



GREATER ORLANDO AVIATION AUTHORITY

INVITATION TO NEGOTIATE

PURCHASING PROPOSAL ITN 03-20

TERMINAL JANITORIAL MAINTENANCE

ORLANDO INTERNATIONAL AIRPORT

ORLANDO, FLORIDA

ORIGINAL

GOAA DATE 8/28/2019
ITEM NO. 2-TT
BID NUMBER 100611

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INVITATION TO NEGOTIATE
PURCHASING PROPOSAL ITN 03-20
TERMINAL JANITORIAL MAINTENANCE
ORLANDO, FLORIDA

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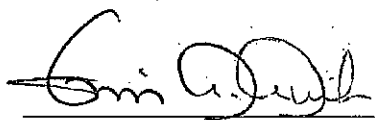
ADDENDUM NO. 1
TO
INVITATION TO NEGOTIATE 03-20
TERMINAL JANITORIAL MAINTENANCE
ORLANDO INTERNATIONAL AIRPORT
ORLANDO, FLORIDA

May 10, 2019

This addendum forms a part of the Bid Documents described above. The original Bid Documents remain in full force and effect except as modified by the following which shall take precedence over any contrary provisions in the prior documents.

- ITEM 1: Replace Page 1 of the Invitation to Negotiate with corrected Page 1 of the Invitation to Negotiate. The email address for Luis Aviles should read luis.aviles@goaa.org.
- ITEM 2: Replace Page IP-12 and with revised Page IP-12 of the Instructions to Proposers. Reference to Pages PF-6 and PF-7 in Section 14.2 have been corrected to read Pages PF-7 and PF-8.
- ITEM 3: Replace Page IP-17 and with revised Page IP-17 of the Instructions to Proposers. The MWBE percentage in Section 25.9 was corrected to read 20%.
- ITEM 4: Replace Pages PF-10 and PF-11, with corrected Pages PF-10 and PF-11 of the Proposal Forms. Page PF-10 Letter of Intent/Affirmation for MWBE's and PF-11 Letter of Intent/Affirmation for LDB/VBE have been replaced in their entirety.
- ITEM 5: Replace Pages PF-16, PF-17 and PF-18 with corrected Pages PF-16, PF-17 and PF-18 of the Proposal Forms. The last sentence in footnote #2 for each page shall read "The Authority shall only reimburse for the positions requested and approved by the Authority and satisfactorily provided by the Contractor."
- ITEM 6: Replace Page PF-19 with corrected Page PF-19 of the Proposal Forms. The sentence located under the pricing table on Page PF-19 shall read "PAGES PF-4 AND PF-16 THROUGH PF-19 SHALL ONLY BE INCLUDED IN ENVELOPE "C".
- ITEM 7: Replace Page GC-3 with corrected Page GC-3 of the General Conditions. Section 2.8 has been revised to read "Reimbursable Payroll and Operating Expenses".

***** END OF ADDENDUM NO. 1 *****


Luis A. Aviles, CPPB

5/10/2019
Date

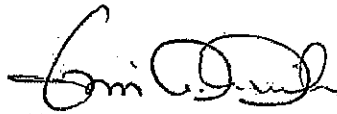
ADDENDUM NO. 2
TO
INVITATION TO NEGOTIATE 03-20
TERMINAL JANITORIAL MAINTENANCE
ORLANDO INTERNATIONAL AIRPORT
ORLANDO, FLORIDA

May 10, 2019

This addendum forms a part of the Bid Documents described above. The original Bid Documents remain in full force and effect except as modified by the following which shall take precedence over any contrary provisions in the prior documents.

- ITEM 1: Replace Page IP-3 and with revised Page IP-3 of the Instructions to Proposers. Section 3.2.4 has been added and requires Proposers to provide financial information with their proposals.
- ITEM 2: Replace Page IP-4. No new changes have been made on this page. This page has been included due to pagination (rolling of a Section from one page to the next) due to the change above.

* * * * * END OF ADDENDUM NO. 2 * * * * *



Luis A. Aviles, CPPB

5/10/2019

Date

ADDENDUM NO. 3
TO
INVITATION TO NEGOTIATE 03-20
TERMINAL JANITORIAL MAINTENANCE
ORLANDO INTERNATIONAL AIRPORT
ORLANDO, FLORIDA

May 22, 2019

This addendum forms a part of the Bid Documents described above. The original Bid Documents remain in full force and effect except as modified by the following which shall take precedence over any contrary provisions in the prior documents.

- ITEM 1: The Pre-Proposal Conference sign-in sheet is hereby included in this Addendum as Attachment "1".
- ITEM 2: The list detailing the minimum number of equipment and vehicles to be used in the performance of the contract is hereby attached in this Addendum as Attachment "2".
- ITEM 3: Replace Page S-9 with revised Page S-9 of the Specifications. Section 1.5.6 has been deleted in its entirety and replace with revised Section 1.5.6 which provides additional details for U.S. Customs Service hologram badges.
- ITEM 4: Replace Pages S-10 through S-21, with corrected Pages S-10 through S-21 of the Specifications. No new changes have been added to these pages. These pages have been included due to pagination (rolling of a Section from one page to the next) due to the change above.
- ITEM 5: Question: Regarding pending litigations, does the Authority want pending litigations in Florida or nationwide? Are slip and fall included?
- Answer: Proposers will disclose all corporate litigation filed against your company for wrongful business practices. Slip and Fall claims are not included.
- ITEM 6: Question: Is the Contractor responsible for providing office space?
- Answer: Please refer to Section 3.3 of the Specifications. The Authority will provide a secure area for office and storage space.
- ITEM 7: Question: Are the TSA areas included in the cleaning schedule?
- Answer: Yes, the TSA areas are included in the cleaning schedule.
- ITEM 8: Question: How many trash can inserts are in part of the contract?
- Answer: There are approximately 554 trashcan inserts throughout the Terminal and airside. Some will vary in size.

ITEM 9: Question: Can our company use a MWBE subcontractor from Orange County? They have provided a copy of their current MBE certification, would they qualify for either MWBE or LDBE?

Answer: The Authority accepts small business certified by Orange County, City of Orlando, Office of Supplier Diversity (OSD) and DBE (FDOT) to meet the MWBE goal or certifications from OSD and US Dept. of Veterans Affairs to meet the VBE goal. However, the LDB goal will have to be met by a company certified by GOAA **ONLY**.

List of Approved Directories

MWBE and LDB

GOAA Business Diversity Management System - <https://goaa.diversitycompliance.com/?TN=goaa>

MWBE

Orange County - <http://apps.ocfl.net/orangebids/minorityvendorlisting/default.asp>

City of Orlando - <https://cityoforlando.mwdb.com/>

DBE

FDOT -

<https://fdotxwp02.dot.state.fl.us/EqualOpportunityOfficeBusinessDirectory/CustomSearch.aspx>

MWBE & VBE

Office of Supplier Diversity (OSD) - <https://osd.dms.myflorida.com/directories>

US Dept. of Veterans Affairs

Center of Verification and Evaluation - <https://www.vip.vetbiz.va.gov/>

ITEM 10: Question: Please provide the number of restrooms that the service provider is responsible for servicing.

Answer: There are approximately 300 public and non-public restrooms throughout the Main Terminal, South APM and all four airside.

ITEM 11: Question: Please provide the number of fixtures in those restrooms.

Answer: There are approximately 840 toilets, 300 urinals and 950 sinks throughout the Main Terminal, South APM and all four airside.

ITEM 12: Question: Please provide the annual value of the CDR penalties that the current contractor has received for the past three years.

Answer: The average value of CDRs issued over the past three years is \$65,600 per year.

ITEM 13: Question: The current staffing levels for union positions are about 280. The Authority has asked for an average of 465 FTEs for the first year of the contract. Is there a specific reason for such a dramatic increase?

Answer: Currently there are approximately 368 full time employees performing under the existing Contract. The Authority has seen major growth since the existing contract was awarded. Customer Service is of the upmost importance to ensure passenger satisfaction.

ITEM 14: Question: Does THE AUTHORITY want restroom attendants as part of the contractor's staffing plan?

Answer: No, attendants will not be part of the staffing plan. The positions and frequencies will be provided to the Contractor by the Authority.

ITEM 15: Question: Will the Authority be supplying lifts for any high work or will the contractor be responsible for supplying their own?

Answer: The Contractor will supply their own lifts as part of the Management Fee cost. Please refer to Attachment "2".

ITEM 16: Question: Pg.1/Submittal Address - Will the submittal address to the Purchasing Office, at 8652 Casa Verde Road, receive FedEx delivery? If so, what is the business hour for this address?

Answer: FedEx and UPS deliveries are accepted at the Purchasing Office. Office hours are 7:30 AM to 4:30 PM. It is the Proposer's responsibility to ensure their Proposal is delivered before the time and due date.

ITEM 17: Question: Pg. 2/Electronic Copy (USB) - Is a separate USB required for each original envelope, so, 3 USB's?

Answer: Yes, a separate USB Drive is required for each original envelope.

ITEM 18: Question: Pg. 2/Response Envelopes:
a. Are we to place the Originals in the same envelopes as the Copies? For example, Envelope C Pricing, (1) Envelope including all 16 pieces with the USB also inside?
b. Or is it one Original with the USB in (1) Envelope and a separate (2nd) envelope with all 15 copies?
c. For Envelope A, if we cannot fit all copies into a single envelope, would it be possible to include multiple envelopes and label each envelopes as such (i.e., Envelope A (1 of x), Envelope A (2 of x), etc.)?

Answer: Proposers can place originals, copies and the digital copy in the same envelope or box. For Envelope A (Qualifications), if the Proposal does not fit in an envelope, the Proposer can place the originals and copies in a sealed box Marked "Envelope A" with the original Proposal marked "Original". Envelope B (MWB/E/LDB/VBE) shall contain one (1) original, fifteen (15) copies and the digital copy. Envelope C (Pricing Forms Only) shall contain one (1) original, fifteen (15) copies and the digital copy.

ITEM 19: Question: 10. Pg. IP-2/3. Proposal Content - Are the following included in the 50 page-limit requirement? Can they be provided as Attachments?

- a. Copies of customer service, training, safety, and/or quality plans used to support answers to questions?
- b. Transition Plan?
- c. Staffing Plan (a Plan detailing specific areas could be many pages)?
- d. PF-1 through PF-20 Forms?
- e. Training Programs?
- f. Letter of Bondability?
- g. Letter from Insurance/Broker Company?

Answer: Please refer to Section 3, Proposal Contents, on Page IP-2. Items listed in each Tab will be part of 50 Page count. The Proposers Financials, Tabs, resumes and charts will not count towards the 50 Page limit. Pages PF-1, PF-2, PF-3, PF-5, PF-6, PF-7, PF-8, PF-9, PF-14, PF-15 and PF-20 will be included in Envelope A but do not count towards the 50 Page limit. Proposers are reminded Pages PF-4, and PF16 through PF-19 are to be submitted in Envelope C.

ITEM 20: Question: If attachments are acceptable per the question above, should an Attachment be placed at the end of the Tabs or within the Tabbed Section it applies to?

Answer: Attachments can be placed at the end of the Tabs.

ITEM 21: Question: Pg. IP-2/8.5x11 paper size requirement - Would it be possible to submit the transition plan and staffing plan on 11x17 size paper, if needed?

Answer: Transition Plan and Staffing for Management shall be submitted on 8.5x11 paper.

ITEM 22: Question: Pg. IP-2/"...excluding resumes and charts" - Please advise as to what you deem is considered a chart? For example, an Org. Chart?

Answer: Organization Chart per Section 3.4 of the Instruction to Proposers.

ITEM 23: Question: Pg. IP-3/References - For Tab 3, References & Client List: Are we to include Forms PF-7 and PF-8 in this Tab 3?

Answer: Refer to ITEM 19.

ITEM 24: Question: Pg. IP-2/Per section 3. Proposal Content, we are to include forms PF-1 to PF-20 in our response. Please confirm or, if not correct, advise on the following:

- a. PF-1/Proposal Form (1 of 3) - Does not state where to insert. Would it be alright to insert in the proposal, for Envelope A, before the first tab?
- b. PF-2/Proposal Form (2 of 3) - Does not state where to insert. Would it be alright to insert in the proposal, for Envelope A, before the first tab?
- c. PF-3/Proposal Form (3 of 3) - Does not state where to insert. Would it be alright to insert in the proposal, for Envelope A, before the first tab?
- d. PF-5/Sole Proprietorship - If this page does not apply, is it required in our response?
- e. PF-6/Corporation - Does not state where to insert. Would it be alright to insert in the proposal, for Envelope A, before the first tab?
- f. PF-7 & PF-8/Contract References - If these two pages are not to be inserted into Tab 3 to meet the reference requirement, should we place them before the first tab?
- g. PF-9/Certification of Non-Segregated Facilities - Does not state where to insert. Would it be alright to insert in the proposal, for Envelope A, before the first tab?
- h. PF-12 & 13/Disbursement Forms marked Sample - these forms are examples and do not need to be included in our response at this time, correct?

Answer: Pages PF-1, PF-2, PF-3, PF-5, PF-6, PF-7, PF-8, PF-9, PF-14, PF-15 and PF-20 will be included in Envelope A but do not count towards the 50 Page limit. Pages PF-12 and PF-13 do not need to be included in a Proposer's response. Proposers are reminded Pages PF-4, and PF-16 through PF-19 are to be submitted in Envelope C.

ITEM 25: Question: If a Form is not applicable, does it need to be included in the response (i.e., PF-5, PF-12, PF-13, PF-15, PF-20)?

Answer: Refer to ITEM 19.

ITEM 26: Question: Pg. C-1 through C-11/Contract Items are examples and do not need to be submitted at this time with the response, correct?

Answer: Pages C-1 through C-11 do not need to be submitted with the Proposal.

ITEM 27: Question: Pg. IP-5/#3.11 Bonding - The Bonding level is for us to Provide an annual \$6M Bond, correct?

Answer: Yes, please refer to Section 6.4 of the General Conditions.

ITEM 28: Question: Pg. PF-16, PF-17, & PF-18, Regarding 'Reimbursable Payroll and Expenses Budget (Not to Exceed Amount)' of \$13,909,000; \$14,326,400 and \$14,756,300 respectively - When taking into consideration the union wages for the upcoming year 1 estimates, medical expenses, work comp, liability taxes, state & fed employee taxes, the listed vacation and holiday pay - the submitted 'not to exceed budget' appear to be insufficient for the staffing recommendation?
a. Are the proposed budgets listed for the expected 465 staff?
b. Was the medical expense of \$425 per employee included in these budgets?

Answer: Some of the items listed in the question above are part of the Management Fee. Please refer to Section 2.7 and 2.8 of the General Conditions. The Reimbursable Payroll and Operating Expenses not to exceed amounts fairly describe the Scope of Work as specified herein. The proposed budgets for each year are represented in Section B of Pages PF-16 through PF-18. Health insurance premium is a Reimbursable Payroll expense (refer to Section 2.8.1.9 of the General Conditions).

ITEM 29: Question: Page S-18 section 1.17.2 states the contractor shall have a dedicated Box van for the sole use of transporting regulated trash. Can the Authority please provide the expected/estimated number of trips required per shift/per day by the contractor?

Answer: The average number of trips per day is 1 to 2 depending on the amount of USDA regulated trash collected.

ITEM 30: Question: Page S-25 3.2.3 requires the contractor to pick up supplies to stock the terminal restrooms.
a) Please confirm if a vehicle is required to transport the supplies.
b) Please provide how many times per day the current vendor is transporting supplies to the restrooms.
c) Please provide what type of equipment, cart/hand truck etc., the current vendor is using to transport supplies.
d) Are the carts being used to transport supplies to the restrooms part of the contractor's reimbursable expenses?

Answer: A vehicle is required to transport supplies between Material Control Warehouses, the Main Terminal, South APM and the Airsides. Tools and equipment are part of the Management Fee as specified in the Attachment "2" of this addendum No. 3. Supplies are transported to the restrooms on an as needed basis.

ITEM 31: Question: Please provide a list of all equipment provided for by the authority for use by the contractor in performance of this contract.

Answer: All the equipment shall be provided by the Contractor and shall be included in the Management Fee as specified in Section 2.7 of the General Conditions.

ITEM 32: Question: During the Prebid conference the Authority indicated they would provide an addendum for the contractors minimum required janitorial equipment. Please provide addendum.

Answer: Please refer to Attachment "2" of this Addendum No. 3.

ITEM 33: Question: Will this equipment in the addendum be considered part of the contractor's reimbursable expenses?

Answer: No, All the equipment shall be provided by the Contractor and shall be included in the Management Fee as specified in Section 2.7 of the General Conditions.

ITEM 34: Question: Page S-26 3.5 states the Authority will provide an adequate number of hand-held radios for the contractor to use. Please indicate which positions in the contractors operating staff will be required to carry and use these radios.

Answer: The Authority will provide an adequate number of hand-held radios to Contractor's management, supervisory and Quality Control staff.

ITEM 35: Question: Will the authority require the contractors' Supervision working in the operation to have a cell phone to communicate with the Authority?

Answer: The Authority does not require Contractor's employees to have cell phones to communicate with the Authority.

ITEM 36: Question: What is the total page limit for envelope A?

Answer: Refer to ITEM 19

ITEM 37: Question: Please confirm what pages are excluded from the count in envelope A?

Answer: Refer to ITEM 19.

ITEM 38: Question: Page GC-1 Management Fee section 2.7.2.8 list (items not reimbursable) to be included in the management fee as "Tools, equipment and related consumables" Page GC-4 Reimbursable Operating Expenses section 2.8.2.3 list Cleaning supplies and consumables as reimbursable. Please confirm if all Tools, equipment, cleaning supplies and contractor consumables are reimbursable.

Answer: Tools and equipment shall be included in the Management Fee as specified in Section 2.7 of the General Conditions. Cleaning supplies and consumables are reimbursable as specified in Section 2.8 of the General Conditions.

ITEM 39: Question: Page IP-4 Tab 5 requires the proposer to provide an operation and staffing plan currently being or has been used at a similar size airport. Can the Authority confirm this information will not be made part of public record in the future as it is may compromise the competitive nature of the Proposers services?

Answer: As a public agency operating under the State of Florida statutes, all responses are open to public disclosure. Please provide an example of what your company considers proprietary and the Authority's Legal Counsel will review and respond. Additionally, Proposers may label documentation as "Confidential" but must cite the applicable law which exempts the information from public disclosure.

ITEM 40: Question: Pages S-26 requires the contractor to provide a CMMS program to support the contract. Will the contractors cost for this system (software licensing and computer) be considered as part of the reimbursable cost?

Answer: Yes, the cost for the CMMS system will be reimbursed under the Management Fee.

ITEM 41: Question: Page PF-16 pricing form section B has a prepopulated (Not to exceed) Reimbursable Payroll and Expense budget amount. Should the proposer use this amount for item B on Page PF-19 in the annual prices (A+B) or should the contractor list their own estimated amount for reimbursable expenses?

Answer: No, the Proposer shall not list their own estimated amount for reimbursable expenses. Item B on Pages PF-16, PF-17 and PF-18 shall not be altered.

ITEM 42: Question: Does this contract require exterior window cleaning of landside, airside and APM (Automated People Mover)? What is the height maximum for cleaning interior or exterior windows?

Answer: Yes, please refer to Section 6.5.5 of the Specifications.

- ITEM 43: Question: Will the authority consider granting an extension to allow adequate time to adjust responses based on the addendum alluded to at the pre-bid conference, addendum for answers to questions, and to allow additional time to properly source and finalize terms with required and approved subcontractors?
- Answer: No, there shall be not extension to the Invitation to Negotiate due date and time.
- ITEM 44: Question: Please confirm all Lifts for high rise work are provided by the Authority.
- Answer: All lifts for cycle cleaning services under 40 feet are provided by the Contractor.
- ITEM 45: Question: Please provide all of the CDR's by month for 2018 and 2019.
- Answer: Proposers wanting to review CDR's for the period of 2018 and 2019 may do so by scheduling an appointment with Luis Aviles at (407) 825-2297.
- ITEM 46: Question: What are the total monetary deductions from contract discrepancies reports monthly for the past 2 years?
- Answer: The total dollar amount of CDRs issued for the past 2 years is \$158,900.
- ITEM 47: Question: Is it possible to utilize an electric cart in main terminal?
- Answer: No, electric carts may not be utilized in the performance of this Contract.
- ITEM 48: Question: What is the average time it takes to obtain a SIDA badge and Custom seal?
- Answer: The time varies with each individual. The average is 2 weeks for individuals born in the U.S. Badging may take longer for applicants born outside of the U.S.
- ITEM 49: Question: Please provide the incumbent's equipment list with: Total Quantity, Make, Model, current hours and condition of each piece of cleaning equipment either battery operated, electrical corded or gas powered.
- Answer: The Authority currently does not have this information.
- ITEM 50: Question: What is the SOP for ordering supplies, is there a supply order form you can provide to review.
- Answer: Please refer to Section 3.2 of the Specifications for supplies provided by the Authority.

ITEM 51: Question: Does the incumbent provide any sorting for recycled material?

Answer: Yes, the Contractor shall sort cardboard. The Contractor is also required to collect recyclable materials from designated recycling containers. Please refer to Section 1.18 of the Specifications.

ITEM 52: Question: What is the current equipment list the incumbent has at MCO utilized on the janitorial contract?

Answer: The Authority currently does not have this information.

ITEM 53: Question: With all of the newly purchased battery-operated equipment, will the Authority provide adequate outlets for the charging units?

Answer: The Authority will provide an adequate number of outlets for charging the equipment. The Authority provides non-rechargeable batteries for Authority provided equipment.

ITEM 54: Question: Please provide the current floor schedule for all floor types used by the incumbents.

Answer: The Authority will review and discuss the proposed floor schedule submitted by the Proposer upon award.

ITEM 55: Question: What are the total monetary performance achievements paid out to the incumbent monthly for the past year?

Answer: There are no monetary performance incentives under the current Contract.

ITEM 56: 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: Vacant space deductions are not part of this Contract.

ITEM 57: Question: Is there a cost for employee parking?

Answer: There will be no cost if employees park in the employee parking lot.

ITEM 58: Question: How many washer and dryer hookups are there presently on site and where are they located?

Answer: Currently there is one washer and one dryer hookup in the Main Terminal. An additional hookup will be added to the South APM.

- ITEM 59: Question: Please provide the last 2 years of historical slip and fall GL claim history.
- Answer: There were 31 Slip and Fall claims established between May 1, 2017 to May 1, 2019.
- ITEM 60: Question: Who is responsible for cleaning the escalator and moving walk-way treads and risers?
- Answer: The Authority's Elevator, Escalator and Moving Sidewalks Contractor is responsible for cleaning escalator walk-way treads and risers.
- ITEM 61: Question: Will the Authority help expedite the USDA compliance agreement needed to handle regulated garbage?
- Answer: No, the compliance agreement is between the Contractor and USDA.
- ITEM 62: Question: Is office and storage space provided by the Authority? If so, please provide square footages and quantity?
- Answer: Please refer to Section 3.3 of the Specifications.
- ITEM 63: Question: Does the Authority provide internet and phone service for office space?
- Answer: Please refer to Section 3.3.6 of the Specifications.
- ITEM 64: 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: Contractor shall be responsible for its dedicated internet connection.
- ITEM 65: Question: Please provide the incumbents job routes for each area if the airport.
- Answer: The Authority does not have this information.
- ITEM 66: Question: Please provide the monthly reporting QC reports submitted by the incumbent for the last 6 months.
- Answer: Proposers wanting to review the QC reports for the last 6 months may do so by scheduling an appointment with Luis Aviles at (407) 825-2297.

ITEM: 67: Question: Are there any items the Authority provides the current incumbents such as desks, computers, furnishings, etc.?

Answer: The Contractor is responsible for supplying their own office furniture and equipment.

ITEM 68: Question: We would like to request an extension due to the complexity and size of this submittal.

Answer: No, The Authority will not extend the due date.

ITEM 69: Question: Do you have the pay rates for supervisory and management staff currently on site?

Answer: The Authority does not have this information.

ITEM 70: Question: In the Food Courts, does the janitorial vendor empty the trash cans?

Answer: The janitorial Contractor does not empty the trash cans in the Food Court.

ITEM 71: Question: Is the Contractor permitted to use any of the Authority lifts?

Answer: No, the Contractor shall use their own lifts.

ITEM 72: Question: What is the current monthly billing for window washing services?

Answer: Window cleaning is not billed separately under the current Contract. It is a category of the Cleaning Services per Section 6.4 of the Specifications.

ITEM 73: Question: How many window washers does the incumbent utilize per shift?

Answer: Window washing is based on frequency and not per a dedicated number of staff.

ITEM 74: Question: How many supervisors does the incumbent have on each shift?

Answer: The Contractor provides supervisors at their discretion to perform the services per the Scope of Work under the current Contract.

ITEM 75: Question: Will the Authority provide the sign in sheet from the site tour?

Answer: Refer to Attachment "1" of this Addendum No. 3.

ITEM 76: Question: Can the contractor bring in good quality used equipment?

Answer: Yes, the Contractor can provide good quality used equipment subject to inspection and approval by the AAR.

ITEM 77: Question: Will there be a storage area centrally located for all the supplies needed for this contract or will each building have space?

Answer: Yes, there will be J Closets for supplies throughout the Terminal and Airsides and two main storage areas; one in the Main Terminal and one in the Airside.

ITEM 78: 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: Refer to Section 3.2 of the Specifications for supplies and materials furnished by the Authority. The Contractor will use a Box Truck to transport supplies to the Terminal and Airsides.

ITEM 79: Question: Please provide the current floor schedule for all floor types services by the incumbents?

Answer: Please reference the maps showing all Floor types.

ITEM 80: Question: Section 2.7.2.13 - Could you clarify the office space areas that will need to be clean as part of the non-reimbursable items.

Answer: Section 2.7.2.13 of the General Conditions references Health Insurance Premiums. Costs associated with cleaning services for Office space provided to Contractor by the Authority shall be considered reimbursable per Section 2.7.2.12 of the General Conditions.

ITEM 81: Question: Could you provide copy of current CBA in place with current vendor?

Answer: The Authority does not have this information.

ITEM 82: Question: Could you provide the current pay rates by the positions described in ITN.

Answer: The Authority does not have information on the current Contractor's employee's pay rates.

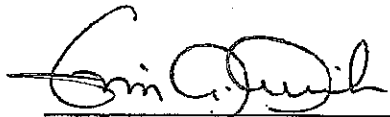
ITEM 83: Question: Do you have a history of the CDR deductions during the current contract?

Answer: Refer to ITEM 36 and ITEM 37.

ITEM 84: Question: Can you confirm that Workman's Compensation and General Liability are non-reimbursable expenses?

Answer: Workers Compensation and General Liability costs shall be included in the Management Fee as specified in Section 2.7 of the General Conditions.

* * * * * END OF ADDENDUM NO. 3 * * * * *


Luis A. Aviles, CPPB

May 22, 2019
Date

ATTACHMENT "1"

GREATER ORLANDO AVIATION AUTHORITY
PRE-PROPOSAL CONFERENCE
INVITATION TO NEGOTIATE 03-20
TERMINAL JANITORIAL MAINTENANCE
ORLANDO, FLORIDA

MAY 13, 2018
10:00 a.m.

MWBE /LDB*	NAME	COMPANY NAME	MAILING ADDRESS	PHONE NO	FAX NUMBER
				E-MAIL ADDRESS	
	Luis Aviles	Greater Orlando Aviation Authority	8652 Casa Verde Rd. Orlando, FL 32827	407-825-2297	407-825-4020
	Danny Mendez	"	8550 Casa Verde Rd Orlando FL 32827	Dmendez@goaa.org	407-473-3600
	Laura Alarcon	GOAA	8550 Casa Verde Rd. Orlando FL 32827	lalarcon@goaa.org	407 825 2168
	RANDY KIERCE	SUNSHINE CLEANING SYSTEMS	3445 NE 12TH TERR. FT. LAUDERDALE FL	954 772-0884	Randy@SunClean.com
	JOHN CSEHILL	UNITED MAINTENANCE COMPANY, INC	1550 S. INDIANA AVE CHICAGO, IL 60605	312-922-8558 312-922-8575	jcseh11@unitedbg.com
MWBE	Terriann McKenzie	McKenzie's Cleaning Inc	3600 S State Rd 7 Suite 323 Miramar 33023	786-623-1603	Tmckenzie@mckenzie'scleaning.com
MWBE LDB	Johnnie Williams	South East Business Services	2847 Yorker Ct Orlando FL	407 929-4863	407-359-2743
	JESUS LOPEZ	HHM Facility	500 West Main St Ste 401 Brandon MO 63616	213-219-1265 888-929-5723	Jlopez@hhmmsmt.com
	ERIK MALTOY	ISS	2035 Pleasant St Bridgewater MA 02324	817-519-7234	ERIK.MALTOY@ US-ISSWORLD.COM

MWBE /LDB*	NAME	COMPANY NAME	MAILING ADDRESS	PHONE NO.	FAX NUMBER
				E-MAIL ADDRESS	
	Tom Goul	ISS Facility Services	1017 Central Parkway S.W. Atlanta, GA 30322	315-667-0600	
✓	Cesar Bernandez	STERLING BUILDING SERVICES, INC.	766 BENNETT DRIVE-105 LONGWOOD, FL 32750	407 830 9352	407 230 4673
✓	Michael VanCuren	Sterling Building Services Inc.	766 Bennett Dr Suite 105 Longwood FL 32750	407-367-8115	407-830-4673
	BERTICA MORRIS	BCM Consulting / ABM	3005 Orange Cove Suite 1565 Orlando FL 32804	BERTICA CMAA AOL.COM	
	Bob Role	Pritchard Industries Southeast, Inc.	2925 NW 12th St Miami, FL	rrrole@pritchardindustries.com	
	EDNA WATSON	CITY WIDE MAINT. OF ORLANDO	210 CROWN POINT CDR STE. 200 LONGWOOD, FL 32777	edna.watson@citywide.net	
3MS TMM	Patrick Tisdale	Service Management Systems (SMS)	7135 Charlotte Pike Suite 100 Nashville, TN 37209	615-238-3250 ptisdale@smsclean.com	
	Miriam Achoron	GOAA		miriam@achoron.com	
	Sou-DAT JAWAN	GOAA		813-825-3481	
✓	Pat Lamb	Florida Cleaning Systems Inc.	624 Douglas Ave, Ste 1420 Altamonte Springs, FL 32714	407-268-4035	
	Jim Mikacich	Flagship	Jim@flagshipinc.com 1050 N 5th St San Jose, CA 95112	408 569 6218	Jim@flagshipinc.com

MWBE /LDB*	NAME	COMPANY NAME	MAILING ADDRESS	PHONE NO	FAX NUMBER
				E-MAIL ADDRESS	
	Koua Bismil	FLAGSHIP	1650 J. 5th ST SAN JOSE CA 95112	512 569 2346	
				KBALAN@FLAGSHIPINC.COM	
LDB DBE	Gerardo Matigomay	Southern Angel Serv	5812 South Semoran Blvd ORLANDO FL 32822	407 567 8688	
	Richard Buring	Southern Angel Serv	11	GUEPOMAY@SOUTHERNANGEL.COM	
				KBuring@SouthernAngel.com	
				407-420-8653	
	Cliff Breedlove	Triangle Services	10 Fifth Street (2nd floor) VALLEY STREAM NY 11581	440-420-7441	
				CBreedlove@TriangleServices.com	
	Brian Kingston	ABM	cdk pk 7314 Sullivan Rd. 30337	678-763-0779	
	Gene Angel	ABM	7433 Emerald Dunes Orlando, FL 32822	Brian.Kingstone@ABM.com	
				Eugene.Angel@ABM.com	
				407-751-0923	
	Carmine DiCicco	Triangle Services	2 Executive Dr Suite 155 SOMERSET NJ 08873	224-330-5287	
				cdicicco@TriangleServices.com	
LDB MWBE	Alex Brito	AMERICAN JES			
	Abdel EL khalil	GO AA	AMERICANJES@Comd	786-487 5715	

MWBE / LDB	NAME	COMPANY NAME	MAILING ADDRESS	PHONE NO	FAX NUMBER
				E-MAIL ADDRESS	
	Angel Roque	HHS Aviation, LLC	12495 Silver Creek Rd Dripping Springs, TX 78620	773-580-0494	
✓	Chad's Aviation	GATOR Cleaning Action	10215 Live Oak Trl Orlando, FL 32811	407 392-8289	AROQUE@HHS2.COM
	J.R. Rossiter	U.S. W. Local 74	5448 Hoffman Ave 5th Fl Orlando, FL 32812	407-259-1820	GATORCRAFT@aol.com
✓	Rudy Perez	DAB Building Services	321 Cecilina Avenue Longwood, FL 32750	407 831-5384	407-631-6717
✓	Rashad Burris	Southeast Airport Services, Inc.	5812 S Semoran Blvd Orlando, FL 32822	407 420 8633	rburris@seairportseas.com
✓	Seal Montgomery	Southeast Airport Services, Inc.	" "	407 367 8653	gmontgomery@seairportseas.com
✓	Robert Harris	BLH Facilities Maintenance DBA / Proc Services	5336 DE Phillips Blvd Orlando, FL 32819	407 425-1136	Robert@proc-services.com
	John Brownstein	ABM	2314 Sullivan Ave 2011566 Frank Ln.	404-456-0274	scan.brown@abm.com
✓	Regina Rodriguez	HHS	McDermott Village		mcdermott@hhs.com

ATTACHMENT "2"

Equipment:	Quantity
Carpet Cleaning Ride-on 28" with back-up alarm .	8
Ride-on Scrubber For Hard Floors	12
Deep Cleaning Carpet Extractor	14
Portable Deep Cleaner Carpet Extractor, preferable battery operate.	12
Truck Mounted Unit - See Specifications Section 1.9.2, page S-11	2
Power Scrubber 17"	8
Power Scrubber 20"	8
High Speed Floor Burnished 2000 rpm	8
Pile Lifter	8
Walk- Behind Floor Scrubber	10
Wet/Dry Vacuum	12
Upright Vacuum	16
Ride-on Vacuum	10
Backpack Vacuums with HEPA level-Filtration.	16
Walk-Behind Outdoor Sweeper	6
Air blowers	18
Commercial Washer /Dryer	2 each
obil Hydro Tech Pressure Washer with Hot water 4000psi or more ,	2
Portable Pressure Washer cool / Hot water 4000PSI or less .	8
Tilt Carts	12
Flatbed- 4 Wheel Cart	3
Janitorial Cleaning Carts	170
Kaivac- or equivalent Spray and Vac No Touch RRs Cleaning machines	14
Scissor lifts	6

Vehicles:	Quantity
Box Truck - Recycle	1
Box Truck - FIS Trash	1
F 150 Utility Truck	1
Box Truck - Supplies	1
Box Truck (Truck Mounted Floor Care Units)	2

ADDENDUM NO. 4
TO
INVITATION TO NEGOTIATE 03-20
TERMINAL JANITORIAL MAINTENANCE
ORLANDO INTERNATIONAL AIRPORT
ORLANDO, FLORIDA

May 23, 2019

This addendum forms a part of the Bid Documents described above. The original Bid Documents remain in full force and effect except as modified by the following which shall take precedence over any contrary provisions in the prior documents.

ITEM 1: Question: What is the current monthly and yearly billing for all janitorial services at MCO?

Answer: Refer to Attachment "1" of this Addendum No. 4 for monthly and yearly billing for Calendar Year 2018 and 2019.

ITEM 2: Question: What process/product is the current vendor using on the terrazzo floor?

Answer: The terrazzo floor is maintained in accordance with the manufacturer's specifications. Refer to Attachment "2" of this Addendum No. 4 for Product Data Sheet and Care and Maintenance information.

ITEM 3: Question: Please provide the cleaning specs for the new LVCT at the checkpoints.

Answer: The Cleaning specifications for Armstrong Flooring Luxury Vinyl Composition Tile (LVCT) can be accessed using the following link:

[http://www.floorexpert.com/articles/Product_Spec/Natural-Creations-with-Diamond10-Luxury-Vinyl-Tile-Product-Information?retURL=%2Fapex%2FknowledgeSearch%3Fk%3Dcreations%26c%3DAll%26c2%3DCommercial&popup=false&lang=en_US&KBArticleTypeLabel=Product+Spec+%2F+Data+Sheet&KBArticleTitle=Natural+Creations+with+Diamond+10+Technology+Luxury+Vinyl+Tile+%22Product+Information%22&KBArticleName=Natural-Creations-with-Diamond10-Luxury-Vinyl-Tile-Product-Information&KBArticleType=Product_Spec_kav&KBArticleID=kA761000000PBbR_\[floorexpert.com\]](http://www.floorexpert.com/articles/Product_Spec/Natural-Creations-with-Diamond10-Luxury-Vinyl-Tile-Product-Information?retURL=%2Fapex%2FknowledgeSearch%3Fk%3Dcreations%26c%3DAll%26c2%3DCommercial&popup=false&lang=en_US&KBArticleTypeLabel=Product+Spec+%2F+Data+Sheet&KBArticleTitle=Natural+Creations+with+Diamond+10+Technology+Luxury+Vinyl+Tile+%22Product+Information%22&KBArticleName=Natural-Creations-with-Diamond10-Luxury-Vinyl-Tile-Product-Information&KBArticleType=Product_Spec_kav&KBArticleID=kA761000000PBbR_[floorexpert.com])

***** END OF ADDENDUM NO. 4 *****


Luis A. Aviles, CPPB

May 23, 2019
Date

ATTACHMENT "I"

CONTRACT 18-14 MONTHLY BILLING		
CALENDAR YEAR 2018		
Jan-18	\$1,223,982.74	
Feb-18	\$1,106,974.96	
Mar-18	\$1,225,663.18	
Apr-18	\$1,193,576.25	
May-18	\$1,231,848.29	
Jun-18	\$1,198,343.42	
Jul-18	\$1,240,250.09	
Aug-18	\$1,242,545.17	
Sep-18	\$1,206,953.37	
Oct-18	\$1,279,778.07	
Nov-18	\$1,236,959.95	
Dec-18	\$1,280,849.08	
	TOTAL	\$14,667,724.57
Jan-19	\$1,284,581.60	
Feb-19	\$1,159,278.29	
Mar-19	\$1,278,855.68	
Apr-19	\$1,263,313.04	
	TOTAL	\$4,986,028.61



Epoxy Matrix - Product Data Sheet

Additional Considerations:

- Concrete slab, on or below grade, must have an efficient moisture/vapor barrier (suggested minimum: 15mil/.4 mm thickness).
- During installation and initial cure cycle, ambient air and slab temperature shall be maintained as per Terroxy Resin Systems' recommendations, minimum 60°F (15.5°C).
- Adequate ventilation should be provided and proper clothing should be worn.
- All food must be removed from work area and areas subject to fumes during installation and initial cure.
- Extinguish all sources of ignition during the entire installation cycle.
- Strictly adhere to published coverage rates.

Maintenance:

Clean surface with neutral cleaner that has a pH factor between 7 and 10. Rinse with clean water then allow surface to dry. Routine mechanical scrubbing is recommended for all surfaces having a non-skid texture. Long periods of heavy traffic may cause wear patterns across the surface.

Terroxy Epoxy Matrix is easily cleaned with neutral soaps or detergents. Routine hand scrubbing is recommended for all surfaces having a non-skid texture. Waxing is optional. Long periods of heavy traffic may cause wear patterns necessitating a finish coat maintenance application of TRX Sealer, Terroxy WB Urethane Sealer, Terroxy WB Acrylic Sealer or Terroxy Acrylic Sealer in accordance with Terrazzo & Marble Supply Companies.

Technical Service:

Terrazzo & Marble Supply Companies, distributor of Terroxy Resin Systems, provides services and consultations on material selection, specifications and troubleshooting concerning proper thin-set epoxy terrazzo installation. Contact our Terrazzo Sales Desk at 800.7.MARBLE or T&M Technical Department at 708.385.6633 for questions or assistance.

Precautions:

Refer to cautionary information printed on the product container. For medical emergencies, contact Chemtrec, the Chemical Emergency Transportation Center, at 800.424.9300.

Warranty:

Terrazzo & Marble Supply Companies warrants for a period of one (1) year that Terroxy Epoxy Matrix will be free of manufacturing defects and will conform to published specification when handled, stored, mixed and applied in accordance to recommendations of Terrazzo & Marble. If Terroxy Epoxy Matrix fails to meet this warranty, the liability of Terrazzo & Marble will be limited to replacement of any non-conforming Terroxy Epoxy Matrix only if notice of such non-conformity is given to Terrazzo & Marble within one (1) year from the delivery of materials. Terrazzo & Marble may, according to its discretion, refund the price received by Terrazzo & Marble in lieu of replacing the Terroxy Epoxy Matrix. No customer, distributor or representative of Terrazzo & Marble is authorized to change or modify the published specification of this warranty in any way. No one is authorized to make oral warranties on behalf of Terrazzo & Marble. In order to obtain replacement or refund, the customer must provide written notice containing full details of the non-conformity. Terrazzo & Marble reserves the right to inspect the non-conforming Terroxy Epoxy Matrix prior to replacement. Except for the expressed warranty stated above, there is no other warranties, expressed or implied, including without limitation, implied warranty of merchantability or fitness for purpose. Terrazzo & Marble's obligation shall not extend beyond the obligations expressly undertaken above and Terrazzo & Marble shall have no liability or responsibility to the purchaser or any third party for any loss, cost, expense, damage or liability, whether direct or indirect, or for incidental or consequential damages.

Long-lasting strength and shine

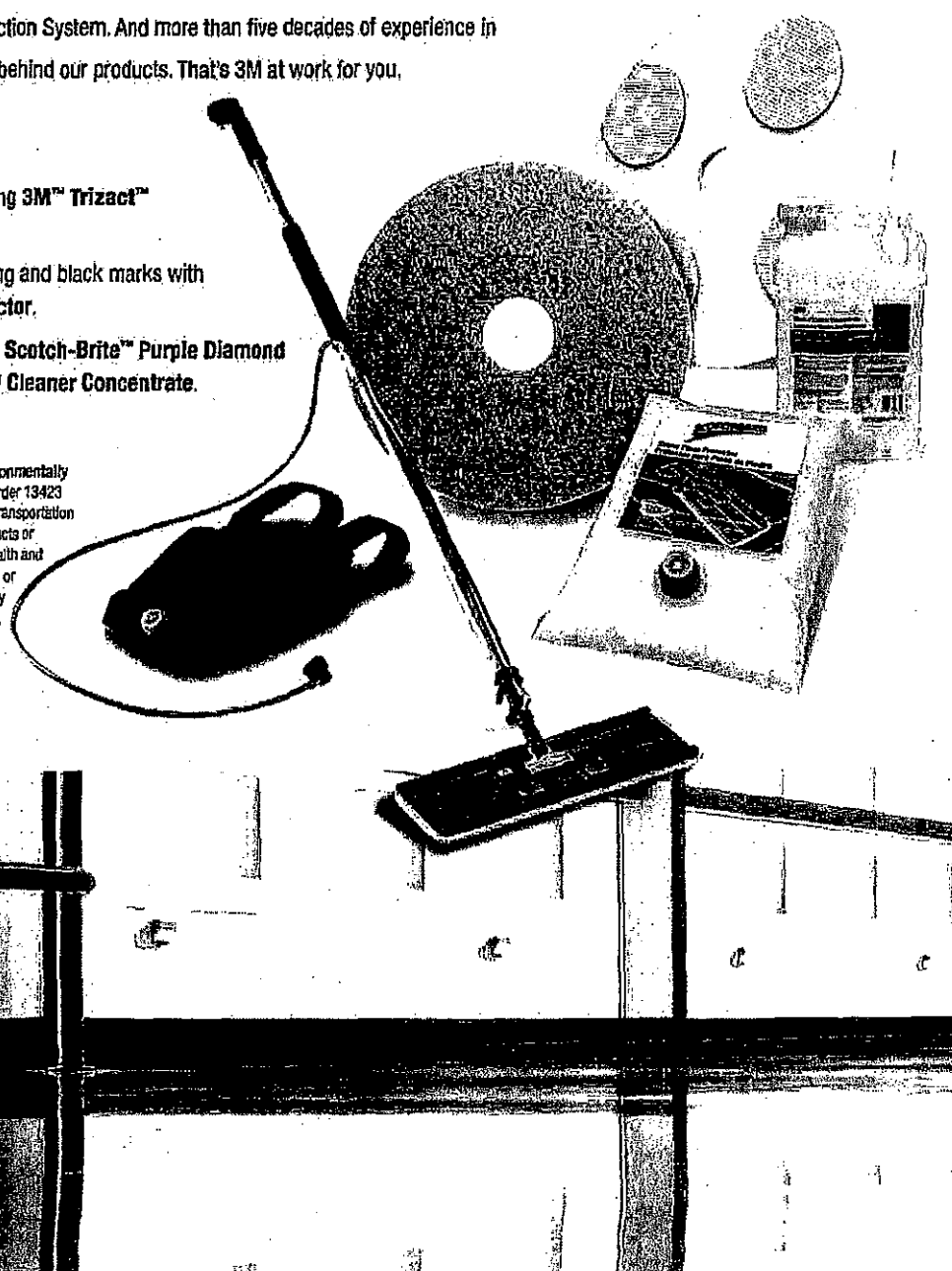
Experience the benefits of 3M innovation with the 3M™ Stone Floor Protection System—a complete floor care process that restores the natural beauty of your porous stone and produces a remarkable, long-lasting shine. The system has everything you look for in floor care. It's easy to use, features environmentally preferable* components for greener cleaning, needs no stripping or deep scrubbing, and creates a high traction gloss that can help reduce slips and falls.

3M scientists have spent countless hours in test environments formulating and validating the performance properties of the 3M™ Stone Floor Protection System. And more than five decades of experience in floor protection and maintenance stand behind our products. That's 3M at work for you.

Protection that Shines

- **RESTORE** with precise, fast-cutting 3M™ Trizact™ Diamond HX Discs.
- **PROTECT** from staining, scratching and black marks with Scotchgard™ Stone Floor Protector.
- **MAINTAIN** the brilliant shine with Scotch-Brite™ Purple Diamond Floor Pad Plus and 3M™ Neutral Cleaner Concentrate.

*3M™ Stone Floor Protection System Products are Environmentally Preferable. The instructions for implementing Executive Order 13423 titled, "Strengthening Federal Environmental, Energy and Transportation Management" defines Environmentally Preferable as products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. The comparison may consider raw materials acquisition, product manufacturing, packaging, distribution, reuse, operation, maintenance, or disposal of the product or service.

