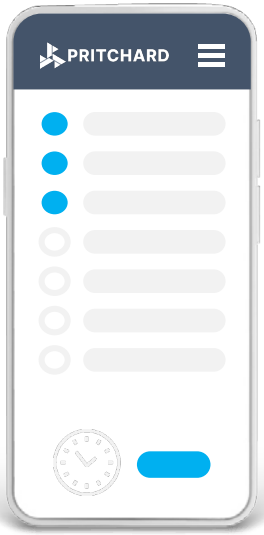
- Identifies weaknesses in training, supervision, resources, or personnel.
- Is objective and unbiased (QC Representative reports directly to VP of Operations).
- Is used as the main tool for measuring performance and has a large weight on performance incentives.
- Is reviewed and discussed weekly on a Regional QC conference call attended by the Regional Managers and hosted by the VP of Janitorial Operations.
- Provides the feedback necessary to relay back to the On-Site Supervisors and crews for immediate corrective action (if applicable).

Approach and Methodology

D. Quality Control / Continuous Improvement Plan

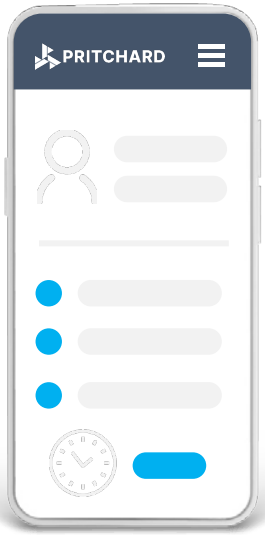
In today's digital age, effective and efficient management of janitorial services is enhanced by leveraging state-of-the-art management tools and software. These platforms facilitate seamless operations, real-time monitoring, and ensure transparency. Here's a closer look at the proposed management tools and software for the GOAA.

Organization



- ✓ Area checklists and tasks to be completed by location.
- ✓ Supplies usage tracking to maintain critical inventory at optimal levels.

Management

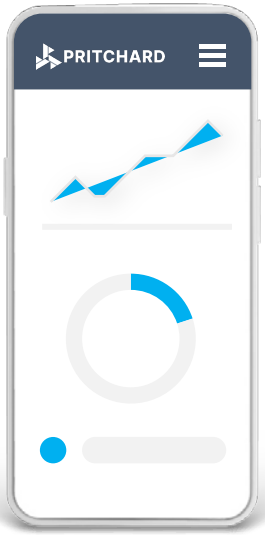


- ✓ Customizable performance reviews, and data gathering for employee records.
- ✓ Precise time tracking to ensure proper scheduling for cleaning and inspections.

Communication

- ✓ Live chat between clients and employees with pictures and files
- ✓ QR codes for checklists, inspections, inventory, and on-demand requests.

Feedback



- ✓ Client and employee feedback focused on quality service.
- ✓ Real-time reporting with a holistic view of project accountability.

Approach and Methodology

D. Quality Control / Continuous Improvement Plan

Strategic Account Manager
Weekly Inspections

Quality Assurance
Monthly Inspections

Area Manager
Quarterly Inspections

Corporate QA & Safety
Yearly Inspections

CleanTouch Reports
Includes tracking, scheduling, mobile quality assurance inspections, and performance reporting

Distribute Reports
Includes inspection summary, full inspection reports, and follow up requirements

Supervisor Follow-Up
Response within 1 day to complete deficient items and/or schedule deep clean items

The CleanTouch system can be customized to every client's needs.

TAB 4

Approach and Methodology

D. Quality Control / Continuous Improvement Plan

CLEANTOUCH™ compliance dashboards gives you visibility into our customer experience program with analytics and real-time project data. We will use these dashboards to report on deficiencies, and our monthly performance meetings.

COMPLIANCE DASHBOARDS FOR PROGRAM OVERSIGHT

Approach and Methodology

D. Quality Control / Continuous Improvement Plan

CLEANTOUCH
POWERED BY TRAX ANALYTICS

INSPECTIONS AND REPORTING

Case Study:

Baltimore Washington International

Objective

- Increase productivity and improve response time

Target

- Perform detailed inspection in accordance with BWI Scope of Services
- Enable text message and email alerts to management and supervisory staff for review and response to CleanTouch inspections
- Ability to track trends and report on our services and share with YSU management

Results

- Inspections performed monthly
- Decreased passenger complaints by 15%
- Generate internal reports for Inspections and Response
- Increase communications and client satisfaction

Approach and Methodology

E. Customer Service Plan

At Sunshine, we understand the critical importance of maintaining a clean and hygienic environment for our valued passengers and staff. Our janitorial response time plan is designed to ensure prompt and efficient custodial services throughout the airport facilities. By adhering to this plan, we aim to enhance cleanliness, safety, and overall customer satisfaction.

Response Time Targets: Our janitorial response time plan sets specific targets for different types of cleaning requests. The response time will vary based on the urgency and nature of the request:

a) **Priority 1 - Emergency Situations:** Immediate response within 15 minutes for incidents that pose a safety risk or require urgent attention (e.g., spills, hazardous materials, restroom blockages).

b) **Priority 2 - High-Priority Requests:** Response within 30 minutes for critical cleaning requests that impact the overall airport experience (e.g., heavily soiled areas, overflowing trash bins).

c) **Priority 3 - Standard Cleaning Requests:** Response within 60 minutes for routine cleaning requests that do not pose immediate safety risks (e.g., general cleaning, replenishing supplies).

2. Communication and Dispatch: To ensure a swift response, we will implement TRAX for efficient communication and dispatch system. Airport staff and passengers can report cleaning requests through various channels, including:

a) **Publicly Accessible Service Points:** Clearly marked and strategically located service points equipped with communication devices for requesting assistance.

b) **Mobile App:** An airport-specific mobile application that allows users to submit cleaning requests and track their status in real-time.

c) **Airport Personnel:** Trained airport personnel who can report incidents directly to the custodial team via radio communication.

Custodial Team Deployment: Our custodial team will be strategically stationed throughout the airport to ensure optimal coverage and quick response times. The deployment will be adjusted based on flight schedules, peak traffic hours, and the number of visitors in different areas.

Round-the-Clock Service: The janitorial response time plan operates 24/7, 365 days a year, to cater to the airport's constant activity and ensure cleanliness regardless of the time of day or night.

Monitoring and Improvement: Continuous monitoring of response times will be conducted to assess our performance and identify areas for improvement. We will maintain detailed records of response times, enabling us to analyze trends, adjust staffing levels, and enhance efficiency.

Training and Preparedness: Our custodial team will undergo regular training sessions to maintain a high level of preparedness, ensuring they can handle various cleaning situations with expertise and professionalism.

Collaborative Approach: We value collaboration with airport management, airlines, and other stakeholders. Regular meetings and feedback sessions will be held to address concerns, gather insights, and make necessary adjustments to further enhance the quality of custodial services.

At GOAA, our janitorial response time plan is a crucial component of our commitment to providing a clean and comfortable environment for all airport users. By adhering to these response time targets, employing a well-trained custodial team, and fostering collaboration, we aim to achieve the highest standards of cleanliness and customer satisfaction at our major airport.

TAB 4

Approach and Methodology

F. Transition Plan

The Janitorial Transition Plan outlines the systematic approach for introducing new janitorial services at GOAA. This comprehensive plan ensures a smooth and efficient integration of the new custodial team, with a focus on maintaining high standards of cleanliness and customer satisfaction throughout the airport facilities.

1. Pre-Transition Preparation: Before the transition begins, a dedicated transition team will be formed, comprising representatives from the new janitorial service provider, airport management, and other relevant stakeholders. This team will collaborate to establish a clear timeline and detailed action plan for the phase-in process.

2. Initial Assessment and Planning: The transition team will conduct an in-depth assessment of the airport's janitorial needs, including specific cleaning requirements, facility size, traffic patterns, and high-priority areas. Based on this assessment, a customized janitorial plan will be developed to align with the airport's unique needs.

3. Staff Recruitment and Training: It is our intention to retain the staff currently serving the airport, but where needed, Sunshine will recruit new custodians who will be carefully selected to ensure expertise, professionalism, and a commitment to service excellence. Both retained staff and recruited staff with undergo comprehensive training sessions to familiarize the team with airport facilities, cleaning protocols, safety procedures, and any site-specific considerations.

4. Communication and Stakeholder Engagement: Transparent and proactive communication with airport management, staff, and passengers is essential during the phase-in process. Regular updates and clear communication channels will be established to address any concerns, provide progress reports, and gather feedback.

5. Quality Assurance and Performance Evaluation: Quality assurance checks will be conducted regularly during the phase-in period to assess the effectiveness of the new services and identify areas for improvement. Key performance indicators will be monitored to ensure that the new custodial team meets or exceeds established standards.

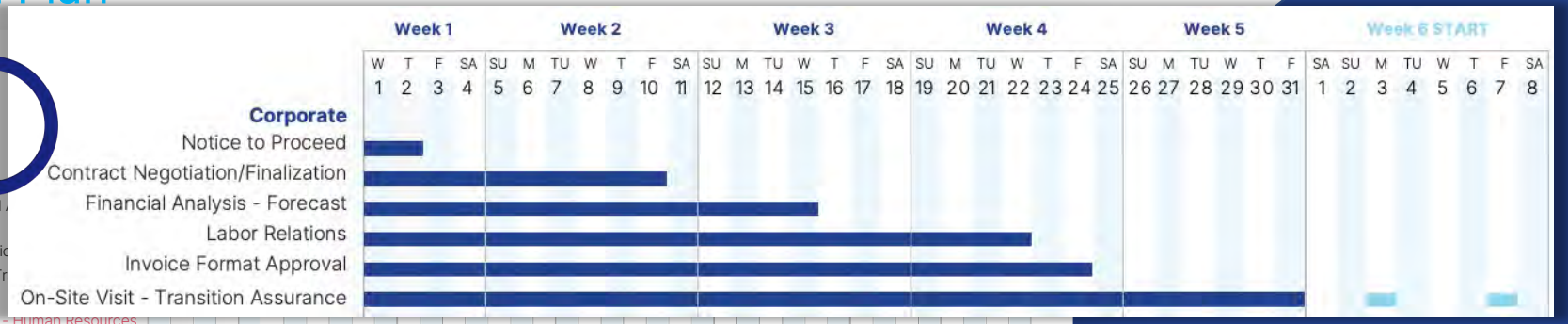
6. Contingency Planning: A contingency plan will be in place to address any unforeseen challenges that may arise during the phase-in process. This plan will include alternative strategies to maintain cleanliness and safety should any disruptions occur.