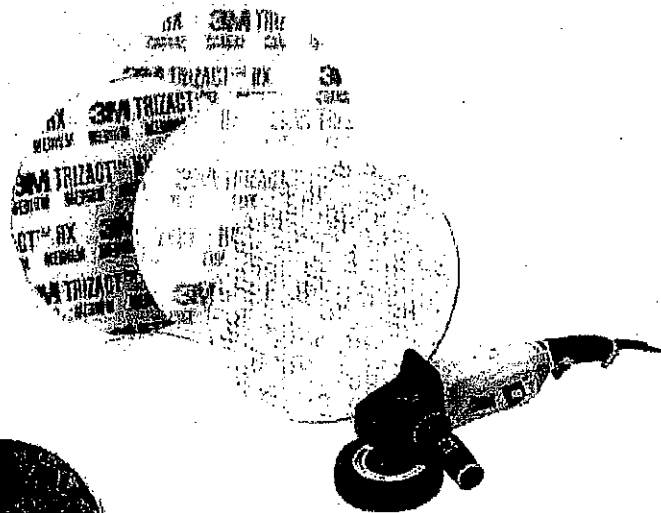


Restore

Bring back the natural beauty of your floors with 3M™ Trizact™ Diamond HX Discs

Give marble, terrazzo, polished concrete and other porous stone floors new life with 3M™ Trizact™ Diamond HX Discs. Featuring proprietary 3M technologies and manufacturing techniques, these advanced abrasives leave exceptionally consistent scratch patterns, maximizing efficiency and reducing the number of steps in the restoration process.

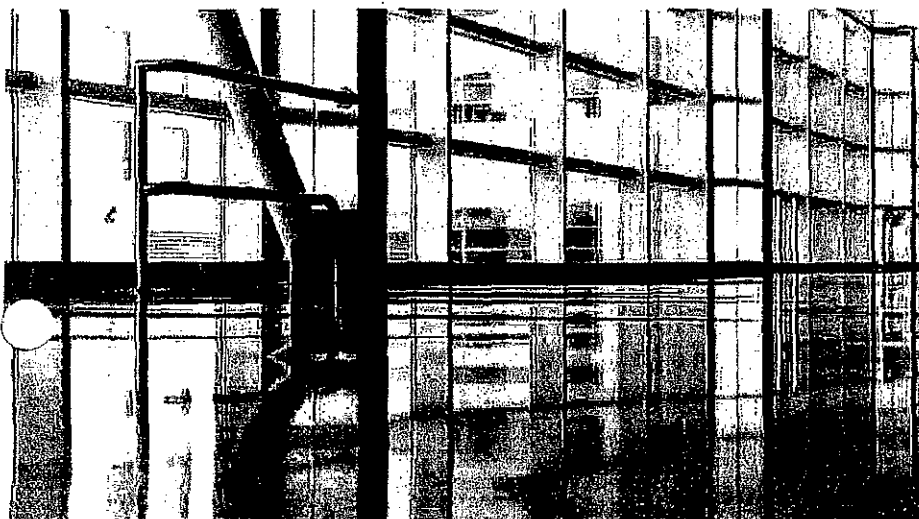
- Uniform cutting surface stays sharp and effective through the life of the discs
- Wet process does not create dust
- Compatible with standard floor cleaning equipment (low speed rotary and automatic scrubber)
- Can also be used with the 3M™ Electric Variable Speed Polisher to easily access stairs, corners and other tight areas



CONCRETE

MARBLE

TERRAZZO



"With Scotchgard™ Stone Floor Protector, both our experienced and beginner polishing contractors have realized the ease of use, cost effectiveness, durability and beautiful finished result of this product that is sure to be the future of polishing."

Aray Anderson, President
Concrete Solutions and Supply, Fullerton, CA

Protect.

Create a high traction shine with Scotchgard™ Stone Floor Protector

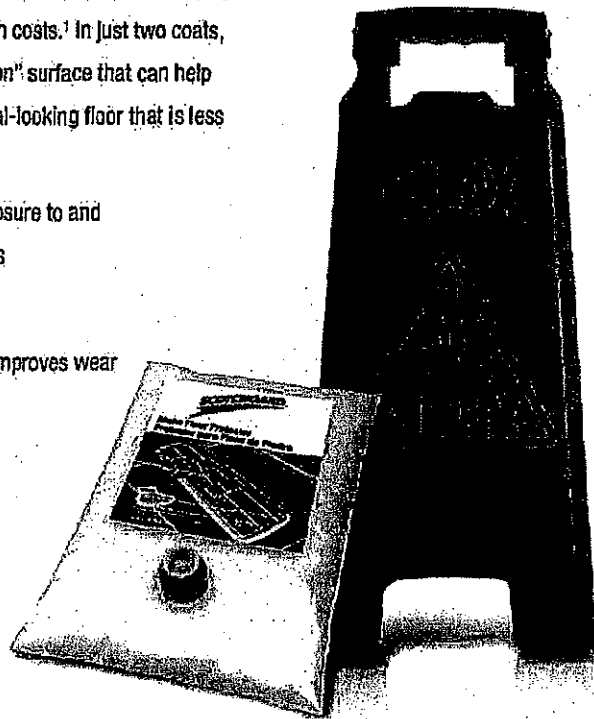
Every year, poorly maintained floors are responsible for more than two million customer and employee fall injuries. The result is billions of dollars in medical, insurance and litigation costs.¹ In just two coats, Scotchgard™ Stone Floor Protector creates an NFSI-Certified "high traction" surface that can help prevent slips and falls. What's more, you get a long-lasting, glossy, natural-looking floor that is less susceptible to scuffs, black marks, stains and scratches.

- No stripping or deep scrubbing required, eliminating operator exposure to and environmental release of potentially hazardous stripping chemicals
- Easy to spot repair damaged areas
- Unique hybrid technology that densifies, increases hardness and improves wear

¹Consumer Product Safety Commission



Scotchgard™ Stone Floor Protector has been certified by the National Floor Safety Institute as providing "high traction." A wet static coefficient of friction (SCOF) of greater than 0.60 was chosen by NFSI as the criteria for "high traction" because according to NFSI, floor surfaces maintaining this level of slip resistance when wet have proven to reduce slip-and-fall claims by between 50% and 90%.

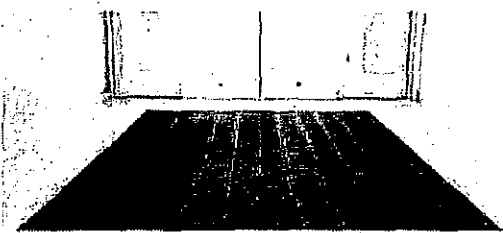


Maintain.

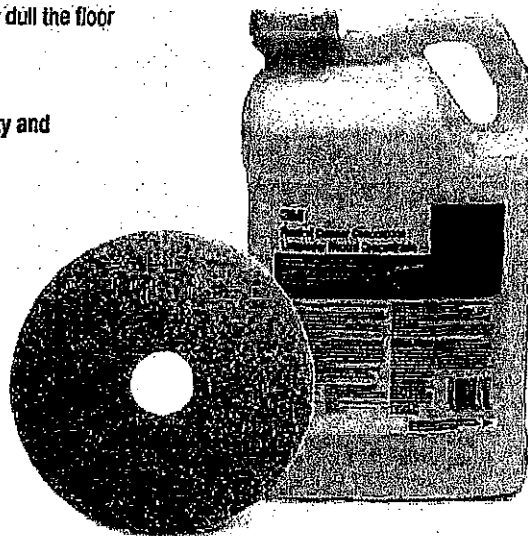
Take the guesswork out of maintenance with Scotch-Brite™ Purple Diamond Floor Pad Plus and 3M™ Neutral Cleaner Concentrate

Floor maintenance is about finding the right tools and supplies to give you the best possible results. Designed to work together, Scotch-Brite™ Purple Diamond Floor Pad Plus and 3M™ Neutral Cleaner help you easily maintain the premium, shiny appearance you've created with the 3M™ Stone Floor Protection System.

- Proven compatibility; no-residue formula will not cloud or dull the floor
- Pads are available in numerous sizes
- When used as a complete system, improves productivity and reduces operational costs

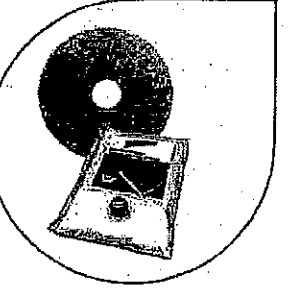
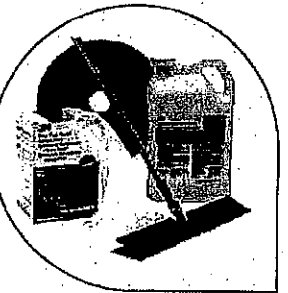
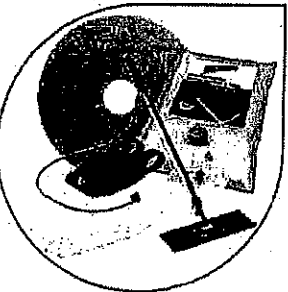
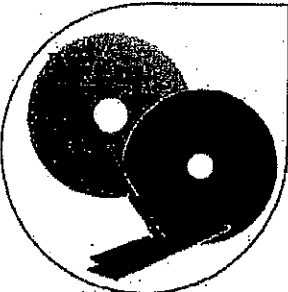
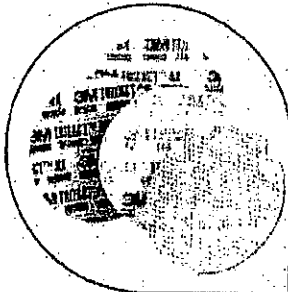


3M™ Entrance Matting can help further reduce the long-term maintenance costs of your facilities.



Restoration

3M™ Stone Floor Protection System—a complete floor care process



Restore.

Follow these simple steps to restore your floors to a glossy, long-lasting, easy-to-maintain finish

1. Select the right abrasive pad: For heavily damaged floors, where there is visible wear or scratches, use 3M™ Trizact™ Diamond HX Discs Gold; for less damaged floors, use 3M™ Trizact™ Diamond HX Discs Red.
2. Attach four 3M™ Trizact™ Diamond HX Discs to a 3M™ Red Buffer Pad 5100 in the 12:00, 3:00, 6:00 and 9:00 positions.
3. Make 5 passes with the 3M™ Trizact™ Diamond HX Discs with squeegee up and solution on. Make a final 6th pass with squeegee down.
4. If 3M™ Trizact™ Diamond HX Discs Gold were used in steps 1-4, attach four 3M™ Trizact™ Diamond HX Discs Red (red backing) to the 3M™ Red Buffer Pad 5100 in the same positions. If 3M™ Trizact™ Diamond HX Discs Red were used in steps 1-4, skip to step 6.
5. Make 3 passes with the 3M™ Trizact™ Diamond HX Discs Red with squeegee up and solution on. Make a final 4th pass with squeegee down.
6. Repeat steps 2 & 3 with 3M™ Trizact™ Diamond HX Discs Blue (blue backing) and a new 3M™ Red Buffer Pad 5100.
7. Clean the floor with an autoscrubber and water using the 3M™ Red Buffer Pad 5100 to remove any residue.
8. Make 4 passes using a burnisher and the Scotch-Brite™ Purple Diamond Floor Pad Plus.
9. Dust the floor using the 3M™ Easy Trap Duster.

Protect.

Protect the natural brilliance of your stone floors with just two coats

1. Wet the 3M™ Easy Shine Applicator Pad with 3M™ Stone Floor Protector and apply a thin, uniform coat to the floor using the 3M™ Easy Shine Applicator System. Allow 15 to 30 minutes to dry. Burnish the floor 6 times with the Scotch-Brite™ Purple Diamond Floor Pad Plus.
2. Dust the floor using the 3M™ Easy Trap Duster. Repeat step 1.

Note: If scratches occur between reapplications, a quick burnish with the Scotch-Brite™ Purple Diamond Floor Pad Plus will restore the appearance. When it's time to recoat, simply clean the floor and reapply—no need to strip or deep scrub. 3M™ Stone Floor Protector creates a hydrophobic surface that resists water, stains and dirt, so finished floors are easily cleaned by dusting and wet mopping.

Maintain.

Daily Cleaning

1. Dust daily with the 3M™ Easy Trap Duster.
2. Damp mop or autoscrub with the 3M™ Red Buffer Pad 5100 using 3M™ Neutral Cleaner.

Burnishing & Recoating

1. Burnish the floor with Scotch-Brite™ Purple Diamond Floor Pad Plus, dark purple side down. A suggested burnishing schedule*:
Low Traffic Areas: 1-2x/month | Medium Traffic Areas: 3-4x/month | High Traffic Areas: 1-2x/week
2. Recoat floors using a single coat of Scotchgard™ Stone Floor Protector. A suggested recoating schedule*:
Low Traffic Areas: 1x/year | Medium Traffic Areas: 1-2x/year | High Traffic Areas: 2+x/year

Note: To ensure proper slip resistance, flooring should be cleaned regularly to keep dust, sand, oils and other contaminants off the surface. DO NOT use acidic cleaners, cleaners that contain citrus (d-limonene), 2-butoxyethanol (butyl cellosolve), amine-based cleaners, isopropyl alcohol, solvent-based cleaners, degreasers or non-neutral cleaners. DO NOT use spray buff products or chemical dust mop treatments. Customers without burnishing equipment should use the Scotch-Brite™ Purple Diamond Floor Pad Plus with an autoscrubber at least 2x/week in place of the red buffer pad. Use Scotch-Brite™ Sienna Diamond Floor Pad Plus prior to Scotch-Brite™ Purple Diamond Floor Pad Plus if 3M™ Trizact™ Diamond HX Discs are not used during the restorative process.

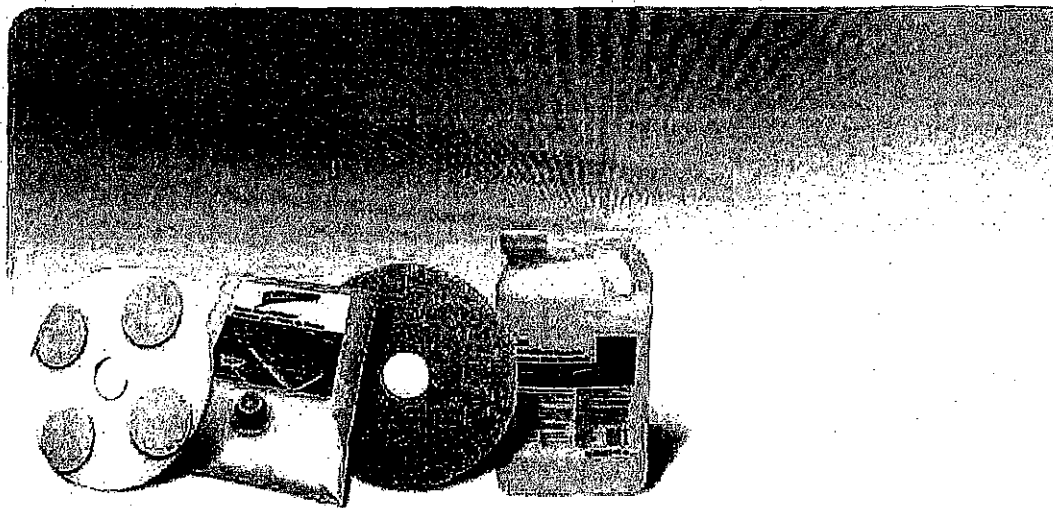
*Minimum recommendation for optimum appearance.

Products and Ordering Information

Product	Information & Applications	Size	Item #	Qty.
3M™ Trizact™ Diamond HX Discs 	A diamond disc for refurbishing concrete, marble, terrazzo and other porous stone flooring. Gold/Coarse, Red/Medium, Blue/Fine.	Gold 5"	27821	4/bx, 4 bx/cs
		Gold 3"	27820	8/bx, 4 bx/cs
		Red 5"	27508	4/bx, 4 bx/cs
		Red 3"	27509	8/bx, 4 bx/cs
		Blue 5"	27507	4/bx, 4 bx/cs
		Blue 3"	27510	8/bx, 4 bx/cs
3M™ Electric Variable Speed Polisher 	An accessory tool for floor restoration and maintenance. Used to access stairs, corners and other tight spaces.	3M™ Electric Variable Speed Polisher	28391	1/cs
		3M™ Disc Pad Holder 7"	917	1/cs
		3M™ Disc Pad Holder 4-1/2"	9145	1/cs
Scotch-Brite™ Sienna Diamond Floor Pad Plus 	Diamond-coated pad cleans and conditions worn and dull concrete, marble, terrazzo and other porous stone flooring. Use prior to Scotch-Brite™ Purple Diamond Floor Pad Plus to bring floor to a medium shine if 3M™ Trizact Diamond HX Discs are not used during the restorative process.	Multiple sizes available		5/cs
Scotchgard™ Stone Floor Protector 	High performance hardener and protector for concrete, marble, terrazzo and other porous stone flooring. Lower maintenance requirements than typical finishes; reduces floor maintenance costs. NFSI-certified high traction.	1 gallon bag	59379	2/cs
3M™ Easy Shine Applicator Kit 	Helps reduce worker exposure to floor finish, and accelerates application compared to traditional mop and bucket methods.	Applicator w/ 16" pad	55433	1/ea
3M™ Easy Shine Applicator Pad 	Washable and reusable 18" pads for the 3M™ Easy Shine Applicator.	18"	59646	10/cs
3M™ Easy Trap Duster 	Specially developed disposable sheets simplify removal of dust, dirt and sand from floor surfaces.	8" x 6" x 125'	55654	1 roll/box 250 sheets/cs
		8" x 6" x 30'	59152	60 sheets/box 8 boxes/cs
3M™ Neutral Cleaner Concentrate 	No-rinse, low-foaming formula has proven compatibility and will not leave residue that can cloud or dull the floor appearance. Chemical concentrates sold with the 3M™ Twist 'n Fill™ and Portable dispensing systems are Green Seal Certified.	55 Gallon	29844	1/cs
		2.5 Gallon	59865	2/cs
		2 Liter	3L, 3H	6/cs
		1.9 Liter	3P	6/cs
Scotch-Brite™ Purple Diamond Floor Pad Plus 	Diamond-coated pad for periodic maintenance with low and high speed equipment to help bring floor to a high shine.	Multiple sizes available		5/cs
3M™ Red Buffer Pad 5100 	Used to hold 3M™ Trizact™ Diamond HX Discs during floor restoration and for daily cleaning maintenance with autoscrubber machines. Pad is washable and reusable.	Multiple sizes available		5/cs



* These products meet the Green Seal™ Standard for Cleaning Products for Industrial and Institutional Use, GS-37, based on their reduced human and environmental toxicity and reduced volatile organic compound content.



Restore. Protect. Maintain.

Experience the brilliant shine, safety and savings.

Order now or schedule a free demonstration by calling 1.866.649.1973.

Visit www.3MFloorProtection.com for more information.

Note: Scotchgard™ Stone Floor Protector is not recommended for granite, black-colored stone or ceramic surfaces.

Product Use: Many factors beyond 3M's control and uniquely within user's knowledge and control can affect the use and performance of a 3M product in a particular application. Given the variety of factors that can affect the use and performance of a 3M product, user is solely responsible for evaluating the 3M product and determining whether it is fit for a particular purpose and suitable for user's method of application.

Warranty, Limited Remedy and Disclaimer: Many factors beyond 3M's control and uniquely within user's knowledge and control can affect the use and performance of a 3M product in a particular application. User is solely responsible for evaluating the 3M product and determining whether it is fit for a particular purpose and suitable for user's method of application. Unless an additional warranty is specifically stated on the applicable 3M product packaging or product literature, 3M warrants that each 3M product meets the applicable 3M product specification at the time 3M ships the product. 3M MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY IMPLIED WARRANTY OR CONDITION ARISING OUT OF A COURSE OF DEALING, CUSTOM OR USAGE OF TRADE. If the 3M product does not conform to this warranty, then the sole and exclusive remedy is, at 3M's option, replacement of the 3M product or refund of the purchase price.

Limitation of Liability: Except where prohibited by law, 3M will not be liable for any loss or damage arising from the 3M product, whether direct, indirect, special, incidental or consequential, regardless of the legal theory asserted, including warranty, contract, negligence or strict liability.

3M

Building and Commercial
Services Division

3M Center
St. Paul, MN 55144-1000

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**INVITATION TO NEGOTIATE
GREATER ORLANDO AVIATION AUTHORITY
PURCHASING PROPOSAL N03-20
TERMINAL JANITORIAL MAINTENANCE**

Sealed Proposals for **Purchasing Invitation to Negotiate ITN 03-20, Terminal Janitorial Maintenance**, at the Orlando International Airport, will be received by the Greater Orlando Aviation Authority, hereinafter called "Authority."

The proposed Contract will be to provide all labor, supervision, equipment, tools, materials, supplies, office space on property, uniforms, fuel, and vehicles and all other items necessary or proper for, or incidental to, providing terminal janitorial maintenance at the Orlando International Airport ("OIA") in accordance with the Contract Documents.

The Contract period will be for thirty-six (36) months with the initial service to commence on or about October 1, 2019, and with the Authority having options to renew the Contract for one (1) additional period of three (3) years.

The Contract work shall not be divisible, but shall be awarded, if an award is made, to a single Proposer.

Proposal packages will be available for examination Monday, May 6, 2019, and may be obtained by visiting the Authority Purchasing Department's website at www.orlandoairports.net/purchasing for download availability or by visiting AirportLink's website at <http://AirportLink.perfect.com> or by calling AirportLink at (866) 889-8533. AirportLink provides supplier registration services, document fulfillment and other purchasing related services to the Authority and to suppliers doing business with the Authority. Any award resulting from this solicitation will not require any payment by the supplier to AirportLink. If you received this solicitation document from any source other than AirportLink (WebProcure), please promptly register your interest in this solicitation with AirportLink. Questions concerning this Proposal package should be addressed to Luis A. Aviles at (407) 825-2297, by facsimile (407) 825-4020, or by e-mail at Luis.aviles@goaa.org.

A PRE-PROPOSAL CONFERENCE will be held at 10:00 a.m., May 13, 2019, at the Greater Orlando Aviation Authority, Maintenance Shop Building, 8648 Casa Verde Road, Building 811, Orlando, Florida 32827-4338. The conference will include a review of the Proposal Documents, a question and answer period, and a familiarization site visit. Attendance at the Pre-Proposal Conference is not mandatory but is strongly encouraged. Proposers are expected to be familiar with the Proposal Documents and to provide the Authority with any questions regarding the Proposal Documents at the Pre-Proposal Conference.

Sealed Proposals will be received at the Greater Orlando Aviation Authority, Orlando International Airport, Purchasing Office, 8652 Casa Verde Road, Building 811, Orlando, Florida 32827-4338 until 2:00 p.m., June 3, 2019, at which time all Proposals received will be publicly opened and read. Proposals may be delivered prior to the above time and date to the Greater Orlando Aviation Authority, Purchasing Office, 8652 Casa Verde Road, Building 811, Orlando, Florida 32827-4338. Proposals transmitted electronically or by facsimile will not be accepted. Any Proposal received after the time and date specified for the opening of the Proposals will not be considered, but will be returned unopened. The Authority's Purchasing Manager will

designate an official timepiece which shall be used to determine the official time for opening of Proposals, and which time shall be deemed correct and conclusive.

A Proposal must be submitted on a reproduced copy of the Proposal Forms supplied, including any addenda which may be issued, and must be submitted in a sealed envelope which shall be clearly marked Invitation to Negotiate (ITN) 03-20, Terminal Janitorial Maintenance, at the Orlando International Airport. Fifteen (15) additional copies of the Proposal should also be included with the original Proposal. The original Proposal shall be submitted in hard copy format and clearly marked "Original". Additionally, an exact electronic copy of the Proposal should be included with the Original Proposal on an individual electronic USB Flash Drive.

Note that the Submission Requirements are separated into three sections with information to be provided in three separately sealed envelopes, as follows: (i) Envelope "A" – qualifications; (ii) Envelope "B" Minority and Women Business Enterprise (MWBE) and Local Developing Business (LDB) forms; and (iii) Envelope "C" information on pricing (See below).

ENVELOPE "A" – QUALIFICATIONS

Invitation To Negotiate (ITN) 03-20 Terminal Janitorial Maintenance, at Orlando International Airport. Sealed Envelope "A" shall include original plus fifteen (15) additional copies of the Proposal, the signed Submitter's Warranty shall be included in Envelope "A". **No pricing or MWBE/LDB forms shall be included in Envelope "A".**

ENVELOPE 'B' –MWBE/LDB FORMS ONLY

Invitation to Negotiate (ITN) 03-20 Terminal Janitorial Maintenance, at the Orlando International Airport. Sealed Envelope "B" shall include original plus fifteen (15) additional copies of the MWBE/LDB forms. **Sealed Envelope "B" shall include MWBE and LDB/VBE forms only.**

ENVELOPE 'C' – PRICING FORMS ONLY

Invitation to Negotiate (ITN) 03-20 Terminal Janitorial Maintenance, at the Orlando International Airport. Sealed Envelope "C" shall include original plus fifteen (15) additional copies of the Pricing forms. **Sealed Envelope "C" shall include Pricing forms only.**

No Proposal may be withdrawn for a period of one hundred-eighty (180) days after the time and date scheduled for Proposal opening.

The Proposer awarded the Contract must provide a Performance Bond or Letter of Credit within ten (10) business days after written notice of such award, completed on the Authority's forms provided in this package and satisfactory to the Authority, having a penal sum equal to **Six Million Dollars (\$6,000,000.00)**, in accordance with the Proposal Documents.

The Proposer awarded the Contract must also provide, within ten (10) business days after written Notice of Award, proof of liability insurance in the amount **Five Million Dollars (\$5,000,000.00) combined single limit per occurrence to include ONE MILLION DOLLARS (\$1,000,000.00) Personal Injury coverage**, along with any other required insurance coverages and evidence of business or occupational license, as outlined in the Proposal Documents.

This Document includes a Minority and Women Business Enterprise (MWBE) and a Local Developing Business (LDB)/Veteran's Business Enterprise (VBE) participation requirement. The Participation Goal for this Contract will be 20% for MWBEs and 17% for LDB/VBEs. The Authority is encouraging Contractors to utilize at least three (3) certified small businesses. MWBE suppliers cannot provide services under LDB/VBE requirements.

The Authority reserves the right to waive any informalities or irregularities of Proposals, to request clarification of information submitted in any Proposal, to request additional information from any Proposer, or to reject any or all Proposals, and to re-advertise for Proposals. The Authority also reserves the right to extend the date and time period during which it will accept Proposals and to extend the date or time scheduled for the opening of Proposals.

Award, if made, will be to the responsible and responsive Proposer submitting the Proposal which is deemed by the Authority, in its sole discretion, to be the most advantageous to the Authority, price and other factors being considered.

The Owner ("Authority"), in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

Proposers should note that Section 12 of the Instructions to Proposers describes irregularities in Proposals that may cause them to be rejected by the Authority. Included in these irregularities are those such as conditions, limitations, or unauthorized alternative Proposals which may require the Authority to reject a Proposal. Proposers are strongly urged to seek the Authority's written advice BEFORE you submit a Proposal containing any of the irregularities described in Section 12 of the Instructions to Proposers.

GREATER ORLANDO AVIATION AUTHORITY

INSTRUCTIONS TO PROPOSERS

1. INTENT:

It is the intent of these Instructions to establish guidelines for the proper completion of the Proposal Forms. These Instructions to Proposers provide guidance and explanation for subsequent Proposal Forms and Contract Documents. Please read all instruction paragraphs.

2. GENERAL:

- 2.1 This Contract will be to provide all labor, supervision, management oversight, training, materials, equipment, tools, submissions, reports, consumables, uniforms, janitorial cleaning supplies (except hand soap, trash liners and baling wire), paper products (except paper towels and toilet tissue), trash can inserts, fuel, oil, lubricants, and all other items necessary or proper for, or incidental to, performing janitorial maintenance of the terminal areas located at the Orlando International Airport ("OIA") in accordance with the Contract Documents.
- 2.2 Contract period will be thirty-six (36) months with the initial service to commence on or about October 1, 2019, and with Authority having options to renew the Contract for one (1) additional three (3) year period at the same terms and conditions, except compensation which shall be established by negotiation between the parties, subject to the limitations stated below. The option compensation will be based on the annual Management Fee. If the parties cannot successfully negotiate pricing for the renewal option period, the Authority may exercise its option to renew the Contract for such option period at the maximum prices described below. The compensation due to the Contractor in the renewal option period, if exercised, may not exceed the annual unit prices for the immediately preceding year, increased by a percentage that equals the percentage, if any, by which the Consumer Price Index, United States City Averages, Urban Wage Earners and Clerical Workers (CPI-W), All Items (1982-84=100) ("CPI") published from time to time by the United States Bureau of Labor Statistics in effect as of the end of the thirtieth (30th) month of the Contract term exceeds the CPI in effect as of the end of the eighteenth (18th) month of the Contract term.
- 2.3 The Contract work shall not be divisible, but shall be awarded, if an award is made, to a single Proposer.
- 2.4 The Contract, if awarded, shall not be construed to create unto the Contractor any exclusive rights with respect to any of the Authority's terminal janitorial maintenance services requirements. The Authority may in its sole discretion award any additional or similar services to any third party, or the Authority may elect to perform all or a portion of the services by its own employees.
- 2.5 The Authority, at its sole discretion, may shortlist Proposers and may conduct interviews from Proposers or the shortlisted Proposers.

INSTRUCTIONS TO PROPOSERS (Continued)

- 2.6 Upon ranking of the Proposal(s) by the Concessions/Procurement Committee, the sealed pricing envelopes shall be opened only for those Proposals that have been ranked and will be read aloud. The Authority Staff will enter into negotiations with the top ranked firm. Should the Authority fail to reach a mutually acceptable Contract with the first ranked Proposer, negotiations will be closed with the first ranked Proposer and will begin with the second ranked Proposer. This process will be repeated in the order in which the Proposers are ranked until a mutually acceptable Contract is developed, presented, and approved by the Aviation Authority Board.
- 2.7 A Proposer's Proposal prices shall remain firm for the duration of the initial term of the Contract. Any anticipated increases in Proposer's costs during the initial term of the Contract must be reflected in its prices set forth in its Proposal. The Authority shall not be obligated to renegotiate or increase any price for any work during the initial term of the Contract based on a Proposer's mistake or miscalculation of prices, underestimation of costs, or for any other reason. All of the Proposer's overhead costs, including, but not limited to, costs of the required bonds and insurance coverages, shall be included in such Proposer's prices listed in its Proposal or the process is terminated.

3. PROPOSAL CONTENTS:

Each Proposal shall include the information requested in a single volume, with each response numbered and ordered in the same manner as provided in items described in Section 3 below and Proposal Form Pages PF-1 to PF-20, completed and executed as described herein. The information shall be submitted on no more than 50 one-sided 8.5 X 11 inch pages in Arial font with no smaller than 10-pitch font, excluding resumes and charts. Each Proposer must submit the following information:

- 3.1 Tab 1 – Proposer's Statement: Each Proposer shall provide with its Proposal the following information:
- 3.1.1 Contact name and resume of the individual responsible for account (Corporate Executive).
 - 3.1.2 Address of office that will handle account (the "Submitting Office).
 - 3.1.3 Telephone number of the Corporate Executive that will handle account.
 - 3.1.4 Facsimile number of the Corporate Executive that will handle account.
 - 3.1.5 Email address of the Proposer's Corporate Executive.
 - 3.1.6 Type of organization (corporation, sole proprietor, partnership, other).
 - 3.1.7 Federal employer identification number.
 - 3.1.8 Number of years in business.

- 3.1.9 Proposed On-Site Manager and Assistant Managers resumes which should include the number of year of experience as a manager and specific experience as a terminal janitorial maintenance services manager in an airport or similar regulated transportation environment and any other information that verifies that the On-Site Manager and Assistant Managers, meets the minimum qualifications as stated in Section 1.10 of the Specifications.
- 3.2 Tab 2 – Experience and Qualifications of the Proposer: Each Proposer shall provide a statement of qualifications including the following information:
- 3.2.1 Details of current and past engagements with terminal janitorial maintenance services.
- 3.2.2 Details of related experience of Proposer and On-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.
- 3.2.3 Provide a listing of Contracts for airports or other similar regulated transportation environment for which the Proposer has provided terminal janitorial maintenances services within at any time on or after January 1, 2014 and describe those services. If any services were terminated prior to the end of the Contract, the Proposer shall explain why.
- 3.2.4 Provide information describing the Proposer's size and financial condition, including gross annual revenues, total number of employees, and the most recent two (2) years of audited financial statements and accompanying notes. Financial information must be submitted, and the Authority will only consider financial information for, a General Partner for Proposers that are general, limited or joint venture partnership.
- 3.3 Tab 3 – References and Client List: Each Proposer shall provide a minimum of three (3) references for terminal janitorial maintenance services. At least two references must be with an entity that provides services to a large hub airport, or a large public transportation facility or commercial facility where Proposer is providing similar services. Remaining references should be selected as best representing that the Proposer has the experience to perform the services required by this ITN. At a minimum, Proposer shall provide the following information for each reference:
- 3.3.1 Name
- 3.3.2 Address
- 3.3.3 Contact person
- 3.3.4 Telephone number and email of contact person
- 3.3.5 Time period during which services provided
- 3.3.6 Description of services provided
- 3.3.7 Status (current or past client)

3.4 Tab 4 - Organization, Qualifications Of Key Personnel:

Provide an organizational chart that includes identification of the Corporate Executive and On-Site Manager that will perform on-site work for this service.

3.5 Tab 5 - Staffing Plan:

Each Proposer shall provide with its Proposal an existing copy of the Proposer's operation and staffing plan currently being utilized or which has been utilized within the last three (3) years at another airport or public facility similar in size to this Airport or other similar regulated transportation environment.

3.6 Tab 6 - Customer Service Plan:

Each Proposer shall provide with its Proposal a detailed customer service plan including how employees are trained and how customer service is gauged and addressed.

3.7 Tab 7 - Training Plan:

Each Proposer shall provide a detailed training plan that Proposer intends to utilize to train personnel in relation to terminal janitorial maintenance services including customer service and describe how Proposer 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 Proposer will ensure the completeness of the subject matter, and the method through which the training will be provided.

3.8 Tab 8 - Safety Plan:

Each Proposer shall provide with its Proposal an existing copy of the Proposer'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.

3.9 Tab 9 - Quality Control/Continuous Improvement Plan:

Each Proposer shall provide a detailed quality control/continuous improvement plan that Proposer intends to maintain and improve required performance.

3.10 Tab 10- Transition Plan:

Each Proposer 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 Section 1.1.4, Page S-3 of the Specification. Such plan should describe how the Proposer will handle problems which Proposer 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 Authority, the processing of I.D. badges, uniforms, and site tours, etc.

INSTRUCTIONS TO PROPOSERS (Continued)

3.11 Tab 11 – Letter of Bondability:

Each Proposer shall provide with its Proposal a Letter of Bondability on a surety company letterhead or a letter from a U.S. Bank for a letter of credit confirming that Proposer can obtain one or the other, in an amount equal to Six Million Dollars (\$6,000,000).

3.12 Tab 12 – Minimum Insurance Coverage: Proposer shall provide: (i) a letter from a U.S. insurance/broker company letterhead confirming that Proposer can obtain the insurance coverage requirements as described in Section 5 of the General Conditions; and (ii) an affirmative statement in its Proposal that if Proposer is awarded the Contract, Proposer will:

3.12.1 Maintain in force at all times during the term of the Contract and services that are to be performed pursuant to the Contract, insurance as described in Section 5, Pages GC-7 through GC-11 of the General Conditions, including General Liability, Workers Compensation and Automobile Liability insurance with insurer(s) licensed to transact insurance in the State of Florida;

3.12.2 Maintain insurance coverage applicable to the services performed for two (2) years after expiration of the Contract, if such coverage is on claim made basis.

3.13 Tab 13 – Prior Or Pending Litigation, Convictions, Indictments, Investigations, And Conflict Of Interest:

Each Proposer shall provide a description of all prior or pending litigation, convictions, indictments, investigations and regulatory investigation, either civil or criminal that relate to conducting terminal janitorial maintenance services, in which Proposer or its affiliates, subsidiaries, parent company, directors, senior officers, senior regional officers have been involved within the last three (3) years or an affirmative statement that there are none. The Proposer must also describe any conflicts of interest with the Authority that the Proposer's firm has or may have and how that conflict of interest would be mitigated, or provide an affirmative statement that there are none.

3.14 Tab 14 – Proposer's Warranty:

Each Proposer shall provide with its Proposal a statement that the Proposer is willing to sign the Contract (which includes the General Conditions and Specification) set forth in this ITN, as amended, within ten (10) days after receipt of the Notice of Intent to Award. The Authority's goal is that the terms and conditions stated in the Proposal Documents will constitute the terms of the final Contract between the Authority and the successful Proposer, without significant or material change to such terms or conditions. **If a Proposer desires any changes or modifications to the terms and conditions set forth in the Proposal Documents, the Proposer should submit these changes or modifications to the Authority in writing prior to the deadline for questions and comments about the ITN.** The Authority will consider such requested changes to the Contract's terms and conditions and, if any such requested changes or

INSTRUCTIONS TO PROPOSERS (Continued)

modifications are acceptable, will modify the terms and conditions by Addenda to this ITN prior to the deadline for Proposal submission. In submitting any requested changes or modifications, a Proposer should state the specific terms or conditions in the Authority's Proposal Document which the Proposer wishes to change, and the desired language, terms or conditions. Proposers 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 (refer to Proposer's Warranty on Page PF-14).

3.15 FEES:

Each Proposer shall provide on Pages PF-16 through PF-18 for each appropriate Year of the Contract as follows:

3.15.1 Each Proposer shall provide its Management Fee (Item "A") in the Extension column "c" on Pages PF-16 through PF-18 for Years 1, 2, and 3. The Management Fee shall include all the costs as outlined in the General Conditions, Section 2.7, Page GC-2.

3.15.2 Each Proposer shall then add the Extension heading of Pages PF-16 through PF-18 to its Management Fee and the Authority-provided Reimbursable Payroll and Operating Expenses, not-to-exceed amount (Item "B"), and enter the sum in the appropriate space marked "Total Year One (1) Cost" on Page PF-16, "Total Year Two (2) Cost" on Page PF-17 and "Total Year Three (3) Cost" on Page PF-18.

3.15.3 Each Proposer shall then add the Annual Prices heading on Page PF-19 for Total Year One (1) Cost, Total Year Two (2) Cost, and Total Year Three (3) Cost, and enter the sum on the appropriate space marked "Total Three (3) Year Cost" on Pages PF-19 and PF-4.

3.15.4 Any Proposal that fails to include all of the prices as requested on Pages PF-16 through PF-18 may be deemed non-responsive to the Invitation.

Sealed Envelope "C" shall include Pricing forms only. Pages PF-4 and PF-16 through PF-19 shall only be included in Envelope "C".

3.16 The Proposer to whom the "Notice of Intent to Award" is given shall provide to the Authority within ten (10) days after receiving the Notice: (i) performance bond in the amount of Six Million Dollars (\$6,000,000.00); (iii) a signed/completed W-9; (iv) copy of the Florida Department of State Division of Corporation certificate, Orange County and City of Orlando Business License and (v) certificate of liability insurance in the amount of Five Million Dollars (\$5,000,000.00), along with any other required insurance coverages.

3.17 Any supplemental information requested in the Attachments shall be included in the Proposal and labeled properly per the Tab stated within that requirement.

INSTRUCTIONS TO PROPOSERS (Continued)

- 3.18 Any Proposal that fails to include all of the Submittal Requirements as described in this Section and Proposal Form as requested on Page PF-1 through Page PF-20 may be deemed non-responsive to the Request.

4. EXAMINATION OF PROPOSAL/CONTRACT DOCUMENTS:

Proposals will be received, opened and read at the time and place specified in the Request for Proposals. Proposers or their authorized agents are invited to be present. Proposals received after the time and date specified will not be considered, and will be returned unopened. All prospective Proposers shall thoroughly examine and become familiar with the Proposal package and carefully note the items which must be submitted with the Proposal, such as:

- 4.1 a list of Contract References;
- 4.2 a Certificate of Non-Segregated Facilities; and
- 4.3 any other information specifically called for in these Proposal Documents.

(These Instructions to Proposers, the Request for Proposals, the Proposal Forms, the Contract, the General Conditions, and the Specifications are referred to herein as the "Proposal Documents" or the "Contract Documents.") Submission of a Proposal shall constitute an acknowledgment that the Proposer has read and understands the Proposal Documents. The failure or neglect of a Proposer to receive or examine any Proposal Document shall in no way relieve it from any obligations under its Proposal 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.

5. ADDENDA-CHANGES WHILE PROPOSING:

Other than during the Pre-Proposal Conference, the Authority shall not be required to provide to any Proposer verbal interpretations as to the meaning of any portion of the Proposal Documents. Requests for interpretation, clarification or correction of Proposal Documents, forms or other material in this Proposal Package should be made in writing and delivered to the Greater Orlando Aviation Authority, Purchasing Office, 8652 Casa Verde Road, Building 811, Orlando, Florida 32827-4338, or by facsimile to (407) 825-4020 until 4:00 p.m., May 17, 2019. Any response by Authority to a request by a Proposer for clarification or correction will be made in the form of a written Addendum. All parties to whom the Proposal packages have been issued will be sent a notification of the issuance of an Addendum either by e-mail and/or by facsimile. The Addendum may be electronically downloaded by visiting either the Authority Purchasing Department's web site at www.orlandoairports.net/purchasing, or if registered with AirportLink, by visiting their web site at <http://AirportLink.perfect.com>. Authority reserves the right to issue Addenda at any time up to the date and time set for Proposal opening. In case any Proposer fails to acknowledge receipt of any such Addendum in the space provided in the Proposal Form, its Proposal will nevertheless be construed as though the Addendum had been received and acknowledged. Submission of a Proposal will constitute a Proposer's acknowledgement of the receipt of the Proposal Documents and all Addenda. Only interpretations or corrections provided by written Addenda shall be binding on Authority. Prospective Proposers are warned that any other source by which a Proposer

INSTRUCTIONS TO PROPOSERS (Continued)

receives information concerning, explaining or interpreting the Proposal Documents shall not bind the Authority.

6. PREPARATION OF PROPOSALS:

- 6.1 Proposals shall be submitted only on reproduced copies of the attached Proposal Forms including any revised or additional Proposal Forms supplied by Addenda. If an award is made, the completed Proposal Forms shall constitute a part of the Contract Documents and will be incorporated in the final Contract between the Authority and the successful Proposer. All blank spaces in the Proposal Forms should be filled in legibly and correctly in ink or typewritten.
- 6.2 All Proposals shall contain the name and business address of the individual, firm, corporation, or other business entity submitting the Proposal and shall be subscribed by either the individual, a general partner, a member of a member-managed LLC, a manager of a manager-managed LLC, or an authorized officer or agent of a Corporation or business entity, and should be properly witnessed or attested. If any officer or agent other than the signatories described in the preceding sentence shall sign any Contract Document on behalf of the Proposer, the Authority should be furnished with satisfactory evidence of such officer's or agent's authority to bind the Proposer with respect to the contents of the subject Proposal Documents so signed by him or her. If the Proposer is an LLC, the Proposer should submit with its Proposal its Articles of Organization or other evidence satisfactory to Authority, indicating whether the LLC is member-managed or manager-managed, and indicating that the person executing the Proposal is authorized to bind the LLC.
- 6.3 If the Proposer is a partnership or sole proprietorship, the Authority, reserves the right to require the Proposer to submit to the Authority at any time the name and business address of each owner, principal, partner, or member of the Proposer having an ownership or management position with the Proposer.
- 6.4 If the Proposer is a corporation or other state-chartered business entity, the Authority reserves the right to require the Proposer to submit to the Authority at any time, the name and business address of each officer, director and holder of 10% or more of the stock or other ownership interests of such corporation or other business entity. If the Proposer is a corporation, the Proposal should have the corporate seal affixed and include the name of the State in which it was incorporated. If the Proposer is a foreign corporation or other state-chartered business entity and is the successful Proposer, the Proposer will be required to submit evidence prior to the execution of the Contract, if awarded, that the corporation or other state-chartered business entity has applied to the Secretary of State, State of Florida, for authority to do business in the State of Florida. If the Proposer elects to use a fictitious name in its Proposal, a copy of the Proposer's fictitious name registration should be provided to Authority.

7. PROPOSAL GUARANTY:

A Proposal Guaranty shall not be required for this Contract.

INSTRUCTIONS TO PROPOSERS (Continued)

8. DELIVERY OF PROPOSALS:

- 8.1 All Proposals shall be submitted in a sealed envelope bearing on the outside the name of the Proposer, address, and the notation Invitation to Negotiate ITN 03-20, Terminal Janitorial Maintenance, at Orlando International Airport. Note that the Submission Requirements are separated into three (3) sections with information to be provided in three (3) separately sealed envelopes: (i) one requiring information on qualifications; (ii) the other containing information on Minority and Women Business Enterprise (MWBE) and Local Developing Business (LDB/VBE) (See below); and (iii) the Bid Forms/Pricing.

ENVELOPE "A" – QUALIFICATIONS

Invitation To Negotiate (ITN) 03-20, Terminal Janitorial Maintenance, at the Orlando International Airport. Sealed Envelope "A" shall include original, fifteen (15) additional copies of the Proposal plus an electronic USB Flash Drive of the Proposal, shall be included in Envelope "A". No pricing or MWBE/LDB/VBE forms shall be included in Envelope "A".

ENVELOPE 'B' – MWBE/LDB/VBE FORMS ONLY

Invitation To Negotiate (ITN) 03-20, Terminal Janitorial Maintenance, at the Orlando International Airport. Sealed Envelope "B" shall include original plus fifteen (15) additional copies of the MWBE/LDB/VBE forms. Sealed Envelope "B" shall include MWBE/LDB/VBE/VBE forms only.

ENVELOPE 'C' – PRICING ONLY

Invitation To Negotiate (ITN) 03-20, Terminal Janitorial Maintenance, at the Orlando International Airport. Sealed Envelope "C" shall include original plus fifteen (15) additional copies of the Pricing forms. Sealed Envelope "C" shall include Pricing forms only.

- 8.2 The documents comprising the Proposal must be completed and signed on the forms provided herein, or on exact reproductions thereof.
- 8.3 All Proposals shall be submitted pursuant to the terms outlined in these Instructions to Proposers. Any Proposals received after the time and date specified in the Request for Proposals (or any Addenda thereto) for the opening of the Proposals will not be considered, but will be returned unopened.
- 8.4 Each Proposer's response to the Request for Proposals shall be at the sole cost and expense of the Proposer and such Proposer shall have no claim against the Authority for costs, damages, loss of profits, or to recover such costs, damages, or expenses, in the event the Authority exercises its right to reject any or all Proposals or to cancel an award pursuant to a provision hereof for any reason.
- 8.5 Submission of a Proposal shall constitute authorization for the Authority and its representatives and agents to make such copies of the Proposal or portions

INSTRUCTIONS TO PROPOSERS (Continued)

thereof and to distribute such copies as may be necessary or desirable to carry out the Authority's objectives or requirements.

9. COMMUNICATIONS DURING PROPOSAL PROCESS:

In accordance with the below-referenced policies, any communication directly or indirectly to seek to encourage any specific result in connection with an 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 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. An appropriate official or employee of the Authority may initiate communication with a Proposer in order to obtain information or clarification needed to develop a proper and accurate evaluation of the Solicitation. Any official communication from a Proposer during the Proposal process should be submitted in writing to the Greater Orlando Aviation Authority, Purchasing Office, 8652 Casa Verde Road, Building 811, Orlando, Florida 32827-4338 or to the email address as directed during the Proposal process. A copy of these policies (Sections 180.01 and 180.03) are available upon request from the Director of Board Services.

10. WITHDRAWAL OF PROPOSALS:

No Proposal may be withdrawn after it is submitted unless the Proposer makes a request by letter and such request is received prior to the time set for opening of Proposals. No Proposal may be withdrawn after the scheduled Proposal opening time for a period of one hundred eighty (180) days. **Any Proposer withdrawing or attempting to withdraw its Proposal prior to the expiration of the one hundred eighty (180) day period shall be obligated to reimburse the Authority for all its costs incurred in connection with such withdrawal or attempted withdrawal including, without limitation, any increased costs for procuring the goods or services from another Proposer or all costs of advertising and re-procuring the goods or services, and all attorneys' fees, in addition to payment of Authority's other damages. A Proposer's submission of a Proposal shall be deemed the Proposer's acknowledgment of an agreement to the provisions of this Section.**

11. DISQUALIFICATION OF PROPOSERS:

11.1 Any of the following causes may be considered as sufficient for the Authority's disqualification of a Proposer and the rejection of its Proposal:

11.1.1 Submission of more than one Proposal for the same work, or participation in more than one Proposal for the same work as a partner or principal of the Proposer, by an individual, firm, partnership or corporation, under the same or different names, or by Proposers which are affiliates, either at the time of submittal, or at the time of award. For purposes of this section, the term "affiliates" means firms, partnerships, corporations or other entities under common control;

11.1.2 Evidence of collusion between or among Proposers;

INSTRUCTIONS TO PROPOSERS (Continued)

- 11.1.3 Evidence, in the opinion of the Authority, of Proposer(s) attempting to manipulate the Proposal pricing for its own benefit (e.g. pricing resulting in a failure of the Authority's ability to enforce the Contract or impose the remedies intended following breach by Contractor);
- 11.1.4 Being in arrears on any of its existing contracts with the Authority or in litigation with the Authority or having defaulted on, or being in or having previously been in litigation with the Authority with respect to, a previous contract with the Authority;
- 11.1.5 Poor, defective or otherwise unsatisfactory performance of work for Authority or any other party on prior projects which, in the Authority's judgment and sole discretion, raises doubts as to Proposer's ability to properly perform the work; or
- 11.1.6 Any other cause which, in the Authority's judgment and sole discretion, is sufficient to justify disqualification of Proposer or the rejection of its Proposal.
- 11.1.7 The Authority has adopted a Code of Ethics and Business Conduct Policy (Section 204.01) which addresses, the obligation of the 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 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 Proposer and/or any attempt to influence an Authority Board member or employee to violate the policy is sufficient cause for the denial of the right of the Proposer to propose on any contract or sell any materials, supplies, equipment, or services to the 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 Director of Board Services.

12. REJECTION OF IRREGULAR PROPOSALS:

A Proposal will be considered irregular and may be rejected by the Authority if it (i) is improperly executed, (ii) shows omissions, alterations of form, additions not called for, unauthorized conditions or limitations, or unauthorized alternate Proposals, (iii) fails to include the proper Proposal Guaranty (if required), Contract references, other certificates, affidavits, statements, or any other information required to be included with Proposals, including, but not limited to, the Proposer's prices, or (iv) contains other irregularities of any kind.

13. NOTICE OF INTENT TO AWARD CONTRACT:

Unless all Proposals are rejected by the Authority, a Notice of Intent to Award is anticipated to be provided within ninety (90) days from the opening of Proposals to the responsible and responsive Proposer submitting the Proposal deemed to be most

advantageous to the Authority, price and other factors being considered. For all procurements, the Authority reserves the right to reject any or all Proposals and to cancel the procurement or to solicit new Proposals.

14. RESPONSIBILITY OF PROPOSERS:

14.1 To aid it in determining a Proposer's responsibility, Authority reserves the right (a) to request, at the Authority's exclusive discretion and at any time, that Proposer submit such evidence, including additional references, of Proposer's qualifications as Authority may deem necessary, and (b) to consider any evidence available to the Authority of the financial, technical, and other qualifications and abilities of a Proposer, including past performance (experience) with the Authority and others. Satisfaction of the minimum responsibility criteria below does not mean that the Proposer necessarily will be found by the Authority to be responsible. The Authority shall be the final authority in the determination of a Proposer's responsibility and the award of a Contract to a Proposer.

14.2 All Proposers shall furnish the Authority with the company name, address, contact person, and telephone number and email address of those entities Proposer is relying on to satisfy the minimum responsibility criteria in Section 14.3 below, and of any other entities that Proposer believes would be helpful in establishing Proposer's responsibility. The information should be submitted on Pages PF-7 and PF-8 at or before the time the Proposal is due, with the knowledge that the Authority will use the data for reference purposes.

14.3 For a Proposer to meet the minimum responsibility criteria for this Contract, the Proposer must provide verifiable evidence:

14.3.1 through references or otherwise, that the Proposer is an individual, a firm, a corporation, or other entity that is currently engaged in the business of providing terminal janitorial maintenance services;

14.3.2 through references, that the Proposer, after taking into account the activities of a related predecessor (e.g. by merger or reorganization), affiliate, or principal of Proposer, has been actively engaged in such business during the five (5) years immediately preceding the date of Proposer's response to this Invitation To Negotiate;

14.3.3 through references, that the Proposer, after taking into account the activities of a related predecessor (e.g. by merger or reorganization), affiliate, or principal of Proposer, has satisfactorily provided terminal janitorial maintenance services for an airport or similar transportation facility during such five (5) year period; and

14.3.4 through reference or otherwise, that it or a predecessor (e.g. by merger) or affiliate is satisfactorily providing, or has:

A) satisfactorily performed a contract for providing janitorial maintenance services for one (1) airport facility under

INSTRUCTIONS TO PROPOSERS (Continued)

conditioned air with a minimum total annual passenger traffic of twenty (20) million passengers serviced in multiple shifts over a 24 hour period, seven day per week, for which the Proposer has employed or managed at least 300 full-time equivalent positions in performing its janitorial services for the airport; OR

B) the Proposer has Successfully performed janitorial maintenance services for a large public access facility (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 day per week, for which the Proposer has employed or managed at least 300 full-time equivalent positions in performing its janitorial services at the large public access facility.

14.4 The Authority may, in certain special circumstances and based on information provided to or learned by the Authority pursuant to Section 14.1 above, determine that a Proposer is responsible despite such Proposer's failure to satisfy all requirements of the minimum responsibility criteria above.

15. GUARANTY OF FAITHFUL PERFORMANCE:

15.1 The successful Proposer ("Contractor") will be required to provide and keep in force throughout the term of the Contract a Performance Bond, as provided in Section 6 of the General Conditions, with a surety which meets the requirements set forth in Section 6.7 of the General Conditions, and in the form contained in these Proposal Documents.

15.2 In lieu of any Performance Bond required by the terms of the Proposal Documents, the Contractor may provide at its option (and subject to certain additional requirements), an irrevocable standby letter of credit ("Letter of Credit") as provided in Section 6 of the General Conditions issued by a bank which meets the requirements set forth in Section 6.10 of the General Conditions, and in the form contained in these Proposal Documents.

15.3 Except as provided in Section 6.4 of the General Conditions, the Authority will not accept any change or modification to the forms of Performance Bond or Letter of Credit contained in these Proposal Documents, which must be properly executed and submitted by the Contractor.

16. POWER OF ATTORNEY AND COUNTERSIGNATURE:

Attorneys-in-fact who sign Proposal, Payment or Performance Bonds must file with such Bond a certified copy of their Power of Attorney to sign such Bond. The Bond should be countersigned by a Florida licensed agent of the Surety, with proof of agency attached.

INSTRUCTIONS TO PROPOSERS (Continued)

17. EXECUTION OF CONTRACT:

17.1 The Proposer to whom the Notice of Intent to Award is given shall, within ten (10) business days after the date of the Notice of Intent to Award, execute and/or deliver the following to the Authority: the Contract, Certificate of Insurance, Performance Bond or Letter of Credit (if required), a copy of the Proposer's valid business or occupational license, a copy of Proposer's W-9 Form (Request for Taxpayer Identification Number and Certification), the Awarded Proposer's Contact Information, the proposed On-Site Manager's and Assistant Managers resumes and all other documents and information required by the Contract Documents. All of the above documents and information must be furnished and the Contract Documents executed by Proposer, and delivered to Authority, before the Contract will be executed by the Authority. If the proposed On-Site Manager is deemed unacceptable by the Authority, the Proposer shall submit to the Authority the name and current resume of an On-Site Manager acceptable to the Authority within twenty (20) days of notice that the proposed On-Site Manager is not acceptable.

17.2 Not applicable.

17.3 A Proposer's failure to timely fulfill its obligations under this Section 17 shall be just cause for the Authority's withdrawal of such Notice of Intent to Award. In such case, a Notice of Intent to Award may then be issued to the next ranked Proposer or all Proposals may be rejected by the Authority and the Contract re-advertised. In such event, the Authority shall be entitled to receive its damages and costs, including, but not limited to, its attorneys' fees caused by or in connection with a Proposer's failure to fulfill its obligations under this Section. A Proposer's liability for failing to timely fulfill the obligations stated in this Section shall be the same as for withdrawing its Proposal (see Section 10 of the Instructions to Proposers).

17.4 The Contract shall not be binding upon the Authority until it has been executed by the Authority and a copy of such fully executed Contract is delivered to the Contractor. The Authority reserves the right to cancel the award without liability to any Proposer at any time before the Contract has been fully executed by the Authority and delivered to the Contractor. Accordingly, the Contractor is hereby warned that it should not commence performance or incur costs or expenses in connection with the Contract obligations until it has received from the Authority a final, fully executed copy of the Contract.

18. FLORIDA SALES TAX:

The Authority is a governmental agency and a political subdivision under Florida law. Purchases by Authority under this Contract are exempt from Florida sales tax: Authority's tax exempt number is 85-8012668935C-5. No purchase made by any entity is qualified to be exempt other than those made directly by the Authority. The Authority's sales tax exemption does not apply to goods or services purchased or consumed by a Contractor for which the Contractor is deemed to be the ultimate consumer in connection with the fulfillment of its Contract obligations, and the Authority shall have no liability for such taxes.

INSTRUCTIONS TO PROPOSERS (Continued)

19. SUBCONTRACTS:

- 19.1 The Contractor's right to subcontract shall be governed by the provisions of Section 8 of the General Conditions.
- 19.2 Nothing contained in these Contract Documents shall be construed as creating any contractual relationship between any subcontractor and the Authority.
- 19.3 The Contractor shall be fully responsible to the Authority for the acts and omissions of a subcontractor and of persons employed by said subcontractor to the same extent that the Contractor is liable to Authority for acts and omissions of persons directly employed by it.

20. FAMILIARITY WITH LAWS:

All Proposers and the Contractor are presumed to be familiar with and shall observe all Federal, State and local laws, ordinances, codes, rules and regulations, including, without limitation, the Authority's rules and regulations, that may in any way affect work herein specified. Ignorance on the part of the Contractor shall in no way relieve Contractor from any such responsibility or liability.

21. AIRPORT SECURITY:

The successful Proposer will be required to comply with all applicable regulations of the Transportation Security Administration (TSA) and of the Authority relating to Airport security, including those relating to access to the Aircraft Operations Area (AOA) of Orlando International Airport, as such regulations may be in effect or changed from time to time.

22. EQUAL OPPORTUNITY REPORT STATEMENT:

Not applicable.

23. NON-SEGREGATED FACILITY CERTIFICATE:

Each Proposer shall complete and sign the Non-Segregated Facilities Certificate on Page PF-9. A Proposal may be considered irregular, in the Authority's sole discretion, if the Proposer fails to provide the fully executed statement, or fails to furnish the required data. Prior to execution of the Contract by the Authority, a fully executed statement must be provided or the Proposal may be rejected and the Authority will be entitled to exercise its rights under the provisions of Section 17.3 above, Execution of Contract.

24. PUBLIC ENTITY CRIMES LAW/DEBARMENT:

The following notice applies to all Proposers: "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 Proposal on a Contract to provide any goods or services to a public entity, may not submit a Proposal on a Contract with a public entity for the construction or repair of a public building or public work, may not submit Proposals 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 any public entity, and may not

INSTRUCTIONS TO PROPOSERS (Continued)

transact business with any public entity in excess of the threshold amount provided in s. 287.017, Florida Statutes, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list." Further, any entity or individual placed on the Authority's Debarment List pursuant to Authority Policy, Section 130.04, may not submit a response to any letter of intent, letter of interest, statement of qualifications, quote, proposal or bid as a contractor, supplier, subcontractor, consultant or individual, of any tier, for any goods or services or contracts and may not provide any goods or services to the Authority, on behalf of the Authority, or on Authority property, regardless of whether there is a contractual relationship with the Authority. The Authority will disqualify any submission, bid or proposal that includes a person or entity on the Debarment List. You may request a copy of the Authority's Debarment List for your review at the following email: debarmentlist@goaa.org.

25. MINORITY AND WOMEN BUSINESS ENTERPRISE ("MWBE") PARTICIPATION PROGRAM:

- 25.1 To encourage development and growth of MWBEs, the Authority has adopted a Non-Federally Funded Minority and Women Business Enterprise ("MWBE") Participation Program, which is available from the Authority upon request, in response to the joint disparity study conducted by the Authority.
- 25.2 It is the policy of the Authority that MWBEs shall have the maximum opportunity to participate in the purchase of goods and services, and the 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. **The Proposal will be considered non-responsive to the Request for Proposals and rejected if the Proposer fails to demonstrate, to the reasonable satisfaction of the Authority, as required by the MWBE policy, that the Proposer has met or has made a good faith effort to meet the established MWBE goal.**
- 25.3 For this Contract, the Authority has established a MWBE Participation Goal of 20%, which means that 20% of the total Contract expenditures by the Authority should be used to purchase goods or services under the Contract from MWBEs. All Proposers, including a Proposer which is an MWBE, shall comply with the MWBE requirements outlined in this Section by having MWBEs other than the Proposer, participate in the performance of the Contract services at a sufficient level to meet the participation goal.
- 25.4 Proposers are required to submit, with their Proposals, the Letter of Intent/Affirmation information by completing the form on Page PF-10 for each MWBE Firm. The Proposer may make duplicates of this form as needed. Both the MWBEs and the Proposer are required to affirm the information provided by signing the form prior to submittal. After the Proposals are opened, but prior to award, the Authority may request, receive, and review additional information from Proposers in order to verify the accuracy of the level of information presented by Proposers with their Proposals and the good faith effort of Proposers to reach the MWBE goal.
- 25.5 After the Proposals are opened and prior to an award of the Contract, the Authority may request, receive and consider omitted and supplemental information from the Proposers as to the certification of Proposers, if

applicable, and of any Proposal subcontractor, supplier or joint venturer in order to determine MWBE status.

- 25.6 The successful Proposer shall enter into contract(s) with the MWBE(s) identified in the Proposer's Proposal documents which the Authority relied upon in awarding this Contract, subject only to the Authority's right to approve all subcontractors. The contractual arrangements with the MWBE(s) shall incorporate such reasonable terms as are required to complete the work described therein while furthering the Authority's MWBE policy.
- 25.7 A Proposer shall not breach any of its obligations with the MWBE(s). In the event Proposer desires to terminate or replace a MWBE, Proposer shall promptly notify the Authority of the impending termination, the reason for the termination and obtain the Authority's approval prior to proceeding with the termination. Following the termination Proposer shall replace the terminated MWBE with another MWBE. If the Proposer is unable to utilize another MWBE for performance of that portion of this Contract, the Proposer shall provide the Authority with documentation, in a form satisfactory to the 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.
- 25.8 The successful Proposer shall submit to the Authority a Disbursement Form (sample on Page PF-12 with each invoice submitted for payment, indicating the amount of money spent with each MWBE(s) since the previous invoice.
- 25.9 Failure to carry out the requirements set forth herein or the commitments made by the Proposer (e.g. to contract with or make a good faith effort to contract with and use MWBEs, to pay MWBEs at least 20% (or such other acceptable good faith effort amount) of the total Contract price on an ongoing basis, etc.) shall constitute a breach by the Proposer of this Contract and may result in termination of the Contract by the Authority or such other remedy as the Authority deems appropriate.
- 25.10 A list of currently certified MWBEs may be obtained via the internet at www.orlandoairports.net/small_business, or from the Authority's Office of Small Business Development by calling (407) 825-7133. The Authority will provide this information as a convenience only, and Proposers 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 Proposal. During the Proposal process, Proposers may contact the Office of Small Business Development for any questions or information concerning the MWBE Participation Program.
- 25.11 Compliance with the MWBE policy of the Authority does not relieve Proposers of the equal employment opportunity obligations under state and Federal laws and regulations.

INSTRUCTIONS TO PROPOSERS (Continued)

26. LOCAL DEVELOPING BUSINESS ("LDB")/VETERAN BUSINESS ENTERPRISE (VBE) PARTICIPATION PROGRAM:

- 26.1 The Authority has adopted a Local Developing Business ("LDB")/Veteran Business Enterprise (VBE) Policy, effective January 1, 1999. The policy requires Proposers to ensure that LDB/VBE firms have an opportunity to participate in all contracts.
- 26.2 It is the policy of the Authority that LDB/VBEs shall have the maximum opportunity to participate in the purchase of goods and services, and the Authority has established the LDB/VBE Participation Program to implement this policy. This participation can take the form of purchasing contracts, subcontracts, joint ventures or similar arrangements. **The Proposal will be considered non-responsive to the Request for Proposals and rejected if the Proposer fails to demonstrate, to the reasonable satisfaction of the Authority, as required by the LDB/VBE policy, that the Proposer has met or has made a good faith effort to meet the established LDB/VBE goal.**
- 26.3 For this Contract, the Authority has established a LDB/VBE Participation Goal of 17%, which means that 17% of the total Contract expenditures by the Authority should be used to purchase goods or services under the Contract. All Proposers, including a Proposer which is an LDB/VBE, shall comply with the LDB/VBE requirements outlined in this Section by having LDB/VBEs other than the Proposer, participate in the performance of the Contract services at a sufficient level to meet the participation goal.
- 26.4 Proposers are required to submit, with their Proposals, the Letter of Intent/Affirmation information by completing the form on Page PF-11 for each LDB/VBE Firm. The Proposer may make duplicates of this form as needed. Both the LDB/VBEs and the Proposer are required to affirm the information provided by signing the form prior to submittal. After the Proposals are opened, but prior to award, the Authority may request, receive, and review additional information from Proposers in order to verify the accuracy of the level of information presented by Proposers with their Proposals and the good faith effort of Proposers to reach the LDB/VBE goal.
- 26.5 After the Proposals are opened and prior to an award of the Contract, the Authority may request, receive and consider omitted and supplemental information from the Proposers as to the certification of Proposers, if applicable, and of any Proposal subcontractor, supplier or joint venturer in order to determine LDB/VBE status.
- 26.6 The successful Proposer shall enter into contract(s) with the LDB/VBE(s) identified in the Proposer's Proposal documents which the Authority relied upon in awarding this Contract, subject only to the Authority's right to approve all subcontractors. The contractual arrangements with the LDB/VBE(s) shall incorporate such reasonable terms as required to complete the work described therein while furthering the Authority's LDB/VBE policy.
- 26.7 A Proposer shall not breach any of its obligations with the LDB/VBE(s). In the event Proposer desires to terminate or replace an LDB/VBE, Proposer shall

INSTRUCTIONS TO PROPOSERS (Continued)

promptly notify the Authority of the impending termination, the reason for the termination and obtain the Authority's approval prior to proceeding with the termination. Following the termination, Proposer shall replace the terminated LDB/VBE with another LDB/VBE. If the Proposer is unable to utilize another LDB/VBE for performance of that portion of this Contract, the Proposer shall provide the Authority with documentation, in a form satisfactory to the Authority, showing that it is not possible to replace the terminated LDB/VBE with another LDB/VBE. The LDB/VBE percentage for participation must not decrease below the percentage proposed during the term of the contract.

- 26.8 The successful Proposer shall submit to the Authority a Disbursement Form (sample on Page PF-13) with each invoice submitted for payment, indicating the amount of money spent with each LDB/VBE(s) since the previous invoice.
- 26.9 Failure to carry out the requirements set forth herein or the commitments made by the Proposer (e.g. to contract with or make a good faith effort to contract with and use LDBs, to pay LDB/VBEs at least 17% (or such other acceptable good faith effort amount) of the total Contract price on an ongoing basis, etc.) shall constitute a breach by the Proposer of this Contract and may result in the termination of the Contract by the Authority or such other remedy as the Authority deems appropriate.
- 26.10 A list of currently certified LDB/VBEs may be obtained via the internet at www.orlandoairports.net/small_business, or from the Authority's Office of Small Business Development by calling (407) 825-7171. The Authority will provide this information as a convenience only, and Proposers shall be solely responsible for ensuring all LDB/VBEs are capable of performing. Certification of eligibility as an LDB/VBE should be obtained prior to submission of a Proposal. During the Proposal process, Proposers may contact the Office of Small Business Development for any questions or information concerning the LDB/VBE Participation Program.
- 26.11 Compliance with the LDB/VBE policy of the Authority does not relieve Proposers of the equal employment opportunity obligations under state and Federal laws and regulations.

27. GOOD FAITH EFFORT FOR MWBE AND LDB/VBE PARTICIPATION PROGRAM:

- 27.1 If the Proposer fails to meet the MWBE/LDB/VBE Participation Goals, the Authority will require Proposer 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:
 - 27.1.1 Indicating the name and title of the person responsible for the Proposer's good faith efforts to reach the participation goal;
 - 27.1.2 Provide evidence of attendance at Pre-Proposal Conference meeting, if any, scheduled by the Authority to inform MWBE/LDB/VBE firms of subcontracting opportunities under a given Contract;

INSTRUCTIONS TO PROPOSERS (Continued)

- 27.1.3 Provide a list of MWBE/LDB/VBE firms contacted;
- 27.1.4 Provide copies of written correspondence to MWBE/LDB/VBE firms that their bid is being solicited, as well as certified return receipts to prove receipt or the reason for non-delivery;
- 27.1.5 Provide evidence of information provided to the MWBE/LDB/VBE firms about the specific work the Contractor intends to subcontract;
- 27.1.6 Provide evidence of information provided to MWBE/LDB/VBE firms on bonding and insurance requirements;
- 27.1.7 Provide copies of advertisements in general circulation media, trade association publications, and minority focus media advertising for MWBE/LDB/VBE firms interested in subcontracting;
- 27.1.8 Provide evidence that Proposer provided interested MWBE/LDB/VBE firms with assistance in reviewing the contract plans, specifications, and the terms and conditions of the general contract, subcontract and addenda;
- 27.1.9 Providing evidence that the Proposer provided MWBE/LDB/VBE firms prompt notice of addenda affecting specific trade Contractors;
- 27.1.10 Provide evidence that Proposer made follow-up inquiries after initial solicitations of interest from MWBE/LDB/VBE firms. Proposer shall maintain documentation of the date, time and name of individuals contacted. A telephone log is acceptable documentation of this activity;
- 27.1.11 Provide a list of quotes submitted by MWBE/LDB/VBE firms;
- 27.1.12 Provide documentation as to why MWBE/LDB/VBE firms were not utilized;
- 27.1.13 In those instances where a majority subcontractor is selected for a scope of work for which MWBE/LDB/VBE bids were submitted, the Proposer shall submit records of all quotations received from MWBE/LDB/VBE firms and from the selected majority subcontractor, and provide an explanation of the reasons why the MWBE/LDB/VBE firms will not be used during the course of the Contract. Receipt of a lower price quotation from a non MWBE/LDB/VBE firm prior to or at the time of Proposal Opening will not in itself excuse a Proposer's failure to meet participation goals. It is incumbent upon the Proposer to demonstrate that MWBE/LDB/VBE firms were not rejected as unqualified without a thorough and documented investigation of their capabilities and capacity.

INSTRUCTIONS TO PROPOSERS (Continued)

- 27.2 Additional information on meeting good faith efforts can be found by going to [www.orlandoairports.net/small business](http://www.orlandoairports.net/small_business), or from the Authority's Office of Small Business Development by calling 407-825-7133 or 407-825-7171.

28. INSURANCE:

The Proposer to whom the Notice of Intent to Award is given shall provide a signed Certificate of Insurance such as the form on Page C-12. The Certificate of Insurance shall evidence the insurance coverages required by the Authority pursuant to Section 5.7 of the General Conditions and shall be filed with Authority within ten (10) business days of the date of the Notice of Intent to Award. The Contractor shall provide the Authority with at least thirty (30) days prior written notice of any cancellation or modification or the limits thereunder decreased in Contractor's required insurance coverage.

29. PROPOSAL ERRORS:

In the case of a Proposer's error in the extension or addition of Proposal prices, the unit prices will govern. Proposals having erasures or corrections should be initialed in ink.

30. COMPLIANCE WITH OCCUPATIONAL SAFETY AND HEALTH ACT:

The Proposer certifies that all materials, equipment, chemicals, etc. contained in its Proposal or otherwise to be provided or used by the Proposer in its performance of the Contract work, and including any replacements or substitutions therefore, shall meet all EPA and OSHA requirements.

31. PERFORMANCE STANDARD:

The standards by which the Contractor's performance will be evaluated are set forth in the General Conditions (Pages GC-1 to GC-29) and Specifications (Pages S-1 to S-26). The successful Proposer's failure to meet these standards, after receipt of written notice to correct such deficiencies, may in addition to Authority's other remedies, in the Authority's sole discretion, result in a termination of the Contract for cause pursuant to the termination provisions of Section 9 of the General Conditions.

32. NO PROPOSALS:

In the event a potential Proposer elects not to submit a Proposal, such potential Proposer should respond by completing and returning the "No Response to Request for Proposals" form, Page PF-15, advising Authority of the reason for not submitting a Proposal.

33. EVALUATION CRITERIA OF PROPOSAL:

- 33.1 Proposers shall submit their Proposals in three sealed envelopes: (i) all qualifications submissions and Submitter's Warranty, labeled **ENVELOPE "A" – QUALIFICATIONS**; (ii) MWBE/LDB/VBE forms, labeled **ENVELOPE "B" ONLY**; and (iii) the other envelope pricing forms, labeled **ENVELOPE "C" – PRICING ONLY**. All such Proposals shall be received by the Authority no later than **2:00 p.m. EDT, June 3, 2019** as set forth in this ITN. The Authority shall at that time open the sealed qualifications envelope only, to ensure all requested

INSTRUCTIONS TO PROPOSERS (Continued)

materials were provided by each Proposer. The evaluation of the qualifications submissions and the pricing materials shall take place on the published dates, before the Authority's Concessions/Procurement Committee ("CPC"). The CPC may undertake a short-listing process to ultimately select the most responsible and responsive Proposer submitting the Proposal which is deemed to be the most advantageous to the Authority.

- 33.2 The CPC shall initially review the qualifications submissions to evaluate whether the Proposers meet the minimum requirements set forth in this ITN and have provided all required information. The CPC will then thoroughly evaluate the qualifications of the Proposers and may identify a short list of those Proposers that are deemed by the CPC, in its sole discretion, the most highly qualified to provide the requested services.
- 33.3 The CPC may conduct a presentation and interview session with each of the short-listed Proposers. Each Proposer shall have up to 15 minutes to make a formal presentation to the CPC, followed by no more than 30 minutes of a question and answer session directed by the CPC. Each Proposer may bring to this session no more than three (3) representatives, one of which must be the proposed On-Site Manager.
- 33.4 Immediately following the presentation and interview session, the CPC shall conduct a public meeting to evaluate thoroughly the qualifications of each short-listed Proposer, based on all information supplied in response to the ITN and the results of the presentation and interview session.
- 33.5 The CPC will determine who best meets the Authority's needs and rank the short-listed Proposers in order of the most highly qualified Proposer to provide the requested services, based on all factors set forth in this ITN. After the ranking of the Proposers, the CPC shall then open the sealed pricing envelopes of the ranked Proposers. Following this procedure, the CPC shall seek approval of the ranking by the Authority Board, and then proceed to enter into negotiations for final contract in order of the ranking.
- 33.6 The Authority, in its discretion, may award the Contract to the responsible and responsive Proposer submitting the Proposal which is deemed to be the most advantageous to the Authority. The following are the evaluation criteria the Authority will consider in determining which Proposal is most advantageous to the Authority:
 - 33.6.1 The qualifications and experience of the Proposer. The Authority reserves the right to determine, in its sole discretion, the degree to which the Proposer's experience and qualifications are consistent with the requirements of the Authority for this Contract. Proposer's references will be considered.
 - 33.6.2 The ability of the proposed team, particularly the On-Site Manager, to demonstrate the level of experience with and knowledge of terminal janitorial maintenance services relevant to the scope of services set forth in this ITN.

INSTRUCTIONS TO PROPOSERS (Continued)

- 33.6.3 Proposer's (i) staffing; (ii) customer service; (iii) training; (iv) safety; (v) quality control/continuous improvement; and (vi) transition plans will be evaluated. For the purpose of evaluating proposals, the Authority will consider the adequacy of all of the proposed plans for various segments of the engagement that in its sole discretion best meets its needs for terminal janitorial maintenance services.
- 33.6.4 Adherence to Authority Contractual Agreement and Minimum Insurance Coverage.
- 33.6.5 The Proposer shall provide with its Proposal a signed Warranty Statement that the Proposer is willing to sign the Agreement (which includes the Contract and Scope of Services) set forth in this ITN, within ten (10) days after receipt of the Notice of Intent to Award. Proposer shall also agree to maintain in force at all times during which services are to be performed, insurance as described in Section 5 of the General Conditions of this Contract.
- 33.6.6 If any Proposer desires to take exception to the Authority's Agreement and/or Scope of Services, the Proposer must state such exceptions in its Proposal. The Authority's goal is that the terms and conditions stated in this ITN will constitute the terms of the final Contract between the Authority and the successful Proposer, without significant or material change to such terms and conditions. If a Proposer includes in its Proposal exceptions, changes, or modifications to the terms and conditions set forth in the ITN, or if the Proposer states that any of the terms or conditions of this ITN will be subject to negotiation, the Authority will consider such required changes or proposed negotiations to the Agreement's term and conditions when determining which Proposal shall be deemed most advantageous to the Authority. For this part of the evaluation process, a Proposal that does not require any changes or negotiation with respect to the terms and conditions established by the Authority and set forth in this ITN will be considered more advantageous to the Authority than a Proposal that requires changes or negotiation. With respect to each term and condition the Proposer wishes to negotiate or change, the Proposer should state in its Proposal the specific terms and conditions in this ITN which the Proposer wishes to change, and the desired language, terms or conditions. Proposers 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. Proposers who are proposing without exceptions, changes, or modifications to the Agreement and/or Scope of Services set forth in this ITN should include an affirmative statement to that affect.
- 33.7 The evaluation criteria do not have any specific predetermined relative weight. The consideration of individual criterion is merely a tool to assist the Authority in determining which Proposal is most advantageous, as a whole, to the Authority. The relative advantages of a Proposer's responses with respect to

INSTRUCTIONS TO PROPOSERS (Continued)

one criterion may outweigh shortcomings of that Proposer's responses in one or more other criterion, depending on the relative disparities in the qualities of the responses in each criterion and the relative importance of certain criteria to each other, as determined in the exclusive discretion of the Authority.

- 33.8 The Authority reserves the right to negotiate with the highest ranked firm(s) to provide the requested service. If a mutually beneficial agreement with the highest ranked firm is not reached, the Authority reserves the right to enter into contract negotiations with the next highest ranked firm and continue this process until agreement is reached or the process is terminated.

34. PUBLIC RECORDS/PUBLIC MEETINGS:

Please be aware that all meetings of the Authority's Board are duly noticed public meetings and all documents submitted to the Authority as a part of or in connection with a Proposal will constitute public records under Florida law regardless of any person's claim that proprietary or trade secret information is contained therein. The provisions of Section 14 of the General Conditions shall apply to all Proposers. In the event that a Proposer desires to address the Authority's Board, please note that the Board has adopted "Guidelines for Presentations Before the Greater Orlando Aviation Authority," which are available upon request from the Director of Board Services.

* * * * * END OF INSTRUCTIONS TO PROPOSERS * * * * *

***** BEST AND FINAL OFFER *****

PROPOSAL FORM

GREATER ORLANDO AVIATION AUTHORITY
PURCHASING INVITATION TO NEGOTIATE ITN 03-20
TERMINAL JANITORIAL MAINTENANCE

Greater Orlando Aviation Authority
Purchasing Office
8652 Casa Verde Road, Building 811
Orlando, Florida 32827-4338

Submitted by: Flagship Airport Services, Inc.
Name of Proposer

Address: 1050 N 5th Street, Suite 50
San Jose, CA 95112

Federal Employer I.D. No. 20-0470914

Business Telephone No. 408-977-0155

Business Fax No. 408-977-0165

After Business Hours
Telephone No. 407-717-5136

E-Mail Address jmm@flagshipinc.com

By: 

Signature

James Mikacich - NVP, Aviation Sales
Name and Title (Typed or Printed)

Date: 09-24-19

The undersigned, as Proposer, hereby declares that this Proposal is in all respects fair and submitted in good faith without collusion or fraud. Proposer represents and warrants to the Greater Orlando Aviation Authority ("Authority") that: (i) except as may be disclosed in writing to Authority with its Proposal, no officer, employee or agent of the Authority has any interest, either directly or indirectly, in the business of the Proposer, and that no such person shall have any such interest at any time during the term of the Contract should it be awarded the Contract; and (ii) no gift, gratuity, promise, favor or anything else of value has been given or will be given to any employee or official of Authority in connection with the submission of this Proposal or the Authority's evaluation or consideration thereof.

PROPOSER: Flagship Airport Services, Inc.

The Proposer further represents that it has examined or investigated the site conditions if necessary, and informed itself fully in regard to all conditions pertaining to the place where the work is to be done; that it has examined the Contract Documents and has read all Addenda furnished by the Authority prior to the opening of the Proposals, as acknowledged below, and that it has otherwise fully informed itself regarding the nature, extent, scope and details of the services to be furnished under the Contract.

The Proposer agrees, if this Proposal is accepted, to enter into the written Contract with the Authority in the form of Contract attached (properly completed in accordance with said Proposal Documents), to provide all labor, supervision, management oversight, training, materials, equipment, tools, submissions, reports, consumables, uniforms, janitorial cleaning supplies (except hand soap, trash liners and baling wire), paper products (except paper towels and toilet tissue), trash can inserts, fuel, oil, lubricants, and all other items necessary or proper for, or incidental to, performing janitorial maintenance of the terminal areas located at the Orlando International Airport ("OIA") in accordance with the Specifications covered by this Proposal and the Contract Documents for Purchasing Invitation to Negotiate ITN 03-20, Terminal Janitorial Maintenance, at Orlando International Airport, and to furnish the prescribed evidence of a valid business license, insurance, and all other documents required by these Contract Documents. The Proposer further agrees to commence work and to perform the work specified herein within the time limits set forth in the Contract Documents, which time limits Proposer acknowledges are reasonable.

The undersigned further agrees that, in the case of failure or refusal on its part to execute the said Contract provide evidence of specified insurance, a copy of a valid business or occupational license and all other documents required by these Contract Documents within ten (10) business days after being provided with Notice of Intent to Award the Contract (or such earlier time as may be stated elsewhere in these Proposal Documents), the Proposal award may be offered by the Authority to the next ranked Proposer, or the Authority may re-advertise for Proposals, and in either case the Authority shall have the right to recover from the Proposer the Authority's costs and damages including, without limitation, attorney's fees, to the same extent that Authority could recover its costs and expenses from the Proposer under Section 10 of the Instructions to Proposers if the Proposer withdrew or attempted to withdraw its Proposal.

The Proposer further agrees, if it fails to complete the work according to the Specifications within the scheduled time or any authorized extension thereof, that damages may be deducted from the Contract price payable to the Proposer.

Acknowledgment is hereby made of the following Addenda (identified by number) received since issuance of the Contract Documents:

<u>ADDENDUM NO.</u>	<u>DATE</u>	<u>ADDENDUM NO.</u>	<u>DATE</u>	<u>ADDENDUM NO.</u>	<u>DATE</u>
<u>1</u>	<u>5/10/19</u>	<u>3</u>	<u>5/22/19</u>	<u> </u>	<u> </u>
<u>2</u>	<u>5/10/19</u>	<u>4</u>	<u>5/23/19</u>	<u> </u>	<u> </u>

It will be the responsibility of the Proposer to contact AirportLink at (866) 889-8533 or by visiting AirportLink's web site at <http://AirportLink.perfect.com> or by visiting the Authority Purchasing Department's web site at www.orlandoairports.net/purchasing prior to submitting a Proposal to ascertain Addenda, if any, that may have been issued, to obtain all such Addenda and return such Addenda (or portions of Addenda as may be applicable) with the Proposal. If

PROPOSER: Flagship Airport Services, Inc.

you received this solicitation document from any source other than AirportLink (WebProcure), please promptly register your interest in this solicitation with AirportLink.

*****REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK*****

PROPOSER: Flagship Airport Services, Inc.

The Proposer agrees to provide all provide all labor, supervision, equipment, tools, materials, supplies, office space on property, uniforms, fuel, vehicles, and all other items necessary or proper for, or incidental to, performing terminal janitorial maintenance services described in the Contract Documents, including, but not limited to, the cost of bonds and the specified insurance coverage for the following:

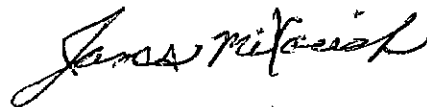
***** BEST AND FINAL OFFER *****

ITN 03-20 TERMINAL JANITORIAL MAINTENANCE

TOTAL THREE (3) YEAR PROPOSAL PRICE:

Sixty Million Six Hundred Eighty Three Thousand Seven Hundred Dollars \$ 57,374,600.00
(Print Dollar Amount)

Note: The figure shown above should match the figure shown on Page PF-19 as the "Total Three (3) Year Proposal Price" and should be included in Envelope "C".



PROPOSER: _____

(If Proposer is a **Sole Proprietorship** sign on the line below)

Company Name (if any)

Company Owner's (Proposer's) Signature (SEAL)

Company Owner's Name Printed or Typed

(If Proposer is a **Partnership**, fill in name of the partnership, followed below by the signature of the general partner signing.)

Partnership Name (SEAL)

BY: _____
General Partner's Signature (SEAL)

General Partner's Name Printed or Typed

The following information may be provided by a Proposer with this Proposal, but must be provided to the Authority at any time upon the request of the Authority: The name and business address of all principals and partners if a partnership (if a limited partnership, information for general partner only, along with the name of the limited partnership's home state).

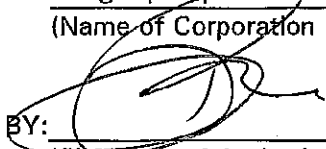
Proposers are hereby notified that the Greater Orlando Aviation Authority is a public agency and, as such, is subject to Chapter 119, *Florida Statutes*, regarding the disclosure of public records. Pursuant to Section 119.071(1)(b)2., *Florida Statutes*, sealed proposals received by the Authority pursuant to requests for proposals, are exempt from public disclosure only for the thirty (30) day period following the proposal opening and as otherwise provided in Section 119.071. Once the thirty (30) day period has passed, all proposals received by the Authority shall be made available to the public for inspection and copying in accordance with Chapter 119, *Florida Statutes*. Once proposals are opened, they may not be revoked, even during such thirty (30) day period. Any language in a proposal attempting to keep all or part of such proposal confidential is of no force and effect and will be disregarded as contrary to Florida law.

NOTE: Proposers must sign in the proper capacity on either Page PF-5 or PF-6 as applicable.

PROPOSER: Flagship Airport Services, Inc.

(If Proposer is a **Corporation** or **Other State-Chartered Business Entity**, fill in the name of the corporation or entity, followed by the signature of the authorized officer or agent signing, followed by his title.)

Flagship Airport Services, Inc.
(Name of Corporation or other business entity)

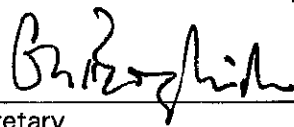
BY: 

(Signature of Authorized Officer)

(Affix Corporate Seal)

Its: CEO
(Title)

David Pasek
Officer's Name Printed or Typed

ATTEST: 

Secretary

The Proposer is a corporation or other state-chartered business entity organized under the laws of the State of California, and authorized by law to make this Proposal and perform all work and furnish materials and equipment required under the Contract Documents. If Proposer is a foreign corporation or other business entity, the corporation or entity x is (or) is not, registered with the Secretary of State of the State of Florida. Foreign corporations or other foreign state-chartered business entities must have a Florida registered agent and must provide a copy of their Florida registration or application as a condition to entering into a Contract with the Authority.

The following information may be provided by a Proposer with this Proposal, but must be provided to the Authority at any time upon the request of the Authority: the full names and business addresses of each officer, director and holder of 10% or more of the corporation's or entity's outstanding stock, including the corporate office or title of all individuals listed.

Proposers are hereby notified that the Greater Orlando Aviation Authority is a public agency and, as such, is subject to Chapter 119, *Florida Statutes*, regarding the disclosure of public records. Pursuant to Section 119.071(1)(b)2., *Florida Statutes*, sealed proposals received by the Authority pursuant to requests for proposals, are exempt from public disclosure only for the thirty (30) day period following the proposal opening and as otherwise provided in Section 119.071. Once the thirty (30) day period has passed, all proposals received by the Authority shall be made available to the public for inspection and copying in accordance with Chapter 119, *Florida Statutes*. Once proposals are opened, they may not be revoked, even during such thirty (30) day period. Any language in a proposal attempting to keep all or part of such proposal confidential is of no force and effect and will be disregarded as contrary to Florida law.

NOTE: Proposers must sign in the proper capacity on either Page PF-5 or PF-6 as applicable.

PROPOSER: Flagship Airport Services, Inc.

CONTRACT REFERENCES

List below a company you are presently providing to and companies you have provided terminal janitorial maintenance services in the past. References should be able to verify services of a type similar to the obligations requested in this Proposal, (refer to Section 14 of the Instructions to Proposers).

1. Company Name: American Airlines – Dallas/Fort Worth International Airport
- Address: 2400 Aviation Drive
- DFW Airport, TX 75261
- Contact Person: John Haywood, Manager, Facilities Development
- Phone No.: (817) 308-7119
- Email Address: john.haywood@aa.com
- Date of Contract: 1998- Present
- On-Site Manager for This Client: Jovani Lopez
- No. of Weekly Labor Hours Provided: 300 staff, 12,000 average weekly hours
2. Company Name: San Diego International Airport
- Address: 3225 N. Harbor Drive
- San Diego, CA 92101
- Contact Person: Jeff Rasor, Director of Terminals and Tenants
- Phone No.: (619) 400-2699
- Email Address: jrasor@san.org
- Date of Contract: 1997-Present
- On-Site Manager for This Client: Alexandra Rios
- No. of Weekly Labor Hours Provide: 160 staff, 6,400 average weekly hours

PROPOSER: Flagship Airport Services, Inc.

3. Company Name:

Tampa International Airport

Address:

4100 George J Bean Parkway

Tampa, FL 33607

Contact Person:

Keith Flynn

Phone No.:

(813) 927-1499

Email Address:

kflynn@TampaAirport.com

Date of Contract:

2015- Present

On-Site Manager for This Client:

Antonio Parreira

No. of Weekly Labor Hours Provided:

175 staff, 7,000 average weekly hours

Note: You must complete this reference form for each reference provided. You may submit as many references as necessary to meet the minimum requirements as found in section 14.3 of the Instructions to Proposers.

PROPOSER: Flagship Airport Services, Inc.

CERTIFICATION OF NON-SEGREGATED FACILITIES

Each Proposer shall complete, sign and include in its Proposal this Certification of Non-Segregated Facilities. Proposer certifies that it does not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not permit its employees to perform their services at any location under its control, where segregated facilities are maintained. Proposer certifies further that it will not maintain or provide for its employees segregated facilities at any of its establishments, and that it will not permit its employees to perform their services at any location under its control, where segregated facilities are maintained. Proposer agrees that a breach of this certification is a violation of the equal opportunity clause in this Contract. As used in this certification, the term "segregated facilities" means any waiting rooms, work areas, restrooms and washrooms, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation and housing facilities provided for employees which are segregated by explicit direction or are in fact segregated on the basis of race, color, religion, or national origin, because of habit, local custom, or any other reason. Proposer agrees that (except where it has obtained identical certifications from proposed subcontractors for specific time period) it will obtain identical certifications from proposed subcontractors prior to the award of subcontracts exceeding Ten Thousand Dollars (\$10,000.00) which are not exempt from the provisions of the equal opportunity clause, and that it will retain such certifications in its files.

Flagship Airport Services, Inc.

(Name of Proposer)

By:

J. M. Milovich
(Signature)

Date: 5/30/19

Title: NVP - Aviation Sales

BIDDER: Flagship Airport Services, Inc.
(REVISED PER ADDENDUM NO. 1)

LETTER OF INTENT/AFFIRMATION

Minority/Woman Owned Business Enterprise
(This page shall be submitted for each MWBE firm)

Bidder/Proposer Name: Flagship Airport Services, Inc.
Address: 9401 Jeff Fuqua Blvd, Suite 5669
City: Orlando State: FL Zip: 37827

MWBE Firm Name: Florida Cleaning Systems, Inc.
Address: 624 Douglas Avenue, Suite 1420
City: Altamonte Springs State: FL Zip: 32714

MWBE Contact Name: Pat Lamb Phone: (407) 586-7094
Email: pat@fcsiservices.com

MWBE Certification Agency: Greater Orlando Aviation Authority Expiration Date 07/27/19
Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work	Quantity	Rates	Total
Janitorial Services	20%		

Year 1 \$

Year 2 \$

Year 3 \$

Total Term Value: \$ Percent of total Bid: 20% %

Affirmation

The above named MWBE firm affirms that it will perform the portion of the contract as described above for the estimated dollar value as stated above.

By: [Signature] Vice President 5/29/19
(MWBE Owner Signature) (Title) (Date)

The Proposer 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: [Signature] NVP Aviation Sales 5/30/19
(Proposer's Authorized Signature) (Title) (Date)

In the event the bidder/proposer 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



Florida Unified Certification Program

Certificate of Eligibility Disadvantaged Business Enterprise (DBE) Airport Concessions Disadvantaged Business Enterprise (ACDBE) Florida Cleaning Systems, Inc. DBA FCS Facility Services

MEETS THE REQUIREMENTS OF 49 CFR, PART 26 and PART 23
APPROVED NAICS CODES:

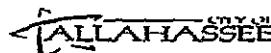
561720

Note: There may be other Approved NAICS Codes. The online DBE Directory includes a complete list of Approved Codes.

By: George I. Morning, GOAA - Small Business Development



JACKSONVILLE
TRANSPORTATION
AUTHORITY



ANNIVERSARY DATE - July 27, 2019

BIDDER: Flagship Airport Services, Inc.
(REVISED PER ADDENDUM NO. 1)

LETTER OF INTENT/AFFIRMATION

Minority/Woman Owned Business Enterprise
(This page shall be submitted for each MWBE firm)

Bidder/Proposer Name: Flagship Airport Services, Inc.

Address: 9401 Jeff Fuqua Blvd., Suite 32827

City: Orlando State: FL Zip: 32827

MWBE Firm Name: Sterling Building Services, Inc.