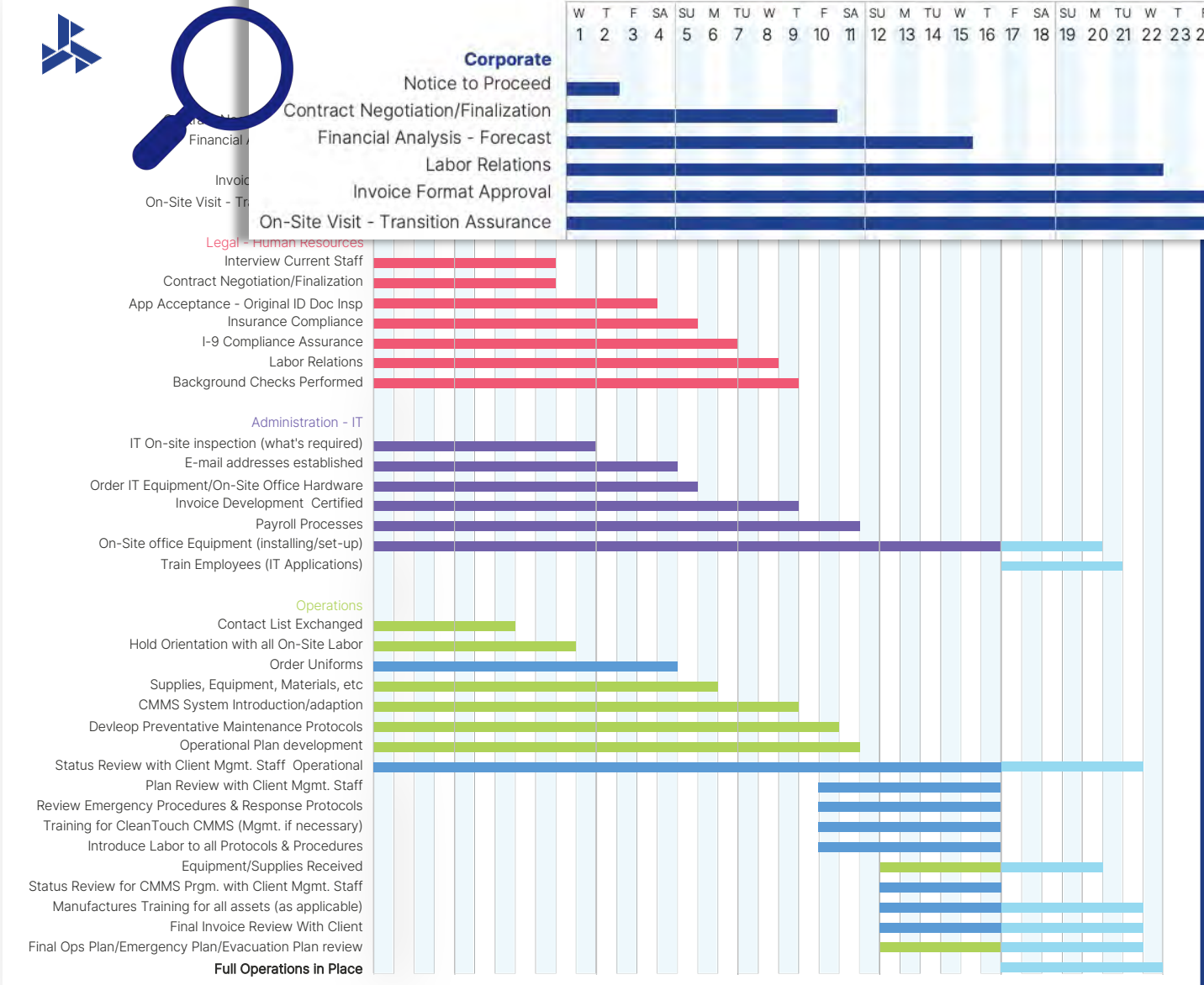
The Janitorial Transition Plan for phasing in services at GOAA is a carefully orchestrated effort aimed at ensuring a seamless and successful integration of the new custodial team. With thorough preparation, effective communication, and a focus on maintaining high-quality custodial services, the phase-in process will result in an enhanced airport environment that meets the needs and expectations of passengers and staff alike.

TAB 4

Approach and Methodology

F. Transition Plan





Sunshine provides intensive attention to your implementation and start-up period, in order to establish your needs and adjust your services for the best fit and highest performance.

This sample plan uses a 30-day timeline, but our intensive transition monitoring and evaluation is continuous for the first 90 days and includes benchmarking, measurement of performance, and customer feedback.

TAB 4

Approach and Methodology

G. Equipment (Terminals A & B)

Equipment-Description	Condition	Quantity
Autonomous Floor Scrubber	New	1
Carpet Cleaning Ride-on 28" with back-up alarm .	New	8
Ride-on Scrubber For Hard Floors	New	6
Deep Cleaning Carpet Extractor	New	6
Portable Deep Cleaner Carpet Extractor, preferable battery operate. (Carpet Spotter)	New	4
TMU - See the description on page 000 PWS.	New	1
Power Scrubber 17"	New	4
Power Scrubber 20"	New	4
High Speed Floor Burnished 2000 rpm	New	4
Pile Lifter	New	1
Walk- Behind Floor Scrubber	New	6
Wet/Dry Vacuum	New	6
Upright Vacuum	New	8
Ride-on Vacuum	New	6
Backpack Vacuums with HEPA level-Filtration/Stick Vacs	New	10
Walk-Behind Outdoor Sweeper	New	4
Air blowers	New	8
Commercial Washer /Dryer	New	1 each
Mobil Hydro Tech Pressure Washer with Hot water 4000psi or more , with water tank.	New	2
Portable Pressure Washer cool / Hot water 4000PSI or less .		4
F 150 Truck - P/W	lease or buy	1
Box Truck - Supplies /Misc.	lease or buy	1
Scissor lifts	lease or buy	1
Tilt Carts	New	8
Flatbed- 4 Wheel Cart	New	3
Janitorial Cleaning Carts & Accessories	New	as needed

Approach and Methodology

G. Equipment (Airsides 1 & 3)

Equipment-Description	Condition	Quantity
Autonomous Floor Scrubber	New	1
Carpet Cleaning Ride-on 28" with back-up alarm .	New	8
Ride-on Scrubber For Hard Floors	New	6
Deep Cleaning Carpet Extractor	New	6
Portable Deep Cleaner Carpet Extractor, preferable battery operate. (Carpet Spotter)	New	4
TMU - See the description on page 000 PWS.	New	1
Power Scrubber 17"	New	4
Power Scrubber 20"	New	4
High Speed Floor Burnished 2000 rpm	New	4
Pile Lifter	New	1
Walk- Behind Floor Scrubber	New	6
Wet/Dry Vacuum	New	6
Upright Vacuum	New	8
Ride-on Vacuum	New	6
Backpack Vacuums with HEPA level-Filtration/Stick Vacs	New	10
Walk-Behind Outdoor Sweeper	New	4
Air blowers	New	8
Commercial Washer /Dryer	New	1 each
Mobil Hydro Tech Pressure Washer with Hot water 4000psi or more , with water tank.	New	2
Portable Pressure Washer cool / Hot water 4000PSI or less .		4
F 150 Truck - P/W	lease or buy	1
Box Truck - Supplies /Misc.	lease or buy	1
Scissor lifts	lease or buy	1
Tilt Carts	New	8
Flatbed- 4 Wheel Cart	New	3
Janitorial Cleaning Carts & Accessories	New	as needed

Approach and Methodology

G. Equipment (Airsides 2 & 4)

Equipment-Description	Condition	Quantity
Autonomous Floor Scrubber	New	1
Carpet Cleaning Ride-on 28" with back-up alarm .	New	8
Ride-on Scrubber For Hard Floors	New	6
Deep Cleaning Carpet Extractor	New	6
Portable Deep Cleaner Carpet Extractor, preferable battery operate. (Carpet Spotter)	New	4
TMU - See the description on page 000 PWS.	New	1
Power Scrubber 17"	New	4
Power Scrubber 20"	New	4
High Speed Floor Burnished 2000 rpm	New	4
Pile Lifter	New	1
Walk- Behind Floor Scrubber	New	6
Wet/Dry Vacuum	New	6
Upright Vacuum	New	8
Ride-on Vacuum	New	6
Backpack Vacuums with HEPA level-Filtration/Stick Vacs	New	10
Walk-Behind Outdoor Sweeper	New	4
Air blowers	New	8
Commercial Washer /Dryer	New	1 each
Mobil Hydro Tech Pressure Washer with Hot water 4000psi or more , with water tank.	New	2
Portable Pressure Washer cool / Hot water 4000PSI or less .		4
F 150 Truck - P/W	lease or buy	1
Box Truck - Supplies /Misc.	lease or buy	1
Scissor lifts	lease or buy	1
Tilt Carts	New	8
Flatbed- 4 Wheel Cart	New	3
Janitorial Cleaning Carts & Accessories	New	as needed

TAB 4

Approach and Methodology

G. Equipment

We understand the critical nature of maintaining service continuity, especially when confronted with equipment or technology outages.

Preventive Maintenance:

- **Routine Checks:** All trucks, major equipment, and critical technology undergo routine maintenance checks, reducing the likelihood of unexpected malfunctions.
- **Scheduled Maintenance:** Based on equipment usage, lifespan, and manufacturer recommendations, we schedule periodic maintenance to ensure everything functions optimally.

Equipment and Technology Redundancy:

- **Backup Equipment:** We maintain backup equipment for all mission-critical roles. In the case of malfunction, the backup is immediately deployed to ensure uninterrupted service.
- **Cloud Backup:** For technology and software, our systems are backed up to the cloud in real-time. In case of outages, services can be quickly restored or transitioned to alternate systems.

Rapid Response Team:

- This team, on standby, is specifically trained to address and rectify equipment or technological malfunctions swiftly. Their primary role is to ensure minimal downtime.

Vendor and Service Agreements:

- We have agreements with equipment vendors for priority servicing and replacements. This ensures that any malfunctioning equipment is addressed immediately, either through repair or replacement.