Address: 776 Bennett Drive, Suite 105

City: Longwood State: FL Zip: 32750

MWBE Contact Name: Cesar Bermudez Phone: (407) 830-9352

Email: cbermudez@sterlingbms.com

MWBE Certification Agency: Orlando International Airport Expiration Date: 4/16/20
Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work	Quantity	Rates	Total
Janitorial Services	5%		

Year 1 \$

Year 2 \$

Year 3 \$

Total Term Value: \$ Percent of total Bid: 5 %

Affirmation

The above-named MWBE firm affirms that it will perform the portion of the contract as described above for the estimated dollar value as stated above.

By: [Signature] President & CEO 5/28/19
(MWBE Owner Signature) (Title) (Date)

The Proposer 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: [Signature] NVP, Aviation Sales 5/30/19
(Proposer's Authorized Signature) (Title) (Date)

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

BIDDER: Flagship Airport Services, Inc.
(REVISED PER ADDENDUM NO. 1)

LETTER OF INTENT/AFFIRMATION

LDB/VBE Business Enterprise
(This page shall be submitted for each LDB/VBE firm)

Bidder/Proposer Name: Flagship Airport Services, Inc.

Address: 9401 Jeff Fugua Blvd, Suite 32827

City: Orlando State: FL Zip: 32827

LDB/VBE Firm Name: Sterling Building Services, Inc.

Address: 776 Bennett Drive, Suite 105

City: Longwood State: FL Zip: 32750

LDB/VBE Contact Name: Cesar Bermudez Phone: (407) 830-9352

Email: cbermudez@sterlingbms.com

LDB/VBE Certification Expiration Date: 3/20/21

Scope of Work	Quantity	Rates	Total
Janitorial Services	10%		

Year 1 \$

Year 2 \$

Year 3 \$

Total Term Value: \$ Percent of total Bid: 10 %

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: [Signature] President & CEO 5/28/19
(LDB/VBE Owner Signature) (Title) (Date)

The Proposer 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: [Signature] NVP, Aviation Sales 5/30/19
(Proposer's Authorized Signature) (Title) (Date)

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



ORLANDO INTERNATIONAL AIRPORT | MCO

Orlando International Airport
5850 B Cargo Road
Orlando, Florida 32827-4399
Phone: (407) 825-7133
Fax: (407) 825-3004

May 18, 2018

Mr. Cesar Bermudez
Sterling Building Services, Inc. DBA N/A
776 Bennett Drive
Suite 106
Longwood, FL 32750

Local Developing Business (LDB) & Minority/Women Business Enterprise (MWBE) Certification
Expiration Date: March 20, 2021

Dear Mr. Bermudez:

The Small Business Development Department of the Greater Orlando Aviation Authority (Authority) is pleased to announce that your firm, **Sterling Building Services, Inc. DBA N/A** has been certified as both a **Local Developing Business (LDB) & Minority/Women Business Enterprise (MWBE)**, under the Authority's Local Developing Business (LDB) & Minority/Women Business Enterprise Policies.

Please be advised that these certifications are not equivalent and should not be construed as certifications under the Authority's Disadvantaged Business Enterprise (DBE) Policy promulgated pursuant to the Department of Transportation's regulations, or the Authority's Small Business Enterprise (SBE) or Service Disabled Veteran Business Enterprise (SDVBE) Policies.

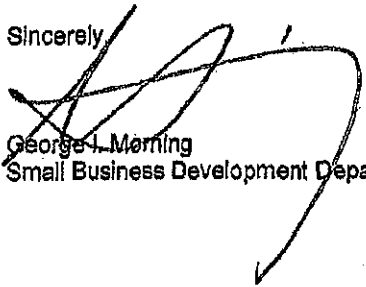
LDB and MWBE certifications are NOT a guarantee of work, but enable the firm to compete for, and perform, contract work on all Authority projects as an LDB and/or MWBE contractor, sub-contractor, consultant, sub-consultant or material supplier.

Your company's **LDB and MWBE** certification with the Authority will be effective through **March 20, 2021**. For re-certification at the end of the three (3) year period you must reapply for **LDB and MWBE** certification. Your **renewal application** should be submitted sixty (60) days prior to expiration of your current certification. You may complete your renewal application online at <https://goaa.diversitycompliance.com>.

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 MWBE** certifications. Your renewal date is February 20, 2021. Please contact our office at 407-825-7133 or dba@goaa.org if you have any questions or if we can be of any assistance.

Sincerely,


George L. Morning
Small Business Development Department

BIDDER: Flagship Airport Service, Inc.
(REVISED PER ADDENDUM NO. 1)

LETTER OF INTENT/AFFIRMATION

LDB/VBE Business Enterprise
(This page shall be submitted for each LDB/VBE firm)

Bidder/Proposer Name: Flagship Airport Service, Inc.
Address: 9401 Jeff Fuqua Blvd., Suite 5669
City: Orlando State: CA Zip: 32750

LDB/VBE Firm Name: Southeast Airport Services, Inc.
Address: 5812 S Semoran Blvd
City: Orlando State: FL Zip: 32822

LDB/VBE Contact Name: Gerald Montgomery Phone: (407) 420-8633
Email: gmontgomeryprotect@gmail.com

LDB/VBE Certification Expiration Date: 10/17/21

Scope of Work	Quantity	Rates	Total
Janitorial Services	5%		

Year 1 \$

Year 2 \$

Year 3 \$

Total Term Value: \$ Percent of total Bid: 5% %

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 President & CEO 5/29/19
(LDB/VBE Owner Signature) (Title) (Date)

The Proposer 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: J. N. Milach NVP, Aviation Sales 5/30/19
(Proposer's Authorized Signature) (Title) (Date)

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



ORLANDO INTERNATIONAL AIRPORT | MCO

Orlando International Airport
5850 B Cargo Road
Orlando, Florida 32827-4399
Phone: (407) 825-7133
Fax: (407) 825-3004

October 18, 2018

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: October 17, 2021

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 (MWBE)**, under the Authority's Local Developing Business (LDB) & Minority/Women Business Enterprise Policies.

Please be advised that these certifications are not equivalent and should not be construed as certifications under the Authority's Disadvantaged Business Enterprise (DBE) Policy promulgated pursuant to the Department of Transportation's regulations, or the Authority's Small Business Enterprise (SBE) or Service Disabled Veteran Business Enterprise (SDVBE) Policies.

LDB and MWBE 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 MWBE contractor, sub-contractor, consultant, sub-consultant or material supplier.

Your company's LDB and MWBE certification with the Authority will be effective through **October 17, 2021**. For re-certification at the end of the three (3) year period you must reapply for LDB and MWBE, certification. Your renewal application should be submitted sixty (60) days prior to expiration of your current certification. You may complete your renewal application online at <https://goaa.diversitycompliance.com>.

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 MWBE certifications. Your renewal date is September 17, 2021. Please contact our office at 407-825-7133 or dbe@goaa.org if you have any questions or if we can be of any assistance.

Sincerely,

George I. Morning
Director, Small Business Development Department

BIDDER: _____

MONTH ENDING: _____

GREATER ORLANDO AVIATION AUTHORITY

LDB/VBE DISBURSEMENT FORM

(To Be Submitted with EACH Invoice and Faxed to (407) 825-3004 or E-Mailed to DForms@goaa.org)

CONTRACT: ITN 03-20 TERMINAL JANITORIALMAINTENANCE

(Number and Name)

PAYMENTS	Current Year			Previous Years Totals
	(A)	(B)	(C)	(D)
	Current Payment	Previous Payments	Cumulative Payments	Amount
Prime Contractor Payment				
Percent Achieved				
	(Total Col E / Total Col A)	(Total Col F / Total Col B)	(Total Col G / Total Col C)	(Total Col H / Total Col D)

LDB/VBE SUBCONTRACTOR/VENDOR	Current Year			Previous Years Totals
	(E)	(F)	(G)	(H)
	Current Payment	Previous Payments	Cumulative Payments	Amount
TOTALS				

Summary

Original Prime Contract Total:	\$	Original Sub Contract Total:	\$
Amendment(s) Approved:	\$	Amendment(s) Approved:	\$
Revised Prime Contract Total:	\$	Revised Sub Contract Total:	\$

Contract Goal:

Cumulative Goal Achieved:

(Sum of totals G and H / Sum of totals C and D)

Remarks:

PROPOSER: Flagship Airport Services, Inc.

PROPOSER'S WARRANTY

This page must be completed, signed and submitted with each Proposal.

The undersigned person by the undersigned's signature affixed hereon warrants that:

- 1.1 The undersigned has carefully reviewed all of the materials and data provided in the Proposer's response on behalf of the Proposer and, after specific inquiry, believes all of the material and data submitted to be true and correct;
- 1.2 The proposal offered by the Proposer is in full compliance with the Minimum Requirements set forth in this ITN (Instructions to Proposers, Specifications and Attachments "A" through "C").
- 1.3 The Proposer authorizes the Authority, its staff or consultants to contact any of the references or clients provided in the response and specifically authorizes such references or clients to release orally or in writing, any appropriate data with respect to the Proposer and the On-site Manager;
- 1.4 The undersigned has been specifically authorized to accept and commit Proposer to execute a Contract with the Authority, should a Contract be issued, in full compliance with all requirements and conditions as set forth in this ITN within ten (10) days of Notice of Intent to Award;
- 1.5 Proposer is or, prior to the execution of the Contract, will be registered to do business in the State of Florida. If Proposer is awarded the Contract, Proposer will provide a copy of such registration;
- 1.6 Proposer warrants it will meet or exceed the MWBE and LDB/VBE requirements in this ITN.
- 1.7 By signing this Warranty, Proposer certifies that it is independent of the Authority and that no conflicts of interest exist;
- 1.8 The Proposer shall provide upon request evidence of the ability of the Proposer to meet the insurance requirements as described in Section 5, Pages GC-6 through GC-10 of the General Conditions.
- 1.9 The undersigned acknowledges its responsibility to ensure receipt of the entire ITN and any addenda.

Flagship Airport Services, Inc.

Name of Proposer

J. M. Mikacich

Signature of Authorized Representative

James Mikacich

Typed or Printed Name of Authorized Representative

NVP - Aviation Sales

Title

5/30/19

Date

PROPOSER: _____

NO RESPONSE

TO

REQUEST FOR PROPOSALS

If your firm is unable to submit a Proposal at this time, please provide the information requested in the space provided below and return to:

**GREATER ORLANDO AVIATION AUTHORITY
PURCHASING OFFICE
8652 CASA VERDE ROAD, BUILDING 811
ORLANDO, FLORIDA 32827-4338**

We have received Request for Proposals, Purchasing Invitation to Negotiate ITN 03-20, Terminal Janitorial Maintenance, for Orlando International Airport, opening at 2:00 p.m., June 3, 2019, at the Greater Orlando Aviation Authority, Orlando International Airport, Purchasing Office, 8652 Casa Verde Road, Building 811, Orlando, Florida 32827-4338.

Our firm's reason for not submitting a Proposal is:

Company Name

By: _____

Its: _____
Name & Title, Typed or Printed

***** BEST AND FINAL OFFER *****

PROPOSAL PRICES

03-20 TERMINAL JANITORIAL MAINTENANCE

YEAR ONE

	(a) MONTHLY FEE (\$)	X	EST. NO. OF MONTHS*	=	(c) EXTENSION (\$)
A. Management Fee for Terminal Janitorial Maintenance ¹	\$ <u>441,258.333</u>	X	12	=	\$ <u>5,295,100.00</u>
B. Reimbursable Payroll and Expense Budget ² (Not-to-Exceed Amount)				=	\$ <u>13,096,200.00</u>
TOTAL YEAR ONE (1) COST (ITEM A + B)					\$ <u>18,391,300.00</u> (Enter Total Here and on Page PF-19)

NOTES:

¹Management Fee shall include all costs as outlined in GC Section 2.7.

²Reimbursable Expense Budget shall include all costs as outlined in GC Section 2.8. Contractor's aggregate annual invoices shall not exceed the total as stated above for Year 1. It is estimated that 425 reimbursable Full Time Employees (FTE) positions will be needed for the performance of this Contract. The Authority believes that this estimate fairly describes the scope of work under ordinary circumstances; however, the number of reimbursable FTE positions may range between 400 and 455 as actual conditions may cause the number of employees to be adjusted accordingly. The Authority shall only reimburse for the positions requested and approved by the Authority and satisfactorily provided by the Contractor.

James M. Kocick

***** BEST AND FINAL OFFER *****

INVITATION TO NEGOTIATE
PROPOSAL PRICES

03-20 TERMINAL JANITORIAL MAINTENANCE

YEAR TWO

	(a) MONTHLY FEE (\$)	X	EST. NO. OF MONTHS	=	(c) EXTENSION (\$)
A. Management Fee for Terminal Janitorial Maintenance ¹	\$ 457,283.333	X	12	=	\$ 5,487,400.00
B. Reimbursable Payroll and Operating Expense Budget ² (Not-to-Exceed Amount)				=	\$ 13,631,900.00
TOTAL YEAR TWO (2) COST (ITEM A + B)					\$ 19,119,300.00 (Enter Total Here and on Page PF-19)

James Milovich

NOTES:

¹Management Fee shall include all costs as outlined in GC Section 2.7.

²Reimbursable Expense Budget shall include all costs as outlined in GC Section 2.8. Contractor's aggregate annual invoices shall not exceed the total as stated above for Year 2. It is estimated that 430 reimbursable Full Time Employees (FTE) positions will be needed for the performance of this Contract. The Authority believes that this estimate fairly describes the scope of work under ordinary circumstances; however, the number of reimbursable FTE positions may range between 400 and 460 as actual conditions may cause the number of employees to be adjusted accordingly. The Authority shall only reimburse for the positions requested and approved by the Authority and satisfactorily provided by the Contractor.

***** BEST AND FINAL OFFER *****

INVITATION TO NEGOTIATE
PROPOSAL PRICES

03-20 TERMINAL JANITORIAL MAINTENANCE

YEAR THREE

	(a) MONTHLY FEE (\$)	X	EST. NO. OF MONTHS*	=	(c) EXTENSION (\$)
A. Management Fee for Terminal Janitorial Maintenance ¹	\$ <u>508,783.333</u>	X	12	=	\$ <u>5,676,800.00</u>
B. Reimbursable Payroll and Operating Expense Budget ² (Not- to-Exceed Amount)					= \$ <u>14,187,200.00</u>
TOTAL YEAR THREE (3) COST (ITEM A + B)					\$ <u>19,864,000.00</u> (Enter Total Here and on Page PF-19)

NOTES:

¹Management Fee shall include all costs as outlined in GC Section 2.7.

²Reimbursable Expense Budget shall include all costs as outlined in GC Section 2.8. Contractor's aggregate annual invoices shall not exceed the total as stated above for Year 3. It is estimated that 435 reimbursable Full Time Employees (FTE) positions will be needed for the performance of this Contract. The Authority believes that this estimate fairly describes the scope of work under ordinary circumstances; however, the number of reimbursable FTE positions may range between 405 and 465 as actual conditions may cause the number of employees to be adjusted accordingly. The Authority shall only reimburse for the positions requested and approved by the Authority and satisfactorily provided by the Contractor.

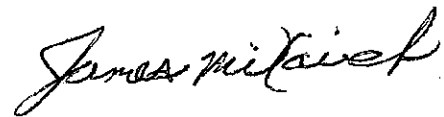
***** BEST AND FINAL OFFER *****

INVITATION TO NEGOTIATE

SUMMARY OF PROPOSAL PRICES

03-20 TERMINAL JANITORIAL MAINTENANCE

	ANNUAL PRICES
TOTAL YEAR ONE (1) COST (A + B)	\$ <u>18,391,300.00</u>
TOTAL YEAR TWO (2) COST (A + B)	\$ <u>19,119,300.00</u>
TOTAL YEAR THREE (3) COST (A + B)	\$ <u>19,864,000.00</u>
TOTAL THREE (3) YEAR COST	\$ <u>57,374,600.00</u> (Enter here and on Page PF-4)



PAGES PF-4 AND PF-16 THROUGH PF-19 SHALL ONLY BE INCLUDED IN ENVELOPE "C"

**TERMINAL JANITORIAL
Contract 3-Year Summary**

MANAGEMENT FEE

Management Staff

On-Site Manager
Assistant Manager - Prime
Assistant Manager - Sub
Assistant Manager - Training, Safety & Customer Experience
Admin/HR/Finance - Prime
Admin/HR/Finance - Sub

FTE	Rate	Year 1 Cost	FTE	Year 2 Cost	FTE	Year 3 Cost
1	\$42.25	\$ 123,040	1	\$ 126,740	1	\$ 130,550
3	\$25.00	\$ 218,400	3	\$ 224,960	3	\$ 231,710
2	\$28.00	\$ 163,080	2	\$ 167,980	2	\$ 173,020
1	\$25.00	\$ 72,800	1	\$ 74,990	1	\$ 77,240
2	\$17.25	\$ 100,470	2	\$ 103,490	2	\$ 106,620
2	\$17.25	\$ 100,480	2	\$ 103,500	2	\$ 106,620
11		\$ 778,270	11	\$ 801,660	11	\$ 825,740
		\$ 1,123,000		\$ 1,167,000		\$ 1,213,000
		\$ 274,000		\$ 282,000		\$ 291,000
		\$ 193,000		\$ 199,000		\$ 204,000
		\$ 72,000		\$ 73,000		\$ 75,000
		\$ 1,135,044		\$ 1,181,710		\$ 1,230,170
		\$ 740,350		\$ 762,580		\$ 785,480
		\$ 62,950		\$ 64,850		\$ 66,800
		\$ 136,910		\$ 141,970		\$ 147,210
		\$ 70,600		\$ 73,080		\$ 75,620
		\$ 20,300		\$ 21,160		\$ 22,070
		\$ 73,220		\$ 75,440		\$ 77,730
		\$ 85,810		\$ 88,400		\$ 91,070
		\$ 359,840		\$ 370,430		\$ 381,550
		\$ 84,050		\$ 86,580		\$ 89,180
		\$ 40,240		\$ 41,450		\$ 42,700
		\$ 45,500		\$ 46,870		\$ 48,200
		\$ 5,295,100		\$ 5,487,400		\$ 5,676,800

Other Costs:

- Contractor Overhead & Profit
- Fl Cleaning Overhead & Profit
- Sterling Overhead & Profit
- Southeast 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...
- Tools & Equipment
- Staff Engagement
- Cleaning Management Software
- Misc

REIMBURSABLE EXPENSES

Payroll Expenses:

Main Terminal:

- Supervisors
- Supervisors - Cycle Cleaning - 3rd Shift
- Quality Control
- Police
- General Cleaners
- Window Cleaner/Carpet Spotter/ERT
- Floor Care
- Cycle Cleaner/ERT
- Recycling/ERT

Airside 1:

- Supervisors
- Supervisors - Cycle Cleaning
- Quality Control
- Police
- General Cleaners
- Window Cleaner/Carpet Spotter/ERT
- Floor Care
- Cycle Cleaner/ERT

Airside 2:

- Supervisors
- Supervisors - Cycle Cleaning
- Quality Control
- Police
- General Cleaners
- Window Cleaner/Carpet Spotter/ERT
- Floor Care
- Cycle Cleaner/ERT

Airside 3:

- Supervisors
- Supervisors - Cycle Cleaning
- Quality Control
- Police
- General Cleaners
- Window Cleaner/Carpet Spotter/ERT
- Floor Care
- Cycle Cleaner/ERT

Airside 4:

- Supervisors
- Supervisors - Cycle Cleaning
- Quality Control
- Police
- General Cleaners
- Window Cleaner/Carpet Spotter/ERT
- Floor Care
- Cycle Cleaner/ERT

SAPM:

- Supervisors
- Supervisors - Cycle Cleaning
- Quality Control
- Police
- General Cleaners
- Window Cleaner/Carpet Spotter/ERT
- Floor Care
- Cycle Cleaner/ERT

Other Positions:

- Zimex Operator/ERT
- Bio-Hazard & Regulated Trash
- Supervisor - Inventory Control
- Inventory Control
- Equipment Tech/Mechanic
- Vacation & Sick Coverage
- Overtime
- 401K
- Payroll Taxes: Social Security, Medicare, State & Federal Unemployment
- Health Insurance

Other Expenses:

- Consumables and Cleaning Supplies
- Uniforms
- Regulated Waste Disposal
- Subcontracted Work (Excluding Participation)

Total Reimbursable Expenses (Not to exceed budget provided by GOAA) **\$ 1,130,000** **\$ 1,181,710** **\$ 1,230,170**

TOTAL CONTRACT VALUE 435 \$ 18,391,300 441 \$ 19,119,300 446 \$ 19,864,000

\$ 18,391,300 \$ 19,119,300 \$ 19,864,000

\$ 57,374,600

	Flagship	Fl Cleaning	Sterling	Southeast	Total
Year 1	\$ 10,306,700	\$ 4,182,600	\$ 2,940,700	\$ 961,300	\$ 18,391,300
Year 2	\$ 10,784,800	\$ 4,307,200	\$ 3,028,500	\$ 998,800	\$ 19,119,300
Year 3	\$ 11,282,000	\$ 4,436,200	\$ 3,117,800	\$ 1,028,000	\$ 19,864,000
	\$ 32,373,500	\$ 12,926,000	\$ 9,087,000	\$ 2,988,100	\$ 57,374,600

Year 1 Participation	22.2%	16.0%	5.2%	44.0%
Year 2 Participation	22.5%	15.8%	5.2%	43.6%
Year 3 Participation	22.3%	15.7%	5.2%	43.2%
	22.5%	15.8%	5.2%	43.6%

	Management Fee	Reimbursables	Total
Year 1	\$ 5,295,100	\$ 13,096,200	\$ 18,391,300
Year 2	\$ 5,487,400	\$ 13,631,900	\$ 19,119,300
Year 3	\$ 5,676,800	\$ 14,187,200	\$ 19,864,000
	\$ 16,459,300	\$ 40,915,300	\$ 57,374,600

TERMINAL JANITORIAL
Contract 3-Year Recap - Flags
MANAGEMENT FEE

	FTE	Rate	Est. Year 1 Cost	FTE	Est. Year 2 Cost	FTE	Est. Year 3 Cost
Management Staff							
On-Site Manager	1	\$42.25	\$ 123,040	1	\$ 126,740	1	\$ 130,550
Assistant Manager - Prime	3	\$25.00	\$ 218,400	3	\$ 224,960	3	\$ 231,710
Assistant Manager - Sub			\$ -		\$ -		\$ -
Assistant Manager - Training, Safety & Customer Experience	1	\$25.00	\$ 72,800	1	\$ 74,990	1	\$ 77,240
Admin/HR/Finance - Prime	2	\$17.25	\$ 100,470	2	\$ 103,490	2	\$ 106,600
Admin/HR/Finance - Sub			\$ -		\$ -		\$ -
	7		\$ 514,710	7	\$ 530,180	7	\$ 546,100
Other Costs:							
- Contractor Overhead & Profit			\$ 1,123,000		\$ 1,167,000		\$ 1,213,000
- FL Cleaning Overhead & Profit							
- Sterilizing Overhead & Profit							
- Southeast Overhead & Profit							
- Workers Comp			\$ 583,954		\$ 614,080		\$ 645,490
- General Liability Insurance, other Insurances...			\$ 381,950		\$ 393,410		\$ 405,220
- Performance Bond & Customs Bond			\$ 60,500		\$ 62,320		\$ 64,190
- Payroll Processing			\$ 40,690		\$ 42,850		\$ 45,100
- Recruiting Expenses/Training			\$ 30,100		\$ 31,340		\$ 32,610
- Badges & Keys			\$ 10,640		\$ 11,200		\$ 11,800
- Office & Operating Supplies			\$ 49,460		\$ 50,950		\$ 52,480
- Vehicles, Utility Carts, Lifts, Lull...			\$ 82,930		\$ 85,420		\$ 87,990
- Tools & Equipment			\$ 359,640		\$ 370,430		\$ 381,550
- Staff Engagement			\$ 84,050		\$ 86,580		\$ 89,180
- Cleaning Management Software			\$ 40,240		\$ 41,450		\$ 42,700
- Misc			\$ 25,000		\$ 25,750		\$ 26,530
Management Fee Total			\$ 3,386,500		\$ 3,513,000		\$ 3,644,000
REIMBURSABLE EXPENSES							
Payroll Expenses:							
Main Terminal:							
- Supervisors	7	\$15.50	\$ 239,320	7	\$ 246,500	7	\$ 253,900
- Supervisors - Cycle Cleaning - 3rd Shift	1	\$15.50	\$ 32,240	1	\$ 33,210	1	\$ 34,210
- Quality Control	1	\$15.50	\$ 45,260	1	\$ 46,620	1	\$ 48,020
- Policier	110	\$11.25	\$ 2,574,000	110	\$ 2,651,220	110	\$ 2,730,760
- General Cleaners	64	\$11.25	\$ 1,497,600	64	\$ 1,542,530	64	\$ 1,588,810
- Window Cleaner/Carpet Spotter/ERT	3	\$11.25	\$ 65,700	3	\$ 67,680	3	\$ 69,720
- Floor Care	13	\$11.25	\$ 314,100	13	\$ 323,530	13	\$ 333,240
- Cycle Cleaner/ERT	3	\$11.25	\$ 70,200	3	\$ 72,310	3	\$ 74,480
- Recycling/ERT	3	\$11.25	\$ 65,700	3	\$ 67,680	3	\$ 69,720
Airside 1:							
- Supervisors		\$15.50	\$ -		\$ -		\$ -
- Supervisors - Cycle Cleaning		\$15.50	\$ -		\$ -		\$ -
- Quality Control		\$15.50	\$ -		\$ -		\$ -
- Policier		\$11.25	\$ -		\$ -		\$ -
- General Cleaners		\$11.25	\$ -		\$ -		\$ -
- Window Cleaner/Carpet Spotter/ERT		\$11.25	\$ -		\$ -		\$ -
- Floor Care		\$11.25	\$ -		\$ -		\$ -
- Cycle Cleaner/ERT		\$11.25	\$ -		\$ -		\$ -
Airside 2:							
- Supervisors		\$15.50	\$ -		\$ -		\$ -
- Supervisors - Cycle Cleaning		\$15.50	\$ -		\$ -		\$ -
- Quality Control		\$15.50	\$ -		\$ -		\$ -
- Policier		\$11.25	\$ -		\$ -		\$ -
- General Cleaners		\$11.25	\$ -		\$ -		\$ -
- Window Cleaner/Carpet Spotter/ERT		\$11.25	\$ -		\$ -		\$ -
- Floor Care		\$11.25	\$ -		\$ -		\$ -
- Cycle Cleaner/ERT		\$11.25	\$ -		\$ -		\$ -
Airside 3:							
- Supervisors		\$15.50	\$ -		\$ -		\$ -
- Supervisors - Cycle Cleaning		\$15.50	\$ -		\$ -		\$ -
- Quality Control		\$15.50	\$ -		\$ -		\$ -
- Policier		\$11.25	\$ -		\$ -		\$ -
- General Cleaners		\$11.25	\$ -		\$ -		\$ -
- Window Cleaner/Carpet Spotter/ERT		\$11.25	\$ -		\$ -		\$ -
- Floor Care		\$11.25	\$ -		\$ -		\$ -
- Cycle Cleaner/ERT		\$11.25	\$ -		\$ -		\$ -
Airside 4:							
- Supervisors		\$15.50	\$ -		\$ -		\$ -
- Supervisors - Cycle Cleaning		\$15.50	\$ -		\$ -		\$ -
- Quality Control		\$15.50	\$ -		\$ -		\$ -
- Policier		\$11.25	\$ -		\$ -		\$ -
- General Cleaners		\$11.25	\$ -		\$ -		\$ -
- Window Cleaner/Carpet Spotter/ERT		\$11.25	\$ -		\$ -		\$ -
- Floor Care		\$11.25	\$ -		\$ -		\$ -
- Cycle Cleaner/ERT		\$11.25	\$ -		\$ -		\$ -
SAPM:							
- Supervisors		\$15.50	\$ -		\$ -		\$ -
- Supervisors - Cycle Cleaning		\$15.50	\$ -		\$ -		\$ -
- Quality Control		\$15.50	\$ -		\$ -		\$ -
- Policier		\$11.25	\$ -		\$ -		\$ -
- General Cleaners		\$11.25	\$ -		\$ -		\$ -
- Window Cleaner/Carpet Spotter/ERT		\$11.25	\$ -		\$ -		\$ -
- Floor Care		\$11.25	\$ -		\$ -		\$ -
- Cycle Cleaner/ERT		\$11.25	\$ -		\$ -		\$ -
Other Positions:							
- Zimek Operator/ERT	1	\$11.25	\$ 23,400	1	\$ 24,110	1	\$ 24,840
- Bio-Hazard & Regulated Trash	2	\$11.25	\$ 46,800	2	\$ 48,210	2	\$ 49,660
- Supervisor - Inventory Control	1	\$16.00	\$ 33,280	1	\$ 34,280	1	\$ 35,310
- Inventory Control	2	\$18.50	\$ 76,960	2	\$ 79,270	2	\$ 81,650
- Equipment Tech/Mechanic	1	\$11.25	\$ 23,400	1	\$ 24,110	1	\$ 24,840
- Vacation & Sick Coverage	0	\$11.25	\$ -	0	\$ -	0	\$ -
- Overtime			\$ 104,500		\$ 110,050		\$ 115,840
- 401K			\$ 19,970		\$ 20,570		\$ 21,170
- Payroll Taxes: Social Security, Medicare, State & Federal Unemployment			\$ 494,830		\$ 521,050		\$ 548,340
- Health Insurance			\$ 504,370		\$ 531,420		\$ 559,630
	218		\$ 6,348,630	223	\$ 6,685,370	228	\$ 7,035,930
Other Expenses:							
- Consumables and Cleaning Supplies			\$ 444,090		\$ 457,420		\$ 471,150
- Uniforms			\$ 62,680		\$ 64,120		\$ 65,550
- Regulated Waste Disposal			\$ 14,400		\$ 14,840		\$ 15,290
- Subcontracted Work (Excluding Participation) including third party Training			\$ 50,000		\$ 50,000		\$ 50,000
			\$ 571,170		\$ 586,380		\$ 601,990
Total Reimbursable Expenses (Not to exceed budget provided by GOAA)							
			\$ 6,919,800		\$ 7,271,750		\$ 7,637,920
TOTAL CONTRACT VALUE							
	225		\$ 10,306,700	230	\$ 10,784,800	235	\$ 11,282,000

**TERMINAL JANITORIAL:
Contract 3-Year - Florida Clear**

MANAGEMENT FEE

	FTE	Rate	Est. Year 1 Cost	FTE	Est. Year 2 Cost	FTE	Est. Year 3 Cost
Management Staff							
On-Site Manager			\$ -		\$ -		\$ -
Assistant Manager - Prime			\$ -		\$ -		\$ -
Assistant Manager - Sub	1	\$28.00	\$ 81,540	1	\$ 83,990	1	\$ 85,510
Assistant Manager - Training, Safety & Customer Experience			\$ -		\$ -		\$ -
Admin/HR/Finance - Prime	1	\$17.25	\$ 50,240	1	\$ 51,750	1	\$ 53,310
Admin/HR/Finance - Sub			\$ -		\$ -		\$ -
	2		\$ 131,780	2	\$ 135,740	2	\$ 139,820

Other Costs:

- Contractor Overhead & Profit			\$ -		\$ -		\$ -
- Fl Cleaning Overhead & Profit			\$ 274,000		\$ 282,000		\$ 291,000
- Sterling Overhead & Profit			\$ -		\$ -		\$ -
- Southeast Overhead & Profit			\$ -		\$ -		\$ -
- Workers Comp			\$ 324,290		\$ 334,020		\$ 344,050
- General Liability Insurance, other Insurances...			\$ 232,080		\$ 239,050		\$ 246,230
- Performance Bond & Customs Bond			\$ 1,200		\$ 1,240		\$ 1,280
- Payroll Processing			\$ 49,870		\$ 51,370		\$ 52,920
- Recruiting Expenses/Training			\$ 21,050		\$ 21,890		\$ 22,350
- Badges & Keys			\$ 4,180		\$ 4,310		\$ 4,440
- Office & Operating Supplies			\$ 11,190		\$ 11,530		\$ 11,880
- Vehicles, Utility Carts, Lifts, Lull...			\$ 1,440		\$ 1,490		\$ 1,540
- Tools & Equipment			\$ -		\$ -		\$ -
- Staff Engagement			\$ -		\$ -		\$ -
- Cleaning Management Software			\$ -		\$ -		\$ -
- Misc			\$ 10,000		\$ 10,300		\$ 10,610
			\$ 1,061,100		\$ 1,092,800		\$ 1,126,200

Management Fee Total \$ 1,061,100 \$ 1,092,800 \$ 1,126,200

REIMBURSABLE EXPENSES

Payroll Expenses:

Main Terminal:

	FTE	Rate		FTE		FTE	
- Supervisors		\$15.50	\$ -		\$ -		\$ -
- Supervisors - Cycle Cleaning - 3rd Shift		\$15.50	\$ -		\$ -		\$ -
- Quality Control		\$15.50	\$ -		\$ -		\$ -
- Policar		\$11.25	\$ -		\$ -		\$ -
- General Cleaners		\$11.25	\$ -		\$ -		\$ -
- Window Cleaner/Carpet Spotter/ERT		\$11.25	\$ -		\$ -		\$ -
- Floor Care		\$11.25	\$ -		\$ -		\$ -
- Cycle Cleaner/ERT		\$11.25	\$ -		\$ -		\$ -
- Recycling/ERT		\$11.25	\$ -		\$ -		\$ -

Airside 1:

- Supervisors	3	\$15.50	\$ 90,520	3	\$ 93,240	3	\$ 96,040
- Supervisors - Cycle Cleaning	1	\$15.50	\$ 45,260	1	\$ 46,620	1	\$ 48,020
- Quality Control	1	\$15.50	\$ 45,260	1	\$ 46,620	1	\$ 48,020
- Policar	35	\$11.25	\$ 819,000	35	\$ 843,570	35	\$ 868,880
- General Cleaners	15	\$11.25	\$ 361,350	15	\$ 372,200	15	\$ 383,370
- Window Cleaner/Carpet Spotter/ERT	1	\$11.25	\$ 32,850	1	\$ 33,840	1	\$ 34,860
- Floor Care	2	\$11.25	\$ 45,800	2	\$ 48,210	2	\$ 49,660
- Cycle Cleaner/ERT	2	\$11.25	\$ 45,800	2	\$ 48,210	2	\$ 49,660

Airside 2:

- Supervisors	3	\$15.50	\$ 90,520	3	\$ 93,240	3	\$ 96,040
- Supervisors - Cycle Cleaning	1	\$15.50	\$ 45,260	1	\$ 46,620	1	\$ 48,020
- Quality Control	1	\$15.50	\$ 45,260	1	\$ 46,620	1	\$ 48,020
- Policar	12	\$11.25	\$ 280,800	12	\$ 289,230	12	\$ 297,910
- General Cleaners	5	\$11.25	\$ 117,000	5	\$ 120,510	5	\$ 124,130
- Window Cleaner/Carpet Spotter/ERT	0	\$11.25	\$ -	0	\$ -	0	\$ -
- Floor Care	1	\$11.25	\$ 23,400	1	\$ 24,110	1	\$ 24,840
- Cycle Cleaner/ERT	2	\$11.25	\$ 45,800	2	\$ 48,210	2	\$ 49,660

Airside 3:

- Supervisors		\$15.50	\$ -		\$ -		\$ -
- Supervisors - Cycle Cleaning		\$15.50	\$ -		\$ -		\$ -
- Quality Control		\$15.50	\$ -		\$ -		\$ -
- Policar		\$11.25	\$ -		\$ -		\$ -
- General Cleaners		\$11.25	\$ -		\$ -		\$ -
- Window Cleaner/Carpet Spotter/ERT		\$11.25	\$ -		\$ -		\$ -
- Floor Care		\$11.25	\$ -		\$ -		\$ -
- Cycle Cleaner/ERT		\$11.25	\$ -		\$ -		\$ -

Airside 4:

- Supervisors	3	\$15.50	\$ 90,520	3	\$ 93,240	3	\$ 96,040
- Supervisors - Cycle Cleaning	1	\$15.50	\$ 45,260	1	\$ 46,620	1	\$ 48,020
- Quality Control		\$15.50	\$ -		\$ -		\$ -
- Policar	5	\$11.25	\$ 117,000	5	\$ 120,510	5	\$ 124,130
- General Cleaners		\$11.25	\$ -		\$ -		\$ -
- Window Cleaner/Carpet Spotter/ERT	1	\$11.25	\$ 32,850	1	\$ 33,840	1	\$ 34,860
- Floor Care	1	\$11.25	\$ 32,850	1	\$ 33,840	1	\$ 34,860
- Cycle Cleaner/ERT	4	\$11.25	\$ 103,050	4	\$ 106,150	4	\$ 109,340

SAPM:

- Supervisors		\$15.50	\$ -		\$ -		\$ -
- Supervisors - Cycle Cleaning		\$15.50	\$ -		\$ -		\$ -
- Quality Control		\$15.50	\$ -		\$ -		\$ -
- Policar		\$11.25	\$ -		\$ -		\$ -
- General Cleaners		\$11.25	\$ -		\$ -		\$ -
- Window Cleaner/Carpet Spotter/ERT		\$11.25	\$ -		\$ -		\$ -
- Floor Care		\$11.25	\$ -		\$ -		\$ -
- Cycle Cleaner/ERT		\$11.25	\$ -		\$ -		\$ -

Other Positions:

- Zimex Operator/ERT		\$11.25	\$ -		\$ -		\$ -
- Bio-Hazard & Regulated Trash		\$11.25	\$ -		\$ -		\$ -
- Supervisor - Inventory Control		\$16.00	\$ -		\$ -		\$ -
- Inventory Control		\$18.50	\$ -		\$ -		\$ -
- Equipment Tech/Mechanic		\$11.25	\$ -		\$ -		\$ -
- Vacation & Sick Coverage		\$11.25	\$ -		\$ -		\$ -
- Overtime		\$ -	\$ -		\$ -		\$ -
- 401K		\$ -	\$ -		\$ -		\$ -
- Payroll Taxes: Social Security, Medicare, State & Federal Unemployment		\$ -	\$ 241,390		\$ 248,640		\$ 256,110
- Health Insurance		\$ -	\$ 240,620		\$ 247,840		\$ 255,270
	104		\$ 3,091,590	104	\$ 3,184,440	104	\$ 3,280,050

Other Expenses:

- Consumables and Cleaning Supplies			\$ -		\$ -		\$ -
- Uniforms			\$ 29,900		\$ 29,900		\$ 29,900
- Regulated Waste Disposal			\$ -		\$ -		\$ -
- Subcontracted Work (Excluding Participation)			\$ -		\$ -		\$ -
			\$ 29,900		\$ 29,900		\$ 29,900

Total Reimbursable Expenses (Not to exceed budget provided by GOAA) \$ 3,121,500 \$ 3,214,300 \$ 3,309,950

TOTAL CONTRACT VALUE 106 \$ 4,182,600 106 \$ 4,307,200 106 \$ 4,436,200

TERMINAL JANITORIAL
Contract 3-Year - Sterling

MANAGEMENT FEE

<u>MANAGEMENT FEE</u>							
	FTE	Rate	Est. Year 1 Cost	FTE	Est. Year 2 Cost	FTE	Est. Year 3 Cost
<u>Management Staff</u>							
On-Site Manager			\$ -	\$ -	\$ -	\$ -	
Assistant Manager - Prime			\$ -	\$ -	\$ -	\$ -	
Assistant Manager - Sub	1	\$28.00	\$ 81,540	1	83,990	1	86,510
Assistant Manager - Training, Safety & Customer Experience			\$ -	\$ -	\$ -	\$ -	
Admin/HR/Finance - Prime			\$ -	\$ -	\$ -	\$ -	
Admin/HR/Finance - Sub	1	\$17.25	\$ 50,240	1	51,750	1	53,310
			\$ -	\$ -	\$ -	\$ -	
<u>Subtotal</u>	<u>2</u>		<u>\$ 131,780</u>	<u>2</u>	<u>\$ 135,740</u>	<u>2</u>	<u>\$ 139,820</u>

Other Costs:

- Contractor Overhead & Profit							
- PL Cleaning Overhead & Profit							
- Sterling Overhead & Profit			\$ 193,000	\$ 199,000	\$ 204,000		
- Southeast Overhead & Profit							
- Workers Comp			\$ 185,150	\$ 190,710	\$ 196,440		
- General Liability Insurance, other Insurances...			\$ 112,220	\$ 115,590	\$ 119,060		
- Performance Bond & Customs Bond			\$ 1,250	\$ 1,290	\$ 1,330		
- Payroll Processing			\$ 40,310	\$ 41,520	\$ 42,770		
- Recruiting Expenses/Training			\$ 12,750	\$ 13,140	\$ 13,540		
- Badges & Keys			\$ 4,150	\$ 4,280	\$ 4,410		
- Office & Operating Supplies			\$ 10,070	\$ 10,380	\$ 10,700		
- Vehicles, Utility Carts, Lifts, Lull...			\$ 1,440	\$ 1,490	\$ 1,540		
- Tools & Equipment			\$ -	\$ -	\$ -		
- Staff Engagement			\$ -	\$ -	\$ -		
- Cleaning Management Software			\$ -	\$ -	\$ -		
- Misc			\$ 7,500	\$ 7,730	\$ 7,970		

Management Fee Total \$ 699,700 \$ 720,900 \$ 741,600

REIMBURSABLE EXPENSES

Payroll Expenses:

	FTE	Rate		FTE		FTE	
Main Terminal:							
- Supervisors		\$15.50	\$ -	\$ -	\$ -	\$ -	
- Supervisors - Cycle Cleaning - 3rd Shift		\$15.50	\$ -	\$ -	\$ -	\$ -	
- Quality Control		\$15.50	\$ -	\$ -	\$ -	\$ -	
- Policar		\$11.25	\$ -	\$ -	\$ -	\$ -	
- General Cleaners		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Window Cleaner/Carpet Spotter/ERT		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Floor Care		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Cycle Cleaner/ERT		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Recycling/ERT		\$11.25	\$ -	\$ -	\$ -	\$ -	
Airside 1:							
- Supervisors		\$15.50	\$ -	\$ -	\$ -	\$ -	
- Supervisors - Cycle Cleaning		\$15.50	\$ -	\$ -	\$ -	\$ -	
- Quality Control		\$15.50	\$ -	\$ -	\$ -	\$ -	
- Policar		\$11.25	\$ -	\$ -	\$ -	\$ -	
- General Cleaners		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Window Cleaner/Carpet Spotter/ERT		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Floor Care		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Cycle Cleaner/ERT		\$11.25	\$ -	\$ -	\$ -	\$ -	
Airside 2:							
- Supervisors		\$15.50	\$ -	\$ -	\$ -	\$ -	
- Supervisors - Cycle Cleaning		\$15.50	\$ -	\$ -	\$ -	\$ -	
- Quality Control		\$15.50	\$ -	\$ -	\$ -	\$ -	
- Policar		\$11.25	\$ -	\$ -	\$ -	\$ -	
- General Cleaners		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Window Cleaner/Carpet Spotter/ERT		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Floor Care		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Cycle Cleaner/ERT		\$11.25	\$ -	\$ -	\$ -	\$ -	
Airside 3:							
- Supervisors	3	\$15.50	\$ 90,520	3	\$ 93,240	3	\$ 96,040
- Supervisors - Cycle Cleaning	1	\$15.50	\$ 45,260	1	\$ 46,620	1	\$ 48,020
- Quality Control	0	\$15.50	\$ -	0	\$ -	0	\$ -
- Policar	29	\$11.25	\$ 689,850	29	\$ 710,550	29	\$ 731,870
- General Cleaners	15	\$11.25	\$ 361,350	15	\$ 372,200	15	\$ 383,370
- Window Cleaner/Carpet Spotter/ERT	1	\$11.25	\$ 32,850	1	\$ 33,840	1	\$ 34,860
- Floor Care	2	\$11.25	\$ 46,800	2	\$ 48,210	2	\$ 49,660
- Cycle Cleaner/ERT	1	\$11.25	\$ 23,400	1	\$ 24,110	1	\$ 24,840
Airside 4:							
- Supervisors		\$15.50	\$ -	\$ -	\$ -	\$ -	
- Supervisors - Cycle Cleaning		\$15.50	\$ -	\$ -	\$ -	\$ -	
- Quality Control		\$15.50	\$ -	\$ -	\$ -	\$ -	
- Policar		\$11.25	\$ -	\$ -	\$ -	\$ -	
- General Cleaners		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Window Cleaner/Carpet Spotter/ERT		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Floor Care		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Cycle Cleaner/ERT		\$11.25	\$ -	\$ -	\$ -	\$ -	
SAPM:							
- Supervisors	3	\$15.50	\$ 90,520	3	\$ 93,240	3	\$ 96,040
- Supervisors - Cycle Cleaning	1	\$15.50	\$ 45,260	1	\$ 46,620	1	\$ 48,020
- Quality Control	0	\$15.50	\$ -	0	\$ -	0	\$ -
- Policar	9	\$11.25	\$ 210,600	9	\$ 216,920	9	\$ 223,430
- General Cleaners	6	\$11.25	\$ 131,400	6	\$ 135,350	6	\$ 139,420
- Window Cleaner/Carpet Spotter/ERT	0	\$11.25	\$ -	0	\$ -	0	\$ -
- Floor Care	1	\$11.25	\$ 32,850	1	\$ 33,840	1	\$ 34,860
- Cycle Cleaner/ERT	1	\$11.25	\$ 32,850	1	\$ 33,840	1	\$ 34,860
Other Positions:							
- Zimek Operator/ERT		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Bio-Hazard & Regulated Trash		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Supervisor - Inventory Control		\$16.00	\$ -	\$ -	\$ -	\$ -	
- Inventory Control		\$18.50	\$ -	\$ -	\$ -	\$ -	
- Equipment Tech/Mechanic		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Vacation & Sick Coverage		\$11.25	\$ -	\$ -	\$ -	\$ -	
- Overtime		\$ -	\$ -	\$ -	\$ -	\$ -	
- 401K		\$ -	\$ 36,680	\$ 37,780	\$ 38,910		
- Payroll Taxes: Social Security, Medicare, State & Federal Unemployment		\$ -	\$ 173,000	\$ 178,190	\$ 183,540		
- Health Insurance		\$ -	\$ 175,840	\$ 181,110	\$ 186,550		
	76		\$ 2,219,100	\$ 2,285,660	\$ 2,354,280		

Other Expenses:

- Consumables and Cleaning Supplies			\$ -	\$ -	\$ -		
- Uniforms		\$ 21,850	\$ 21,850	\$ 21,850	\$ 21,850		
- Regulated Waste Disposal		\$ -	\$ -	\$ -	\$ -		
- Subcontracted Work (Excluding Participation)		\$ -	\$ -	\$ -	\$ -		
		\$ 21,850	\$ 21,850	\$ 21,850	\$ 21,850		

Total Reimbursable Expenses (Not to exceed budget provided by GOAA) \$ 2,240,950 \$ 2,307,510 \$ 2,376,130