Communication Protocol:

- In case of any disruption, a clear communication protocol is activated. Stakeholders, including clients and on-ground teams, are informed about the issue, expected downtime, and corrective measures being taken.

Training:

- All staff are trained to handle minor issues and troubleshoot common problems. This frontline defense often resolves issues before they escalate, ensuring continued operations.

TAB 4

Approach and Methodology

G. Equipment

Computerized Maintenance Management Program Overview
At Sunshine, we utilize the **CleanTouch** Computerized Maintenance Management System (CMMS), a state-of-the-art platform tailored to streamline our operations and ensure peak equipment performance as detailed on page 25-29.

Key Features:

Inventory Management: TechMaint tracks all equipment, parts, and inventory, ensuring timely replacements and efficient stock management..

Scheduled Maintenance Alerts: The program automatically schedules preventive maintenance based on equipment use and manufacturer recommendations, ensuring equipment longevity and optimal performance.

- **Real-time Monitoring:** Integrated sensors and IoT devices feed data into the system, allowing for real-time monitoring of equipment health, performance, and potential issues.
- **Reporting and Analytics:** Comprehensive dashboards provide insights into equipment performance, maintenance schedules, and operational efficiency. This aids in decision-making and strategic planning.
- **Mobile Integration:** TechMaint offers a mobile app, allowing technicians to access data, receive alerts, and update information on-the-go.
- **Training Modules:** Embedded training modules guide technicians on routine maintenance tasks, troubleshooting, and best practices.

Support Mechanism:
TechMaint is backed by a 24/7 support team that aids in software issues, updates, and user queries. Regular updates ensure that the system is equipped with the latest features, security patches, and performance enhancements.
Our CMMS is an essential tool in our commitment to excellence, ensuring that our equipment and technology function optimally, and any issues are proactively addressed, guaranteeing uninterrupted service to our clients.

TAB 5

Small Business Participation Plan

A. MWBE Participation Plan

In alignment with the Aviation Authority's dedication to fostering diversity and inclusivity within the industry, Sunshine is committed to actively supporting and integrating Minority and Women-owned Business Enterprises (MWBE). For this specific solicitation, we pledge to meet the set MWBE participation goal of fifteen percent (15%).

MWBE Participation Breakdown:

Innovation Aviation Services Inc.
Services: Staff training and quality assurance. This will encompass both on-site training and periodic assessments.\
Method: Innovation Aviation Services will integrate with our airport supportive services including baggage handling, janitorial, and customer services.

B. LDB/VBE Participation Plan

LDB/VBE Participation Plan

In harmony with the Aviation Authority's objectives, Sunshine is equally determined to involve Local Disadvantaged Business Enterprises (LDB) and Veteran Business Enterprises (VBE) in its operational framework. For this solicitation, we are committed to achieving the set LDB/VBE participation goal of seventeen percent (10%).

Southeast Airport Services, Inc.
Services: Waste management and recycling services for the airport, ensuring a sustainable and eco-friendly approach.
Method Southeast Airport Services will be integrated into our daily operational routine, with set schedules for Baggage Handling and Janitorial Services

In both MWBE and LDB/VBE participations, Sunshine will maintain regular communication channels with the participating firms, ensuring clarity of roles, timely execution, and feedback mechanisms. Our proactive engagement aims not only to meet the set targets but to foster long-term relationships with these businesses, driving mutual growth and upholding the values of the Aviation Authority.

TAB 6

Additional Requirements of the Solicitation

A. Prior or Pending Convictions, Indictments, Investigations, Regulatory Investigations

Sunshine has no prior or pending convictions, indictments, investigations, or regulatory investigations, either civil or criminal that relate to the services listed in the Scope of Services over the last five (5) years.

TAB 6

Additional Requirements of the Solicitation

B. Claims Information

Sunshine has no prior or pending lawsuits, arbitrations or claims filed or raised by or against us over the last five (5) years.

TAB 6

Additional Requirements of the Solicitation

C. Conflicts of Interest

Sunshine has no conflicts of interest with the Aviation Authority.

Fla. Stat. Section 119.071(1)(c)

TAB 6

Additional Requirements of the Solicitation

E. Letters of Bondability

Fla. Stat. Section 119.071(1)(c)

Fla. Stat. Section 119.071(1)(c)

Fla. Stat. Section 119.071(1)(c)

Fla. Stat. Section 119.071(1)(c)

Fla. Stat. Section 119.071(1)(c)

Fla. Stat. Section 119.071(1)(c)

TAB 7

Management Fee

See Cost Proposal attachment submitted in the portal.

TAB 8

Additional Information

See following pages.

Recruitment Plan

Personnel Search

Candidates for new or existing accounts are typically extracted from four basic sources:

- Staff currently servicing the subject facility.
- "Word of mouth" advertising via current Sunshine employees assigned to other locations including Chase Field.
- Applications already on file from previous recruitment efforts.
- Advertising through an array of local media resources including Facebook to source within blocks of GOAA.

These sources have historically proven very successful in producing a large enough applicant pool in order to fill all open positions.

Screening

[redacted]
49 CFR 1520.5(9)
[redacted]

Job Offer

After careful evaluation of the information gathered during the screening process, those applicants deemed most qualified are then offered employment and training. Applicants are then placed into those positions that best suit their level of experience and skills.

Back-up Staff

At Sunshine we have a database of a trained and ready cleaner force who are tasked as floaters on accounts throughout the area. It is our practice to place these trained reserves (floaters) into positions at our clients when needed. This streamlined process limits any delay with Hiring, Screening and Training when a staffing need arises at our client locations. Once awarded the contract we will start the security screening process for our floaters to ensure they are ready to start day 1.

Equal Employment Opportunity Statement

Sunshine, as part of our ongoing commitment to equal opportunity, recruits and employs qualified people from all parts of the community regardless of race, creed, color, gender identity, sexual orientation, age, national origin, disability, or veteran status.

Retention Plan

Sunshine provides a range of benefit plans to encourage, motivate and recognize an employee's service. Eligibility requirements and descriptions for each benefit plan are summarized in this section. Sunshine offers service workers and staff/management employees and their eligible dependents some or all of the following benefits.

- Health, Dental and Vision Coverage (contract specific)
- Prescription Drug Card
- Term Life Insurance
- Voluntary Disability Insurance
- 401 (k) Employee Savings Plan
- Paid Vacation (5 days after 1 year, 10 days after 5 years)
- Paid Holidays (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas Day)
- Anniversary Awards
- Employee Assistance Program

How We're Different From Our Competitors

At Sunshine, we prioritize the growth and development of all our team members, whether they're part-time or full-time. Not only are our holistic benefit plans, which include Health, Dental, and Vision Coverage (contract specific), extended to Sunshine employees, but their family members are also eligible for most benefits, including medical, dental, vision, wellness, etc. Additionally, to ensure the protection of our employees, our benefit plans are available following only 60 days of service, while our competitors typically extend their wait time to 90 days.

Employee Incentive Programs

Sunshine's employee incentive programs are designed to recognize outstanding employees, improve job performance and satisfaction, and create a positive working environment. The initiatives in the program are based on quality rating measurements, attendance, and other key service measurement criteria. The end result is an annualized employee turnover rate of 35%, significantly lower than the industry average. Below are some examples of incentives we use to encourage long-term employees:

- Employee of the quarter
- Merit increases
- Safety incentives
- Productivity improvements
- Process improvements
- Opportunity for advancement
- Accelerated management training program
- ESL Classes

Employee Incentive Programs

Our Company has established a defined contribution Plan for eligible employees known as the Sunshine 401(k) Employee Savings Plan (the "Plan").

- Sunshine will match on a monthly basis 100% of the first 3% of pay the employee defers and 50% of the next 2% of pay they defer.
- Employee will be 100% vested at all times in the safe harbor matching contributions
- The employee can participate in the Plan on the fist date of the month coincident with or following their completion of a Year of Service and during open enrollment in January or July.

Harnessing Technology to Track Hours

Our Time and attendance software, SimpliTime powered by UKG, will provide for the collection of payroll data transmitted directly to accounting for the generation of employee payroll. This system will include all information regarding payroll deductions, vacation and sick time, shift differentials (if applicable), and any overtime generated.

SIMPLITIME
TIME CLOCK | TIME & ATTENDANCE | SCHEDULING

IMPROVE EMPLOYEE PERFORMANCE

With Sunshine's time and attendance software, management can monitor employee shortcomings such as late attendance and excessive time spent on completing tasks. Our time-tracking system and geofencing software provide management accurate data that can be used for future coaching.

KNOWLEDGE TO MAKE DECISIONS

With Who's Working, we can ensure we have the staff necessary to thoroughly service your facilities. Our teams have instant access to those on the clock and can view a map to find the nearest employee available for the job.

SEAMLESS & ACCURATE PAYROLL

Sunshine's timekeeping software assures employees that their payroll is always accurate. In addition to our precise timekeeping, we can review and edit timecards before they're sent to payroll

CLOCK IN EFFICIENTLY

Historical records of each employee's time punches can be accessed on-demand to protect our employees and limit conflicts regarding nonservice.

ELIMINATE FRAUD

Sunshine biometrics and facial recognition software allow us to verify who is clocking in. Employees are also protected in the event of another employee falsely clocking in another.

DOCUMENTATION

Sunshine provides various timekeeping options that best accommodate your needs. Ranging from scanning a QR code to using a biometric kiosk to clock in & out on a shared device, we'll work closely with you to efficient time keeping methods.

Summary of Technology Support

	SIMPLI TIME	Microsoft Dynamics 365	CLEANTOUCH
Personnel and Payroll Administration / HR Our UKG Software will be installed at each location will provide for collection of payroll data transmitted directly to accounting for generation of employee payroll. This system will include all information regarding payroll deductions, vacation and sick time, shift differentials (if applicable) and any overtime generated.	✓		
Asset and Supply Management The information and specifications for all project related equipment are uploaded into this module. This includes make and model number and preventive maintenance requirements.		✓	✓
Budgeting and Financial Oversight Sunshine's accounting software used for reporting and collection of critical project data relating to all accounts receivable invoices and work order management for the project. Invoices will be generated pursuant to the contractual requirements and uploaded into the system for review with payroll, supply and other required backup attached.		✓	
Work Order and Periodic Management Sunshine will utilize CleanTouch to generate automated periodic service as required in the scope of work. For management and review of all emergency and non-emergency work orders we remain flexible to our clients preferred method of tracking and offer CleanTouch as a solution to act as stand-alone system or an extension your existing software.			✓
Quality Assurance The Sunshine team focuses on planned cleanliness and hygiene, monitored and ensured through our software CleanTouch. Matching your needs and our professional standards goes beyond quality control to a documented assurance of safety and sustainable reliability.			✓
Reporting For complete project transparency, Sunshine can grant access or share reports on each of our software systems. We can combine or compose reports in excel, PDF or other programs for further review. This provides comprehensive accountability to each of the elements ensuring Sunshine's contractual obligations.	✓	✓	✓

Caring for the Environment

Grounded in the policies and research of the US Green Building Council's LEED and WELL Institute, Sunshine brings you these assets:

- Care teams trained for maintenance and health protection in terms of the use, maintenance, disposal, and, when health protection allows, recycling of cleaning resources, from products to packaging to equipment.
- Contained and reduced use of cleaning chemicals via prepacked concentrates, well-managed dilution systems, and monitored applications.
- Commitment to sustainable and planet-aware cleaning materials, products, disposable paper items and trash bags, and high-tech microfiber tools and wipes.
- Selected hard floor and carpet care products that yield both monitored cleaning and long-term sustainability.

Your surroundings get the latest in health-protective services **that also benefit the planet.**

Caring for your surroundings also engages thinking ahead for our environment. Sunshine is Green Seal Certified with several LEED certified staff and is a member of the US Green Building Council. Long-term attention to sustainability shapes our choices: Expert training supports our use of recycled and renewable paper products, as well as recycling and reuse when health protection allows. We look for Energy Star equipment, maintain a microfiber program, and refresh our team's expert training as standards and science raise the bar.

Choosing sustainable processes and products through Sunshine enhances employee comfort and health, and with your partnership, we can reduce use of and exposure to biological, chemical, and particulate contaminants. You'll get more than a healthier personal environment -- you'll also better sustain your building finishes, systems, air quality, and surroundings.

The overall result: a cleaning program that's both high performance and sustainably designed.

Fostering Team Collaboration

In the modern work environment, a genuine commitment to Diversity, Equity, and Inclusion (DEI) is not just a corporate catchphrase; it's an essential ingredient for success and progress. Recognizing its importance, our janitorial service has a robust DEI program aimed at ensuring a diverse workforce, promoting equity at all operational levels, and fostering an inclusive work culture.

OUR COMMITMENT

INCREASE DIVERSE REPRESENTATION

Create more diverse teams that engage everyone

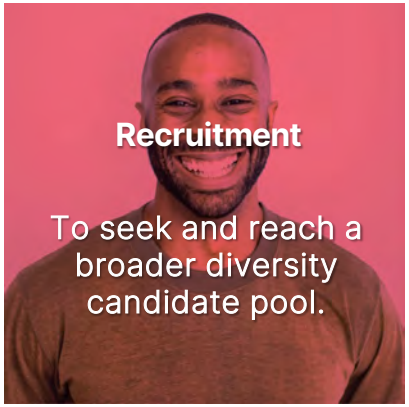
EMPOWER SPIRITED ENGAGEMENT

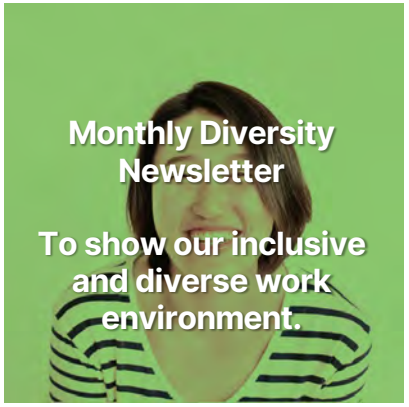
A Sunshine staff movement to energetically engage and drive change

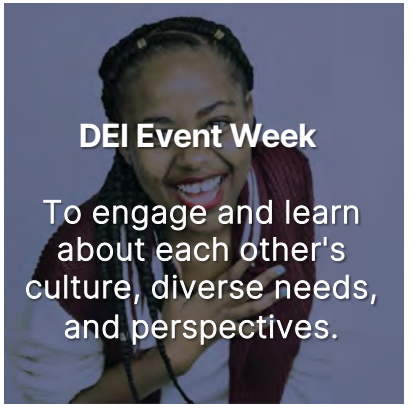
INVEST STRATEGICALLY IN OUR COMMUNITIES

Add new value back to the people and communities where we live & work

OUR INITIATIVES







Delivering Enhanced Performance

CORDLESS BACKPACK VAC

Lightweight design allows maneuvering with less strain and more productivity.

Sealed HEPA system cleans the air as well as the floor thanks to a washable HEPA filter with hex guard technology.

Hushtone 2-speed motor cleans at 69dB for quiet daytime cleaning.

ANTIMICROBIAL COATING

Micro-Biostatic surface coating that lasts 60-90 days

Inhibiting process ruptures cell walls of microbes inactivating them with a static charge

Hospital grade disinfectant kills viruses on contact
Safe for HVAC systems

TRU-SHOT

Color coded for cleaning concentrates matches microfiber program, eliminating cross-contamination

Labeled in English and Spanish for OSHA Safety labeling compliance and Training

Fill at any water source

ELECTROSTATIC SPRAYER

Uses an air compressor for quiet, powerful liquid flow

Charged particles are attracted to surfaces

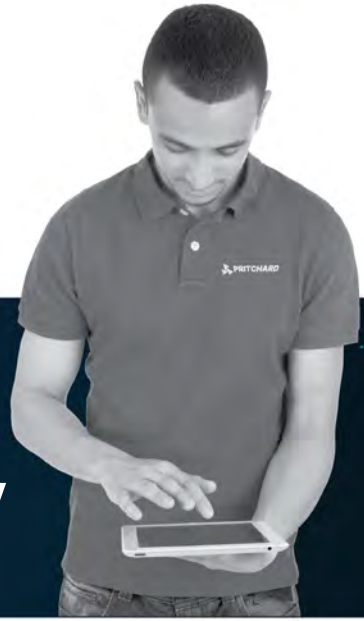
Solution reaches and wraps around all sides of surfaces

Surfaces are evenly coated with the solution

Enhanced Experiences

Empowered Employees

Innovation for Health & Efficiency



Real Partnership

Customer/Tenant Experience Focused

TAB 9

Response Forms

1. Respondent's Certification Form
2. Conflict of Interest Disclosure Form
3. Scrutinized Company Certification Form
4. E-Verification Certification Form
5. MWBE and LDB Forms
6. W-9

1. Respondent's Certification Form

I have carefully examined the Solicitation and any other documents accompanying or made a part of this Solicitation.

I hereby propose to furnish the goods or services specified in this Solicitation at the prices or rates quoted in my submittal. I agree that my submittal will remain firm for a period of up to one-hundred-twenty (120) days in order to allow the Aviation Authority adequate time to evaluate the submittals.

I certify that all information contained in this Solicitation is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this Solicitation on behalf of the Respondent as its act and deed and that the Respondent is ready, willing and able to perform if awarded the Contract.

I certify, under oath, that this Solicitation is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a Solicitation for the same product or service. I further certify that no officer, employee or agent of the Aviation Authority or any other Respondent has a financial interest in this Solicitation. I further certify that the undersigned executed this Respondent's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

Company	***Sworn to and subscribed before me by means of:***
Sunshine Cleaning Systems, LLC.	☑ ***physical presence or*** ☐ ***online notarization***
Respondent's Signature Joseph Tinney	***this day of*** 3rd October ***20*** 23
Print Name and Title	***by*** Joseph Tinney ***who is***
Joseph Tinney, COO	☑ **Personally Known; or** ☐ **Produced Identification. Type of identification produced:**
Address:	***[Check applicable box to satisfy identification requirement of FLA. Stat. §117.05)***
3445 N.E 12th Terrace Fort Lauderdale, FL 33334	**STATE OF** Florida) **Seal**
Date 10/03/2023	**COUNTY OF** Broward
Duns Number [redacted]	Wendy Dawson Commission # HH 171267 Commission Expires 08-30-2025 Bonded Through - Cynanotary Florida - Notary Public
Federal Tax Id Number [redacted]	**Notary Public My Commission Expires:** 08/30/2025
Email: jtinney@pritchardindustries.com	Wendy Dawson **Printed, typed or stamped commissioned name of Notary Public)**

The Aviation Authority only requires Company Federal Tax Id numbers. The Aviation Authority is not requesting individual social security numbers

2. Conflict of Interest Disclosure Form

The award of this Contract is subject to the provisions of Chapter 112, Florida Statutes. All Respondents must disclose within their Response the name of any officer, director, employee or agent (or their spouse or child) who is also an employee or officer of the Aviation Authority.

By submission of this Response, the undersigned certifies, under penalty of perjury, that to the best of their knowledge and belief, have met the Florida Statute.

Comments:
N/A

Acknowledged by:
Joseph Tinney

Firm Name:
Sunshine Cleaning Systems, LLC.

Signature of Authorized Representative:

Name and Title (Print or Type):
Joseph Tinney, COO

Date:
10/03/2023

3. Certification Regarding Prohibition Against Contracting with Scrutinized Companies

I hereby certify that neither the undersigned entity, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit have been placed on the Scrutinized Companies that Boycott Israel List created pursuant to s. 215.4725 of the Florida Statutes, or are engaged in a boycott of Israel.

In addition, if this Solicitation is for a Contract for goods or services of one million dollars or more, I hereby certify that neither the undersigned entity, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit are on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to s. 215.473 of the Florida Statutes, or are engaged in business operations in Cuba or Syria as defined in said statute.

I understand and agree that the Aviation Authority may immediately terminate any Contract resulting from this Solicitation upon written notice if the undersigned entity (or any of those related entities of Respondent as defined above by Florida law) are found to have submitted a false certification or any of the following occur with respect to the company or a related entity: (i) it has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or (ii) for any Contract for goods or services of one million dollars or more, it has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or it is found to have been engaged in business operations in Cuba or Syria.

Name of Respondent: Joseph Tinney

By: Joseph Tinney
(Authorized Signature)

Title: COO

Date: 10/03/2023

4. E-Verification Certification Form

Effective January 1, 2021, public and private employers, contractors and subcontractors will be required to register with, and use the Employment Eligibility Verification System (E-Verify) to verify the work authorization status of all newly hired employees. The E-Verify system can be obtained at the U.S. Department of Homeland Security website: http://www/dhs.gov/E-Verify.