TOTAL CONTRACT VALUE 78 \$ 2,940,700 78 \$ 3,028,500 78 \$ 3,117,800

TERMINAL JANITORIAL
Contract 3-Year Recap - South
MANAGEMENT FEE

MANAGEMENT FEE				FTE	Rate	Est. Year 1 Cost	FTE	Est. Year 2 Cost	FTE	Est. Year 3 Cost			
Management Staff													
On-Site Manager					\$	-		\$		\$			
Assistant Manager - Prime					\$	-		\$		\$			
Assistant Manager - Sub					\$	-		\$		\$			
Assistant Manager - Training, Safety & Customer Experience					\$	-		\$		\$			
Admin/HR/Finance - Prime					\$	-		\$		\$			
Admin/HR/Finance - Sub					\$	-		\$		\$			
				0	\$	-	0	\$	0	\$			
Other Costs:													
- Contractor Overhead & Profit													
- FL Cleaning Overhead & Profit													
- Sterling Overhead & Profit													
- Southeast Overhead & Profit					\$	72,000		\$	83,000	\$	85,000		
- Workers Comp					\$	41,650		\$	42,900	\$	44,190		
- General Liability Insurance, other Insurances...					\$	14,100		\$	14,530	\$	14,970		
- Performance Bond & Customs Bond													
- Payroll Processing					\$	6,040		\$	6,230	\$	6,420		
- Recruiting Expenses/Training					\$	6,700		\$	6,910	\$	7,120		
- Badges & Keys					\$	1,330		\$	1,370	\$	1,420		
- Office & Operating Supplies					\$	2,500		\$	2,580	\$	2,660		
- Vehicles, Utility Carts, Lifts, Lull...													
- Tools & Equipment													
- Staff Engagement													
- Cleaning Management Software													
- Misc					\$	3,000		\$	3,090	\$	3,190		
Management Fee Total					\$	147,400		\$	160,700	\$	165,000		
REIMBURSABLE EXPENSES													
Payroll Expenses:				FTE	Rate		FTE		FTE				
Main Terminal:													
- Supervisors					\$15.50	\$		\$		\$			
- Supervisors - Cycle Cleaning - 3rd Shift					\$15.50	\$		\$		\$			
- Quality Control					\$15.50	\$		\$		\$			
- Policier					\$11.25	\$		\$		\$			
- General Cleaners					\$11.25	\$		\$		\$			
- Window Cleaner/Carpet Spotter/ERT					\$11.25	\$		\$		\$			
- Floor Care					\$11.25	\$		\$		\$			
- Cycle Cleaner/ERT					\$11.25	\$		\$		\$			
- Recycling/ERT					\$11.25	\$		\$		\$			
Airside 1:													
- Supervisors					\$15.50	\$		\$		\$			
- Supervisors - Cycle Cleaning					\$15.50	\$		\$		\$			
- Quality Control					\$15.50	\$		\$		\$			
- Policier					\$11.25	\$		\$		\$			
- General Cleaners					\$11.25	\$		\$		\$			
- Window Cleaner/Carpet Spotter/ERT					\$11.25	\$		\$		\$			
- Floor Care					\$11.25	\$		\$		\$			
- Cycle Cleaner/ERT					\$11.25	\$		\$		\$			
Airside 2:													
- Supervisors					\$15.50	\$		\$		\$			
- Supervisors - Cycle Cleaning					\$15.50	\$		\$		\$			
- Quality Control					\$15.50	\$		\$		\$			
- Policier					\$11.25	\$		\$		\$			
- General Cleaners					\$11.25	\$		\$		\$			
- Window Cleaner/Carpet Spotter/ERT					\$11.25	\$		\$		\$			
- Floor Care					\$11.25	\$		\$		\$			
- Cycle Cleaner/ERT					\$11.25	\$		\$		\$			
Airside 3:													
- Supervisors					\$15.50	\$		\$		\$			
- Supervisors - Cycle Cleaning					\$15.50	\$		\$		\$			
- Quality Control					\$15.50	\$		\$		\$			
- Policier					\$11.25	\$		\$		\$			
- General Cleaners					\$11.25	\$		\$		\$			
- Window Cleaner/Carpet Spotter/ERT					\$11.25	\$		\$		\$			
- Floor Care					\$11.25	\$		\$		\$			
- Cycle Cleaner/ERT					\$11.25	\$		\$		\$			
Airside 4:													
- Supervisors				1	\$15.50	\$	1	\$	1	\$			
- Supervisors - Cycle Cleaning					\$15.50	\$		\$		\$			
- Quality Control					\$15.50	\$		\$		\$			
- Policier				27	\$11.25	\$	27	\$	27	\$			
- General Cleaners					\$11.25	\$		\$		\$			
- Window Cleaner/Carpet Spotter/ERT					\$11.25	\$		\$		\$			
- Floor Care					\$11.25	\$		\$		\$			
- Cycle Cleaner/ERT					\$11.25	\$		\$		\$			
SAPM:													
- Supervisors					\$15.50	\$		\$		\$			
- Supervisors - Cycle Cleaning					\$15.50	\$		\$		\$			
- Quality Control					\$15.50	\$		\$		\$			
- Policier					\$11.25	\$		\$		\$			
- General Cleaners					\$11.25	\$		\$		\$			
- Window Cleaner/Carpet Spotter/ERT					\$11.25	\$		\$		\$			
- Floor Care					\$11.25	\$		\$		\$			
- Cycle Cleaner/ERT					\$11.25	\$		\$		\$			
Other Positions:													
- Zimex Operator/ERT					\$11.25	\$		\$		\$			
- Bio-Hazard & Regulated Trash					\$11.25	\$		\$		\$			
- Supervisor - Inventory Control					\$16.00	\$		\$		\$			
- Inventory Control					\$18.50	\$		\$		\$			
- Equipment Tech/Mechanic					\$11.25	\$		\$		\$			
- Vacation & Sick Coverage					\$11.25	\$		\$		\$			
- Overtime					\$	13,290		\$	13,680	\$	14,090		
- 401K					\$	970		\$	1,000	\$	1,030		
- Payroll Taxes: Social Security, Medicare, State & Federal Unemployment					\$	62,750		\$	64,630	\$	65,570		
- Health Insurance					\$	64,790		\$	66,730	\$	68,730		
				28	\$	805,840	28	\$	830,010	28	\$	854,920	
Other Expenses:													
- Consumables and Cleaning Supplies					\$	8,050		\$	8,050	\$	8,050		
- Uniforms					\$	8,050		\$	8,050	\$	8,050		
- Regulated Waste Disposal					\$	8,050		\$	8,050	\$	8,050		
- Subcontracted Work (Excluding Participation)					\$	8,050		\$	8,050	\$	8,050		
Total Reimbursable Expenses (Not to exceed budget provided by GOAA)						\$825,940		\$846,100		\$869,000			
TOTAL CONTRACT VALUE				28		\$	961,380	28	\$	998,860	28	\$	1,028,000

Sustainability Staffing Plan Main Terminal Restrooms, Public Areas and Non Public Areas

Work Distribution Plan Part 1									
Class	Shift	Hours	Days	Location	Description	Estimated Freq	Hrs. Per Year	FTEs	
Police	1	6am-2pm	7	LV-1	NW: MRR A Great Hall / A Ticket West / Companion	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	NW: MRR A Great Hall / A Ticket West / Companion	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	NE: MRR A Hotel Atrium / A Ticket East / A Mail Walk	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	NE: MRR A Hotel Atrium / A Ticket East / A Mail Walk	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	SW: MRR B Great Hall / B Ticket West / Companion	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	SW: MRR B Great Hall / B Ticket West / Companion	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	SE: MRR B Hotel Atrium / B Ticket East / B Mail Walk	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	SE: MRR B Hotel Atrium / B Ticket East / B Mail Walk	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-3 A Sidewalk / Roadway	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-3 A NW Ticket Counter	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-3 A NE Ticket Counter	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-3 B SW Ticket Counter	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-3 B NE Ticket Counter	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-3 A & B Mail Walk	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-3 B Sidewalk / Roadway	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-3 West Check Point and AGT	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-3 East Check Point and AGT	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	MRR A NW, NW Center, NE, NE Center	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	MRR A NW, NW Center, NE, NE Center	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	MRR A NE, NE Center	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	MRR A NE, NE Center	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	NW/NE A Bag Claim Public Areas	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	NE A Bag Claim Public Areas	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	NW A and NE Sidewalk / Roadway	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	MRR B SW, SW Center	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	MRR B SW, SW Center	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	MRR B SE, SE Center	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	MRR B SE, SE Center	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	SW/SE Bag Claim Public Areas	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	SE B Bag Claim Public Areas	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	SW B and SE Sidewalk / Roadway	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	MRR NW A FC NW and NW center	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-2	MRR NW A FC NW and NW center and Companion	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	MRR NE A FC NE and NE center	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	MRR NE A FC NE and NE center and Companion	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-1 A NW Bus Stop Public areas	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-1 A NE/NW Bus Stop Public areas	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-1 A NW and NE Sidewalk / Roadway	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-1 A NW and NE Fourth Curb / Service Road / Loading Dock	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	MRR SW B FC SW and SW center	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	MRR SW B FC SW and SW center and Companion	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	MRR SE B FC SE and SE center	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	MRR SE A FC SE and SE center and Companion	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-1 B SW Bus Stop Public areas	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-1 B SE Bus Stop Public areas	Every 30M	2920	1	
Police	1	6am-2pm	7	LV-1	Level-1 A SW and SE Sidewalk / Roadway	Every 30M	2920	1	
Police/ERT	1	6am-2pm	7	LV-1	Level-1 B SW and SE Fourth Curb / Service Road / Loading Dock	Every Hours	2920	1	
Police/ERT	1	6am-2pm	7	A	Offices / Makeup areas	6Hrs	2920	1	
Police/ERT	1	6am-2pm	7	A	Offices / Makeup areas	6Hrs	2920	1	
Police/ERT	1	6am-2pm	7	A	Bagging	18Hrs	2920	1	
Window Cleaner / Carpet Spotter/ERT	1	6am-2pm	7	A	A-side Interiors Window Washer / Carpet Spotter	8Hrs	2920	1	
Window Cleaner / Carpet Spotter/ERT	1	6am-2pm	7	B	B-side Interiors Window Washer / Carpet Spotter	8Hrs	2920	1	
Quality Control	1	6am-2pm	7	A & B	QC / Inspect clean	8Hrs	2920	1	
Supervisor	1	6am-2pm	7	A & B	Supervisor	8Hrs	2920	1	
Supervisor	1	6am-2pm	7	A & B	Supervisor	8Hrs	2920	1	
Police	2	2pm-10pm	7	LV-1	NW: MRR A Great Hall / A Ticket West / Companion	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	NE: MRR A Hotel Atrium / A Ticket East / A Mail Walk	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	SW: MRR B Great Hall / B Ticket West / Companion	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	SE: MRR B Hotel Atrium / B Ticket East / B Mail Walk	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-3 A Sidewalk / Roadway	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-3 A NW Ticket Counter	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-3 A NE Ticket Counter	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-3 B SW Ticket Counter	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-3 B NE Ticket Counter	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-3 A & B Mail Walk	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-3 B Sidewalk / Roadway	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-3 West Check Point and AGT	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-3 East Check Point and AGT	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	MRR A NW, NW Center, NE, NE Center	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	MRR A NW, NW Center, NE, NE Center	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	MRR A NE, NE Center	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	MRR A NE, NE Center	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	NW/NE A Bag Claim Public Areas	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	NE A Bag Claim Public Areas	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	NW A and NE Sidewalk / Roadway	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	MRR B SW, SW Center	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	MRR B SW, SW Center	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	MRR B SE, SE Center	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	MRR B SE, SE Center	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	SW/SE Bag Claim Public Areas	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	SE B Bag Claim Public Areas	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	SW B and SE Sidewalk / Roadway	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	MRR NW A FC NW and NW center	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-2	MRR NW A FC NW and NW center and Companion	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	MRR NE A FC NE and NE center	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	MRR NE A FC NE and NE center and Companion	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-1 A NW Bus Stop Public areas	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-1 A NE/NW Bus Stop Public areas	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-1 A NW and NE Sidewalk / Roadway	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-1 A NW and NE Fourth Curb / Service Road / Loading Dock	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	MRR SW B FC SW and SW center	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	MRR SW B FC SW and SW center and Companion	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	MRR SE B FC SE and SE center	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	MRR SE A FC SE and SE center and Companion	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-1 B SW Bus Stop Public areas	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-1 B SE Bus Stop Public areas	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-1 A SW and SE Sidewalk / Roadway	Every 30M	2920	1	
Police	2	2pm-10pm	7	LV-1	Level-1 B SW and SE Fourth Curb / Service Road / Loading Dock	Every 30M	2920	1	
Police	2	2pm-10pm	7	A	Offices / Makeup areas	6Hrs	2920	1	
Police	2	2pm-10pm	7	A	Offices / Makeup areas	6Hrs	2920	1	
Police	2	2pm-10pm	7	A	Bagging	18Hrs	2920	1	

Sustainability Staffing Plan for Airside 1 Restrooms, Public Areas and Ramp levels

Work Distribution Plan Part -1 Schedule A and C - Airside 1

Job #	Class	Shift	Hours	Days	Location	Description	Estimated Freq	Hrs. Per Year	FTEs
1	Police	1	6am-2pm	7	AS-1 W-4	Hub 1-9, Gates 1-9 MRR	Every 15M	2920	1
2	Police	1	6am-2pm	7	AS-1 W-4	Hub 1-9, Gates 1-9 LRR	Every 15M	2920	1
3	Police	1	6am-2pm	7	AS-1 W-5	Hub 10-19, Gates 10-19, Center Gates 10-19 MRR	Every 15M	2920	1
4	Police	1	6am-2pm	7	AS-1 W-5	Hub 10-19, Gates 10-19, Center Gates 10-19 LRR	Every 15M	2920	1
5	Police	1	6am-2pm	7	AS-1 H	Hub Public Area / AGT/ Area	Every 15M	2920	1
6	Police	1	6am-2pm	7	AS-1 W-5	Hub 10-19, MRR / AGT/ Area	Every 15M		
7	Police	1	6am-2pm	7	AS-1 W-6	Hub 20-29, Gates 20-29 MRR	Every 15M	2920	1
8	Police	1	6am-2pm	7	AS-1 W-6	Hub 20-29, Gates 20-29 LRR	Every 15M	2920	1
9	Police	1	6am-2pm	7	AS-1	AS-1 FIS LRR/MRR / Public Areas	Every Hour	2920	1
10	Police	1	6am-2pm	7	AS-1 W-4	Gates 1-9 Public Areas	Every 30M	2920	1
11	Police	1	6am-2pm	7	AS-1 W-5	Gates 10-19 Public Areas	Every 30M	2920	1
12	Police	1	6am-2pm	7	AS-1 W-6	Gates 20-29 Public Areas	Every 30M	2920	1
14	Police/ERT	1	6am-2pm	7	AS-1	Ramp level Policing RRs and Break room	8Hrs		
15	Police/ERT	1	6am-2pm	7	AS-1	Ramp level Policing / Dumpsters / Recycling	8Hrs	2920	1
19	Spotter/ERT	1	6am-2pm	7	AS-1	AS-1 Interiors Window Washer/ Carpet Spotter	8Hrs	2920	1
16	Quality Control	1	6am-4pm	7	AS-1	Quality Control	8Hrs	2920	1
17	Supervisor	1	6am-2pm	7	AS-1	Supervisor	8 Hrs.	2920	1
18	Police	2	2pm-10pm	7	AS-1 W-4	Hub 1-9, Gates 1-9 MRR	Every 15M	2920	1
19	Police	2	2pm-10pm	7	AS-1 W-4	Hub 1-9, Gates 1-9 LRR	Every 15M	2920	1
20	Police	2	2pm-10pm	7	AS-1 W-5	Hub 10-19, Gates 10-19, Center Gates 10-19 MRR	Every 15M	2920	1
21	Police	2	2pm-10pm	7	AS-1 W-5	Hub 10-19, Gates 10-19, Center Gates 10-19 LRR	Every 15M	2920	1
22	Police	2	2pm-10pm	7	AS-1 W-6	Hub 10-19, Public Area / AGT/ Area	Every 15M	2920	1
23	Police	2	2pm-10pm	7	AS-1 W-5	Hub 10-19, MRR / AGT/ Area	Every 15M		
24	Police	2	2pm-10pm	7	AS-1 W-6	Hub 20-29, Gates 20-29 MRR	Every 15M	2920	1
25	Police	2	2pm-10pm	7	AS-1 W-6	Hub 20-29, Gates 20-29 LRR	Every 15M	2920	1
26	Police	2	2pm-10pm	7	AS-1 W-5	AS-1 FIS LRR/MRR / Public Areas	Every Hour	2920	1
27	Police	2	2pm-10pm	7	AS-1 W-4	Gates 1-9 Public Areas	Every 30M	2920	1
28	Police	2	2pm-10pm	7	AS-1 W-5	Gates 10-19 Public Areas	Every 30M	2920	1
29	Police	2	2pm-10pm	7	AS-1 W-6	Gates 20-29 Public Areas	Every 30M	2920	1
31	Police/ERT	2	2pm-10pm	7	AS-1	Ramp level Policing RRs and Break room	8Hrs		
32	Police/ERT	2	2pm-10pm	7	AS-1	Ramp level Policing / Dumpsters / Recycling	8Hrs	2920	1
30	Spotter/ERT	2	2pm-10pm	7	AS-1	AS-1 Interiors Window Washer/ Carpet Spotter	8Hrs	2920	1
33	Supervisor	2	2pm-10pm	7	AS-1	Supervisor	8 Hrs.	2920	1
34	General Cleaner	3	10pm-6am	7	AS-1 W-4	MRR Gates 1-9, Hub 1-9, Hub 20-29, Gates 20-29	1X / 4hrs policer	2920	1
35	General Cleaner	3	10pm-6am	7	AS-1 W-4	LRR Gates 1-9, Hub 1-9, Hub 20-29, Gates 20-29	1X / 4hrs policer	2920	1
36	General Cleaner	3	10pm-6am	7	AS-1 W-5	MRR Gates 10-19, Gates 10-19 Center, Hub 10-19	1X / 4hrs policer	2920	1
37	General Cleaner	3	10pm-6am	7	AS-1 W-5	LRR Gates 10-19, Gates 10-19 Center, Hub 10-19	1X / 4hrs policer	2920	1
38	General Cleaner	3	10pm-6am	7	AS-1	AS-1 FIS LRR/MRR	1X / Daily	2920	1
39	General Cleaner	3	10pm-6am	7	AS-1	AS-1 FIS General Cleaning / Vacuum	1X / Daily	2920	1
40	General Cleaner	3	10pm-6am	7	AS-1 W-4	Gates 1-9, Hub 1-9 General Cleaning	1X / Daily	2920	1
41	General Cleaner	3	10pm-6am	7	AS-1 W-4	Gates 1-9, Hub 1-9 Vacuum	1X / Daily	2920	1
42	General Cleaner	3	10pm-6am	7	AS-1 W-5	Gates 10-19, Hub 10-19 General Cleaning	1X / Daily	2920	1
43	General Cleaner	3	10pm-6am	7	AS-1 W-5	Gates 10-19, Hub 10-19 Vacuum	1X / Daily		
44	General Cleaner	3	10pm-6am	7	AS-1 W-6	Gates 20-29, Hub 20-29 General Cleaning	1X / Daily	2920	1
45	General Cleaner	3	10pm-6am	7	AS-1 W-6	Gates 20-29, Hub 20-29 Vacuum	1X / Daily		
46	General Cleaner	3	10pm-6am	7	AS-1	Ramp level RRs/ Offices/Breakroom /Perimeter	1X / Daily		
47	General Cleaner	3	10pm-6am	7	AS-1	Ramp level RRs/ Offices/Breakroom /Perimeter	1X / Daily	2920	3
48	Floor Care/ERT	3	10pm-6am	5	AS-1	RRs Floor Care	Every 2 weeks	2080	1
49	Floor Care/ERT	3	10pm-6am	5	AS-1	Public Areas Floor Care	Every 2 weeks	2080	1
50	Cycle Cleaner/ERT	3	10pm-6am	5	AS-1	Floors/care Carpet / Ramp levels	1X Month	2080	1
51	Cycle Cleaner/ERT	3	10pm-6am	5	AS-1	Cycle Cleaning /Details / High dusting	1X Month	2080	1
52	Cycle Cleaner/ERT	3	10pm-6am	5	AS-1	Cycle Cleaning /Details	1X Month		
53	Supervisor Cycle Cleaning	3	10pm-6am	7	AS-1	Supervisor	8 Hrs.	2920	1

GT Hours /

Positions

125,120

44

60.2

Sustainability Staffing Plan for Airside 2 Restrooms, Public Areas and Ramp levels.

Work Distribution Plan Part-1 * Schedule B and C * Airside 2

	Class	Shift	Hours	Days	Location	Description	Estimated Freq Average	Hrs. Per Year	FTEs
54	Policer	1	6am-2pm	7	AS-2 W-9	Gates 120-129 Public Areas	Every 30M	2920	1
55	Policer	1	6am-2pm	7	AS-2 W-9	MRR Gates 120-129 - Hub 120-129	Every 15	2920	1
56	Policer	1	6am-2pm	7	AS-2 W-9	LRR Gates 120-129 - Hub 120-129	Every 15	2920	1
57	Policer	1	6am-2pm	7	AS-2	Hub/ AGT Public Areas	Every 30M	2920	1
58	Policer	1	6am-2pm	7	AS-2 W-7	Gates 100-110 Public Areas	Every 30M	2920	1
59	Policer	1	6am-2pm	7	AS-2 W-7	MRR Gates 100-110 - Hub 100-110	Every 15	2920	1
60	Policer	1	6am-2pm	7	AS-2 W-7	LRR Gates 100-110 - Hub 100-110	Every 15	2920	1
62	Policer/ERT	1	6am-2pm	7	AS-2	Ramp level Policing RRs and Break room	8Hrs		
63	Policer/ERT	1	6am-2pm	7	AS-2	Ramp level Policing / Dumpsters / Recycling	8Hrs	2920	1
61	Spotter/ERT	1	6am-2pm	7	AS-2	Interior Glass / Carpet Spotter	8Hrs		
64	Quality Control	1	8am-4pm	7	AS-2	Quality Control	8Hrs	2920	1
65	Supervisor	1	6am-2pm	7	AS-2	Supervisor	8Hrs	2920	1
66	Policer	2	2pm-10pm	7	AS-2 W-9	Gates 120-129 Public Areas	Every 30M	2920	1
67	Policer	2	2pm-10pm	7	AS-2 W-9	MRR Gates 120-129 - Hub 120-129	Every 15	2920	1
68	Policer	2	2pm-10pm	7	AS-2 W-9	LRR Gates 120-129 - Hub 120-129	Every 15	2920	1
69	Policer	2	2pm-10pm	7	AS-2	Hub/ AGT Public Areas	Every 30M	2920	1
70	Policer	2	2pm-10pm	7	AS-2 W-7	Gates 100-110 Public Areas	Every 30M	2920	1
71	Policer	2	2pm-10pm	7	AS-2 W-7	MRR Gates 100-110 - Hub 100-110	Every 15	2920	1
72	Policer	2	2pm-10pm	7	AS-2 W-7	LRR Gates 100-110 - Hub 100-110	Every 15	2920	1
74	Policer/ERT	2	2pm-10pm	7	AS-2	Ramp level Policing RRs and Break room	8Hrs		
75	Policer/ERT	2	2pm-10pm	7	AS-2	Ramp level Policing / Dumpsters / Recycling	8Hrs	2920	1
73	Spotter/ERT	2	2pm-10pm	7	AS-2	Interior Glass / Carpet Spotter	8Hrs		
76	Supervisor	2	2pm-10pm	7	AS-2	Supervisor	8Hrs	2920	1
77	General Cleaner	3	10pm-6pm	7	AS-2 W-9	Gates 120-129 Public Areas	1X Daily	2920	1
78	General Cleaner	3	10pm-6pm	7	AS-2 W-9	MRR Gates 120-129 - Hub 120-129 - Hub 100-110	1X Daily	2920	1
79	General Cleaner	3	10pm-6pm	7	AS-2 W-9	LRR Gates 120-129 - Hub 120-129 - Hub 100-110	1X Daily	2920	1
80	General Cleaner	3	10pm-6pm	7	AS-2	Hub/ AGT Public Areas	1X Daily		
81	General Cleaner	3	10pm-6pm	7	AS-2 W-7	Gates 100-110 Public Areas	1X Daily	2920	1
82	General Cleaner	3	10pm-6pm	7	AS-2 W-7	Gates / Hub 120-129 - Hub 100-110 and Spotting	8Hrs	2920	1
83	General Cleaner	3	10pm-6pm	7	AS-2 W-7	Gates / Hub 100-110 - Hub 100-110 and Spotting	8Hrs	2920	1
84	General Cleaner	3	10pm-6pm	7	AS-2	Family General Cleaners	8Hrs	2920	1
85	Cycle Cleaner/ERT	3	10pm-6pm	5	AS-2	Ramp Cycle Cleaner	8Hrs	2080	1
86	Cycle Cleaner/ERT	3	10pm-6pm	5	AS-2	Cycle Cleaner	8Hrs		
87	Cycle Cleaner/ERT	3	10pm-6pm	5	AS-2	Cycle Cleaner	8Hrs	2080	1
88	Floor Care/ERT	3	10pm-6pm	5	AS-2	Floor Care/ Carpet Cleaner	8Hrs	2080	1
88	Floor Care/ERT	3	10pm-6pm	5	AS-2	Floor Care/ Carpet Cleaner	8Hrs		
89	Supervisor - Cycle Cleaning	3	10pm-6pm	7	AS-2	Supervisor	8Hrs	2920	1

GT Hours / Positions

85,080 30
40.9

Sustainability Staffing Plan for Airside 3 Restrooms, Public Areas and Ramp Levels

Work Distribution Plan Part-1 " Schedule A and C " Airside 3

	Class	Shift	Hours	Days	Location	Description	Estimated Freq	Hrs. Per Year	FTEs
90	Police	1	6am-2pm	7	AS-3 W-2	Hub 50-59, Center Gates 50-59, Gates 50-59 MRR	Every 15M	2920	1
91	Police	1	6am-2pm	7	AS-3 W-2	Hub 50-59, Center Gates 50-59, Gates 50-59 LRR	Every 15M	2920	1
92	Police	1	6am-2pm	7	AS-3 W-1	Hub 40-49, Center Gates 40-49, Gates 40-49 MRR	Every 15M	2920	1
93	Police	1	6am-2pm	7	AS-3 W-1	Hub 40-49, Center Gates 40-49, Gates 40-49 LRR	Every 15M	2920	1
94	Police	1	6am-2pm	7	AS-3 W-3	Hub 30-39, Center Gates 30-39, Gates 30-39 MRR	Every 15M	2920	1
95	Police	1	6am-2pm	7	AS-3 W-3	Hub 30-39, Center Gates 30-39, Gates 30-39 LRR	Every 15M	2920	1
96	Police	1	6am-2pm	7	AS-3	Hub Public Area / AGT/ Area	Every 15M	2920	1
97	Police	1	6am-2pm	7	AS-3	Hub 30,40,50 LRR	Every 15M		
98	Police	1	6am-2pm	7	AS-3 W-2	Gates 50-59 Public Areas / Hub	Every 30M	2920	1
99	Police	1	6am-2pm	7	AS-3 W-1	Gates 40-49 Public Areas / Hub	Every 30M	2920	1
100	Police	1	6am-2pm	7	AS-3 W-3	Gates 30-39 Public Areas / Hub	Every 30M	2920	1
101	Police/ERT	1	6am-2pm	7	AS-3	Ramp level Police	8Hrs	2920	1
102	Spotter/ERT	1	6am-2pm	7	AS-3	AS-1 Interiors Window Washer/ Carpet Spotter	8Hrs	2920	1
103	Quality Control	1	8am-4pm	7	AS-2	Quality Control	8Hrs		
104	Supervisor	1	6am-2pm	7	AS-3	Supervisor	8Hrs	2920	1
105	Police	2	2pm-10pm	7	AS-3 W-2	Hub 50-59, Center Gates 50-59, Gates 50-59 MRR	Every 15M	2920	1
106	Police	2	2pm-10pm	7	AS-3 W-2	Hub 50-59, Center Gates 50-59, Gates 50-59 LRR	Every 15M	2920	1
107	Police	2	2pm-10pm	7	AS-3 W-1	Hub 40-49, Center Gates 40-49, Gates 40-49 MRR	Every 15M	2920	1
108	Police	2	2pm-10pm	7	AS-3 W-1	Hub 40-49, Center Gates 40-49, Gates 40-49 LRR	Every 15M	2920	1
109	Police	2	2pm-10pm	7	AS-3 W-3	Hub 30-39, Center Gates 30-39, Gates 30-39 MRR	Every 15M	2920	1
110	Police	2	2pm-10pm	7	AS-3 W-3	Hub 30-39, Center Gates 30-39, Gates 30-39 LRR	Every 15M	2920	1
111	Police	2	2pm-10pm	7	AS-3	Hub Public Area / AGT/ Area	Every 15M		
112	Police	2	2pm-10pm	7	AS-3	Hub 30,40,50 LRR	Every 15M		
113	Police	2	2pm-10pm	7	AS-3 W-2	Gates 50-59 Public Areas / Hub	Every 30M	2920	1
114	Police	2	2pm-10pm	7	AS-3 W-1	Gates 40-49 Public Areas / Hub	Every 30M	2920	1
115	Police	2	2pm-10pm	7	AS-3 W-3	Gates 30-39 Public Areas / Hub	Every 30M	2920	1
116	Police/ERT	2	2pm-10pm	7	AS-3	Ramp level Police	8Hrs	2920	1
117	Spotter/ERT	2	2pm-10pm	7	AS-3	AS-1 Interiors Window Washer/ Carpet Spotter	8Hrs		
118	Supervisor	2	2pm-10pm	7	AS-3	Supervisor	8Hrs	2920	1
119	General Cleaner	3	10pm-6am	7	AS-3 W-2	Gates 50-59 Public Areas / Hub	1X/4 police	2920	1
120	General Cleaner	3	10pm-6am	7	AS-3 W-2	MRR 50-59 Hub, Center Gates, Gates	1X/4 police	2920	1
121	General Cleaner	3	10pm-6am	7	AS-3 W-2	Hub 50-59 Hub, Center Gates, Gates	1X/4 police	2920	1
122	General Cleaner	3	10pm-6am	7	AS-3 W-2	Gates 50-59 Vacuum/Spotting	1X/4 police	2920	1
123	General Cleaner	3	10pm-6am	7	AS-3 W-1	Gates 40-49 Public Areas / Hub	1X/4 police	2920	1
124	General Cleaner	3	10pm-6am	7	AS-3 W-1	MRR 40-49 Hub, Center Gates, Gates	1X/4 police	2920	1
125	General Cleaner	3	10pm-6am	7	AS-3 W-1	LRR 40-49 Hub, Center Gates, Gates	1X/4 police	2920	1
126	General Cleaner	3	10pm-6am	7	AS-3 W-3	Gates 30-39 Vacuum/Spotting	1X/4 police	2920	1
127	General Cleaner	3	10pm-6am	7	AS-3 W-3	Gates 30-39 Public Areas	1X/4 police		
128	General Cleaner	3	10pm-6am	7	AS-3 W-3	MRR 30-39 Hub, Center Gates, Gates	1X/4 police	2920	1
129	General Cleaner	3	10pm-6am	7	AS-3 W-3	LRR 30-39 Hub, Center Gates, Gates	1X/4 police	2920	1
130	General Cleaner	3	10pm-6am	7	AS-3 W-3	Gates 30-39 Vacuum /Spotting	8Hrs		
131	General Cleaner	3	10pm-6am	7	AS-3	Ramp General Cleaner	8Hrs	2920	1
132	Floor Care/ERT	3	10pm-6am	5	AS-3	Hub /AGT General Cleaner	8Hrs		
132	Floor Care/ERT	3	10pm-6am	5	AS-3	Floor Care	8Hrs	2080	1
133	Cycle Cleaner/ERT	3	10pm-6am	5	AS-3	Cycle Cleaner	8Hrs		
134	Cycle Cleaner/ERT	3	10pm-6am	5	AS-3	Cycle Cleaner /Restrooms	8Hrs	2080	1
136	Supervisor - Cycle Cleaning	3	10pm-6am	7	AS-3	Supervisor	8Hrs	2920	1
GT Hours/	Positions							111,360	39

Sustainability Staffing Plan for Airside 4 Restrooms, Public Areas and Ramp Levels.

Work Distribution Plan Part -1 " Schedule B and C " Airside 4

	Class	Shift	Hours	Days	Location	Description	Estimated Freq	Hrs. Per Year	FTEs
137	Police	1	6am-2pm	7	AS-4 W-10	MRR Gates 70-79, Hub 70-79	Every 15M	2920	1
138	Police	1	6am-2pm	7	AS-4 W-10	LRR Gates 70-79, Hub 70-79	Every 15M	2920	1
139	Police	1	6am-2pm	7	AS-4 W-10	Gates 70-79 Public Areas	Every 30M	2920	1
140	Police	1	6am-2pm	7	AS-4 W-11	MRR Gates 80-89, Hub 80-89	Every 15M	2920	1
141	Police	1	6am-2pm	7	AS-4 W-11	LRR Gates 80-89, Hub 80-89	Every 15M	2920	1
142	Police	1	6am-2pm	7	AS-4 W-11	Gates 80-89 Public Areas	Every 30M	2920	1
143	Police	1	6am-2pm	7	AS-4 W-12	MRR Gates 90-99, Hub 90-99	Every 15M	2920	1
144	Police	1	6am-2pm	7	AS-4 W-12	LRR Gates 90-99, Hub 80-89	Every 15M	2920	1
145	Police	1	6am-2pm	7	AS-4 W-12	Gates 90-99 Public Areas	Every 30M	2920	1
146	Police	1	6am-2pm	7	AS-4	FIS CBP / Areas	8Hrs	2920	1
147	Police	1	6am-2pm	7	AS-4	FIS Restrooms / Areas	8Hrs	2920	1
148	Police	1	6am-2pm	7	AS-4	Ramp level- breakrooms and restrooms	8Hrs	2920	1
149	Police/ERT	1	6am-2pm	7	AS-4	Hub Public areas/ Club	8Hrs	2920	1
150	Spotter/ERT	1	6am-2pm	7	AS-4	AS-4 Interiors Window Washer/ Carpet Spotter	8Hrs	2920	1
151	Quality Control	1	8am-4pm	7	AS-4	Quality Control	8Hrs		
153	Supervisor	1	6am-2pm	7	AS-4	Supervisor	8Hrs	2920	1
154	Police	2	2pm-10pm	7	AS-4 W-10	MRR Gates 70-79, Hub 70-79	Every 15M	2920	1
155	Police	2	2pm-10pm	7	AS-4 W-10	LRR Gates 70-79, Hub 70-79	Every 15M	2920	1
156	Police	2	2pm-10pm	7	AS-4 W-10	Gates 70-79 Public Areas	Every 30M	2920	1
157	Police	2	2pm-10pm	7	AS-4 W-11	MRR Gates 80-89, Hub 80-89	Every 15M	2920	1
158	Police	2	2pm-10pm	7	AS-4 W-11	LRR Gates 80-89, Hub 80-89	Every 15M	2920	1
159	Police	2	2pm-10pm	7	AS-4 W-11	Gates 80-89 Public Areas	Every 30M	2920	1
160	Police	2	2pm-10pm	7	AS-4 W-12	MRR Gates 90-99, Hub 90-99	Every 15M	2920	1
161	Police	2	2pm-10pm	7	AS-4 W-12	LRR Gates 90-99, Hub 80-89	Every 15M	2920	1
162	Police	2	2pm-10pm	7	AS-4 W-12	Gates 90-99 Public Areas	Every 30M	2920	1
163	Police	2	2pm-10pm	7	AS-4	FIS CBP / Areas	8Hrs	2920	1
164	Police	2	6am-2pm	7	AS-4	FIS Restrooms / Areas	8Hrs		
165	Police	2	2pm-10pm	7	AS-4	Ramp level- breakrooms and restrooms	8Hrs	2920	1
167	Police/ERT	2	2pm-10pm	7	AS-4	Hub Public areas/ Club	8Hrs	2920	1
166	Spotter/ERT	2	2pm-10pm	7	AS-4	AS-4 Interiors Window Washer/ Carpet Spotter	8Hrs		
168	Supervisor	2	2pm-10pm	7	AS-4	Supervisor	8Hrs	2920	1
169	General Cleaner	3	10pm-6am	7	AS-4 W-10	MRR Gates 70-79, Hub 70-79, Hub 60	1X Daily	2920	1
170	General Cleaner	3	10pm-6am	7	AS-4 W-10	LRR Gates 70-79, Hub 70-79, Hub 60	1X Daily	2920	1
171	General Cleaner	3	10pm-6am	7	AS-4 W-11	MRR Gates 80-89, Hub 80-89, Hub 90	1X Daily	2920	1
172	General Cleaner	3	10pm-6am	7	AS-4 W-11	LRR Gates 80-89, Hub 80-89, Hub 90	1X Daily	2920	1
173	General Cleaner	3	10pm-6am	7	AS-4 W-12	Gates 90-99 Public Areas- General Cleaner	1X Daily	2920	1
174	General Cleaner	3	10pm-6am	7	AS-4 W-12	Gates 90-99 Public Areas- General Cleaner	1X Daily	2920	1
175	General Cleaner	3	10pm-6am	7	AS-4 W-12	Gates 90s Public areas- General Cleaner	1X Daily		
176	General Cleaner	3	10pm-6am	7	AS-4 W-10	Gates 70s Public areas- Vacuum	1X Daily	2920	1
177	General Cleaner	3	10pm-6am	7	AS-4 W-11	Gates 80s Public areas- Vacuum	1X Daily	2920	1
178	General Cleaner	3	10pm-6am	7	AS-4 W-12	Gates 90s Public areas Vacuum	1X Daily		
179	General Cleaner	3	10pm-6am	7	AS-4	FIS General Cleaner / CBP	1X Daily	2920	1
180	General Cleaner	3	10pm-6am	7	AS-4	FIS General Cleaner/ Restrooms	1X Daily	2920	1
181	General Cleaner	3	10pm-6am	5	AS-4	Ramp level General Cleaner	1X Daily	2920	1
182	Cycle Cleaner	3	10pm-6am	5	AS-4	Ramp level Cycle Cleaner	8Hrs		
183	Cycle Cleaner/ERT	3	10pm-6am	5	AS-4	FIS Floor Care	8Hrs	2920	1
184	Cycle Cleaner/ERT	3	10pm-6am	5	AS-4	Cycle Cleaner	8Hrs		
185	Cycle Cleaner/ERT	3	10pm-6am	5	AS-4	Cycle Cleaner	8Hrs	2080	1
186	Cycle Cleaner/ERT	3	10pm-6am	5	AS-4	Cycle Cleaner/ Club	8Hrs	2080	1
187	Cycle Cleaner/ERT	3	10pm-6am	5	AS-4	Cycle Cleaner/ Restrooms	8Hrs	2080	1
188	Cycle Cleaner/ERT	3	10pm-6am	5	AS-4	Floor Care	8Hrs		
189	Cycle Cleaner/ERT	3	10pm-6am	5	AS-4	Floor Care	8Hrs	2920	1
190	Supervisor- Cycle Cleaning	3	10pm-6am	5	AS-4	Supervisor	8Hrs	2920	1
GT Hours/		Positions						128,880	45
								62.0	

SAPM /ITF Sustainability Staffing Plan For Restrooms, Public Areas and Non Public Areas

Work Distribution Plan Part -1

	Class	Shift	Hours	Days	Location	Description	Estimated Freq	Hrs. Per Year	POSITIONS
375	Policer	1	6am-2pm	7	SITF	MRR Restrooms	Every Hour	2920	1
376	Policer	1	6am-2pm	7	SITF	LRR Restrooms	Every Hour	2920	1
377	Policer	1	6am-2pm	7	SITF	Policer - Public Areas	Every Hour	2920	1
378	Policer	1	6am-2pm	7	SITF	Policer - Public Areas	Every Hour		
379	Policer	1	6am-2pm	7	SITF	Policer - Public Areas	Every Hour		
380	Policer/ERT	1	6am-2pm	7	SITF	Policer -Non Public Areas /Recycle	2X/ Daily	2920	1
381	Quality Control	1	8am-4pm	7	SITF	Quality Control	8Hrs		
382	Window Cleaner/ Carpet Spotter/ERT	1	6am-2pm	7	SITF	Window Cleaner/ Carpet Spotting	8 Hrs.		
383	Supervisor	1	6am-2pm	7	SITF	Site - Supervisor	8 Hrs.	2920	1
384	Policer	2	2pm-10pm	7	SITF	MRR Restrooms	Every Hour	2920	1
385	Policer	2	2pm-10pm	7	SITF	LRR Restrooms	Every Hour	2920	1
386	Policer	2	2pm-10pm	7	SITF	Policer - Public Areas	Every Hour	2920	1
387	Policer	2	2pm-10pm	7	SITF	Policer - Public Areas	Every Hour		
388	Policer	2	2pm-10pm	7	SITF	Policer - Public Areas	Every Hour		
389	Policer/ERT	2	2pm-10pm	7	SITF	Policer -Non Public Areas / Recycle	2X/ Daily	2920	1
390	Window Cleaner/ Carpet Spotter	2	2pm-10pm	7	SITF	Window Cleaner/ Carpet Spotting	8 Hrs.		
391	Supervisor	2	2pm-10pm	7	SITF	Site - Supervisor	8 Hrs.	2920	1
392	General Cleaner	3	10pm-6am	7	SITF	MRR Restrooms / Project	1X/Policer	2920	1
393	General Cleaner	3	10pm-6am	7	SITF	LRR Restrooms /Project	1X/Policer	2920	1
394	General Cleaner	3	10pm-6am	7	SITF	Public Areas	1X/Policer	2920	1
395	General Cleaner	3	10pm-6am	7	SITF	Public Areas	1X/Policer		
396	General Cleaner	3	10pm-6am	7	SITF	Non- Public Areas	8 Hrs.	2920	1
397	Floor Care/ERT	3	10pm-6am	7	SITF	Floor Restoration	8 Hrs.	2920	1
398	Floor Care/ERT	3	10pm-6am	7	SITF	Floor Restoration	8 Hrs.		
399	Cycle Cleaner/Carpet Extraction	3	10pm-6am	7	SITF	Carpet Extraction	8 Hrs.		
400	Cycle Cleaner/ERT	3	10pm-6am	7	SITF	High Dusting	8 Hrs.	2920	1
401	Supervisor - Cycle Cleaning	3	10pm-6am	7	SITF	Site - Supervisor	8 Hrs.	2920	1
								49,640	17

23.9

374	Boatyard	1	8am-4pm	7	As needed	Big Hazard Integrated Wash-down Farm Island Aides	8hrs	2920	1
413	Inventory control	1	6am-2pm	7	FL	Inventory control	8hrs	2920	1
420	Inventory control	1	6am-2pm	7	FL	Inventory control	8hrs	2920	1
420	Inventory control	1	6am-2pm	7	FL	Inventory control	8hrs	2920	1
421	Equipment mechanic	1	6am-4pm	7	FL	Equipment mechanic	8hrs	2920	1

13,320 6

6.4

401	Floater	1	6am-2pm	7	FL	As needed	8hrs	2920	1
402	Floater	1	6am-2pm	7	FL	As needed	8hrs	2920	1
403	Floater	2	6am-2pm	7	FL	As needed	8hrs	2920	1
404	Floater	2	6am-2pm	7	FL	As needed	8hrs	2920	1
405	Floater	3	10pm-6am	7	FL	As needed	8hrs	2920	1
406	Floater	3	10pm-6am	7	FL	As needed	8hrs	2920	1

Part 2-3 Reimbursable Sustainable Cleaning Product & Materials Criteria:

Equipment-Description	Condition	Quantity	Price per unit	Total Price
Carpet Cleaning Ride-on 28" with back-up alarm.	New	8		
Ride-on Scrubber For Hard Floors	New	12		
Deep Cleaning Carpet Extractor	New	14		
Portable Deep Cleaner Carpet Extractor, preferable battery operate. (Carpet Spotter)	New	12		
TMU - See the description on page 000 PWS.	New	2		
Power Scrubber 17"	New	8		
Power Scrubber 20"	New	8		
High Speed Floor Burnished 2000 rpm	New	8		
Pile Lifter	New	8		
Walk- Behind Floor Scrubber	New	10		
Wet/Dry Vacuum	New	12		
Upright Vacuum	New	16		
Ride-on Vacuum	New	10		
Backpack Vacuums with HEPA level-filtration.	New	16		
Walk-Behind Outdoor Sweeper	New	6		
Air blowers	New	18		
Commercial Washer /Dryer	New	2 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 .		8		
Box Truck - Recycle	lease or buy	1		
Box Truck - FIS Trash	lease or buy	1		
F 150 Truck - P/W	lease or buy	1		
Box Truck - Supplies	lease or buy	1		
Scissor lifts	lease or buy	6		
Tilt Carts	New	12		
Flatbed-4 Wheel Cart	New	3		
Janitorial Cleaning Carts & Accessories	New	as needed		
	New	as needed		

Estimated Initial Cost :

\$500,000.00

Part-3 Reimbursable Sustainable Cleaning Product & Materials Criteria :

* The cleaning products meet one or more of the following standards for the appropriate category:

- o Green Seal GS-97, for general purpose, bathroom, glass and carpet cleaners used for institutional and industrial purposes.
- o Environmental Choice CCD-110, for cleaning and degreasing compounds.
- o Environmental Choice CCD-146, for hard surface cleaners.
- o Environmental Choice CCD-148, for carpet and upholstery care.

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

- o Green Seal GS-40, for industrial and institutional floor finishes and strippers.
- o Environmental Choice CCD-112, for biological digestion additives for cleaning and odor control.
- o Environmental Choice CCD-113, for drain or grease trap additives.
- o Environmental Choice CCD-115, for odor control additives.
- o Environmental Choice CCD-147, for hard floor care.
- o Compliance with CARB VOC Limitations for the appropriate product category.

Miscellaneous (Brooms, Dusters, scrappers, Gas ect..)

Estimated Cost of Consumables and Cleaning Products			
per year	\$ 35,000.00 per Month	Per year	\$ 420,000.00

PROPOSER: Flagship Airport Services, Inc.
(REVISED PER ADDENDUM NO. 1)

* * * * * END OF PROPOSAL FORM * * * * *

James McLoish

CONTRACT

THIS AGREEMENT made and entered into effective as of the 1st day of October, 2019, 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 Authority, and FLAGSHIP AIRPORT SERVICES, INC., hereinafter called Contractor.

WITNESSETH, that the said Contractor, for and in consideration of the payments hereinafter specified and agreed to be made by the Authority, hereby covenants and agrees to provide all labor, supervision, equipment, tools, materials, supplies, office space on property, uniforms, fuel, and vehicles and all other items necessary or proper for, or incidental to, performing its obligations under Purchasing Invitation to Negotiate ITN 03-20, Terminal Janitorial Maintenance, at the Orlando International Airport, in accordance with the Contract Documents which consist of the Contract, Proposal Forms, the Instructions to Proposers, any Addenda issued prior to the execution of the Contract, the General Conditions, the Specifications, and the Request for Proposals, 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 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 Authority, and in no event shall Contractor be entitled to recover from 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 Section 2 of the General Conditions for work performed hereunder by the Contractor shall be considered as a release in full of all claims against 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, Authority agrees to pay to the Contractor upon satisfactory completion of such obligations, and subject to the contract provisions of Section 2 of the General Conditions, compensation as set forth in Section 2 of the General Conditions, subject to such additions and deductions as may be provided in the Contract Documents and any duly approved and executed amendments thereto.