"Contractor" means a person or entity that has entered or is attempting to enter into a contract with a public employer to provide labor, supplies, or services to such employer in exchange for salary, wages, or other remuneration (also referred to as Respondent or Contractor).

"Subcontractor" means a person or entity that provides labor, supplies, or services to or for a contractor or another subcontractor in exchange for salary, wages, or other remuneration (also referred to as Sub- Vendor or Sub-Contractor).

Vendor/Contractor/Subcontractor acknowledges and agrees to utilize the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of:

- All persons employed by Vendor/Contractor/Sub-Contractor during the term of the contract, (including assigned sub-vendors/sub-contractors/sub-contractors), to perform employment duties within Florida and any work in pursuant to the contract with the Aviation Authority.

By entering into a contract with the Aviation Authority, the Contractor/Contractor becomes obligated to comply with the provisions of Section 2. Section 448.095, Fla. Stat., "Employment Eligibility," as amended from time to time. This includes, but is not limited to, utilization of the E-Verify System to verify the work authorization status of all newly hired employees, and requiring all subcontractors to provide an affidavit attesting that the subcontractor does not employ, contract with, or subcontract with, an unauthorized alien.

The contractor shall maintain a copy of such affidavit for the duration of the contract. *Failure to comply will lead to termination of resulting contract, or if a subcontractor knowingly violates the statute, the subcontract must be terminated immediately. Any challenge to termination under this provision must be filed in the Circuit Court of Orange County, Florida no later than 20 calendar days after the date of termination. If the resulting contract is terminated for a violation of the statute by the Contractor, the Contractor may not be awarded a public contract for a period of 1 year after the date of termination.*

I hereby acknowledge and agree that use of the U.S. Department of Homeland Security's E-Verify System during the term of the contract is a condition of the resulting contract with the Greater Orlando Aviation Authority.

Company Name: Sunshine Cleaning Systems, LLC.

Authorized Name: Joseph Tinney Title: COO

Signature: Joseph Tinney Date 10/03/2023

****

State of Florida

County of Broward

This instrument was acknowledged before me on 10/3/2023 (Date)

Notary Public Signature Wendy Dawson

LETTER OF INTENT/AFFIRMATION
Minority/Woman Owned Business Enterprise (MWBE)
(This page shall be submitted for each MWBE Firm)

Respondent: Name Joseph Tinney

Address 3445 N.E 12th Terrace

City Fort Lauderdale State FL Zip 33334

MWBE Firm: Name Innovation Aviation Services, Inc.

Address 14406 Fresno Drive

City Orlando State FL Zip 32832

MWBE Contact: Name: Soumia Naji Phone (407) 860-7895

Email: innovationaviationservices@gmail.clom

MWBE Certification Agency: City of Orlando Expiration Date 09/30/23

Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work	Quantity	Rates	Total
Labor and Supervision	20% of required	TBD	(total for 3 years per contract)
A & B			$8,288,610.50
1 & 3			$5,484,871.00
2 & 4			$4,805,734.00

	A & B	1 & 3	2 & 4
Year 1:	$ $2,627,708.50	$1,739,093.50	$1,525,423.50
Year 2:	$ $2,788,615.50	$1,845,135.00	$1,900,642.50
Year 3:	$ $2,872,286.50	$1,615,839.50	$1,664,471.00

Total Term Value: $ 18,579,215.50 (total of all 3 year for all 3 contracts) Percent of Total Bid: 20 %

AFFIRMATION:

The above-named MWBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By: Soumia Naji President 10/06/2023

(MWBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named MWBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: Joseph Tinney COO 10/06/2023

(Respondent's Authorized Signature) (Title) (Date)

In the event the Respondent does not receive award of the prime Contract, any and all representations in this Letter of Intent/Affirmation shall be null and void.

2022 - 2023

CITY OF ORLANDO
PERMITTING SERVICES

Local Business Tax Receipt

(Formerly known as "Business License " changed per state law HB1269-2006)

NOTICE-THIS TAX RECEIPT ONLY EVIDENCES PAYMENT OF THE LOCAL BUSINESS TAX PURSUANT TO CH.205, FLORIDA STATUTES. IT DOES NOT PERMIT THE HOLDER TO OPERATE IN VIOLATION OF ANY CITY, STATE, OR FEDERAL LAW. CITY PERMITTING MUST BE NOTIFIED OF ANY MATERIAL CHANGE TO THE INFORMATION FOUND HEREIN BELOW. THIS RECEIPT DOES NOT CONSTITUTE AN ENDORSEMENT OR APPROVAL OF THE HOLDER'S SKILL OR COMPETENTCY.

Business Name
INNOVATION AVIATION SERVICES INC
5734 S SEMORAN BLVD
ORLANDO, FL 32822

Business Owner
INNOVATION AVIATION SERVICES INC

Business Location
5734 S SEMORAN BLVD
ORLANDO, FL

Case Number: BUS-1067890

Issued Date: 10/24/2022

Expiration Date: 09/30/2023

Business type(s):

Description	Year
BUSOFF 9990 BUSINESS OFFICE	2023

CITY OF ORLANDO
PERMITTING SERVICES

Local Business Tax Receipt
City Hall, 400 South Orange Avenue, First Floor
Post Office Box 4990
Orlando, Florida 32802-4990

Phone: 407.246.2204 Fax: 407.246.3420

Email: businesstax@orlando.gov

Prompt! Interactive Voice Response System: 407.246.4444
Visit our website: orlando.gov/permits

ORLANDO INTERNATIONAL AIRPORT | MCO

Orlando International Airport
5850 B Cargo Road
Orlando, Florida 32827-4399
Phone: (407) 825-7133
Fax: (407) 825-3004

November 23, 2020

Mrs. Soumia Naji
Innovation Aviation Services, Inc.
5734 S. Semoran Blvd.
Orlando, FL 32822

Local Developing Business (LDB) & Minority/Women Business Enterprise (M/WBE) Certification
Expiration Date: November 23, 2023

Dear Mrs. Naji:

The Small Business Development Department of the Greater Orlando Aviation Authority (Authority) is pleased to announce that your firm, **Innovation Aviation Services, Inc.** has been certified as both a **Local Developing Business (LDB) & Minority/Women Business Enterprise (M/WBE)**, under the Authority's Local Developing Business (LDB) & Minority/Women Business Enterprise Policies.

LDB & M/WBE certifications are not equivalent and should not be construed as certification under the Authority's Disadvantaged Business Enterprise (DBE) or Airport Concessions Disadvantaged Business Enterprise (ACDBE) Policies promulgated pursuant to the Department of Transportation's regulations, or the Authority's Small Business Enterprise (SBE) or Veteran Business Enterprise (VBE) Policies.

LDB and M/WBE certifications are NOT a guarantee of work, but enable the firm to compete for, and perform, contract work on all Authority projects as an **LDB and/or M/WBE** contractor, sub-contractor, consultant, sub- consultant or material supplier.

Your company's **LDB and M/WBE** certifications with the Authority will be effective through **November 23, 2023.** For re-certification at the end of this period you must reapply for **LDB** and **M/WBE** certification. Your **renewal application** should be submitted ninety (90) days prior to expiration of your current certification. You may complete your renewal application online at https://goaa.diversitycompliance.com. **Failure to submit your renewal application ninety (90) days in advance of your expiration may result in a lapse in your certifications.**

If there is a material change in the firm, including, but not limited to: ownership, officers, directors, scope of work being performed, daily operations, affiliations with other businesses or individuals, physical location of the firm, or the owner's PNW exceeds $750,000 prior to your renewal date you must promptly notify this office in writing. Notification should include supporting documentation.

Congratulations on your **LDB and M/WBE** certifications. Please contact our office at 407-825-7133 or certifications@goaa.org if you have any questions or if we can be of any assistance.

Sincerely,

George I. Morning
Director, Small Business Development Department

LETTER OF INTENT/AFFIRMATION

Local Developing Business (LDB) / Veteran Business Enterprise (VBE)

(This page shall be submitted for each LDB/VBE Firm)

Respondent: Name Joseph Tinney

Address 3445 N.E 12th Terrace

City Fort Lauderdale State FL Zip 33334

LDB/VBE Firm: Name Southeast Airport Services Inc.

Address 5774 S Semoran Blvd

City Orlando State FL Zip 32822

LDB/VBE Contact: Name: Clinton WIlliams, President Phone (407) 420-8633

Email: cwilliams@seairportservices.com

LDB/VBE Certification Agency: Greater Orlando Aviation Authority Expiration Date 11/15/2024

Scope of Work	Quantity	Rates	Total
Labor and Supervision	20% of required	TBD	(total for 3 years per contract)
A & B			$8,288,610.50
1 & 3			$5,484,871.00
2 & 4			$4,805,734.00

	A & B	1 & 3	2 & 4
Year 1:	$ $2,627,708.50	$1,739,093.50	$1,525,423.50
Year 2:	$ $2,788,615.50	$1,845,135.00	$1,900,642.50
Year 3:	$ $2,872,286.50	$1,615,839.50	$1,664,471.00

Total Term Value: $ 18,579,215.50 (total of all 3 year for all 3 contracts) Percent of Total Bid: 20 %

AFFIRMATION:

The above-named LDB/VBE Fir affirms that it will perform the portion of the Contract as describe above for the estimate ar as state ove.

By: W. President 023

(LDB/VBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named LDB/VBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: Joseph Tinney COO 10/06/2023

(Respondent's Authorized Signature) (Title) (Date)

In the event the Respondent does not receive award of the prime Contract, any and all representations in this Letter of Intent/Affirmation shall be null and void.

2023 - 2024

CITY OF ORLANDO
PERMITTING SERVICES

Local Business Tax Receipt

(Formerly known as "Business License " changed per state law HB1269-2006)

NOTICE-THIS TAX RECEIPT ONLY EVIDENCES PAYMENT OF THE LOCAL BUSINESS TAX PURSUANT TO CH.205, FLORIDA STATUTES. IT DOES NOT PERMIT THE HOLDER TO OPERATE IN VIOLATION OF ANY CITY, STATE, OR FEDERAL LAW. CITY PERMITTING MUST BE NOTIFIED OF ANY MATERIAL CHANGE TO THE INFORMATION FOUND HEREIN BELOW. THIS RECEIPT DOES NOT CONSTITUTE AN ENDORSEMENT OR APPROVAL OF THE HOLDER'S SKILL OR COMPETENTCY.