(Sign this page if the Contractor is a **Sole Proprietorship** or a **Partnership**)

IN WITNESS WHEREOF, the said GREATER ORLANDO AVIATION AUTHORITY has caused this Contract to be executed in its name by its Chairman, Vice Chairman, Chief Executive Officer, or Deputy Executive Director, attested by its Secretary or Assistant Secretary, and the said Contractor has hereunto set its hand and seal, all as of the day and year first above written.

"AUTHORITY"

GREATER ORLANDO AVIATION AUTHORITY

[Official Seal]

By: _____

Its: _____

Attest:

Secretary

"CONTRACTOR"

WITNESSED BY:

(Name of Contractor)

By: _____ (Seal)
(Signature of Owner or General Partner)

Its: _____
(Title)

Name of Owner or General Partner Printed
or Typed

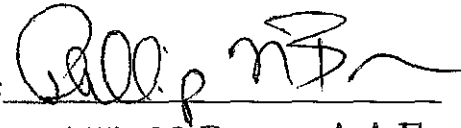
(Sign this page if the Contractor is a Corporation or Other State-Chartered Business Entity)

IN WITNESS WHEREOF, the said GREATER ORLANDO AVIATION AUTHORITY has caused this Contract to be executed in its name by its Chairman, Vice Chairman, Chief Executive Officer, or Deputy Executive Director, attested by its Secretary or Assistant Secretary, and the said Contractor has caused this Contract to be executed in its name by _____, its _____, attested by _____, its _____ Secretary, and has caused the seal of said corporation or other business entity to be hereunto attached, all as of the day and year first above written.

"AUTHORITY"

GREATER ORLANDO AVIATION AUTHORITY

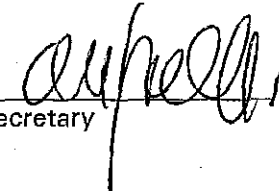
By:

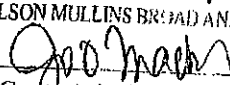


Its:

Phillip N. Brown, A.A.E.
Chief Executive Officer

Attest:

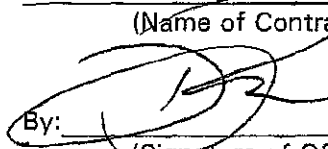

Secretary

Approved as to Form and Legality
Official Seal Sept 20 19
NELSON MULLINS BROAD AND CASSEL
By 
Greater Orlando Aviation Authority

"CONTRACTOR"

FLAGSHIP AIRPORT SERVICES, INC.
(Name of Contractor)

By:


(Signature of Officer)

Its:

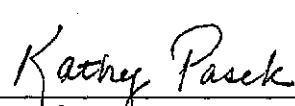
CEO

(Title)

David Pasek

Name of Officer Printed or Typed

Attest:


Secretary

[Corporate Seal]

EXPIRY DATE: October 1, 2022

PERFORMANCE BOND No.: 1004372

PERFORMANCE BOND FORM

GREATER ORLANDO AVIATION AUTHORITY

KNOW ALL MEN BY THESE PRESENTS that Flagship Airport Services, Inc., hereinafter called Principal, and a corporation organized under the laws of the State of New Hampshire 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 Authority, in the Penal Sum of **Six Million Dollars (\$6,000,000.00)**, 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 Authority for Purchasing Invitation to Negotiate 03-20, Terminal 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 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 including any attorney's fees, costs, and expenses for and in connection with all trial and appellate proceedings, that Authority sustains resulting directly or indirectly from any breach or default by Principal under the Contract; and
3. Pays Authority all losses, damages, expenses, costs, attorneys' fees and other legal costs (including, but not limited to, those for investigative and legal support services) including any attorney's fees, costs, and expenses for and in connection with all trial, appellate and bankruptcy proceedings, that the 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 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 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 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 Authority and Principal without the Surety's knowledge or consent, (ii) waivers of compliance with or any default under the Contract granted by 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 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.

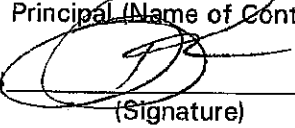
The institution of suit upon this Bond is subject to the limitations period in accordance with Section 95.11, Florida Statutes.

Any changes in or under the Contract Documents (which include, but are not limited to, the Specifications) 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 Authority and Principal.

IN WITNESS WHEREOF, the Principal and Surety have executed this instrument under their several seals on the 9th day of September, 2019, the name and corporate seal of each corporate party being hereto affixed and these presents fully signed by its undersigned representative, pursuant to authority of its governing body.

Signed, sealed and delivered
in the presence of:

Flagship Airport Services, Inc.
Principal (Name of Contractor)

By: 

(Signature)

Its: CEO

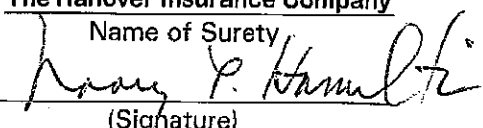
(Title)

Kathy Pasch
Witness

Shane Mury
Witness

(Seal)

The Hanover Insurance Company
Name of Surety

By: 

(Signature)

Nancy L. Hamilton

Its: Attorney-in-Fact

(Title)

Tracy McDonald
Witness Tracy McDonald

Cass Hamann
Witness Cass Hamann

Address: 5415 E. High Street, Suite 440Phoenix, AZ 85054Telephone No.: 602-732-6204Fax No.: n/aE-Mail Address: mholmes@hanover.com


(Countersignature by Mark Masami MuneKawa
Florida Licensed Agent) License #P116351

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 6.7 of the Contract's General Conditions.

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)

County of San Francisco)

On 7/9/2014 before me, Nerissa S. Bartolome, Notary Public

Date

Here Insert Name and Title of the Officer

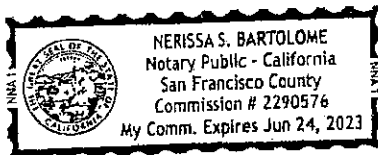
personally appeared Nancy L. Hamilton

Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature Nerissa S. Bartolome
Signature of Notary Public

Place Notary Seal Above

OPTIONAL

Though this section is optional, completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: _____ Document Date: _____

Number of Pages: _____ Signer(s) Other Than Named Above: _____

Capacity(ies) Claimed by Signer(s)

Signer's Name: Nancy L. Hamilton

☐ Corporate Officer — Title(s): _____

☐ Partner — ☐ Limited ☐ General

☐ Individual ☒ Attorney in Fact

☐ Trustee ☐ Guardian or Conservator

☐ Other: _____

Signer Is Representing: _____

~~Signer's Name: _____~~

~~☐ Corporate Officer — Title(s): _____~~

~~☐ Partner — ☐ Limited ☐ General~~

~~☐ Individual ☐ Attorney in Fact~~

~~☐ Trustee ☐ Guardian or Conservator~~

~~☐ Other: _____~~

~~Signer Is Representing: _____~~

THE HANOVER INSURANCE COMPANY
MASSACHUSETTS BAY INSURANCE COMPANY
CITIZENS INSURANCE COMPANY OF AMERICA

POWER OF ATTORNEY

THIS Power of Attorney limits the acts of those named herein, and they have no authority to bind the Company except in the manner and to the extent herein stated.

KNOW ALL PERSONS BY THESE PRESENTS:

That THE HANOVER INSURANCE COMPANY and MASSACHUSETTS BAY INSURANCE COMPANY, both being corporations organized and existing under the laws of the State of New Hampshire, and CITIZENS INSURANCE COMPANY OF AMERICA, a corporation organized and existing under the laws of the State of Michigan, (hereinafter individually and collectively the "Company") does hereby constitute and appoint,

Mark M. Munekawa, Nancy L. Hamilton, Nerissa S. Bartolome, Yvonne Roncagliolo, Kelly Holtemann, Joan DeLuca, Stanley D. Loar, Charles R. Shoemaker, Roger C. Dickinson, Thomas E. Hughes, Alicia Dass, Valerie Garcia and/or Patrick R. Diebel

Of Woodruff-Sawyer & Co. of San Francisco, CA each individually, if there be more than one named, as its true and lawful attorney(s)-in-fact to sign, execute, seal, acknowledge and deliver for, and on its behalf, and as its act and deed any place within the United States, any and all surety bonds, recognizances, undertakings, or other surety obligations. The execution of such surety bonds, recognizances, undertakings or surety obligations, in pursuance of these presents, shall be as binding upon the Company as if they had been duly signed by the president and attested by the secretary of the Company, in their own proper persons. Provided however, that this power of attorney limits the acts of those named herein; and they have no authority to bind the Company except in the manner stated and to the extent of any limitation stated below:

Any such obligations in the United States, in any amount

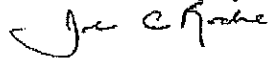
That this power is made and executed pursuant to the authority of the following Resolutions passed by the Board of Directors of said Company, and said Resolutions remain in full force and effect:

RESOLVED: That the President or any Vice President, in conjunction with any Vice President, be and they hereby are authorized and empowered to appoint Attorneys-in-fact of the Company, in its name and as it acts, to execute and acknowledge for and on its behalf as surety, any and all bonds, recognizances, contracts of indemnity, waivers of citation and all other writings obligatory in the nature thereof, with power to attach thereto the seal of the Company. Any such writings so executed by such Attorneys-in-fact shall be binding upon the Company as if they had been duly executed and acknowledged by the regularly elected officers of the Company in their own proper persons.

RESOLVED: That any and all Powers of Attorney and Certified Copies of such Powers of Attorney and certification in respect thereto, granted and executed by the President or Vice President in conjunction with any Vice President of the Company, shall be binding on the Company to the same extent as if all signatures therein were manually affixed, even though one or more of any such signatures thereon may be facsimile. (Adopted October 7, 1981 - The Hanover Insurance Company; Adopted April 14, 1982 - Massachusetts Bay Insurance Company; Adopted September 7, 2001 - Citizens Insurance Company of America)

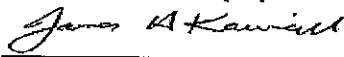
IN WITNESS WHEREOF, THE HANOVER INSURANCE COMPANY, MASSACHUSETTS BAY INSURANCE COMPANY and CITIZENS INSURANCE COMPANY OF AMERICA have caused these presents to be sealed with their respective corporate seals, duly attested by two Vice Presidents, this 8th day of August, 2017.

The Hanover Insurance Company
Massachusetts Bay Insurance Company
Citizens Insurance Company of America


John C. Roche, EVP and President



The Hanover Insurance Company
Massachusetts Bay Insurance Company
Citizens Insurance Company of America


James H. Kawiecki, Vice President

THE COMMONWEALTH OF MASSACHUSETTS)
COUNTY OF WORCESTER) ss.

On this 8th day of August, 2017 before me came the above named Vice Presidents of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, to me personally known to be the individuals and officers described herein, and acknowledged that the seals affixed to the preceding instrument are the corporate seals of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, respectively, and that the said corporate seals and their signatures as officers were duly affixed and subscribed to said instrument by the authority and direction of said Corporations.

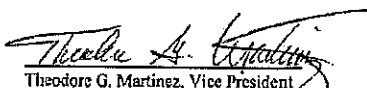



Diane J. Marino, Notary Public
My Commission Expires March 4, 2022

I, the undersigned Vice President of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, hereby certify that the above and foregoing is a full, true and correct copy of the Original Power of Attorney issued by said Companies, and do hereby further certify that the said Powers of Attorney are still in force and effect.

GIVEN under my hand and the seals of said Companies, at Worcester, Massachusetts, this 9th day of September, 2019.

CERTIFIED


Theodore G. Martinez, Vice President

OATH OF SECRETARY

GREATER ORLANDO AVIATION AUTHORITY

I, Kathy Pasek, certify that I am the Secretary of the corporation named as Principal in the foregoing Performance and/or Payment Bonds; that David Pasek who signed the said Bond(s) on behalf of the Principal was then Chief Executive Officer 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 authority of its governing body.

Kathy Pasek
Secretary

(Corporate Seal)

Attach a copy of the Authority's form of Certificate of Insurance or a copy of Declarations Page(s) from Insurance Policy and/or Policy Binder indicating that Contractor has obtained all insurance required by the Contract Documents.

IRREVOCABLE STAND-BY LETTER OF CREDIT

_____ [Date]

IRREVOCABLE LETTER OF CREDIT NO. _____

EXPIRY DATE: _____

AGGREGATE AMOUNT: **\$6,000,000.00**

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 "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 Authority under that certain Contract 03-20 Terminal Janitorial Maintenance, at Orlando International Airport, as such may be amended from time to time, by and between the Company and the Authority (the "Agreement"); and
- B. Certification of the amount of damages or expenses which, in his belief or determination, the 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 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.

Irrevocable Stand-by Letter of Credit

Page 2

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. As to any matters that may not be governed by the Uniform Customs and Practice for Documentary Credits, this Letter of Credit shall be governed by and construed in accordance with the laws of the State of Florida, including without limitation the Uniform Commercial Code as in effect in the State of Florida.

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 "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 Authority under that certain Contract 03-20 Terminal Janitorial Maintenance, at Orlando International Airport, by and between the Company and the Authority (the "Agreement").
- B. In the belief or determination of the undersigned, the amount of damages or expenses which the 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 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 _____, 2019.

GREATER ORLANDO AVIATION AUTHORITY

By: _____

Title: _____



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

9/10/2019

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
Woodruff Sawyer
50 California Street, Floor 12
San Francisco CA 94111

CONTACT NAME: Susan Stockdale

PHONE (A/C, No, Ext): 415-391-2141x6426

FAX (A/C, No): 415-889-9923

E-MAIL: sstockdale@WoodruffSawyer.com

ADDRESS: sstockdale@WoodruffSawyer.com

INSURER(S) AFFORDING COVERAGE

NAIC #

INSURER A: Zurich American Insurance Company

16535

INSURER B: American Zurich Insurance Company

40142

INSURER C: Illinois Union Insurance Company

27960

INSURER D: Travelers Prop Casualty Co of America

25674

INSURER E:

INSURER F:

INSURED
Flagship Airport Services Inc.
1050 North 5th Street
San Jose, CA 95112

FLAGENT-01

COVERAGES

CERTIFICATE NUMBER: 1572014078

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.

INSURER	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER:	Y Y	GL0829847718	7/1/2019	7/1/2020	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMPOP AGG \$2,000,000
A	☒ AUTOMOBILE LIABILITY ☒ ANY AUTO ☒ OWNED AUTOS ONLY ☒ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY ☒ 5K Comp-Sche ☒ 5K Coll-Sche	Y	BAP829847818	7/1/2019	7/1/2020	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
D	☒ UMBRELLA LIAB ☒ EXCESS LIAB DED RETENTION \$	☒ OCCUR ☐ CLAIMS-MADE	ZUP81M9805219NF	7/1/2019	7/1/2020	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N ☐ N/A	WC829803620	7/1/2019	7/1/2020	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
C	POLLUTION POLICY		CPYG27417802005	7/1/2019	7/1/2020	Each Policy Condition General Aggregate \$1,000,000 \$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Greater Orlando Aviation Authority is included as additional insured with respect to General Liability and Automobile Liability per attached. A Waiver of Subrogation applies in favor of General Liability per attached. All policies are primary insurance as respects any other valid insurance Authority may possess and that any other insurance Authority does possess shall be considered excess insurance only. 30 Day Notice of Cancellation endorsements to be requested to the carriers.

CERTIFICATE HOLDER

Greater Orlando Aviation Authority
Orlando International Airport
Purchasing Office 8652 Casa Verde Road
Building 811
Orlando FL 32827-4338

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

POLICY NUMBER:

GL0829847718

3. The Products-Completed Operations Aggregate Limit is the most we will pay under Coverage A for damages because of "bodily injury" and "property damage" included in the "products-completed operations hazard".
4. Subject to Paragraph 2. above, the Personal And Advertising Injury Limit is the most we will pay under Coverage B for the sum of all damages because of all "personal and advertising injury" sustained by any one person or organization.
5. Subject to Paragraph 2. or 3. above, whichever applies, the Each Occurrence Limit is the most we will pay for the sum of:
 - a. Damages under Coverage A; and
 - b. Medical expenses under Coverage C because of all "bodily injury" and "property damage" arising out of any one "occurrence".
6. Subject to Paragraph 5. above, the Damage To Premises Rented To You Limit is the most we will pay under Coverage A for damages because of "property damage" to any one premises, while rented to you, or in the case of damage by fire, while rented to you or temporarily occupied by you with permission of the owner.
7. Subject to Paragraph 6. above, the Medical Expense Limit is the most we will pay under Coverage C for all medical expenses because of "bodily injury" sustained by any one person.

The Limits of Insurance of this Coverage Part apply separately to each consecutive annual period and to any remaining period of less than 12 months, starting with the beginning of the policy period shown in the Declarations, unless the policy period is extended after issuance for an additional period of less than 12 months. In that case, the additional period will be deemed part of the last preceding period for purposes of determining the Limits of Insurance.

SECTION IV -- COMMERCIAL GENERAL LIABILITY CONDITIONS

1. Bankruptcy

Bankruptcy or insolvency of the insured or of the insured's estate will not relieve us of our obligations under this Coverage Part.

2. Duties In The Event Of Occurrence, Offense, Claim Or Suit

- a. You must see to it that we are notified as soon as practicable of an "occurrence" or an offense which may result in a claim. To the extent possible, notice should include:

- (1) How, when and where the "occurrence" or offense took place;
- (2) The names and addresses of any injured persons and witnesses; and

- (3) The nature and location of any injury or damage arising out of the "occurrence" or offense.

- b. If a claim is made or "suit" is brought against any insured, you must:

- (1) Immediately record the specifics of the claim or "suit" and the date received; and
- (2) Notify us as soon as practicable.

You must see to it that we receive written notice of the claim or "suit" as soon as practicable.

- c. You and any other involved insured must:

- (1) Immediately send us copies of any demands, notices, summonses or legal papers received in connection with the claim or "suit";

- (2) Authorize us to obtain records and other information;

- (3) Cooperate with us in the investigation or settlement of the claim or defense against the "suit"; and

- (4) Assist us, upon our request, in the enforcement of any right against any person or organization which may be liable to the insured because of injury or damage to which this insurance may also apply.

- d. No insured will, except at that insured's own cost, voluntarily make a payment, assume any obligation, or incur any expense, other than for first aid, without our consent.

3. Legal Action Against Us

No person or organization has a right under this Coverage Part:

- a. To join us as a party or otherwise bring us into a "suit" asking for damages from an insured; or
- b. To sue us on this Coverage Part unless all of its terms have been fully complied with.

A person or organization may sue us to recover on an agreed settlement or on a final judgment against an insured; but we will not be liable for damages that are not payable under the terms of this Coverage Part or that are in excess of the applicable limit of insurance. An agreed settlement means a settlement and release of liability signed by us, the insured and the claimant or the claimant's legal representative.

4. Other Insurance

If other valid and collectible insurance is available to the insured for a loss we cover under Coverages A or B of this Coverage Part, our obligations are limited as follows:

a. Primary Insurance

This insurance is primary except when Paragraph b. below applies. If this insurance is primary, our obligations are not affected unless any of the other insurance is also primary. Then, we will share with all that other insurance by the method described in Paragraph c. below.

b. Excess Insurance

(1) This insurance is excess over:

(a) Any of the other insurance, whether primary, excess, contingent or on any other basis:

(i) That is Fire, Extended Coverage, Builder's Risk, Installation Risk or similar coverage for "your work";

(ii) That is Fire insurance for premises rented to you or temporarily occupied by you with permission of the owner;

(iii) That is insurance purchased by you to cover your liability as a tenant for "property damage" to premises rented to you or temporarily occupied by you with permission of the owner; or

(iv) If the loss arises out of the maintenance or use of aircraft, "autos" or watercraft to the extent not subject to Exclusion g. of Section I - Coverage A - Bodily Injury And Property Damage Liability.

(b) Any other primary insurance available to you covering liability for damages arising out of the premises or operations, or the products and completed operations, for which you have been added as an additional insured.

(2) When this insurance is excess, we will have no duty under Coverages A or B to defend the insured against any "suit" if any other insurer has a duty to defend the insured against that "suit". If no other insurer defends, we will undertake to do so, but we will be entitled to the insured's rights against all those other insurers.

(3) When this insurance is excess over other insurance, we will pay only our share of the amount of the loss, if any, that exceeds the sum of:

(a) The total amount that all such other insurance would pay for the loss in the absence of this insurance; and

(b) The total of all deductible and self-insured amounts under all that other insurance.

(4) We will share the remaining loss, if any, with any other insurance that is not described in this Excess Insurance provision and was not bought specifically to apply in excess of the Limits of Insurance shown in the Declarations of this Coverage Part.

c. Method Of Sharing

If all of the other insurance permits contribution by equal shares, we will follow this method also. Under this approach each insurer contributes equal amounts until it has paid its applicable limit of insurance or none of the loss remains, whichever comes first.

If any of the other insurance does not permit contribution by equal shares, we will contribute by limits. Under this method, each insurer's share is based on the ratio of its applicable limit of insurance to the total applicable limits of insurance of all insurers.

5. Premium Audit

a. We will compute all premiums for this Coverage Part in accordance with our rules and rates.

b. Premium shown in this Coverage Part as advance premium is a deposit premium only. At the close of each audit period we will compute the earned premium for that period and send notice to the first Named Insured. The due date for audit and retrospective premiums is the date shown as the due date on the bill. If the sum of the advance and audit premiums paid for the policy period is greater than the earned premium, we will return the excess to the first Named Insured.

c. The first Named Insured must keep records of the information we need for premium computation, and send us copies at such times as we may request.

6. Representations

By accepting this policy, you agree:

a. The statements in the Declarations are accurate and complete;

b. Those statements are based upon representations you made to us; and

c. We have issued this policy in reliance upon your representations.

7. Separation Of Insureds

Except with respect to the Limits of Insurance, and any rights or duties specifically assigned in this Coverage Part to the first Named Insured, this insurance applies:

a. As if each Named Insured were the only Named Insured; and

b. Separately to each Insured against whom claim is made or "suit" is brought.

8. Transfer Of Rights Of Recovery Against Others To Us

If the Insured has rights to recover all or part of any payment we have made under this Coverage Part, those rights are transferred to us. The Insured must do nothing after loss to impair them. At our request, the Insured will bring "suit" or transfer those rights to us and help us enforce them.

9. When We Do Not Renew

If we decide not to renew this Coverage Part, we will mail or deliver to the first Named Insured shown in the Declarations written notice of the nonrenewal not less than 30 days before the expiration date.

If notice is mailed, proof of mailing will be sufficient proof of notice.

SECTION V — DEFINITIONS

1. "Advertisement" means a notice that is broadcast or published to the general public or specific market segments about your goods, products or services for the purpose of attracting customers or supporters. For the purposes of this definition:

a. Notices that are published include material placed on the Internet or on similar electronic means of communication; and

b. Regarding web sites, only that part of a web site that is about your goods, products or services for the purposes of attracting customers or supporters is considered an advertisement.

2. "Auto" means:

a. A land motor vehicle, trailer or semitrailer designed for travel on public roads, including any attached machinery or equipment; or

b. Any other land vehicle that is subject to a compulsory or financial responsibility law or other motor vehicle insurance law where it is licensed or principally garaged.

However, "auto" does not include "mobile equipment".

3. "Bodily Injury" means bodily injury, sickness or disease sustained by a person, including death resulting from any of these at any time.

4. "Coverage territory" means:

a. The United States of America (including its territories and possessions), Puerto Rico and Canada;

b. International waters or airspace, but only if the injury or damage occurs in the course of travel or transportation between any places included in Paragraph a. above; or

c. All other parts of the world if the injury or damage arises out of:

(1) Goods or products made or sold by you in the territory described in Paragraph a. above;

(2) The activities of a person whose home is in the territory described in Paragraph a. above, but is away for a short time on your business; or

(3) "Personal and advertising injury" offenses that take place through the Internet or similar electronic means of communication;

provided the Insured's responsibility to pay damages is determined in a "suit" on the merits, in the territory described in Paragraph a. above or in a settlement we agree to.

5. "Employee" includes a "leased worker". "Employee" does not include a "temporary worker".

6. "Executive officer" means a person holding any of the officer positions created by your charter, constitution, bylaws or any other similar governing document.

7. "Hostile fire" means one which becomes uncontrollable or breaks out from where it was intended to be.

8. "Impaired property" means tangible property, other than "your product" or "your work", that cannot be used or is less useful because:

a. It incorporates "your product" or "your work" that is known or thought to be defective, deficient, inadequate or dangerous; or

b. You have failed to fulfill the terms of a contract or agreement;

If such property can be restored to use by the repair, replacement, adjustment or removal of "your product" or "your work" or your fulfilling the terms of the contract or agreement.

4. Loss Payment – Physical Damage Coverages

At our option, we may:

- a. Pay for, repair or replace damaged or stolen property;
- b. Return the stolen property, at our expense. We will pay for any damage that results to the "auto" from the theft; or
- c. Take all or any part of the damaged or stolen property at an agreed or appraised value.

If we pay for the "loss", our payment will include the applicable sales tax for the damaged or stolen property.

5. Transfer Of Rights Of Recovery Against Others To Us

If any person or organization to or for whom we make payment under this Coverage Form has rights to recover damages from another, those rights are transferred to us. That person or organization must do everything necessary to secure our rights and must do nothing after "accident" or "loss" to impair them.

B. General Conditions**1. Bankruptcy**

Bankruptcy or insolvency of the "insured" or the "insured's" estate will not relieve us of any obligations under this Coverage Form.

2. Concealment, Misrepresentation Or Fraud

This Coverage Form is void in any case of fraud by you at any time as it relates to this Coverage Form. It is also void if you or any other "insured", at any time, intentionally conceals or misrepresents a material fact concerning:

- a. This Coverage Form;
- b. The covered "auto";
- c. Your interest in the covered "auto"; or
- d. A claim under this Coverage Form.

3. Liberalization

If we revise this Coverage Form to provide more coverage without additional premium charge, your policy will automatically provide the additional coverage as of the day the revision is effective in your state.

4. No Benefit To Bailee – Physical Damage Coverages

We will not recognize any assignment or grant any coverage for the benefit of any person or organization holding, storing or transporting property for a fee regardless of any other provision of this Coverage Form.

5. Other Insurance

- a. For any covered "auto" you own, this Coverage Form provides primary insurance. For any covered "auto" you don't own, the insurance provided by this Coverage Form is excess over any other collectible insurance. However, while a covered "auto" which is a "trailer" is connected to another vehicle, the Covered Autos Liability Coverage this Coverage Form provides for the "trailer" is:

(1) Excess while it is connected to a motor vehicle you do not own; or

(2) Primary while it is connected to a covered "auto" you own.

- b. For Hired Auto Physical Damage Coverage, any covered "auto" you lease, hire, rent or borrow is deemed to be a covered "auto" you own. However, any "auto" that is leased, hired, rented or borrowed with a driver is not a covered "auto".

- c. Regardless of the provisions of Paragraph a. above, this Coverage Form's Covered Autos Liability Coverage is primary for any liability assumed under an "insured contract".

- d. When this Coverage Form and any other Coverage Form or policy covers on the same basis, either excess or primary, we will pay only our share. Our share is the proportion that the Limit of Insurance of our Coverage Form bears to the total of the limits of all the Coverage Forms and policies covering on the same basis.

6. Premium Audit

- a. The estimated premium for this Coverage Form is based on the exposures you told us you would have when this policy began. We will compute the final premium due when we determine your actual exposures. The estimated total premium will be credited against the final premium due and the first Named Insured will be billed for the balance, if any. The due date for the final premium or retrospective premium is the date shown as the due date on the bill. If the estimated total premium exceeds the final premium due, the first Named Insured will get a refund.
- b. If this policy is issued for more than one year, the premium for this Coverage Form will be computed annually based on our rates or premiums in effect at the beginning of each year of the policy.

Waiver Of Transfer Of Rights Of Recovery Against Others To Us

Policy No.	Eff. Date of Pol.	Exp. Date of Pol.	Eff. Date of End.	Agency No.	Addl. Prem.	Return Prem.
BAP829847818	July 1, 2019	July 1, 2020				

This endorsement is issued by the company named in the Declarations. It changes the policy on the effective date listed above at the hour stated in the Declarations.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

Named Insured: Flagship Enterprises Holding Inc., Flagship Facility Services Inc., Flagship Airport Services, Inc., Flagship Sweeping Services, Inc.

Address (including ZIP code): 1050 North 5th Street, San Jose, CA 95112

This endorsement modifies insurance provided under the:

Business Auto Coverage Form
Truckers Coverage Form
Garage Coverage Form
Motor Carrier Coverage Form

SCHEDULE

Name of Person or Organization:

ONLY THOSE PERSONS OR ORGANIZATIONS FOR WHOM YOU ARE REQUIRED TO
WAIVE YOUR RIGHTS OF RECOVERY UNDER THE TERMS OF A WRITTEN CONTRACT.

We waive any right of recovery we may have against the designated person or organization shown in the schedule because of payments we make for injury or damage caused by an "accident" or "loss" resulting from the ownership, maintenance, or use of a covered "auto" for which a Waiver of Subrogation is required in conjunction with work performed by you for the designated person or organization. The waiver applies only to the designated person or organization shown in the schedule.

Countersigned: _____ Date: _____
Authorized Representative

POLICY NUMBER: BAP829847818

COMMERCIAL AUTO
CA 20 48 02 89

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

DESIGNATED INSURED

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
GARAGE COVERAGE FORM
MOTOR CARRIER COVERAGE FORM
TRUCKERS 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" 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.

Endorsement Effective:	Countersigned By: (Authorized Representative)
Named Insured:	

SCHEDULE

Name of Person(s) or Organization(s):

SEE CERTIFICATE

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to the endorsement.)

Each person or organization shown in the Schedule is an "insured" for Liability Coverage, but only to the extent that person or organization qualifies as an "insured" under the Who Is An Insured Provision contained in Section II of the Coverage Form.

POLICY NUMBER: GL0829847718

COMMERCIAL GENERAL LIABILITY
CG 20 10 04 13

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
AS REQUIRED BY WRITTEN CONTRACT	AS REQUIRED BY WRITTEN CONTRACT
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.

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 shown in the Declarations;

whichever is less.

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.

Waiver Of Subrogation (Blanket) Endorsement



Ref. Code of Pol.	Orig. Date of Pol.	Orig. Date of End.	Endorsement	Adm'l. Fees	Return Premium
GL0829847718	7 July 1, 2019	July 1, 2020		\$	\$

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the:

Commercial General Liability Coverage Part

The following is added to the **Transfer Of Rights Of Recovery Against Others To Us Condition**:

If you are required by a written contract or agreement, which is executed before a loss, to waive your rights of recovery from others, we agree to waive our rights of recovery. This waiver of rights shall not be construed to be a waiver with respect to any other operations in which the insured has no contractual interest.

Request for Taxpayer Identification Number and Certification

Give Form to the
requester. Do not
send to the IRS.

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Flagship Airport Services, Inc.	
2 Business name/disregarded entity name, if different from above	
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor or single-member LLC ☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) ►	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ (Applies to accounts maintained outside the U.S.)
5 Address (number, street, and apt. or suite no.) See instructions. 1050 North 5th Street	Requester's name and address (optional)
6 City, state, and ZIP code San Jose CA 95112	
7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

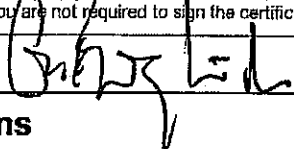
Social security number								
				-				
or								
Employer identification number								
2	0	-	0	4	7	0	9	1
4								

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ► 	Date ► 9-4-19

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
 - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
 - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
 - Form 1099-S (proceeds from real estate transactions)
 - Form 1099-K (merchant card and third party network transactions)
 - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

**GREATER ORLANDO AVIATION AUTHORITY**

Purchasing Department

Luis A. Aviles, CPPB; luis.aviles@goaa.org

Phone: 407-825-2297, Fax: 407-825-4020

AWARDED PROPOSER'S CONTACT INFORMATION

Please Update the Contact Information shown below with your current Contact information.

A W-9, signed and dated within the current calendar year, must accompany this form.

Legal Company Name:
(Must match 1099)

Flagship Airport Services, Inc.

Purchase Order Address:	Address	1050 North 5th Street, Suite 50		
(Address, phone number, fax number, and e-mail address)	City	San Jose	State	CA Zip Code 95112
	Phone Number	+1 (408) 977-0155	Fax Number	+1 (408) 977-0165
	E-mail Address	financeAR@flagshipinc.com		

Remit to Address:	Address	Airport Services - PO Box 49082		
(Must match printed invoice address. Address, phone number, fax number, and e-mail address)	City	San Jose	State	CA Zip Code 95126-9082
	Phone Number	+1 (408) 977-0155	Fax Number	+1 (408) 977-0165
	E-mail Address	financeAR@flagshipinc.com		

1099-Corporate Address:	Address	1050 North 5th Street		
(Tax purposes only)	City	San Jose	State	CA Zip Code 95112
	E-mail Address	financeAR@flagshipinc.com		

Local Contact Person:	Name	Jose Garcia	Cell Number	+1 (407) 717-5136
(Name, address, phone number, cell phone number, fax number, and e-mail address)	Address	9401 Jeff Fuqua Blvd, Suite 5669		
	City	Orlando,	State	FL Zip Code 32827
	Phone Number	+1 (407) 825-2827	Fax Number	
	E-mail Address	josegarcia@flagshipinc.com		
Corporate Contact Person:	Name	Kevin Barton	Cell Number	+1 (512) 569-2346
	Address	405 S Kimball Avenue		
	City	Southlake	State	TX Zip Code 76092
	Phone Number	+1 (972) 574-9702	Fax Number	+1 (972) 574-9703
	E-mail Address	kbarton@flagshipinc.com		

☐ Mail Documents
Place a mark in either the box above or below showing where you would like Correspondence and Amendments to be mailed.

☒ Mail Documents

Insurance Contact Person:	Name	Delmesha Bailey	Cell Number	+1 (972) 574-9702
(This is your Company in house insurance contact. Name, address, phone number, cell phone number, fax number, and e-mail address)	Address	405 S Kimball Ave		
	City	Southlake	State	TX Zip Code 76092
	Phone Number	+1 (972) 574-9702	Fax Number	+1 (972) 574-9703
	E-mail Address	dbailey@flagshipinc.com		

Reset Form

Print Form

Revised Date 4/11/19

JOSE GARCIA

Site Manager

Jose has 18 years' experience providing top notch janitorial services at airports, beginning as a front-line worker. Since 2001, he has succeeded working for three different janitorial vendors at Orlando International Airport, implementing each company's particular systems while always putting the airport's needs first.

He far exceeds the minimum standards for the Site Manager position set forth in the Specifications for this contract. He brings 12 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.

This experience includes:

- Since 2018, he has served as Flagship's Site Manager at MCO.
- He served as Assistant Site Manager at MCO from October 2016 until he was promoted to the Site Manager position.
- When Flagship took over the cleaning contract at Tampa International Airport in 2015, Jose became our Site Manager at TPA, overseeing employees on the first, second, and third shifts and overseeing the entire operation managing 175 employees.
- In 2014, Flagship took over the MCO janitorial account and recruited Jose as an Operations Manager overseeing first and second shift and assisting the Site Manager.
- Prior to joining Flagship, spent 13 years working for previous MCO contractors. He served as the Quality Control Manager from 2007-2014, overseeing QC processes and overseeing Supervisors on the day shift.

**JOSE'S TIMELINE****2018-Present:**

Site Manager, MCO

October 2016-2018:

Assistant Manager, MCO

2015-October 2016:

Site Manager, TPA

2014-2015:

Operations Manager, MCO

2007-2014: Quality Control Manager (for previous contractor), MCO

2005-2007: Night Crew Project Coordinator & oversee night operation contract for the entire site (for previous contractor), MCO

2001-2004: Night Crew Project lead worker (for previous contractor), MCO

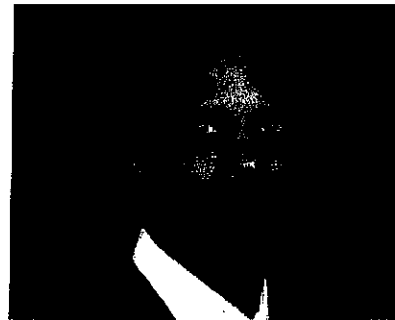
NATANAEL BELTRAN BERBERENA

Assistant Manager

Natanael has 12 years' experience supervising cleaning services at Orlando International Airport. Since March 2014, he has served as Flagship's Assistant Manager at MCO, where he is responsible for the administration and training of 72 subordinates, including four supervisors. Other current responsibilities include:

- Ensuring that productive levels and customer service requirements are met.
- Complying with all OSHA (safety) procedures.
- Budget development and time keeping (Kronos).
- Team goal-setting, record maintenance, and inventory optimization.

From September 2012 to December 2013, Natanael served as Field Operations Manager for a competitor firm, where he was responsible for the administration and training of 25 subordinates, including twelve supervisors. He also served as Project Maintenance Supervisor from April 2007 to August 2012, where he scheduled work assignments for 42 employees, set priorities, and directed the work of subordinate project employees.



* * * * * END OF CONTRACT * * * * *

Proposal to Provide

GREATER ORLANDO AVIATION AUTHORITY
ORLANDO INTERNATIONAL AIRPORT
TERMINAL JANITORIAL MAINTENANCE



FlagShip™
AIRPORTS

ORIGINAL

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Flagship Airport Services, Inc.
1050 North 5th Street
San Jose, CA 95112
office (408) 977-0155
fax (408) 977-0165

June 3, 2019

Mr. Luis Aviles
Greater Orlando Aviation Authority, Purchasing Office
8652 Casa Verde Road, Building 811
Orlando, FL 32827-4338

RE: Proposal to Provide Janitorial Services for MCO,

Dear Mr. Aviles:

The Orlando International Airport (MCO) is one of the world's fastest growing airports, and recently achieved the distinction of becoming the busiest airport in the State of Florida. It is not only the gateway to Disney World® but also ranked by J.D. Power "Highest in Customer Satisfaction for Mega Airports" in 2017 & 2018.

The foundation of your success has been an emphasis on customer service and creating "The Orlando Experience" for both airport employees and vendors, along with a clean environment for the families and vacation travelers who use your facilities to get where they're going. Over the past five years, Flagship has participated in many of these initiatives and we appreciate the opportunity to be a part of your continuing success.

From working at MCO, listening to feedback, reviewing the ITN and researching your Capital Improvement Plan, we see three major challenges we can assist with:

- Continuing customer service at a high level to retain your excellent customer reputation.
- Deploying technology to improve efficiency and customer experience.
- Continuing to receive accurate data to evaluate the ROI of the janitorial program.

Flagship offers the following solutions to these ongoing challenges that are included in our proposal:

- A major investment in equipment and technology to improve our already excellent service, including autonomous equipment to improve efficiency, heat mapping to identify activity for better scheduling, and electronic time information to audit restroom coverage.
- A plan to bring smart restroom technologies to MCO, including Smart Watches to remind attendants when restrooms need to be cleaned. These technologies will supplement our use of the Kaivac touch-less deep cleaning system and QR code system for feedback from travelers and/or MCO staff.
- Consistent engagement with key MCO staff through daily updates via our Intuition portal, weekly meetings, weekly progress reports, senior management-led quarterly business reviews, transparent communication via the technology deployed at MCO, and the overall sharing of ideas to achieve continuous improvement.

www.flagshipinc.com





As we've seen at MCO and other leading airports where we work, these solutions will drive the following outcomes:

- State-of-the art equipment and technologies enable cleaners to react more quickly to issues that might otherwise be discussed on social media or affect customer satisfaction surveys (i.e., J.D. Power or ACI surveys).
- Continuous improvements in restroom appearance, consistent cleanliness throughout the day, and higher level of detail cleaning leading to a better customer experience
- Consistent, high quality communication enables MCO staff to actively participate in the evolution of janitorial services, ensuring that money is spent wisely.

Continuing with Flagship avoids the risks involved in changing vendors and ensures that the excellent customer service you currently receive is maintained and ultimately improved upon, by a company that is focusing on innovation to drive efficiency and competitiveness into the future. We hope you'll select us for this next service contract term to be your maintenance service partner and give us the opportunity to continue our proven and successful relationship.

Sincerely,

A handwritten signature in dark ink, appearing to be "David Pasek", written over a circular scribble.

David Pasek
CEO

(408) 977-0155 | dpasek@flagshipinc.com

A handwritten signature in dark ink, appearing to be "Jim Mikacich", written in a cursive style.

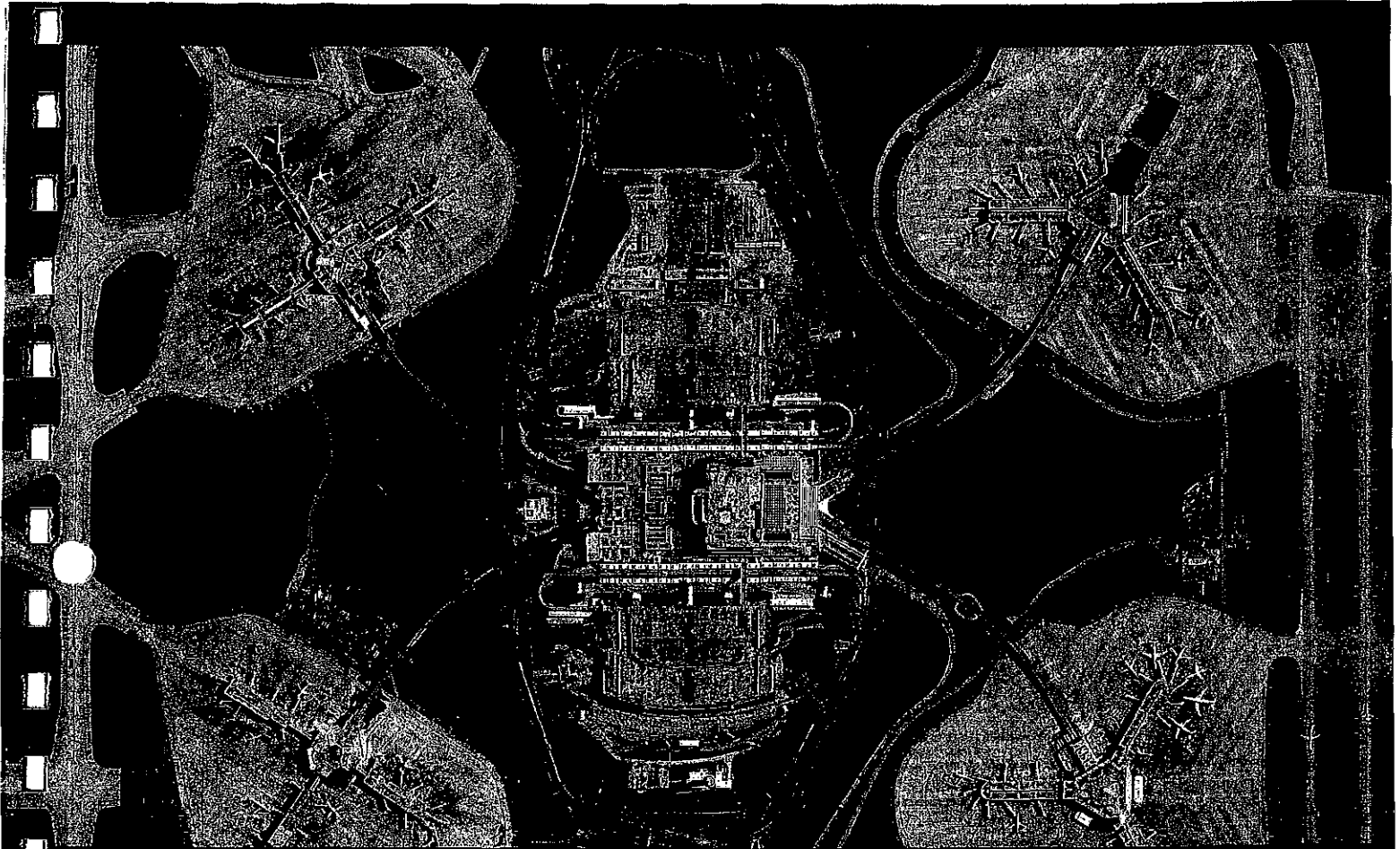
Jim Mikacich
NVP, Aviation

(408) 569-6218 | jmikacich@flagshipinc.com



ORLANDO INTERNATIONAL AIRPORT

Flagship Client Since 2014



- Flagship has been providing janitorial services since 2014 to J.D. Power's number one airport in customer satisfaction among Mega airports, Orlando International Airport. We were able to achieve immediate results and create a much more pleasant facility for passengers and staff by improving carpet cleaning, eliminating soiling from restroom grout, and cleaning unpolished limestone. These changes will enable Orlando to extend its carpet replacement schedule and save money on this important capital investment.
- We are also working with the Airport to support a \$1.8B expansion project that will include a new South Terminal Complex.

FlagShip™
AIRPORTS

Tab 1. Proposer's Statement

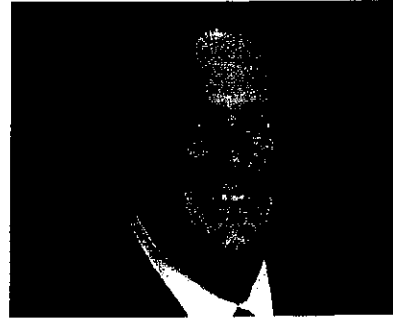
3.1 Each Proposer shall provide with its Proposal the following information:

3.1.1 Individual Responsible for the Account

KEVIN BARTON, LEED® AP

Vice President, Operations

Kevin has been at Flagship since 2012 and has more than 20 years' experience managing janitorial and facility services in diverse facilities, including aviation, manufacturing, educational, medical, and Class A office environments. Kevin will be on-site throughout the transition process, working closely with Flagship's General Manager to implement a smooth transition and identify areas where we might provide immediate benefit for the Airport and for the travelling public.



Most recently, Kevin led Flagship's transition team for Tampa and Orlando International Airport. Kevin's transition team at both locations was able to achieve immediate improvements in the quality of cleaning at the airport, including cleaner carpets, elimination of from restroom grout, and cleaning of unpolished limestone.

Certifications: Kevin is a LEED® Accredited Professional and is IICRC certified in the inspection, cleaning, and restoration of floor maintenance.

▼ TAB 1. PROPOSER'S STATEMENT

Orlando International Airport (RCP 18-14)

3.1.2 Submitting Office Address

9401 Jeff Fuqua Blvd #5669, Orlando, FL 32827

3.1.3 Telephone Number of Corporate Executive

Kevin Barton's cell phone number is 512-569-2346.

3.1.4 Facsimile Number of Corporate Executive

Kevin Barton's fax number is 972-574-9703.

3.1.5 Email Address of Corporate Executive

Kevin Barton's email address is kbarton@flagshipinc.com.

3.1.6 Type of Organization

Flagship is an "S" corporation in the State of California.