Business Name
SOUTHEAST AIRPORT SERVICES INC
5774 S SEMORAN BLVD
ORLANDO, FL 32822

Case Number: BUS-0041779

Issued Date: 07/18/2023

Expiration Date: 09/30/2024

Business Owner
SOUTHEAST AIRPORT SERVICES INC

Business Location
5774 S SEMORAN BLVD
ORLANDO, FL

Business type(s):

Description	Year
JANSER 7349 JANITORIAL SERVICE	2024

CITY OF ORLANDO
PERMITTING SERVICES

Local Business Tax Receipt
City Hall, 400 South Orange Avenue, First Floor
Post Office Box 4990
Orlando, Florida 32802-4990

Phone: 407.246.2204 Fax: 407.246.3420

Email: businesstax@orlando.gov

Prompt! Interactive Voice Response System: 407.246.4444
Visit our website: orlando.gov/permits

Tax Collector Scott Randolph **Local Business Tax Receipt** **Orange County, Florida**

2023 **EXPIRES 9/30/2024**

3100	AIRPORT LUGGAGE HAN	$30.00	1 EMPLOYEE	3103	JANITORIAL	$30.00	3100-1111016	1 EMPLOYEE

TOTAL TAX	$60.00
PREVIOUSLY PAID	$60.00
TOTAL DUE	$0.00

MONTGOMERY GERALD V

SOUTHEAST AIRPORT SERVICES INC
MONTGOMERY GERALD V
5734 S SEMORAN BLVD
ORLANDO FL 32822

5798 S SEMORAN BLVD #111 (MOBILE)
U - ORLANDO, 32822

PAID: $60.00 0098-01105046 7/10/2023

Tax Collector Scott Randolph **Local Business Tax Receipt** **Orange County, Florida**

This local Business Tax Receipt is in addition to and not in lieu of any other tax required by law or municipal ordinance. Businesses are subject to regulation of zoning, health and other lawful authorities. This receipt is valid from October 1 through September 30 of receipt year. **Delinquent penalty is added October 1.**

2023 **EXPIRES 9/30/2024**

3100	AIRPORT LUGGAGE HAN	$30.00	1 EMPLOYEE	3103	JANITORIAL	$30.00	3100-1111016	1 EMPLOYEE

TOTAL TAX	$60.00
PREVIOUSLY PAID	$60.00
TOTAL DUE	$0.00

MONTGOMERY GERALD V

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5734 S SEMORAN BLVD
ORLANDO FL 32822

5798 S SEMORAN BLVD #111 (MOBILE)
U - ORLANDO, 32822

PAID: $60.00 0098-01105046 7/10/2023

SCOTT RANDOLPH, TAX COLLECTOR • ORANGE COUNTY, FLORIDA •

This receipt is official when validated by the Tax Collector.

Orange County Code requires this local Business Tax Receipt to be displayed conspicuously at the place of business in public view. It is subject to inspection by all duly authorized officers of the County.

ORLANDO INTERNATIONAL AIRPORT | MCO

Orlando International Airport
5850 B Cargo Road
Orlando, Florida 32827-4399
Phone: (407) 825-7133
Fax: (407) 825-3004

November 15, 2021

Mr. Gerald Montgomery
Southeast Airport Services, Inc.
5812 South Semoran Blvd.
Orlando, FL 32822

Local Developing Business (LDB) & Minority/Women Business Enterprise (M/WBE) Certification
Expiration Date: November 15, 2024

Dear Mr. Montgomery:

The Small Business Development Department of the Greater Orlando Aviation Authority (Authority) is pleased to announce that your firm, **Southeast Airport Services, Inc.** has been certified as both a **Local Developing Business (LDB) & Minority/Women Business Enterprise (M/WBE)**, under the Authority's Local Developing Business (LDB) & Minority/Women Business Enterprise Policies.

LDB & M/WBE certifications are not equivalent and should not be construed as certification under the Authority's Disadvantaged Business Enterprise (DBE) or Airport Concessions Disadvantaged Business Enterprise (ACDBE) Policies promulgated pursuant to the Department of Transportation's regulations, or the Authority's Small Business Enterprise (SBE) or Veteran Business Enterprise (VBE) Policies.

LDB and M/WBE certifications are NOT a guarantee of work, but enable the firm to compete for, and perform, contract work on all Authority projects as an **LDB and/or M/WBE** contractor, sub-contractor, consultant, sub- consultant or material supplier.

Your company's **LDB and M/WBE** certifications with the Authority will be effective through **November 15, 2024.** For re-certification at the end of this period you must reapply for **LDB** and **M/WBE** certification. Your **renewal application** should be submitted ninety (90) days prior to expiration of your current certification. You may complete your renewal application online at https://goaa.diversitycompliance.com. **Failure to submit your renewal application ninety (90) days in advance of your expiration may result in a lapse in your certifications.**

If there is a material change in the firm, including, but not limited to: ownership, officers, directors, scope of work being performed, daily operations, affiliations with other businesses or individuals, physical location of the firm, or the owner's PNW exceeds $750,000 prior to your renewal date you must promptly notify this office in writing. Notification should include supporting documentation.

Congratulations on your **LDB and M/WBE** certifications. Please contact our office at 407-825-7133 or certifications@goaa.org if you have any questions or if we can be of any assistance.

Sincerely,

George I. Morning
Director, Small Business Development Department

Fla. Stat. Section 119.071(1)(c)

PRITCHARD

SUNSHINE Cleaning Systems,

Attachment

A

Training Topics

sunclean.com

ATTACHMENT A

Shine & Succeed **Program**

Sunshine Cleaning Systems, Inc. has been in the commercial cleaning business since 1976. Since then, we have hired and managed thousands of team members. That experience has led to the development of our unique and proven Shine & Succeed program, an integrated training and career growth effort that touches each team member from day one. Our goal is to ensure that each person we hire feels like a special member of the Sunshine family. All staff members will participate in Shine & Succeed.

Our investment in staff through Shine & Succeed results in their higher commitment to you as our valued customer. The benefits to you are many and include:

- Higher quality service
- More qualified, loyal, and conscientious employees
- Lower turnover
- Safer environments

More than a dozen different programs are part of Shine & Succeed and center on such core areas as:

- Hiring practices
- Staff development and training
- Management
- Staff recognition
- Career growth

THE DETAILED ELEMENTS OF SHINE & SUCCEED ARE:

Recruitment and Hiring

Sunshine begins with identifying the staffing needs of the contract, including the job requirements and specific desires of the client. Our corporate human resources (HR) team then develops a precise recruitment plan along with the local managers who will be responsible for the contract. They discuss job descriptions, skills, experience required, and local labor market and trends.

Our proven recruitment steps are:

1. Post open leadership positions internally
2. Secure listings on job search engines
3. Host job fairs, as necessary

ATTACHMENT A

Shine & Succeed **Program**

Ideal candidates are:

- Most qualified cleaning staff in the local market
- The best fit for the Sunshine family culture
- Superior attitudes, professionalism, and a solid work ethic
- A genuine desire to grow and develop and are most likely to remain with Sunshine for the long-term.

Screening and Selection Process

HR and the facility site managers work together to identify the top candidates by pre-screening each candidate, conducting phone interviews, and then scheduling in-person interviews to confidently select quality candidates. We are crystal clear with each candidate regarding our high standards and expectations.

Pre-Employment Screenings

Once an eligible candidate has been identified and the job offer has been extended, we will then begin the background screening process, which consists of the following:

- Drug Screening
- Criminal Background Investigation
- E-Verify
- Reference Check

Onboarding and Orientation

- HR and the on-site management team walk the new employee through the new hire procedure and set the training schedule.
- New hire's date to report to work is communicated.
- Specific job functions are clearly explained.
- Baseline for evaluation is established.
- All job descriptions are written specifically based on the RFP to ensure no task is left undone.

Sunshine complies with all federal and state requirements:

- Equal Employment (EEOC) standards
- Fair Credit Reporting Act (FCRA)
- Immigration Reform and Control Act of 1986 (IRCA)

ATTACHMENT A

Shine & Succeed **Program**

Training and Development

Our more than four decades of experience clearly demonstrates the benefits of high-quality employee training and career development. Here are just a few of the steps we take in this area:

- Outline a syllabus at the start of a job to train new team members early and often so proper work habits can be established.
- Make a significant investment in the proper training of each employee
- Provide refresher training in order to build on good habits
- Incorporate safety into each training session

SUNSHINE Cleaning Systems, Inc.

VALUES

Trusworthy
Respectful
Teamwork
Innovative
Safety

MENTORING AND ENGAGEMENT

Well-trained employees feel more appreciated, are happier and do better work – a central tenet at Sunshine for the benefit of our customers.

Our **Shine & Succeed** Mentoring Program accelerates the employee development process. New hires receive a series of focused training sessions before they start work, a proven process for ensuring their overall future success. Our goal is to make sure each employee is both well-trained and comfortable in their position and environment. Confidence and trust in Sunshine and the management team at that facility are also critical.

The program pairs a manager, supervisor, or experienced employee, with a new hire to:

- Continue training and development of new employees.
- Further orient new employees to their surroundings, tasks and tools.
- Bridge relationships with customers and co-workers.
- Develop both mentees and mentors in such skills as:
    - Leadership
    - Interpersonal Relationships
    - Communications
    - Work Responsibility
- Provide training on other aspects of their position, such as using the eHub employee dashboard and other technology and understanding our comprehensive benefits package,
- Ensure Sunshine's values, such as customer service, respect and teamwork, are being demonstrated on the job
- Build loyalty and team morale
- Reduce turnover
- Evaluate progress and recommend immediate improvement strategies, as needed

In addition to development benefits the mentee enjoys, our experience shows that new mentors who participate in the program often demonstrate newfound leadership skills, paving their way to advancement and greater responsibilities within the company.

ATTACHMENT A

Shine & Succeed **Program**

Engagement

At the core of our Shine & Succeed program is engagement, which starts with recognition and appreciation. Sunshine's success depends on our most valued asset – our employees; therefore, we believe showing appreciation for their hard work strengthens their loyalty and customer satisfaction. Examples of our recognition programs include:

- Regular distribution of gift cards and certificates for excellence and high achievement.
- Pizza parties for crew members handling demanding jobs, unexpected customer requests or emergency work
- Employee Security Awareness Program (ESAP)
- Moose Award – awarded to individuals exhibiting the characteristics of dedication, customer service and pride, on which our company was founded.