3.1.7 Federal Employer Identification Number

Flagship's Federal Employer Identification Number is 20-0470914.

3.1.8 Number of Years in Business

Flagship has been in business for 31 years.

▼ TAB 1. PROPOSER'S STATEMENT

3.1.9 Site Manager and Assistant Manager Resumes

JOSE GARCIA

Site Manager

Jose has 18 years' experience providing top notch janitorial services at airports, beginning as a front-line worker. Since 2001, he has succeeded working for three different janitorial vendors at Orlando International Airport, implementing each company's particular systems while always putting the airport's needs first.

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Manager (for previous contractor), MCO

2005-2007: Night Crew Project

Coordinator & oversee night operation contract for the entire site (for previous contractor), MCO

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▼ TAB 1. PROPOSER'S STATEMENT

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**OTHER CURRENT ASSISTANT MANAGERS AT MCO****EDWIN GARCIA**

2nd Shift Operations Manager

- # years industry experience: 24 years
- Year began with Flagship: 12/10/2018
- Current shift: 2nd shift
- Main responsibilities: Oversee 2nd shift operations



TAB 1. PROPOSER'S STATEMENT

ANGEL MANSO

3rd Shift Operations Manager

- # years industry experience: 21 years
- Year began with Flagship: 2018
- Current shift: 3rd shift
- Main responsibilities:
 - > Oversee night shift operations, including staff of 85 employees plus subcontractor operations
 - > Complete daily report.
 - > Monitor Kronos timekeeping and maintain employee work schedules.
 - > Delegate responsibility to supervisors.
 - > Provide oversight and direction.
 - > Assure we are meeting client and company goals.



MIGUEL SOLTERO

Project Lead

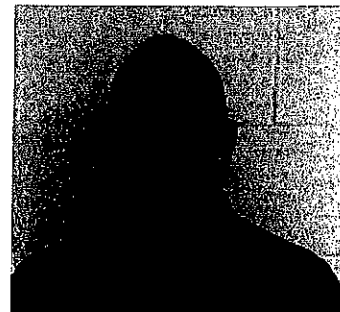
- # years industry experience: 14 years
- Year began with Flagship: 2014
- Current shift: 3rd shift
- Main responsibilities: Project support coordinator.



ANGEL OYOLA

3rd Shift Project Coordinator

- # years industry experience: 4 years
- Year began with Flagship: 2015
- Current shift: 3rd shift
- Main responsibilities:
 - > Overseeing night project operation. Assign work.
 - > Assure that project work list is completed and on schedule
 - > Issue materials and equipment for assigned jobs
 - > Complete daily reports
 - > Assure all equipment is in good working condition
 - > Do final walk through for completion of tasks.



TAMPA INTERNATIONAL AIRPORT

Flagship Client Since 2015



Flagship has been providing janitorial services at Tampa International Airport since October 2015. When we took over the airport's janitorial contract from a 35-year incumbent provider, Flagship methodically transitioned over 95% of the incumbent staff, including several of the incumbent managers. In addition, 50 of the frontline staff were employed on a part time basis, so Flagship transitioned them into full-time positions. We currently clean 1.8 million square feet of space throughout the airport's four concourses. With Flagship, the Airport Authority has realized its goal of achieving long-term cost savings while maintaining the same high level of janitorial services.

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Tab 2. Experience and Qualifications of the Proposer

3.2.1 Details of current and past engagements with terminal janitorial maintenance services.

Flagship was founded in 1988 and remains a privately-held company that retains the ability to put our customers' needs first. While we've grown significantly over the years and added substantially to our service offering, our entrepreneurial spirit remains, and our Founder and CEO is still involved in our business on a daily basis.

Flagship gives you all the benefits of a large firm, with a staff of more than 4,800 employees, including more than 2,000 dedicated exclusively to airports, combined with the personalized service that often characterizes smaller firms. Our corporate headquarters are in San Jose, California, with full service offices in Long Beach, Phoenix, Dallas, Houston, Orlando, and Tampa, as well as project offices nationwide. We currently work at 11 major airports throughout the United States, including MCO, TPA, DFW, IAH, HOU, PHX, SAN, SNA, LAX, SFO, and OAK and strive to continue bringing you the highest quality service at a reasonable price.

Flagship specializes in servicing 24-hour environments that require regular interaction with the public such as airports, airport clubs and lounges, public buildings and higher education campuses. At Flagship, every airport is a preferred customer, benefiting from ongoing engagement and involvement from senior management. Our Regional Vice President of Operations and Director of Operations will provide ongoing guidance and oversight. They will not simply attend our presentation and rely on other people to implement service, as many conglomerates do.

As the aviation marketplace evolves, many airports and airlines are choosing a single-source solution to their facility service needs. Flagship Airport Services has been extremely successful in implementing Integrated Facility Management (IFM) approaches that drive cost efficiencies, increase accountability, and support a higher standard of quality and consistency.

Flagship cleans more large, high profile airports than just about

▼ TAB 2. EXPERIENCE AND QUALIFICATIONS OF THE PROPOSER

Orlando International Airport (RCP 18-14)

anyone in the Aviation Service Industry. We not only provide janitorial service to large tier airports—including MCO, TPA and PHX, but also serve all the American Airlines terminal facilities at DFW and have major janitorial operations at SNA, IAH and SFO, among others. Current high profile customers include:

- Orlando International Airport with more than 4M SF and 320 FTEs
- American Airlines Terminals A & C at DFW: Over 6M SF and more than 300 FTEs, including 2.5M SF under roof, plus their ramp areas (sweeping/scrubbing/FOD BOSS/FOD removal) totaling another 3.5M SF
- Phoenix Sky Harbor International Airport with more than 2M SF and over 300 staff
- San Diego International Airport with more than 1.5M SF and 160 FTEs
- Tampa International Airport with more than 1.1M SF and 175 FTEs
- Service to high profile customers with millions of square feet serviced including Facebook, Twitter, Uber, Netflix, Mercedes-Benz USA, VMware, and many more.

Highlights of Our Past Performance Airport Experience

We are experts in addressing all the unique issues involved in maintaining airports, an ever-changing environment that requires a vendor that is nimble and flexible. Some of the key technical issues include:

- **Hard Floor Care** – Flagship offers the 3M™ Stone Floor Protection System which features environmentally preferable components for greener cleaning, needs no stripping or deep scrubbing, and creates a high traction gloss that can help reduce slips and falls.
- **Carpet Care** – When we came to MCO, we discovered that carpet cleaning was being done incorrectly. Pre-testing revealed that the carpet's pH was out of balance. We tested chemicals to determine the best application, and implemented it immediately.
- **Badging** – Badging requires attention to detail to assure it's

▼ TAB 2. EXPERIENCE AND QUALIFICATIONS OF THE PROPOSER

Orlando International Airport (RCP 18-14)

completed by the start date. At MCO, we rebadged over 300 employees, including submittal of Background Check, I-9, and Drug Screening 2 weeks prior to start date.

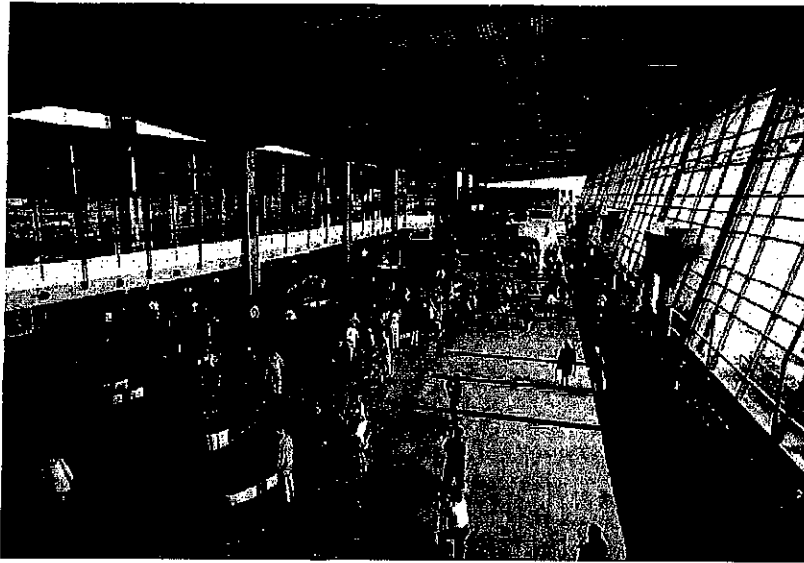
- **Scheduling** – For many years, we've seen time frames for cleaning at airports shorten because of longer layovers, later departures, earlier flight schedules, travellers arriving earlier to make sure they have time to get through security, etc. Flagship has adapted to this challenge by developing many new processes, such as the latest echo carpet cleaning methods designed to ensure quick cleaning and drying times. We also use ride-on floor machines to service large terrazzo areas in a short cleaning window.
- **Inclement Weather Response and Other Emergencies** – Flagship has extensive experience in preparing for extreme weather conditions in very large facilities, including hurricanes at Tampa and Orlando Airports, snow at DFW, and earthquakes in California. We mobilize quickly to help our airport and airline customers prepare for and react to severe storms, putting out sandbags and removing water that can cause damage or be a slip and fall hazard. We also put out sleeping cots for stranded passengers and adjusted night cleaning schedules to work around cancelled flights and passengers remaining at the gates.
- **Keeping Stakeholders Happy** – Flagship has successfully kept MCO's many stakeholders happy by delivering improved cleaning results at a lower price.
- **Effectively Working with Union Staff** – Many airports are cleaned by short-term workers with poor wage/benefit packages. While many custodial companies maintain hostile relationships with unions, Flagship has built relationships to ensure a great culture and productivity at airports with non-union staff such as at DFW & TPA, or working with union staff at MCO, SAN & SNA.

TAB 2. EXPERIENCE AND QUALIFICATIONS OF THE PROPOSER

Orlando International Airport (RCP 18-14)

SAN DIEGO INTERNATIONAL AIRPORT

San Diego, California



Since Flagship started servicing San Diego International Airport in 1997, we have not only provided cleaning services for the entire facility and several airline clubs and lounges, but have also assisted the airport in preparing for special events such as the opening of a new terminal in 1998, which involved visits from numerous dignitaries. Flagship has also responded with additional coverage to handle extensive passenger loads when San Diego has hosted events with large numbers of out-of-town attendees, including Super Bowls in 1998 and 2003, the MLB All Star Game in 2016, and annual Comic-Cons.

We clean all three terminals at San Diego, which involves extensive interaction with the travelling public. We service airside and landside areas within the terminal, public transportation islands, entrances, concrete walkways, escalators, elevators, gates, jetbridges, public and employee restrooms, break areas, smoking areas, ramp operations areas, administrative offices and customs areas. We have also helped the airport respond to tough economic times by controlling costs while sustaining quality services.

Our extensive floor care operation includes use of a truck mount for carpet extractions and the Tennant R14 extractor and Kaivac for restrooms.

Flagship maintains a broad range of flooring types at San Diego International Airport, including VCT, Terrazzo, carpet, porcelain tiles, ceramic tiles, Nora Rubber flooring, and concrete.

SUMMARY

- Janitorial and floor maintenance services for more than 1.5 million SF of interior space and 100,000 SF of exterior space
- More than 20 years of service
- Very large terrazzo areas where we restore and maintain old and new terrazzo

TAB 2. EXPERIENCE AND QUALIFICATIONS OF THE PROPOSER

TAMPA INTERNATIONAL AIRPORT

Tampa, Florida



Flagship replaced a 35-year incumbent service provider at Tampa International Airport, delivering a "natural shine" standard of terrazzo care along with significant long-term cost savings.

Flagship has been providing janitorial services at Tampa International Airport since October 2015, when we took over the airport's janitorial contract from a 35-year incumbent provider. Flagship methodically transitioned over 95% of the incumbent staff, including several of the incumbent managers. We also discovered that more than 150 of the current employees were employed on a part time basis, so Flagship transitioned them into full-time positions. All staff were required to go through drug screenings, background checks, and badging through the airport authority. Flagship also gained more than 20 badge approvals for employees working in the Federal Inspection Services (Customs) areas of the airport.

With Flagship, the Airport Authority has realized its goal of achieving long-term cost savings while maintaining the same high level of janitorial services.

SUMMARY

- 1.1 million SF cleaned
- Greatly improved quality of cleaning services while retaining more than 95% of incumbent staff, including managers
- Transitioned Part-Time Employees into Full-Time Positions
- Successfully completed transition, meeting all deadlines.

▼ TAB 2. EXPERIENCE AND QUALIFICATIONS OF THE PROPOSER

Orlando International Airport (RCP 18-14)

AA FACILITIES AT DFW, TERMINALS A & C

Dallas/Fort Worth, Texas



Since 1998, Flagship Airport Services, Inc. has provided exemplary service for DFW's busiest carrier, with a floor crew of 15 keeping American's floors in Terminals A and C in excellent condition.

Flagship has been providing janitorial services for American Airlines at DFW since 1998, and we currently clean more than 6 million square feet at the airport, including Terminals A and C, two ramps, and various outbuildings.

Over the years, we've been able to make significant improvements in the quality of cleaning and introduce cost efficiencies, including higher quality cleaning chemicals and redoing schedules to include Jet Bridges, Gate Detailing, Restrooms, and Floors.

We've also improved our training processes by incorporating equipment training through Karcher, chemical handling training through Diversey, and certification of all Flagship employees working at the airport through the Green Cleaning Institute. We've also significantly reduced turnover and increased retention through better recruitment, interviewing, and onboarding practices.

SUMMARY

- Frontline services for more than 2.5 million square feet of interior space and 3.5 million square feet of exterior space
- Broad range of flooring, including carpets, VCT, restroom tiles, and ceramic tiles
- More than 20 years working for American Airlines

TAB 2. EXPERIENCE AND QUALIFICATIONS OF THE PROPOSER

SKY HARBOR INTERNATIONAL AIRPORT

Phoenix, Arizona



Flagship provides day porters and floor care for hard floor and carpeted areas throughout Terminals 2, 3, and 4; the outbuildings and rental car center.

Flagship completed a successful transition of services to become the custodial service provider for Phoenix Sky Harbor International Airport, America's Friendliest Airport® in November 2018. Sky Harbor selected Flagship to help them achieve their goal of increasing revenue by continuing to provide a higher quality of customer service, including more comfortable facilities and more varied dining, shopping, and entertainment options.

We currently maintain more than 1.75 million square feet of space, including concourses, inner and outdoor curbs in Terminals 2, 3, and 4. We also maintain three Sky Train Stations, the Rental Car Center, Command Center, and Operations Center. The contract includes cleaning services for two nearby general aviation facilities: Deer Valley Airport and Goodyear Airport.

Since 2010, we've also maintained a separate contract to clean American Airlines' leasehold areas at Sky Harbor. We maintain more than 150,000 square feet of space for the largest carrier at PHX (American Airlines), including club facilities, restrooms, break areas, ticket areas, pilot and crew lounges, stairwells, office & administrative areas, and more than 35 jet bridges. Flagship also provides similar services for several other airlines at PHX, including Jet Blue, Delta, and United.

SUMMARY

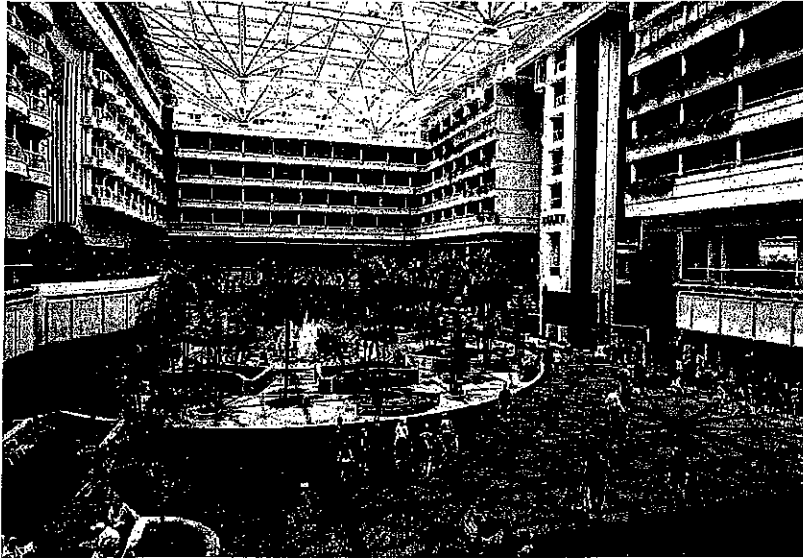
- Flagship has more than 260 employees at PHX, providing 24/7 service, everyday.
- We maintain all terminal public spaces, gates, jetbridges, restrooms, entrances, landside and airside for this large hub airport which serviced nearly 45 million passengers in 2018.
- Full On-site Management with Manager, HR support, Supervision, cleaners, day porters, floor utility crew and window washers.
- Also clean American Airlines' facilities since 2010.

TAB 2. EXPERIENCE AND QUALIFICATIONS OF THE PROPOSER

Orlando International Airport (RCP 18-14)

ORLANDO INTERNATIONAL AIRPORT

Orlando, Florida



Flagship provides floor maintenance and janitorial services at Orlando International Airport, a 6.5 million square foot facility that is home to more than 50 airlines and serves 35 million passengers annually.

In December 2014, Flagship began providing custodial services for Orlando International Airport (MCO), the Gateway to Disney World and other family travel destinations in the Orlando area. As part of its Orlando Experience® philosophy, the Greater Orlando Airport Authority (GOAA) wants everyone working at the airport to meet a Disney standard of customer service, as if the airport were an extension of the theme park.

We immediately looked for ways to immediately enhance the customer experience, and floor maintenance was one of the areas in which we were able to deliver an immediate improvement. During the transition, we discovered that carpet cleaning was being done incorrectly. Pre-testing revealed that the carpet's pH was out of balance. We tested chemicals to determine the best application.

We were able to create much more pleasant facility for passengers and staff by improving carpet cleaning, eliminating soiling from restroom grout, and cleaning unpolished limestone.

The results we achieved also help GOAA's bottom line. To quote Torre Burke, interiors director for GOAA, "Based on your cleaning effectiveness, we are able to change our replacement schedule from every 3-5 years to 5-7 years."

SUMMARY

- 4.2 million square feet serviced
- Greatly improved the standard of floor maintenance, including cleaner carpets, restroom grout, and polished limestone
- Highly successful transition
- Flagship employees have been recognized for excellent customer service more than 100 times and staff featured in the airport's advertising campaign.

▼ TAB 2. EXPERIENCE AND QUALIFICATIONS OF THE PROPOSER

Orlando International Airport (RCP 18-14)

3.2.2 Details of related experience of Proposer and On-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.

Our Site Manager, Jose Garcia, has spent more than 16 years working at MCO, working his way up from a front-line position to oversee our janitorial services for more than 4 million square feet of facilities. He is ably supported by Natanael Beltran, who has supervised cleaning services at MCO for 12 years. He has served as Assistant Manager for more than five years, overseeing the work and training of 72 subordinates, including four supervisors.

3.2.3 Provide a listing of Contracts for airports or other similar regulated transportation environment for which the Proposer has provided terminal janitorial maintenance services within at any time on or after January 1, 2014 and describe those services. If any services were terminated prior to the end of the Contract, the Proposer shall explain why.

Flagship has provided terminal janitorial services at the following airports since January 1, 2014. All of the customers listed below are also current customers. As further proof of our ability to deliver results, the following customers have exercised their option years: JWA, SAN, American Airlines (at DFW and PHX), and United Airlines (SFO). American Airlines (at DFW and LAX) and San Diego International Airport have been customers for more than 20 years.

- **Orlando International Airport (MCO)** In December 2014, Flagship began providing custodial services for 4.2 million square feet of space.
- **San Diego International Airport (SAN)** Flagship has served as SAN's custodial services provider since 1997. We clean all three terminals at San Diego, 1.6 million square feet of airside and landside areas.
- **John Wayne Airport (SNA)** Full-service janitorial, carpet care, and floor maintenance program for Orange County's primary airport and the Gateway to Disneyland®. Flagship maintains Terminals A, B, and C (550,000 square feet), as well as service terminals, the administrative building, and airport out buildings (50,000 square feet).

TAB 2. EXPERIENCE AND QUALIFICATIONS OF THE PROPOSER

Orlando International Airport (RCP 18-14)

▪ **American Airlines Facilities at Dallas-Fort Worth (DFW)**

Flagship has been providing janitorial services for American Airlines at DFW since 1998, and we currently clean more than 4.5 million square feet, including Terminals A and C, two ramps, and various outbuildings.

▪ **Tampa International Airport (TPA)**

Flagship has been providing custodial services at TPA since October 2015, when we took over the airport's janitorial contract from a 35-year incumbent provider.

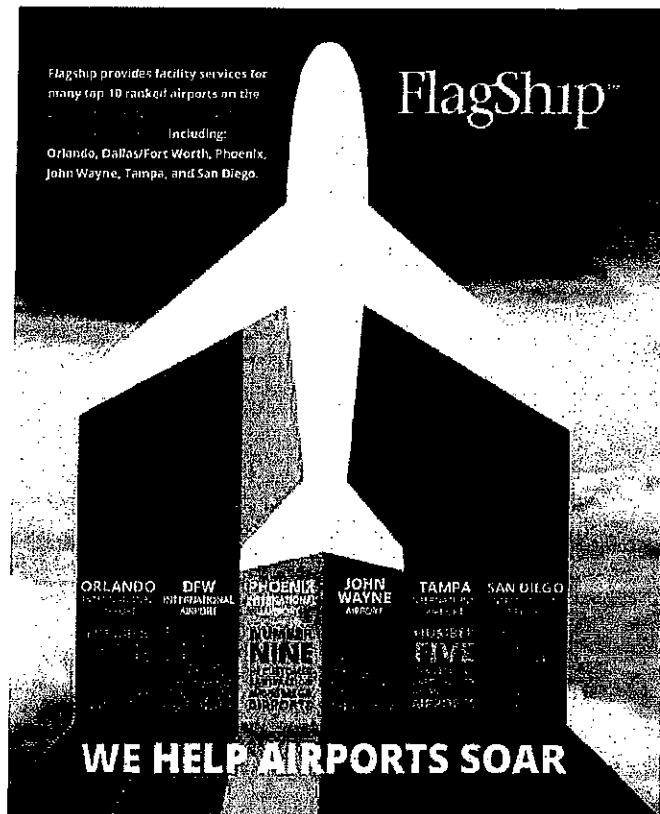
▪ **Los Angeles International Airport (LAX)**

Over the past two decades, Flagship has provided custodial services to American Airlines, maintaining their high-end lounge facilities.

▪ **Phoenix Sky Harbor Airport (PHX)** Since November 2018, we've maintained all terminal public spaces, gates, jetbridges, restrooms, entrances, landside and airside for this large hub airport. Flagship also provides full custodial services for American Airlines' leasehold areas.

▪ **Houston Airports (George Bush Intercontinental & Hobby)** Flagship provides custodial services for 1.5 million square feet of United Airlines' leasehold areas at IAH such as the pilot training center, office areas, Cargo, United Catering Operations. We also provide services to William P. Hobby Airport, including offices, training center and hangars.

▪ **San Francisco International Airport (SFO)** Four years providing custodial services for American, Alaska, US Airways, and Virgin America, among others. We're also the janitorial services provider for United Airlines' 4 million square foot Maintenance Operations Center (MOC).



Six of the airports that Flagship services finished in the Top Ten of the most recent J.D. Power survey, including MCO, which won the award in the Mega Airport category.

▼ TAB 2. EXPERIENCE AND QUALIFICATIONS OF THE PROPOSER

Orlando International Airport (RCP 18-14)

3.2.4 Provide information describing the Proposer's size and financial condition, including gross annual revenues, total number of employees, and the most recent two (2) years of audited financial statements and accompanying notes. Financial information must be submitted, and the Authority will only consider financial information for a General Partner for Proposers that are general, limited or joint venture partnership

Flagship is a financially stable company whose annual revenues for this year are estimated to exceed \$300 million. We have sufficient operating capital and lines of credit to take on the risk of servicing new customers of virtually any size while taking on the initial expense of purchasing new equipment, hiring staff, etc.

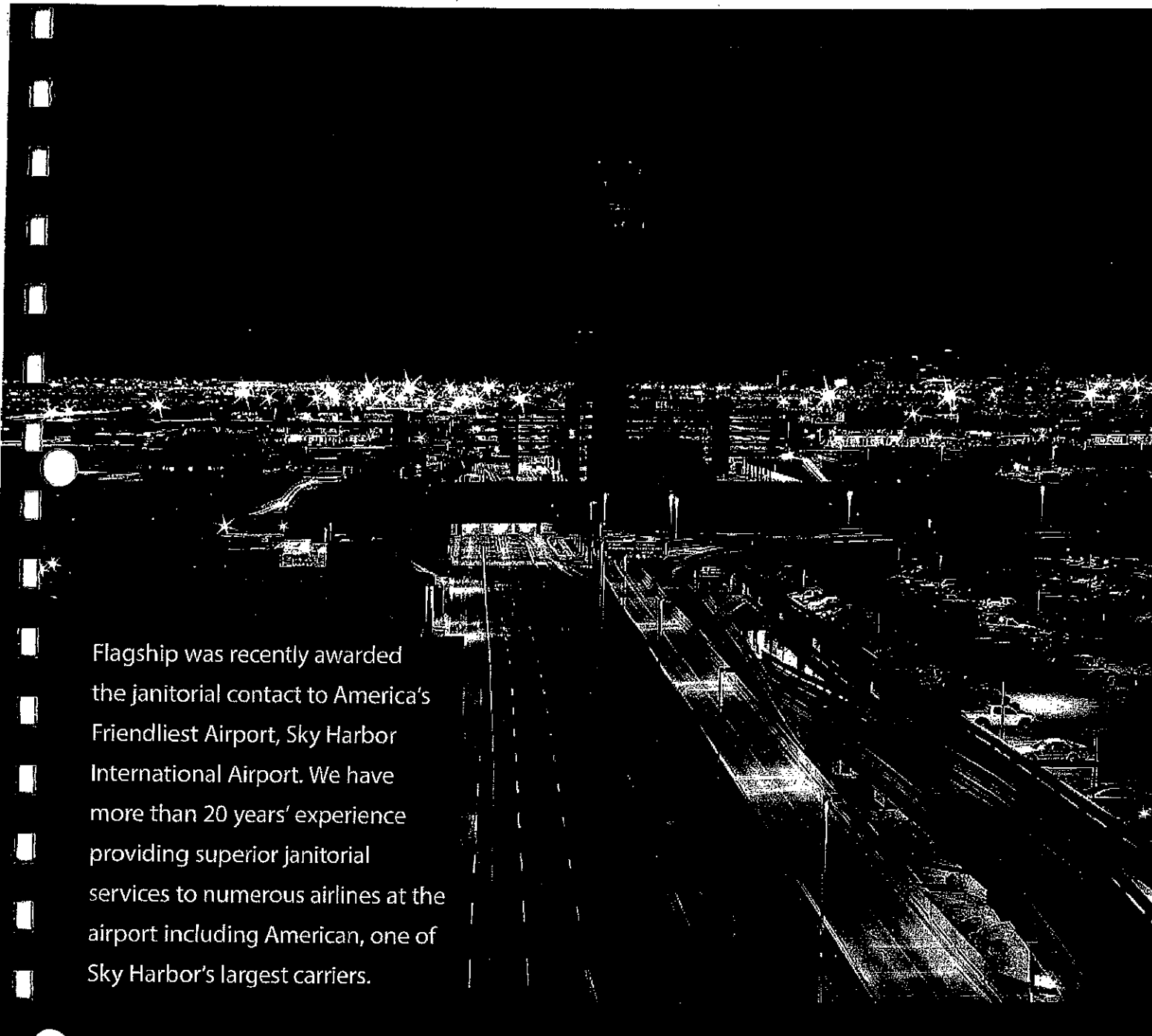
To demonstrate our financial capacity, Flagship recently completed a highly successful transition of janitorial services at Sky Harbor International Airport in Phoenix, as well as large-scale transitions for IFM contracts with Mercedes-Benz USA (MBUSA), Mercedes-Benz Research & Development North America (MBRDNA), and Mercedes-Benz Vans (MBV) at Vehicle Processing Centers, Parts Distribution Centers, Corporate Facilities, Research and Development, Training Centers and select Manufacturing sites nationwide.

Our company currently has more than 4,800 employees nationwide. We have pursued a strategy of cautious and consistent growth by expanding geographically and targeting multiple industries such as education, technology, biotech, pharma, airports, and public facilities. We also have a large base of customers under long-term contracts for facility services, including major airports, university campuses, and major high tech companies. These multiple levels of diversification enable us to weather economic downturns and respond quickly to changes in the competitive marketplace.

Financial statements are provided in the Attachments to this proposal.

PHOENIX SKY HARBOR AIRPORT

Flagship Client Since 1998



Flagship was recently awarded the janitorial contact to America's Friendliest Airport, Sky Harbor International Airport. We have more than 20 years' experience providing superior janitorial services to numerous airlines at the airport including American, one of Sky Harbor's largest carriers.

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AIRPORTS

Tab 3—References and Client List

3.3 Each Proposer shall provide a minimum of three (3) references for terminal janitorial maintenance services. At least two references must be with an entity that provides services to a large hub airport, or a large public transportation facility or commercial facility where Proposer is providing similar services. Remaining references should be selected as best representing that the Proposer has the experience to perform the services required by this ITN. At a minimum, Proposer shall provide the following information for each reference:

For further information about services provided, please see lengthier descriptions provided in Section 2.3.1, or MCO's Reference Form, which is provided in the Additional Documents to this proposal.

3.3.1 Name American Airlines – Dallas/Fort Worth International Airport

3.3.2 Address 2400 Aviation Drive, DFW Airport, TX 75261

3.3.3 Contact person John Haywood, Manager, Facilities Development

3.3.4 Telephone number and email of contact person (817) 308-7119, john.haywood@aa.com

3.3.5 Time period during which services provided 1998- Present

3.3.6 Description of services provided Janitorial Services for more than 2.5 million square feet of interior space and 3.5 million square feet of exterior space for American Airlines, DFW's largest carrier.

3.3.7 Status (current or past client): Current

3.3.1 Name San Diego International Airport

3.3.2 Address 3225 N. Harbor Drive, San Diego, CA 92101

3.3.3 Contact person Jeff Rasor, Director of Terminals and Tenants

3.3.4 Telephone number and email of contact person (619) 400-2699

jrasor@san.org

3.3.5 Time period during which services provided 1997- Present

3.3.6 Description of services provided Janitorial Janitorial and floor maintenance services for more than 1.5 million SF of interior space and 100,000 SF of exterior space. 20 year relationship.

3.3.7 Status (current or past client): Current

3.3.1 Name: Tampa International Airport

3.3.2 Address 4100 George J Bean Parkway

Tampa, FL 33607

3.3.3 Contact person Keith Flynn, Maintenance Manager, Buildings/Projects

3.3.4 Telephone number and email of contact person (813) 927-1499

kflynn@TampaAirport.com

3.3.5 Time period during which services provided 2015- Present

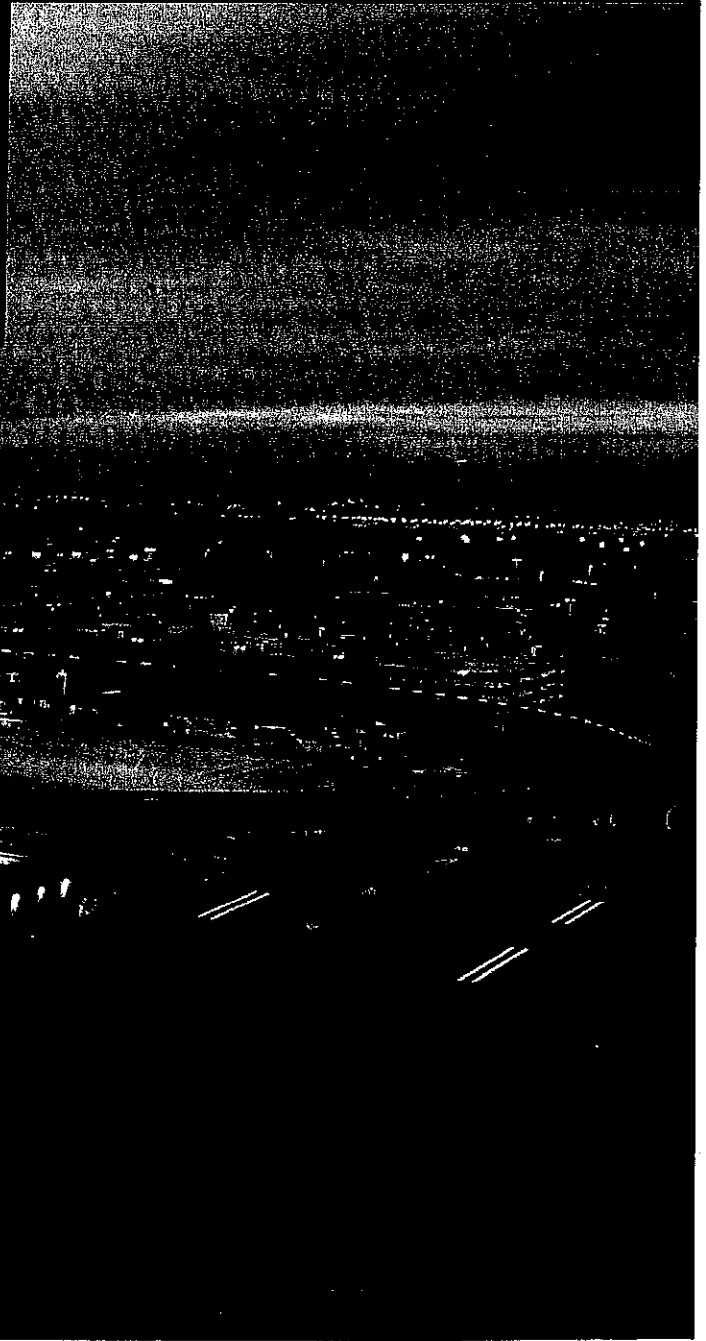
3.3.6 Description of services provided Janitorial services for 1.1 million square feet of space. Replaced a 35-year incumbent service provider, delivering a "natural shine" standard of terrazzo care along with significant long-term cost savings.

3.3.7 Status (current or past client): Current

DALLAS/FORT WORTH INTERNATIONAL AIRPORT

Flagship Client Since 1998

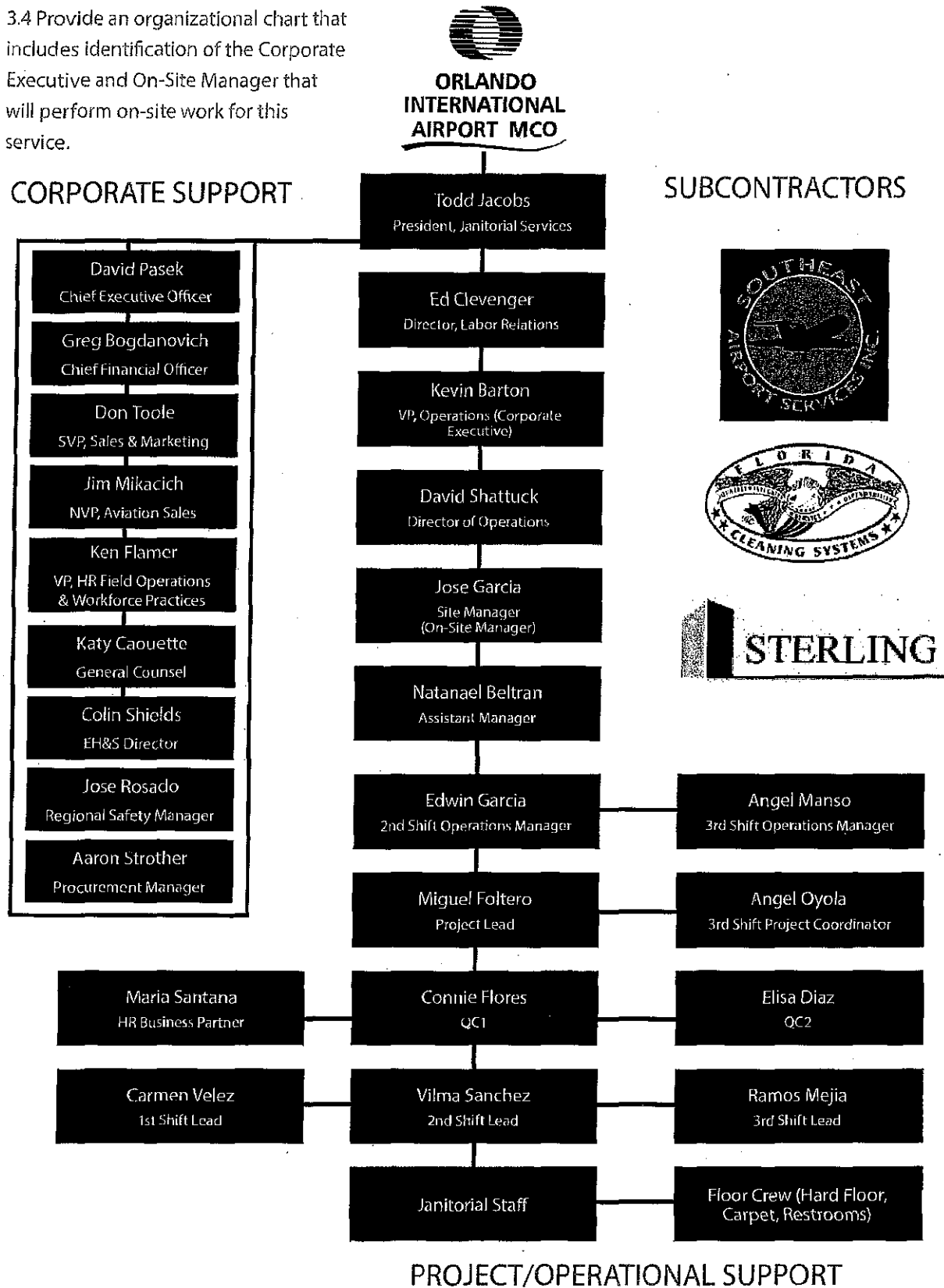
Flagship Airport Services, Inc. has provided exemplary service to American Airlines at their main hub, at DFW, for over 20 years. We service over 2,500,000 square feet of interior space in Terminals A and C as well as 3,500,000 square feet of exterior space.



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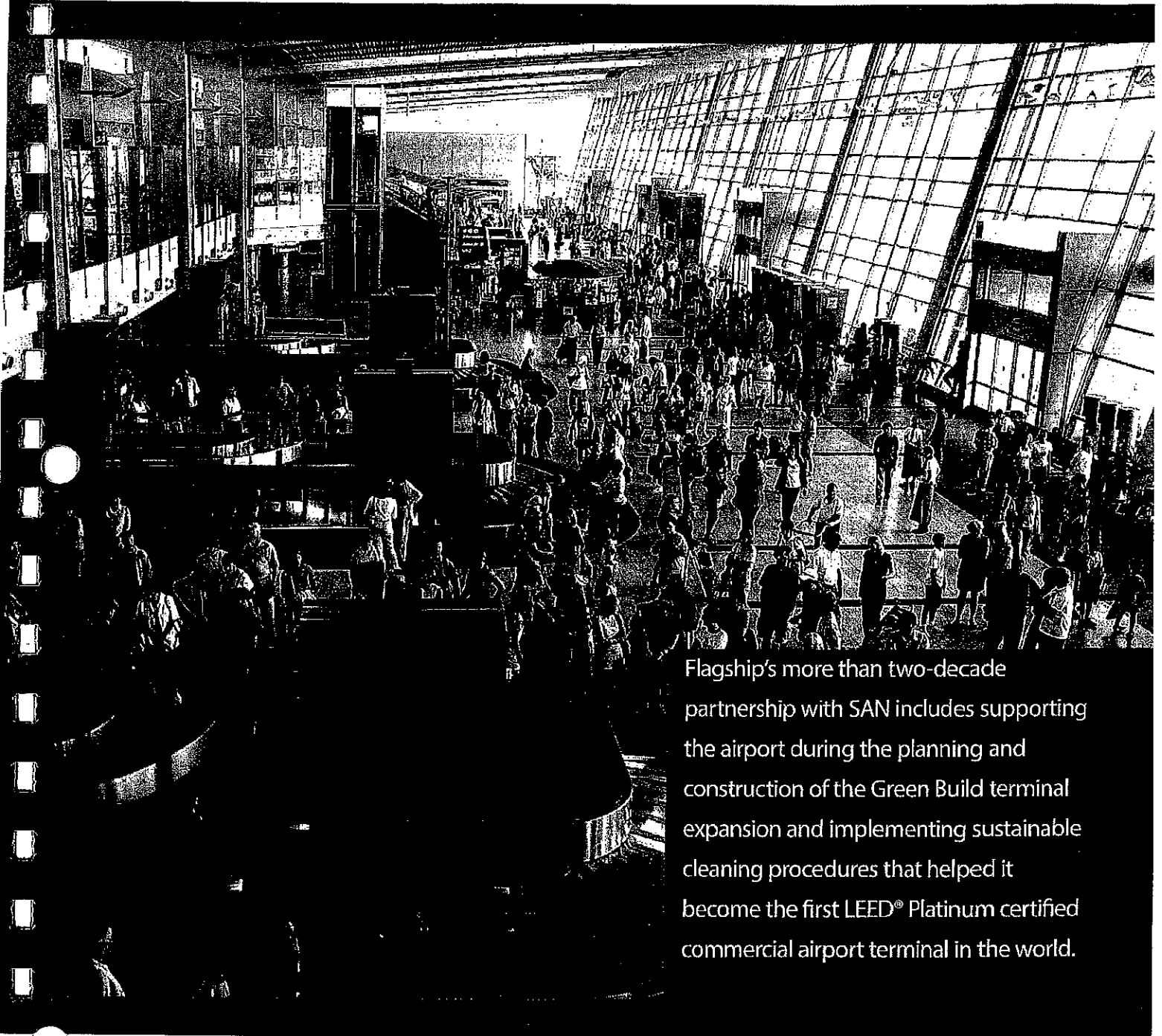
Tab 4—Organization Chart

3.4 Provide an organizational chart that includes identification of the Corporate Executive and On-Site Manager that will perform on-site work for this service.



SAN DIEGO INTERNATIONAL AIRPORT

Flagship Client Since 1997



Flagship's more than two-decade partnership with SAN includes supporting the airport during the planning and construction of the Green Build terminal expansion and implementing sustainable cleaning procedures that helped it become the first LEED® Platinum certified commercial airport terminal in the world.

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tab: COMBINED STAFFING MATRIX



3.5 (Tab 5) The following is the staffing plan we use to service the PHX Phoenix Sky Harbor Intl Airport.

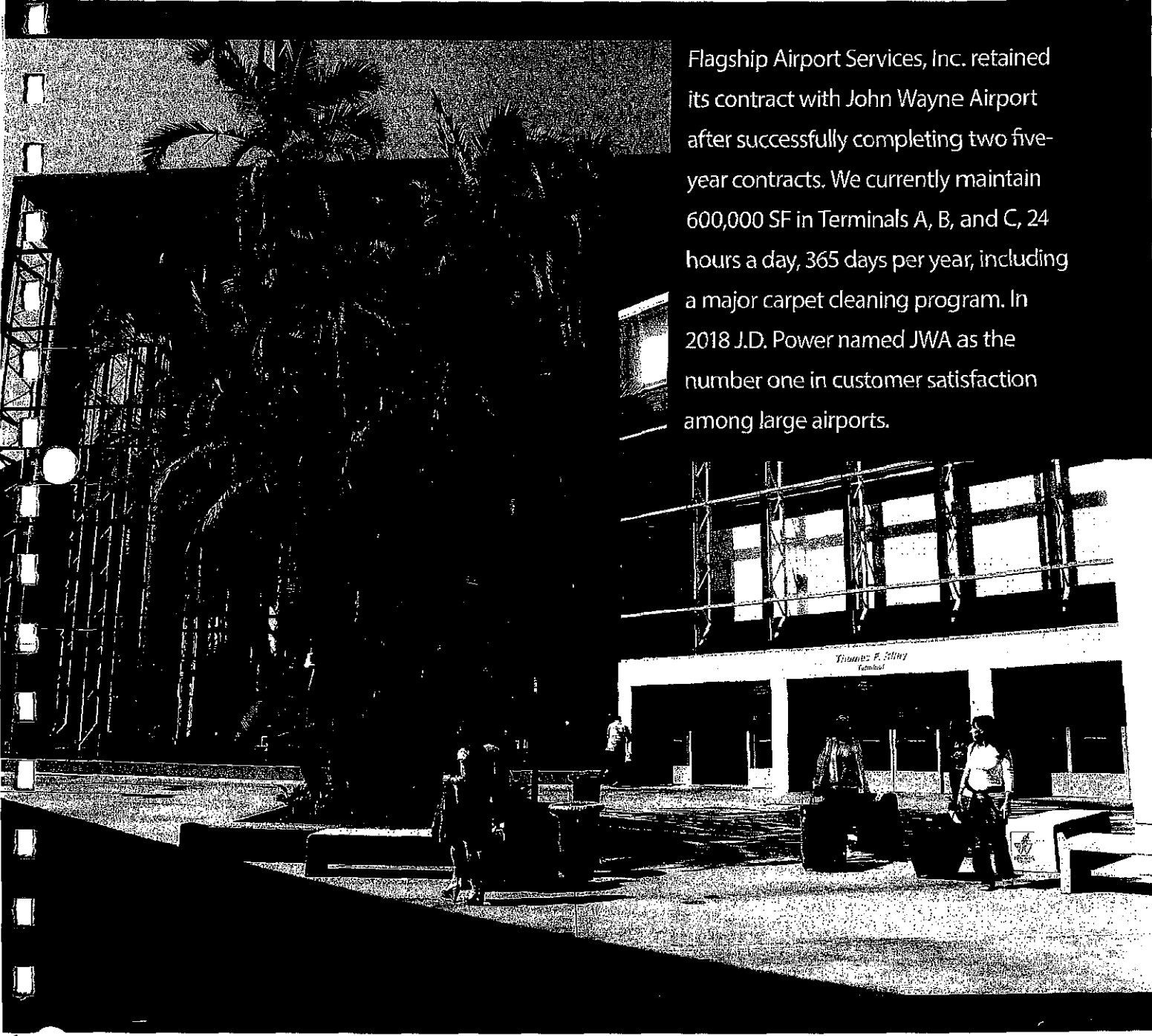
COMBINED STAFFING PHX AVN RFP 18-006 Large Company

Flagship Staffing Plan for Phoenix SkyHarbor 2018

Summary Entire Large Bid		FTE's								
Management & Administration		Sun	Mon	Tue	Wed	Thu	Fri	Sat	FTE's	Monthly Hours
Site Manager		0.00	1.00	1.00	1.00	1.00	1.00	0.00	1.00	173.33
HR Generalist		1.00	1.00	1.00	1.00	1.00	0.00	0.00	1.00	173.33
QC Audit Manager		0.00	1.00	1.00	1.00	1.00	1.00	0.00	1.00	173.33
Admin./Payroll/Kronos		0.00	1.00	1.00	1.00	1.00	1.00	0.00	1.00	173.33
Combined Site Management		1.00	4.00	4.00	4.00	4.00	3.00	0.00	4.00	693.32
Supervision		FTE's								
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	FTE's	Monthly Hours
Supervisor Shift 1		4.25	4.25	4.34	4.25	4.25	4.29	4.25	5.98	1,035.82
Supervisor Shift 2		3.50	3.50	3.50	3.50	3.50	3.50	3.50	4.90	849.32
Supervisor Shift 3		4.50	4.50	4.50	4.50	4.50	4.50	4.50	6.30	1,091.98
Combined Site Supervision		12.25	12.25	12.34	12.25	12.25	12.29	12.25	17.18	2,977.12
Custodial Leads, Custodians & Floor Crew Staff		FTE's								
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	FTE's	Monthly Hours
cust shift 1		45.20	45.70	46.20	45.70	45.70	46.20	45.20	63.98	11,089.65
cust shift 2		40.50	41.00	41.00	41.00	41.00	41.00	40.50	57.20	9,914.48
cust shift 3		41.75	42.50	42.50	42.50	42.50	42.50	42.25	59.30	10,278.47
utility, hardfloor, shift 3		25.10	25.90	25.90	25.90	25.90	25.90	25.90	36.09	6,256.00
utility, carpets, shift 3		16.78	16.78	16.78	16.78	16.78	16.78	16.78	23.49	4,071.87
Combined Custodial		161.68	162.93	163.43	162.93	162.93	163.43	161.68	240.07	41,610.47
Combined Site Labor		FTE's								
		Sun	Mon	Tue	Wed	Thu	Fri	Sat	FTE's	Monthly Hours
Shift 1		50.45	52.95	53.54	52.95	52.95	52.49	49.45	72.96	12,645.46
Shift 2		44.00	45.50	45.50	45.50	45.50	45.50	44.00	63.10	10,937.12
Shift 3		46.25	47.00	47.00	47.00	47.00	47.00	46.75	65.60	11,370.45
utility, hardfloor, shift 3		25.10	25.90	25.90	25.90	25.90	25.90	25.90	36.09	6,256.00
utility, carpets, shift 3		16.78	16.78	16.78	16.78	16.78	16.78	16.78	23.49	4,071.87
Combined Site Total FTE's		182.58	188.13	188.72	188.13	188.13	187.67	182.88	261.24	45,280.90

JOHN WAYNE AIRPORT

Flagship Client Since 2011



Flagship Airport Services, Inc. retained its contract with John Wayne Airport after successfully completing two five-year contracts. We currently maintain 600,000 SF in Terminals A, B, and C, 24 hours a day, 365 days per year, including a major carpet cleaning program. In 2018 J.D. Power named JWA as the number one in customer satisfaction among large airports.