Team Building Activities Include:

- Training managers to show respect and compassion for employees and to communicate effectively. We also provide on-going guidance regarding how to develop, praise and guide team members, celebrating both large and small wins along the way.
- Pot-luck meals, raffles, impromptu parties, birthdays and celebrations of other personal milestones
- Supporting local charities through team participation
- Celebrating the wins of team members
- Raising money for employees in need

Managers play the most crucial role in the engagement process and in enhancing the employee experience. We train managers to respect and show compassion for employees and to communicate effectively. We seize every opportunity to recognize our 247/365 team.

Path to Success

All the components of Shine & Succeed connect to create a high level of trust, loyalty and pride between the company and our team members. We know that cultivating mutual respect creates a stronger team because we've been using these strategies for decades. Together, with all our employees at Sunshine, we are a united force striving every day to deliver excellent services to our customers.

Pride in our work is a characteristic we all share at Sunshine Cleaning Systems.

ATTACHMENT A

Shine & Succeed **Program**

Training

Sunshine understands the profound value of training and places emphasis on active learning initiatives. Complete participation is part of our culture and key to increasing the skill level and knowledge base of all team members. Training is time consuming and comes at a cost, but the benefits are crystal clear:

- Improves employee performance, pride, and motivation
- Increases employee satisfaction and morale
- Identifies and improves weaknesses
- Sets a high standard operating procedure
- Increases quality, productivity, and consistency
- Improves safety record
- Substantially reduces costs
- Higher employee retention rates

"Tell me and I forget, teach me and I may remember, involve me and I learn."
– Benjamin Franklin

Training Delivery

Sunshine has a variety of custodial and safety training media: bound manuals, flip cards, posters, etc. Some programs are instructor led and classroom based, some delivered by equipment and supply vendors onsite. The most effective approach, however, is the hands-on sessions. After telling and showing the proper technique, the student must perform, practice and review the activity until it is mastered. Critical reviews are a constant until the required performance levels are achieved.

Classes are led by our in-house trainers, management staff, and safety coordinators. Recurring training takes place on calendar and is delivered at customer facilities throughout the year. Advanced classes are typically web-based training programs, seminars, and various industry conference learning opportunities.

Depending on the job topics may include:

- Cleaning for Health
- Personal Protective Equipment (PPE) OSHA Hazard Communication
- Driving/Vehicle Safety
- Safety Communications
- Carpet & Floor Care
- Restroom Cleaning
- Incident/Accident Reporting Operational/Equipment Safety Training General Safety Inspection Programs Pandemic/Post Pandemic Cleaning
- Bloodborne Pathogens Ergonomics
- Chemical Safety SDS
- Planning for Emergencies Equipment and tools maintenance Environmental/GREEN
- Quality Control/Inspections Personal Safety
- Specialty Services Training Customer Service
- Project Work

ATTACHMENT A

Shine & Succeed **Program**

Sunshine provides both their managerial and production personnel with training programs recognized and certified by the Building Service Contractors Association International, (BSCAI), the International Sanitary Supply Association (ISSA), and industry suppliers and manufacturers. These programs are specifically designed to meet the needs of our industry and keep our personnel educated and informed on all aspects of the contract cleaning business. In addition, Sunshine continuously trains and certifies staff in specific disciplines. These include certifications in carpet and hard floor care, terrazzo and granite restoration, restroom cleaning, safety, traffic control, lift and ladder work, and others.

New Hire Orientation Training

Onboarding and Orientation training are critical phases in the life of a cleaning service employee. After carefully selecting the best candidates, providing them with the proper introduction to their jobs and facility must be done in a clear, personal, and comprehensive manner. Sunshine's orientation procedures are designed to increase the likelihood of successful employment. After the Onboarding is competed the Orientation basics include:

- Complete facility tour
- Introduction to the work site and co-workers
- Detailed review of all responsibilities
- Site specific rules and regulations
- Equipment, tools, and task training
- Initial safety training

Sunshine's Mentoring Program coincides with the Orientation phase. Each employee is assigned a mentor to assist with each step in the progression. The mentor will work closely with the new hire during the first few weeks of employment reinforcing proper work habits, improving efficiencies and techniques, and supporting as needed. We have found that strict focus on the fundamentals creates a lasting impression. Good habits are formed, reliability and self-sufficiency builds. Once the foundational work is successful the mentor will reduce contact time and will follow up with refresher training and continued mentoring on a periodic basis. All training is recorded in a training logbook and copies are kept onsite.

In-service & On The job Training

Once the employee is comfortable in his/her duties we utilize cross-training as a means of broadening the employee's scope of performance. This keeps the job interesting while allowing Sunshine to secure a workforce that is trained and experienced in most, if not all phases of the service requirements. These sessions apply to advancing education especially when equipment and supplies are updated or changed. This is especially true for technological advances, which can occur frequently.

Safety and accident prevention training is also an integral part of recurring training. As safety is our number one requirement for a job well done, it natural lends itself to a more consistent and efficient

Shine & Succeed **Program**

faithfulness to the scope of service. We must, therefore, ensure a safe workplace for our customers, employees, and facility patrons.

One of Sunshine's core training initiatives is the Spartan CleanCheck Training System, a web-based learning series that provides instruction on a wide range of cleaning applications, and comes with array of topics on proper cleaning techniques and protocols delivered in the following ways:

- Web- or paper-based testing
- Training manuals
- On-the-job cards
- Compliance documentation and tracking
- Employee recognition certificates

Users are provided with a training manual that allows them to follow along as they watch, as well as procedure cards for use in the field. Programs also incorporate a formal review and test to check for understanding. Initial training of new employees and the retraining of current employees is an important aspect of Sunshine's commitment to provide Quality Service to each of its clients.

Management & Supervisor Education

The following is a basic outline of available in-house training programs for management and supervisory personnel:

Account Management

- Client Relations
- Managing People
- Communications in Management
- Train the Trainer
- Staffing and Scheduling
- Conflict Resolution
- Mentoring and Motivation
- Personnel Policies, Evaluation and Professional Development

This is just the core of training available to all supervisory and management personnel. A complete program covering safety, OSHA training, equal employment opportunity laws, discrimination and sexual harassment laws, and program development. Supervisors also receive intense training before starting any new assignment, so they have a complete command of hiring and discipline, payroll issues, customer service, inspection procedures, quality control, and new hire orientation. The goal is for each manager and supervisor to be prepared to lead and manage the account before the start date. We want you to have confidence that providing a first-rate staff is our priority.

ATTACHMENT A

Shine & Succeed **Safety & Awareness Training**

Safety Training and Awareness

Having skillful employees is only part of the equation. Each job must be performed safely and in a safe environment. At Sunshine, safety is our number one priority.

Our safety measures are not only geared for our team, they are designed for the health and safety of those around us: our customer, facility occupants and visitors. Sunshine's workplace safety program was created and developed in compliance with all OSHA standards, and in cooperation of industry leaders. All safety regulations are strictly monitored by our safety director, reviewed monthly by our in-house safety committee. All new hires receive safety training as part of their orientation, as well as refresher/in-service safety training on a periodic basis.

At Sunshine we practice the Five Golden Rules of Safety:

1. Accidents and Injuries are preventable.
2. Each of us has a personal responsibility for safety and the safety of others on and off the job.
3. No business objective is so important that it will be pursued at the sacrifice of safety.
4. Safe conduct of operations is a condition of employment at Sunshine Cleaning Systems.
5. A job is well done only if it is done safely.

Safety is so important that it is part of our Corporate Values Statement. It's part of our DNA because we fully understand all the benefits related to running an operation with a safety-first attitude. According to OSHA, employers pay nearly $1 billion per week for worker's compensation alone. In addition to worker's comp costs, there are medical expenses, legal fees, accident investigation, hiring and training replacement employees, lost productivity, damage to property or equipment and other associated costs. Injuries on the job negatively affect employee morale and lead to absenteeism that could have been avoided.

The work we do can be physically demanding and hazardous at times, so our goal is to minimize the probability of accidents. As part of our goal to support a happy and health workforce, we hold periodic safety meetings and distribute a safety manual to prevent unsafe working conditions, whenever and wherever possible.

Our safety program is administered by our in-house safety committee, which works closely with our risk management representatives. Sunshine will assign a risk control specialist, whenever necessary, to inspect conditions at existing work sites, review work techniques, and setup safety training programs specific to our industry. This proactive approach to safety in the workplace has allowed Sunshine to closely monitor and control its general liability and worker's compensation losses.

Creating a safe environment increases productivity and diminishes claims.

ATTACHMENT A

Shine & Succeed **Safety Training**

Topics

- Required PPE personal protective equipment and where and when it is to be used
- General hazards and hazards specific to the job assigned
- Safety rules
- Hazard communication program, including right-to-know policy
- Injury prevention program
- Workers' compensation and accident reporting
- Safety incentive programs
- Substance abuse policy
- Pandemic/virus outbreaks
- Specific job hazards
- Accident and injury prevention
- Use of personal protective equipment
- Use of warning signs (e.g., wet floor)
- Safe lifting procedures and other ergonomic practices
- Accident handling procedures, emergency telephone numbers, and whom to notify
- Location and use of first-aid kits
- Emergency procedures
- Evacuation procedures, including location of exits
- Fire prevention, including location and use of fire extinguishers and fire alarms
- Medical services and first aid
- Use of hand tools
- Use of power tools and equipment
- Respiratory protection
- Hazard communication, including location and review of applicable MSDSs
- Bloodborne pathogens
- Fall prevention
- Workplace violence
- Fleet safety
- Equipment lockout and tagging procedures

ATTACHMENT A

Shine & Succeed **Customer Service & Hospitality Training**

Experience has taught us the value of providing excellent customer service. This is especially true at public facilities where the cleaning staff is highly visible. Our focus on providing top-notch customer service, we believe, is the reason for Sunshine's high customer retention rate.

Currently, we offer services to dozens of public facilities, and at this very moment it is likely that someone on one of our facility staffs is interacting with a member of the public, a facility employee, or direct customer. All these groups, as users of the facility, are customers of Sunshine. That's why great service must begin with the front-line staff. Every new hire goes through a rigorous orientation that features specific customer service training. We also require in-service training throughout the year that encompasses several components of customer service.

While our team diligently performs their cleaning duties, visitors and patrons of the facility invariably seek out our staff for some sort of information or assistance. That is why one of our first training modules in orientation, familiarizes our staff with the most common questions. "Where is the nearest restroom?" "Where can I find a ...?" "Can you tell me how to get to...?" In this job we need to know the facility and supply accurate information or know where to find the information.

We will make sure that positions having greater interaction with the public are staffed with personnel well versed in customer service principals and have the proper communication skills. We teach our staff how to listen, understand body language, to know when to engage, to anticipate a customer need, and to take responsibility for a situation. We make our expectations with our employees clear on this topic. They are to be properly dressed in a clean and pressed uniform, be neatly groomed, smile, and be courteous. Most of all, they must continue to carry out Team Sunshine's mission and demonstrate its core values at all times.

The same courtesy and respect that is paid to the visitors of the facility will be paid to your employees, other vendors, security personnel, and anybody else on the property. Our goal is to enhance our customers' experience in any way we can, while still fulfilling our core mission and commitment to you, our customer. These days, life can be stressful. If we can help smooth the journey, we've done our job.

"Your mission statement may be on the wall, but your core values are displayed in the actions and attitudes of your employees."

Much of our customer service training curriculum comes from a program we began over seventeen years ago called, Project SMILE. Project SMILE was originally developed for an airport account to improve communication, language skills, and teach sound customer service principles. We recognized that some of our employees lacked a certain proficiency when interacting with customers, so we used the training time to improve communication and methods of engaging with customers in a pleasing manner.

Much of our adherence to customer service policies, procedures and standards would come in the form of initial training that is positively reinforced. Like any successful learning experience repetition underpins the desired behavior. Starting employees on the correct path is our first goal. Measuring would be in the form of feedback and observation. In other facilities we serve customers use text and email for feedback. This helps in gauging our performance and addressing deficiencies. Supervisors play a strong role in the process of training and monitoring. When we see a break in adherence or receive a report of substandard customer service being administered by one of our employees, corrective action takes place. The same strict guidelines that apply to a cleaning task apply here.

Customer service is not separate from the job description, it is part of it and is mandatory. Sunshine has a reputation for making a positive contribution to the experience of facility staff and visitors in other accounts. We want to continue to enhance that experience for everyone we encounter at your facility. A smile, a kind word or providing information is a simple act. The effect can guarantee a brighter day.

ATTACHMENT A

Shine & Succeed **Cleaning for Health Training**

Sunshine understands that utilizing best cleaning practices is the only way to minimize and control the spread of contagious viruses. Studies have shown that proper cleaning can reduce exposure by 80 to 90 percent. Recognizing these principles is essential as the safety of our customers and employees could not be more important.

Sunshine has put into place a training program designed to address these issues. The program begins by outlining how viruses and bacteria materialize in and around a facility. It details hotspots and high touch areas that need greater attention and emphasizes detailed cleaning procedures required to contain the spread of infection. Whether it's an airport, school, office complex, heath facility, or government facility, our entire team understands the protocol.

While frequent disinfecting has been standard in healthcare settings, it has now become a priority in nearly all the facilities we serve. In addition to adopting more stringent procedures, Sunshine has increased its reliance on treating facilities with hospital grade cleaners and disinfectants. More and more requests are being made for our EnviroGuard Disinfecting Services. EnviroGuard uses an electronic spray treatment system that disinfects, sanitizes, and deodorizes various surfaces and is 99.999% effective against a variety of bacteria and viruses. Our hospital grade disinfectant is registered with the EPA and safe for users and building occupant.

The proper cleaning process for effectiveness is two-fold: thoroughly clean surfaces to remove visible grime and soil, then disinfect the same surfaces. The first cleaning will allow the disinfectant application to work
properly, taking full advantage of the dwell time required for maximum effect. The training in this series also includes lessons in employee/occupant safety, adjusting frequencies, and techniques to avoid cross-contamination.

ATTACHMENT A

Shine & Succeed **Hygienic Clean Training**

In response to Covid-19 we have launched Sunshine HYGIENIC CLEAN for immediate Covid-19 prevention and confirmed exposure cleaning. Our specialists are highly trained in Pandemic Disinfecting. We helped facilities re-open and maintain clean, safe and healthy facilities and provide operating guidance. In the past, Sunshine has assisted its customers in mitigating viruses such as H1N1, SARS, and other contagions. The service and commitment required during a virus outbreak has shifted to a much higher standard.

HYGIENIC CLEAN applies the following three levels of service:

- Preventing Outbreaks
- Recovery from Known Infections
- Facility and Business Re-opening

Cleaning to prevent outbreaks is the new normal now required at all facilities, buildings, and businesses. Protecting your employees and guests is a priority. In prevention mode, one of our qualified specialists performs a site assessment collaboratively with the customer. This consultation is critical. It allows us to understand the customer needs and provides an opportunity for us to educate the customer on what is required to fully solve the problem.

If there has been a confirmed contamination, we begin with another consultation with our experts. It is imperative that we are completely familiar with all the details on the contamination. We need to know Who? What? Where? When? How? After the contaminated area is closed and a recommended waiting period, we begin with a full forensic disinfecting wipe down. We then proceed with applications of our Enviroguard electrostatic disinfecting sprayer. We also work with the customer on drafting a post contamination prevention plan, which includes scheduled cleaning using the elements of our preventive service. Our goal is for the facility manager and potential visitors to feel confident that the building is safe and Healthy.

Education and Training Education

While we have utilized the components of Sunshine HYGIENIC CLEAN to some degree in the past, we now have refined our goals more precisely. We have increased our knowledge base and updated our skills with virus specific educational courses. Our managers and supervisors have been trained through the Global Biorisk Advisory Council (GBAC), a division of the ISSA. The GBAC training includes preventative measures, response, infection control, and contamination control, emphasizing the novel coronavirus (SARS-CoV-2).

The valuable information that we acquire is communicated with our team and customers. We must continue to educate our customers and team members. The flow of information required to properly address the issue is moving fast, and so are we. Keeping all stakeholders apprised of developments and the steps we are taking is a key to building trust and gaining the confidence that the facilities we serve are safe and healthy for employees and guests.

ATTACHMENT A

Shine & Succeed **See Something, Say Something Training**

ESAP Security Training

Sunshine instituted an Employee Security Awareness Program (ESAP) over 15 years ago. This program addresses the See Something, Say Something Initiative requested in this RFP.

Sunshine developed its award-winning Employee Security Awareness Program (ESAP) in response to heightened security threats in the facilities we serve. The idea was simple: provide additional training to Sunshine employees to be more aware of their surroundings, and reward those who exemplify this awareness. We include an Active Shooter and a Human Trafficking Awareness components.

Since much of our work is in highly secured facilities, we felt the need prepare our staff to be the "extra eyes and ears" of onsite security. We don't encourage our team to chase anybody down (though that has happened), we just want our staff to recognize when things are amiss: luggage or a package left behind, un-badged personnel in a secure area, a display of behavior out of context. We were early adopters of, "If you see something, say something", and advance the matter to the proper authorities.

One ESAP Award example stems from an active shooter event that took place at the Ft. Lauderdale Airport. Just after the shooting occurred, one of our ESAP trained employees noticed a distraught and disoriented young woman traveler in the baggage claim area. She was separated from her party and in need of assistance. Our employee escorted her across the street to a designated safety area and sat with her until she was reunited with her family.

Other ESAP award recipients have included incidents involving the return of large sums of cash, reporting of theft, other weapon recoveries, challenging unauthorized personnel in a secured area and even the apprehension of a felon. The last item refers to an individual climbing an airport perimeter fence and running toward gated aircraft one late evening. A nearby Sunshine team member, who was pressure cleaning at the time, went in full pursuit and subdued the suspect as he was attempting to board a parked plane. Though we never anticipated, nor would ever encourage an employee to go to such extremes, the employee not only earned an ESAP award, but was officially recognized by airport and county staff.

Although much of our training mirrors that of airport SIDA training, we believe periodic in-service training in this area empowers our employees to feel more comfortable in being proactive. In addition, we use the model at non-airport accounts that have security concerns and our customers have greatly appreciated this extra sense of security. The program has been such a success that our ESAP initiative was awarded top prize as the "Most Innovative Idea" in our industry. Such awards are icing on the cake, just knowing that Sunshine can offer customers greater value along with our services is rewarding in itself.

ATTACHMENT A

Shine & Succeed Plan **Record Keeping Training**

Below is a sample training syllabus that would be administered throughout the year. Record keeping is completed by using a training logbook located onsite that lists topics, dates, participants and training instructors. Course completion can also be noted in our eHub workforce software program. Documentation used to present the material is also kept in the logbook or training library for future reference and is available to all personnel and customers.

Annual Training Calendar

	Topic	Date	Topic
Week 1	Orientation	Week 27	Bloodborne Pathogens
Week 2	Customer Service	Week 28	Removing Trash / Ergonomics
Week 3	Personal Safety	Week 29	Customer Service
Week 4	Carpet Care	Week 30	How to Inspect
Week 5	Restroom Care	Week 31	Equipment Safety
Week 6	Customer Service	Week 32	eHub Technology
Week 7	Infection Control	Week 33	Injury Reporting
Week 8	Project Equipment	Week 34	Key Security
Week 9	Hard Floor Care	Week 35	Disaster/Emergency
Week 10	Vacuuming	Week 36	Closet Standards
Week 11	Disaster/Emergency	Week 37	Periodic Cleaning
Week 12	Periodic Cleaning	Week 38	Mentor's Choice
Week 13	Mopping Floors	Week 39	Hard Floor Care
Week 14	Injury Reporting	Week 40	Infection Control
Week 15	Closet Standards	Week 41	Restroom Care
Week 16	How to Inspect	Week 42	Policing
Week 17	Mentor's Choice	Week 43	Safety Topic
Week 18	Stainless Cleaning	Week 44	Injury Reporting
Week 19	Bloodborne Pathogens	Week 45	Bloodborne Pathogens
Week 20	Equipment Safety	Week 46	Customer Service
Week 21	Policing	Week 47	Carpet Care
Week 22	Restroom Care	Week 48	Closet Standards
Week 23	Infection Control	Week 49	Mentor's Choice
Week 24	Vacuuming	Week 50	Safety Topic
Week 25	Carpet Care	Week 51	eHub Technology
Week 26	Chemical Safety	Week 52	Stainless Cleaning