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Tab 6—Customer Service Plan

3.6 Each Proposer shall provide with its Proposal a detailed customer service plan including how employees are trained and how customer service is gauged and addressed.

Flagship has built a close working partnership with Orlando International Airport over the past five years, and we are eager to continue doing so. We teach all our employees to always think of the customer experience, looking airport users directly in the eye and smiling, offering whatever services are needed to help make their visit a pleasant one.

Our ability to provide great airport customer service is demonstrated by the fact that we clean both of the main airports that support the major Disney theme parks in the U.S., including MCO and John Wayne Orange County Airport (SNA), the gateway to Disneyland®. We have provided support for similar customer service initiatives at other airports we serve such as TPA, SAN, DFW, and SNA, and we've received excellent scores from recent customer satisfaction surveys and positive feedback at Business Reviews.

On shifts where our personnel interact with passengers, they are instructed to keep their eyes open for opportunities to assist customers when needed. Our staff receive hospitality training to provide the type of customer service usually found in fine hotels. This training includes suggested language for greeting passengers, interacting professionally, and closing conversations. Custodians on the first and second shifts carry cards that have maps of the concourse they're assigned to, and they're trained to give directions to lost travelers. We also show staff how to read FID monitors so they can better understand the workflow at the airport. We also adjust our cleaning schedules based on customer traffic patterns to minimize discomfort for passengers.

In order to verify that our custodial staff are giving top notch customer service, Flagship plans to institute a "secret shopper" program in which we send people to the airport to approach our custodial staff to ask directions or test their reactions to minor security issues such as accidentally attempting to board an elevator leading to a security area. Employees are eligible to receive a \$50 gift card when they provide exemplary customer service.

We don't stop at custodial training—we train on the specifics of your airport, including how to read FID monitors, so that we can better help passengers that may need it.

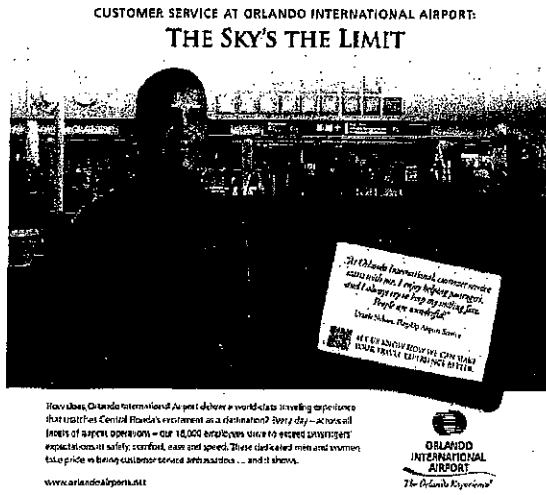


Flagship has already implemented the Kaivac No-Touch Cleaning® system at MCO. It uses vacuum recovery to capture soil, bacteria, and other restroom contaminants and remove them from the environment.

TAB 6—CUSTOMER SERVICE PLAN

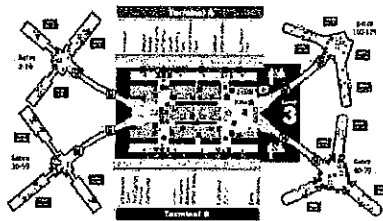
Orlando International Airport (ITN 03-20)

Customer Service is our #1 Priority



At Orlando Airport, we've been recognized for excellent customer service more than 100 times and one of our front-line staff was featured in the airport's advertising campaign.

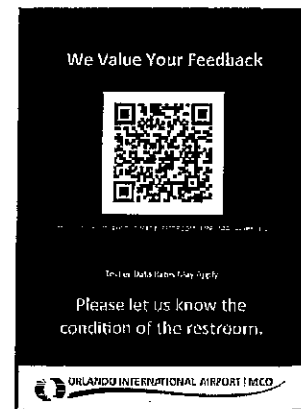
Front-line staff receive customer service training for working around passengers, similar to the training that concierge staff receive at fine hotels and resorts, including suggested scripts for interactions.



At the airports we service, our custodians carry laminated airport maps with them so that they can give directions to passengers who need them.



Flagship does rigorous QC Auditing for quality cleaning, including formal inspections and nightly site walks by supervisors



QA feedback technology to receive information on improving performance

Introduction to our Proposed Approach

Orlando International Airport is in excellent condition, as demonstrated by its continuing growth in passenger counts as well as the J.D. Power Awards that MCO won as Best Mega Airport in 2017 and 2018.

Flagship has been dedicated to continuous improvement throughout our five-year tenure at MCO, and we intend to keep improving:

- **Airport-Specific Restroom Service Model**—Restroom cleanliness is perhaps the most important factor in making positive impressions on airport customers. We've been cleaning airports for more than 20 years and have incorporated best practices from the 11 airports we currently service.
 - > The Kaivac touch-less deep cleaning system has proven its ability to deliver clean restrooms in facilities with high passenger loads.
 - > Video training specific to restroom cleaning ensures that our cleaners understand the steps required to keep the facility clean.
 - > We make sure to provide enough staff for each area of the airport throughout the day, including adjustable schedules for peak travel periods, monitoring of FID screens and understanding flight banks to properly schedule for peak travel, as well as weather forecast monitoring to ensure we can get staff to the airport as needed.
 - > Technologies such as the Task Watch notify cleaners when they need to service a restroom or refill a dispenser.
- **Making Carpeting Look Like New**—Many carpets suffer wear and tear from heavy traffic and become dingy over time. Flagship creates customized chemical blends to return them to their original color and extend the useful life of your large capital investment.
- **Hard Floor Care**—Maintaining attractive floors requires constant effort. A complete floor care program is necessary to combat tracked in soil, continual traffic and unfortunate spills. Flagship uses effective cleaning products, up-to-date machines, professional procedures and adequate frequencies to ensure the surfaces display maximum cleanliness and shine.
- **Quality Control**—Flagship's QC methodology includes constant

#FlagThis

We serve the **#1 airports** in the mega and large categories in the 2018 *JD Power NA Satisfaction Study*SM: **MCO and SNA**



TAB 6—CUSTOMER SERVICE PLAN

Orlando International Airport (ITN 03-20)

monitoring of your account by senior staff, as well as regular discussions with key MCO staff to understand what's going on at the airport. Cutting edge technologies also help us monitor quality and make this information available to airport staff on-demand. Flagship Intuition is our proprietary technology for performance and quality control. It enables us to track work orders and periodic work and includes a customized dashboard that enables select Airport staff to check real-time KPIs on-demand.

- **Technology Deployment**—In addition to Flagship Intuition, other key technologies include a QR code system for feedback from travelers or MCO staff, autonomous equipment to improve efficiency, Kaivac restroom deep cleaning system, color-coded maps to show scheduling, heat mapping to identify activity, and more. All of these systems drive efficiency, provide data-driven reporting, increase transparency, and improve overall site cleaning and customer satisfaction.
- **Employee Retention**—FrontGate is our comprehensive process for recruiting talented employees, carefully screening them for employment eligibility and criminal backgrounds, taking the time to onboard them properly, and using behavior-based screening to match them to the right position for their skill-set and personality. FrontGate has helped us increase our retention rates by 20%.
- **Employee Engagement**—We have built an employee-focused culture in order to ensure that our employees are committed to doing their best work every day, including promoting from within. An engaged employee is more likely to deliver quality work, commit to safety, and deliver great customer service.
- **Customer Service Training**—One of the key drivers for success in J.D. Power surveys is providing top notch customer service. Flagship staff receive specific training in how to interact with the public and carry laminated maps so that they can offer directions. Maintaining a professional appearance and a neat cart also contribute to a positive impression.
- **Getting Employees Badged Quickly**—Our standard background checks for all job applicants are similar to those required by the TSA. We know how to get our employees badged and ready for the first day of service and will work closely with MCO staff to ensure that we're on schedule to have everyone in place.

#FlagThis

Actions speak louder than words, and our custodians are trained to take action when passengers need help—whether that's finding a lost wallet or rescuing a basket of lost puppies.



#FlagThis

"Based on Flagship's carpet cleaning effectiveness, we changed our replacement schedule from 3-5 years to 5-7 years!"



Torre Burke
GOAA Interiors Director

- **Working Around Major Expansions**—As MCO constructs its new terminal, Flagship will adjust its schedules as needed to accommodate construction without any interruptions in service. At San Diego and John Wayne Airports, we have worked closely with the airport authority to support major expansions (over 200,000 square feet at SNA, and over 500,000 additional square feet at San Diego).
- **Video and Hands-On Training**—Corporate training staff work with staff during the transition, as well as frequent refresher training. We combine videos with hands-on training so that employees retain what they've learned. Our training program drives quality and customer satisfaction by teaching standardized cleaning processes.
- **Community/Culture**—Cultural alignment between customer and service provider is one of the key factors in the success of any maintenance contract. Flagship does not simply move our staff into the airport, we work hard to understand MCO's culture, goals and outcomes.
- **Communication & Transparency**—We will continue to provide all the information you need to evaluate our performance and ensure continuous improvement. This includes daily updates via our Intuition portal, weekly meetings, weekly progress reports, regular site visits by senior management, business reviews with senior management participation, and metrics available on demand via our portal.
- **Ongoing Dialogue**—We will continue to engage you with ideas, recommendations, areas of service improvement, scheduling improvements, new equipment, chemical or green cleaning method changes, cost savings, innovations, and new technologies to ensure that our services don't grow stale and we continue adding value.
- **No Risk of an Unsuccessful Transition**—Flagship already has an experienced team in place that is dedicated to the success of your airport and eager to build upon our past success to ensure its ongoing success.

#FlagThis

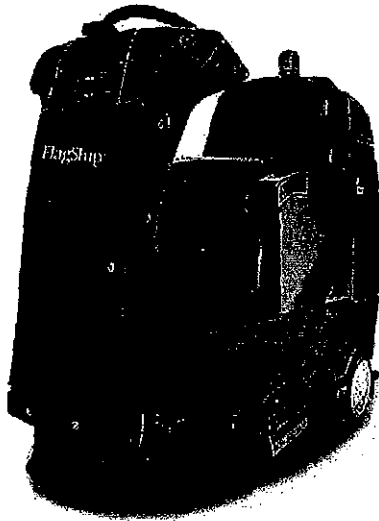
We're trained and ready to respond to natural disasters at our airports, from hurricanes in Florida to snow, hail and tornados in Texas and earthquakes in California.



New Systems to Improve Cleaning

Flagship intends to implement these technologies at MCO which will provide labor efficiencies through automation and achieve improvements in cleaning quality.

BrainOS®



ICE RS26 Robotic Floorcare Machine

Flagship plans to use two Brain Corp intelligent floorcare machines to maximize productivity and increase efficiency in the cleaning process. Our staff machine will scrub and clean an area of the airport, then let the autonomous NSS machine burnish the areas so that the team can move on to new locations. The payback ROI is approximately 16-20 months.

X TaskWatch



Hipaax TaskWatch

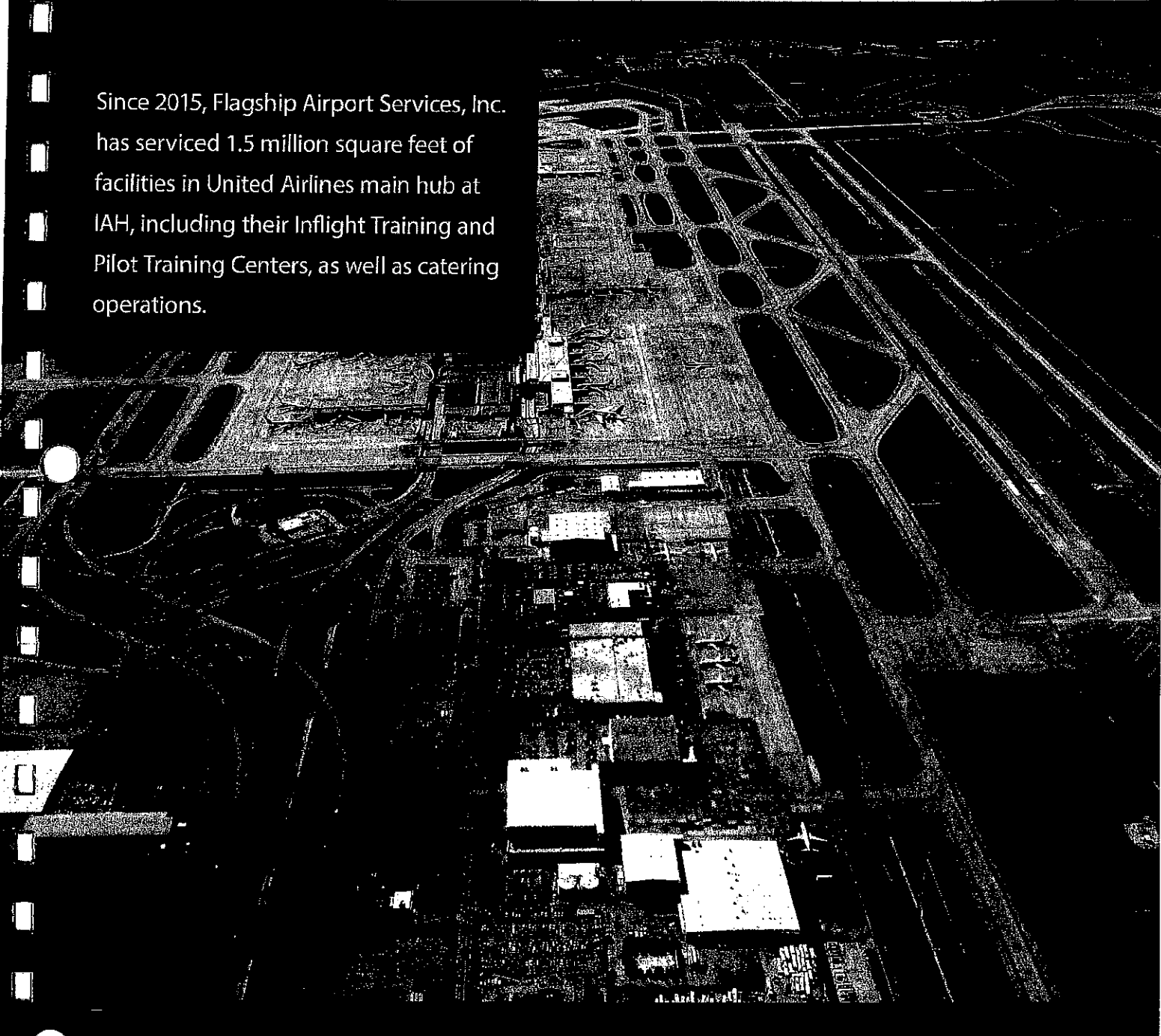
Hipaax's customizable TaskWatch wearables software platform and app reminds front-line staff when restrooms need to be cleaned. Its hands-free operation provides haptic feedback, or subtle vibrations, without disturbing them in their work.

Bluetooth sensors at the restroom doorways count the number of users. When 150 customers have passed through a restroom, a notification is sent to the janitorial team.

GEORGE BUSH HOUSTON INTERCONTINENTAL AIRPORT

Flagship Client Since 2015

Since 2015, Flagship Airport Services, Inc. has serviced 1.5 million square feet of facilities in United Airlines main hub at IAH, including their Inflight Training and Pilot Training Centers, as well as catering operations.



FlagShipTM
AIRPORTS

Tab 7—Training Plan

3.7 Each Proposer shall provide a detailed training plan that Proposer intends to utilize to train personnel in relation to terminal janitorial maintenance services including customer service and describe how Proposer 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 Proposer will ensure the completeness of the subject matter, and the method through which the training will be provided.

Initial Orientation

At any service company, a large percentage of employee turnover occurs within the first 30 days after hire. Flagship's comprehensive on-boarding process is designed to reduce turnover and position employees to succeed. It includes:

- A general company orientation session that introduces a video that introduces the new employee to Flagship's six core values: Respect, Caring, Customer Focused, Accountability, Safety, and Integrity. We also present an overview of Flagship's Employee Handbook and Code of Conduct.
- All new employees attend a general safety orientation that discusses hazards frequently found on the job and the role of each employee in maintaining Flagship's corporate safety culture.

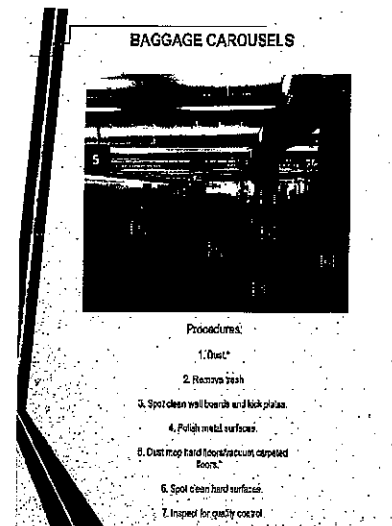
Pre-Assignment Training

All front-line employees go through an extensive pre-assignment program that goes over the basic procedures required to successfully accomplish their daily work. Subject matter includes:

- IIPP
- BBP
- Dust & Spot Cleaning
- Dust Mopping & Wet Mopping
- Chemicals
- Trash Removal
- Restroom Cleaning
- Vacuuming

Our training also includes the use of videos and illustrated job descriptions to show the proper techniques used by custodial staff in properly performing functions such as restroom cleaning. This training is customized to the specifics of Orlando International Airport, including specific hazards, specific equipment, and emergency procedures.

Our program meets OSHA training requirements and is in compliance with local and state regulations. It includes best



We use videos and illustrated job descriptions to show the proper techniques used by custodial staff in properly performing functions such as restroom cleaning.

▼ TAB 7—TRAINING PLAN

Orlando International Airport (ITN 03-20)

practices from many years of practical, on-site experience as well as outside training consultants who periodically review our programs and make suggestions for improvement.

A member of Flagship's EH&S Department will be an essential member of our transition team. He or she will walk your site and go over any procedure manuals that are available in order to create a customized training module for all front-line workers who are being assigned to one of your sites.

SME Mentoring

Once they have completed their initial company orientation and pre-assignment training, Flagship employees partner with a Subject Matter Expert (SME) so that they may learn the safest and most efficient procedures, and develop an understanding of Flagship's performance standards.

In addition to daily monitoring by on-site supervisors and Flagship's executive team, all Flagship custodial employees undergo periodic refresher training in basic janitorial techniques and knowledge of your site. This training includes:

- Specific training in the tasks the employee is required to perform on a daily basis. For example, window cleaners will receive training in glass cleaning, restroom cleaners in the proper use of disinfectants, etc.
- Proper use of equipment such as machines, vacuums, scrubbers
- Equipment maintenance and care
- Chemical safety and efficient usage
- Proper dilution of chemicals for indoor use

▼ TAB 7—TRAINING PLAN

Training Frequencies

- Employee Orientation: Immediately after hire.
- Initial Site Training: Offered prior to start date, with spot corrections by supervisors as needed.
- Refresher Training: Offered on an as-needed basis.
- Safety Meetings: Monthly seminars, including safe use of chemicals, safe lifting, and other relevant topics.
- Blood Borne Pathogens: Offered before job assignment, with annual refresher training.

Number of Hours

All new employees go through a 4-5 hour company orientation as well as 40 hours of training on-site, partnering with a Subject Matter Expert (SME). The partnership includes discussions of the specifics of the site, including specific hazards, specific equipment, emergency procedures, and other idiosyncrasies of the site. At the end of the 40 hours, Flagship uses a checklist to make sure that the employee understands each of the key elements in the training and is ready to begin his or her regular duties.

Training Materials

Flagship training materials include our Employee Handbook, Code of Conduct, specialized manuals for specific disciplines such as floorcare, PPE, etc.

Record Keeping

Flagship maintains records for all employee training sessions, including OSHA, Blood Borne Pathogens and other required safety programs. Employees are required to sign in to record their attendance at each session, and these records are maintained by our Human Resources Department for all employees. HR personnel make sure that front-line employees have completed all required training modules in a timely manner.

Retention time for records is based on Flagship and regulatory requirements.

Comprehensive Training for the Airport Environment



Pre-Assignment Training

- Airside secure areas
- AOA Access
- AOA Ramp Safety
- AOA Environmental
- AOA Gate Entry System Orientation
- Proper lifting
- Vacuuming
- Removal of trash and plastic liner replacement
- Dust and wet mopping
- Usage of safety equipment signs
- Dusting
- Glass spot cleaning
- Carpet spotting
- Restroom disinfectant cleaning
- Safety procedures
- Public restrooms and showers
- Club lobby



In-Service Training

- Chemical identification and appropriate usage
- Equipment usage and maintenance
- Cleaning techniques
- Airport security, understanding of air and landside operations
- Airport badging and security
- Leadership training for managers and supervisors
- Customer service role in support of Airport staff
- Hospitality training
- Food court procedures
- Interpreting FID monitors
- Operating high lifts
- Stormwater training
- Cleaning up sharps and disposing of them safely
- Preventing exposure to blood borne pathogens



TAB 7—TRAINING PLAN

Training for Special Areas of the Airport

Employees also receive special training based on the specific area of the airport where they'll be working. For many roles, we have "Day in the Life" videos in which the employee is presented with an overview of what a typical day will be like in that role. This gives the employee a realistic overview of our expectations for them and helps them determine whether they're suited for that particular position.

- Employees who clean restrooms receive specific training in Flagship's method of servicing them, including a Day in the Life video, training in the safe use of a Kaivac machine, smart restroom technologies, and a visually-oriented manual that goes over the proper procedures for servicing these facilities.
- Employees who work in high security areas such as SIDA (FIS/ Customs) are trained in the specific security procedures related to those areas.

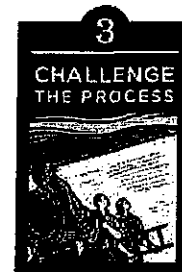
Leadership Training

Flagship's comprehensive leadership training program includes:

- A three-year schedule of leadership management seminars for all managers and leadership team members. Workshop topics include Development of Decision-Making Skills, Diversity in the Workplace, Creative Problem Solving, and Components of Critical Thinking.
- Flagship 360 Leadership Practice Inventory (LPI): Designed to help all executives in the company (Director and above) gain perspective into how they see themselves as leaders, how others see them, and how they can improve.
- Leadership Development for Supervisors: In 2019, Flagship plans to implement a competency library that defines the skill set required for every leadership position. It includes ten core modules, including Essentials of Supervisory Leadership, Communication Essentials, Coaching & Developing Others, and Goal Setting Basics.

Passport Program

To encourage employees to adopt the company's core values, Flagship has implemented its Values Passport program, a fun,



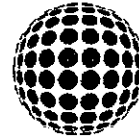
The Flagship 360 Leadership Practice Inventory (LPI) gives senior executives the opportunity to evaluate themselves based on The Five Practices of Exemplary Leadership shown above.

▼ TAB 7—TRAINING PLAN

interactive way for employees to engage with their fellow team members and win prizes. It includes Values Discussions with company leaders during regular team meetings to help reinforce their understanding of the Flagship Values.

Floorcare Certification

Flagship delivers Best in Class floorcare services by hiring experienced floor techs and offering them extensive in-house training. In addition, employees who demonstrate a desire to learn floor care techniques are given an opportunity to be mentored using both internal and external training processes. The expertise of our in-house training department is supplemented by support from vendors such as Karcher Equipment and Diversey Chemicals. Currently we have Floor/Utility/Detail Crews certified at several airports, including GCI Certification at MCO, TPA, DFW, and SAN and IICRC Certification at SNA.



IICRC
Institute of Inspection Cleaning
and Restoration Certification



THE CARPET AND RUG INSTITUTE



Active shooter

Flagship distributes an Active Shooter training module to all of its employees. It is available in English and Spanish and includes a list of warning signs to identify co-workers who might become violent, best practices to respond to the threat of violence, and options for responding to active shooter situations. Our online Learning Management System (LMS) also includes a video entitled "Active Shooter Workplace Violence."

Hurricane

All employees are trained in basic emergency communication, response, and evacuation procedures, including emergency roles and responsibilities. This plan includes the types of natural disasters that may occur in a particular region, such as hurricanes.

Retraining and Remedial Actions

Flagship supervisors walk the site every day to ensure that our quality standards are consistently maintained. Supervisors may make spot corrections or assign retraining if they see a custodian working inefficiently or unsafely. We also closely monitor inspection scores, and may assign remedial actions based on poor inspection scores for a certain area of the facility.

Blood-Borne Pathogens

Blood borne pathogens are transmitted when contaminated blood or body fluids enter the body of another person. This can occur through a number of pathways, such as contact between mucous membranes (eyes, nose and mouth) and infected body fluids such as a splash of contaminated blood to your eye, nose, or mouth; open cuts or skin abrasions coming into contact with contaminated blood or body fluids; or accidental puncture by a contaminated sharp object, such as a finger stick with a used hypodermic needle.

Anyone cleaning or providing maintenance in public areas is required to always wear personal protective equipment such as gloves while performing any task. This greatly minimizes the risk of accidentally coming in contact with blood borne pathogens or OPIM. If any of our staff experience an exposure, they are required to immediately flush the area with water and report the incident to their supervisor.

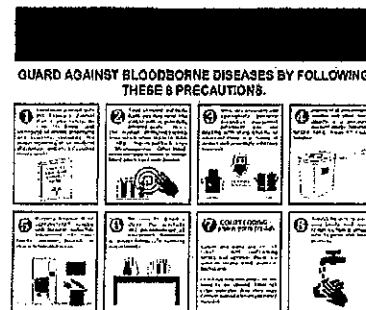
Blood Borne Pathogens

Blood borne pathogens are pathogenic microorganisms that are present in human blood and can cause disease in humans.

These pathogens include, but are not limited to:

- HBV: Hepatitis B Virus
- HCV: Hepatitis C Virus
- HIV: Human Immunodeficiency Virus (AIDS virus)

Blood borne pathogens are transmitted when contaminated blood or body fluids enter the body of another person. This can occur through a number of pathways, such as contact between mucous membranes (eyes, nose and mouth) and infected body fluids.



Examples of blood borne pathogens

- Splash of contaminated blood to your eye, nose, or mouth
- Open cuts or skin abrasions coming into contact with contaminated blood or body fluids
- Accidental puncture by a contaminated sharp object, such as a finger stick with a used hypodermic needle.

Other potentially infectious materials

Other potentially infectious materials (OPIM) include any human body fluids, such as semen, vaginal secretions, cerebrospinal fluid, saliva in dental procedures and any other body fluid that are visibly contaminated with blood such as saliva or vomit.

In situations where it is difficult or impossible to differentiate between body fluids such as emergency response, it is better to play it safe and assume that OPIM may be present.



Preventive Measures

Anyone cleaning or providing maintenance in public areas is required to always wear personal protective equipment such as gloves while performing any task. This greatly minimizes the risk of accidentally coming in contact with blood borne pathogens or OPIM.

If you experience an exposure, immediately flush the area with water and report the incident to your supervisor immediately.



Always treat bodily fluids as potentially infectious and take all necessary precautions to prevent accidentally coming into contact with blood or bloody fluids.

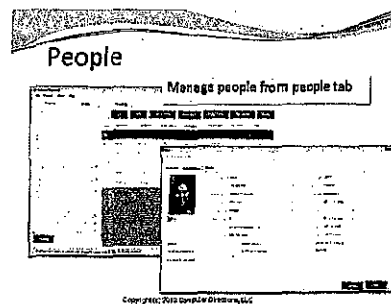
TAB 7—TRAINING PLAN

Orlando International Airport (ITN 03-20)

Sample Employee Training Record

Flagship's Corporate EH&S Manager uses Training Tracker software to manage the training process and make sure that all employees maintain current training requirements, including OSHA.

All scanned sign-in sheets are uploaded to an editable online document so that regional HR people can confirm that employees have gone through required training sessions. Our HR Department informs the EH&S Manager of all new hires and terminations, and he sends the information to the Supervisors to double-check for accuracy.



Manage Tasks for 1 Person

Name: S JANITOR Job Title: JANITOR SSK: JANITORIAL Dept: JANITORIAL Phone: ID Badge: Category: Email: Division: Region 10 JAN

Main Menu Add Task Filter - Note Contains Filter Clear Filter

Manage Tasks 1 Person Add a Group of Tasks

Task	Date Due	Completed	Expires	Hours	CAUs	Cost	Grade	Note
Mark Complete Edit Lifting and Back Safety	4/30/2018			0.5	0	0		
Mark Complete Edit Electrical Safety	3/31/2019	3/24/2019		0.5	0	0		
Mark Complete Edit Bloodborne Pathogens	2/28/2019	3/5/2019		0.5	0	0		
Mark Complete Edit Behavior Based Safety PMS Program	1/31/2019	1/28/2019		0.5	0	0		
Mark Complete Edit Substance/Drug Abuse Awareness	12/31/2018	12/20/2018		0.5	0	0		
Mark Complete Edit Asbestos - General Awareness	10/31/2018	11/16/2018		0.5	0	0		
Mark Complete Edit Exps, Trips, and Falls	11/30/2018	11/19/2018		0.5	0	0		
Mark Complete Edit Personal Protective Equipment	9/30/2018	5/30/2019		0.5	0	0		
Mark Complete Edit GHS Labels and SDS	7/31/2018	7/26/2018		0.5	0	0		
Mark Complete Edit Hazard Communication	6/30/2018	6/30/2018		1	0	0		
Mark Complete Edit Heat Stress	5/31/2018	5/30/2018		0.5	0	0		
Mark Complete Edit Hepatitis B Vaccination	4/30/2018			0	0	0		
Mark Complete Edit Injury and Illness Prevention Program (IIPP)	4/30/2018	4/30/2018		0.5	0	0		
Mark Complete Edit Fire/Haz Safety Orientation - Custodial	4/30/2018	4/30/2018		1	0	0		
Mark Complete Edit Substance/Drug Abuse Awareness	4/30/2018	4/30/2018		0.5	0	0		

Recruiting Program

Flagship FrontGate is our comprehensive approach to hiring employees who are organized, dependable, and can work well with their teammates. It is designed to ensure that they're qualified for the position, have the right attitude to succeed, and always put safety first.

This program has enabled us to reduce our injury rate, since 30% of our injuries involve new employees. It also provides our employees with the guidance and support they need so that we can reduce our turnover rate and offer our best employees opportunities to advance within our organization.

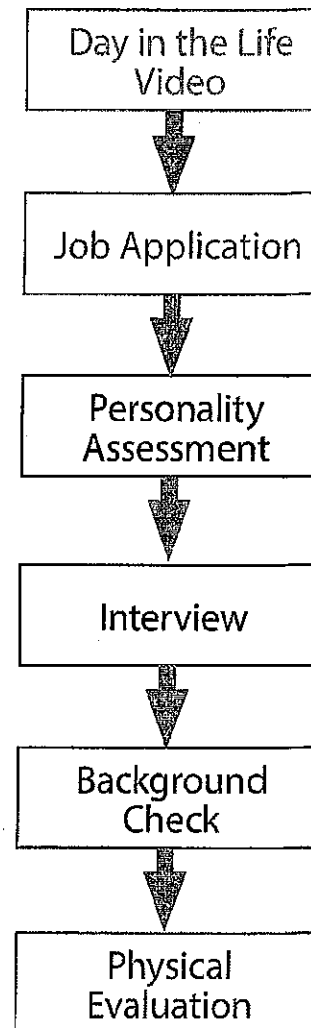
Step 1. Talent Acquisition

Flagship is a highly selective employer, and our recruiting process is designed to identify elite candidates for every position. The screening process for each candidate includes:

- Applicant watches "Day in the Life" video that familiarizes him or her with the position they're applying for
- Applicant completes Job Application and submits to HR
- Applicant completes an online personality assessment that measures the candidate's reliability, work ethic, safety consciousness, and other key factors. This assessment is customized to the position the candidate is applying for. Flagship's HR Department reviews the results of the online assessment to determine whether candidate is a good fit for an available position. This assessment also provides insight in how to manage the candidate to achieve maximum performance.
- HR interviews all qualified candidates.
- HR Department makes job offer, contingent upon the results of a comprehensive criminal background check. We also use E-Verify and a document scanner to ensure that the candidate's identity documents are legitimate and he or she has the legal right to work in the U.S.
- Hiring is contingent upon the candidate's ability to pass a physical evaluation by a physician, offered at a Flagship-preferred clinic. This evaluation is based on the physical requirements listed in the job description and is designed to assure that the candidate

FrontGate

FrontGate has enabled us to increase our employee retention rate by 20%



TAB 7—TRAINING PLAN

will be able to handle the demands of the position, such as lifting, pushing a cart, and other physical activities.

Step 2. On-Boarding

The on-boarding process is crucial to ensuring the success of any new employee. It includes:

- A general company orientation session that introduces a video that introduces the new employee to Flagship's six core values: Respect, Caring, Customer Focused, Accountability, Safety, and Integrity. We also present an overview of Flagship's Employee Handbook and Code of Conduct.
- All new employees attend a general safety orientation that discusses hazards frequently found on the job and the role of each employee in maintaining Flagship's corporate safety culture.
- Each new employee receives on-the-job training, specific to the work they will be doing. Training forms are signed and maintained in employee files.

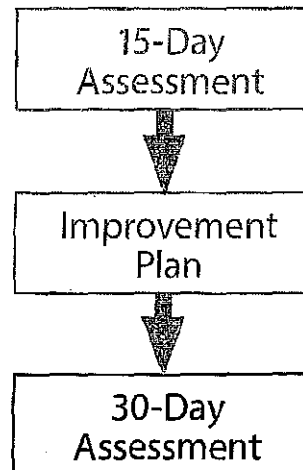
Step 3. Employee Engagement

Many companies experience extremely high turnover of new employees because they fail to ensure that new employees have the proper training, tools, and mindset to complete the job safely and efficiently. FrontGate is designed to enable us to identify potential issues quickly and gauge the employee's ability to take direction and make improvements:

- After 15 days, the supervisor or lead performs a New Hire Assessment.
- Issues identified are included in a 15 Day Performance Improvement Plan.
- The employee is reassessed after his or her 30th day of employment.



Flagship uses an online assessment tool to evaluate applicants' personality characteristics and attitude toward work-related issues.



FrontGate

Flagship's Model Program for Employee Retention

hiring the right people

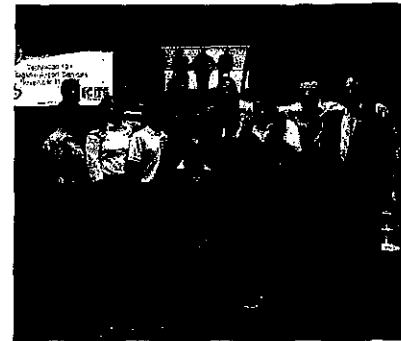
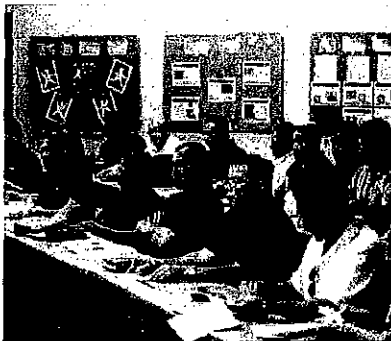
- We're a selective employer that's always recruiting through job fairs and other community events
- HR does in-person interviews of all applicants
- Elite personality assessment tool measures applicants' attitude toward work and work-related issues, level of commitment to their job and employer, and fitness for the position they're applying for, based on their personality characteristics and cognitive abilities.
- Values Passport program reinforces company's six core values: Respect, Caring, Customer Focused, Accountability, Safety, and Integrity.

treating employees the right way

- Competitive wages and benefit packages enable our employees to treat custodial work as a career.
- Annual employee reviews
- Financial incentives including referral bonus and spot bonuses
- Recognition parties to reward excellence and promote teamwork
- Employee of the Month
- Ongoing training is key to retaining our best employees and always meeting our customers' high standards for quality and efficiency.
- Behavior-based safety program through DuPont Sustainable Solutions focuses on risk reduction and teamwork.

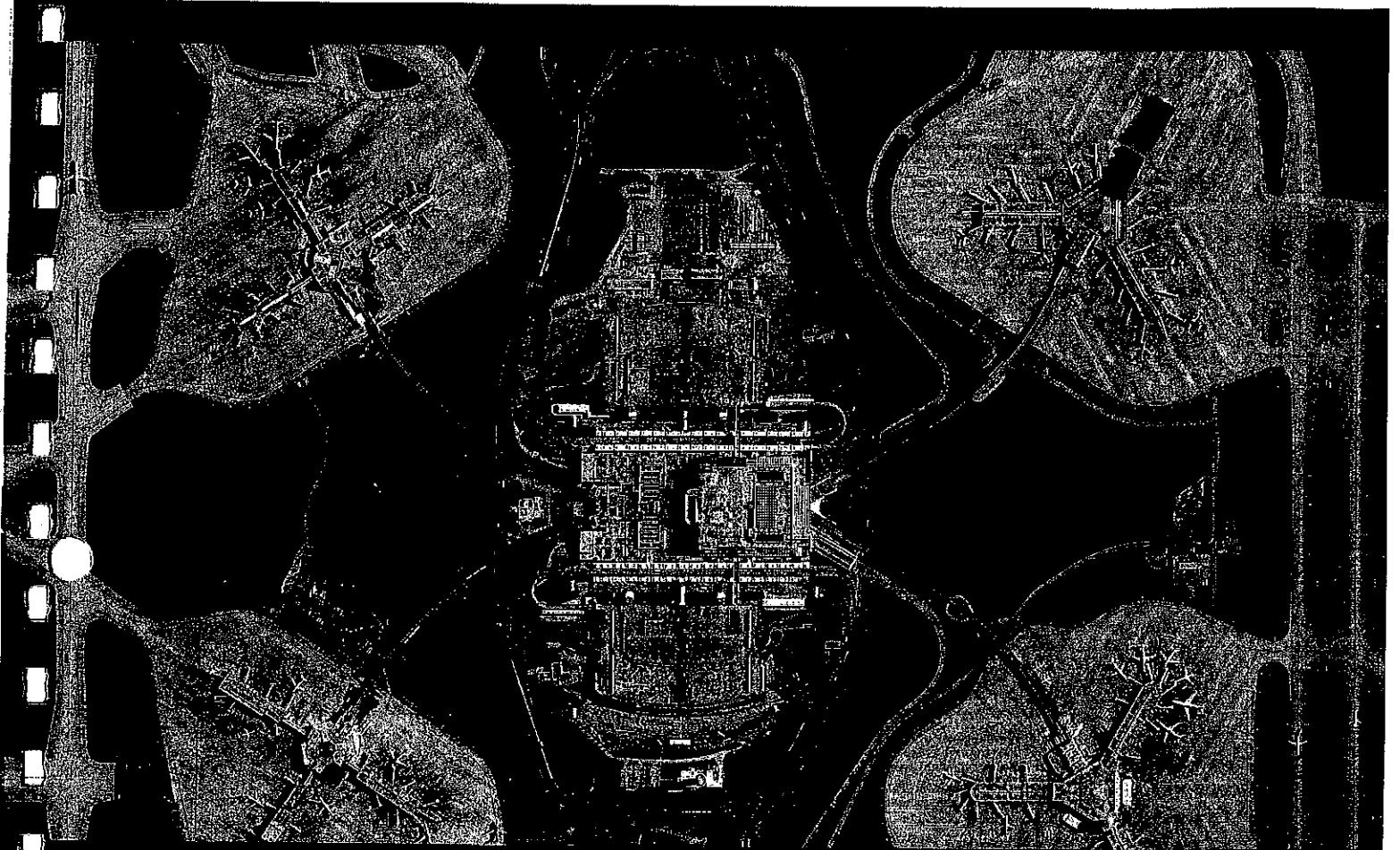
developing careers

- Flagship promotes from within, and many of our supervisors and managers began their careers in front-line roles.
- Three-year schedule of leadership management seminars for all managers and leadership team members. Workshop topics include Development of Decision-Making Skills, Diversity in the Workplace, Creative Problem Solving, and Components of Critical Thinking.
- Competency library for supervisors including Essentials of Supervisory Leadership, Communication Essentials, Coaching & Developing Others, and Goal Setting Basics.



ORLANDO INTERNATIONAL AIRPORT

Flagship Client Since 2014



- Flagship has been providing janitorial services since 2014 to J.D. Power's number one airport in customer satisfaction among Mega airports, Orlando International Airport. We were able to achieve immediate results and create a much more pleasant facility for passengers and staff by improving carpet cleaning, eliminating soiling from restroom grout, and cleaning unpolished limestone. These changes will enable Orlando to extend its carpet replacement schedule and save money on this important capital investment.
- We are also working with the Airport to support a \$1.8B expansion project that will include a new South Terminal Complex.

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Tab 8—Safety Plan

3.8 Each Proposer shall provide with its Proposal an existing copy of the Proposer'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.

Flagship's supervisors walk the site everyday, observing how employees do their work and making immediate corrections whenever they notice unsafe or inefficient behavior.

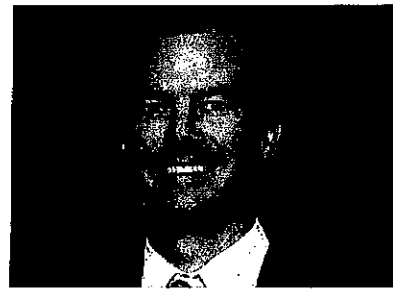
Flagship does not directly offer financial incentives to promote safe working conditions and operations because they may unintentionally provide employees an incentive to not report injuries. Flagship does offer incentives that promote worker participation in safety-related activities, such as identifying hazards or participating in investigations of injuries, incidents or "near misses." At some locations, we hold a recognition party to mark milestones such as a certain number of months without a reportable incident.

Flagship's safety program includes:

- A formalized documentation system for ongoing training
- An annual training calendar
- Customized training modules that address the potential hazards at each site.
- Job Safety Analyses that break down required tasks to determine potential hazards and recommended safe procedures to complete those tasks
- Training modules focused on each employee's specialty area and give them opportunities for advancement.

We have implemented a Ramp Safety Program that provides additional safety requirements and training over and above those required by local airport authorities. This includes drug testing (pre-employment and annual retesting) and audiometric testing (baseline and annual per OSHA). Flagship's Safety Department conducts periodic audits of the ramp program that includes employee interviews, physical observations, ramp equipment inspections, PPE evaluation, etc.

Flagship tracks each supervisor's safety record on a monthly basis. The goal is to encourage supervisors to address potentially risky situations in the workplace. In addition, all Flagship supervisors are required to complete a training course on Safety Roles &



COLIN SHIELDS

Director of Environmental Health & Safety

Colin oversees Flagship's corporate workplace Safety Culture as well as implementation of the DuPont safety program. He has a B.S. from George Mason University and is certified in Project Management (PMP), Associate Project Management (CAPM) and Six Sigma Green Belt.



**DuPont
Sustainable Solutions**

Flagship partnered with DuPont Sustainable Solutions to improve our already excellent safety record by engaging employees at every level of our organization in taking responsibility for their own safety, as well as the safety of their fellow team members and customer employees and passengers.

TAB 8—SAFETY PLAN

Orlando International Airport (ITN 03-20)

Responsibilities conducted by the Safety Dept. management. Special training and awareness is also conducted on Client and Passenger Safety. The performance of each of Flagship's supervisors is measured based on the following specific Key Performance Indicators for safety:

FlagShip

JOB SAFETY ANALYSIS

JOB TITLE: Janitor (DFW Airport)

DOCUMENT NO.: JSA - 025

DATE: January 20, 2019

REVISION: A

DIVISION:	☒ Facilities	☐ Sweeping	☐ FSG	☐ Cafe
REGION:	☐ 10 ☐ 20 ☐ 21 LAX ☐ 21 BUR ☐ 25 SNA ☐ 29 SAN	☐ 40 ☐ 41 PHX ☐ 70 ☒ 71 DFW ☐ 72 SWP ☐ ALL		
ACCOUNT NO. (if applicable):	All		OVERTIME?	☒ YES ☐ NO
WORK DAYS:	☒ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat			

Job Description: Cleans public areas of visible debris in the airport. Mops, vacuums, and empty trash receptacles from all areas, including passenger jetways. Cleans restrooms re-stocking all supplies, empties trash receptacles, cleans counters, and mops and cleans all visible debris from floor/counters. Disposes of all trash in approved receptacles.

Task/Step	Potential Hazards	Recommended Safe Job Procedures
Lifting bags of trash/garbage	Injury's associated with lifting, twisting, and turning. Exposure to contents of bag	Never overload trash bags or other containers. Always practice proper lifting techniques. Wear gloves and other provided PPE when required
Walking on wet or greasy surfaces	Falls, contusions, fractures	Be aware of trip, slip, and fall hazards. Report all hazards, and keep area free of foot traffic until hazard has been removed.
Lifting bags of trash into outside dumpster/receptacle	Injury's associated with lifting, twisting and turning. Exposure to contents of bag	Never overload trash bags or other containers. Always practice proper lifting techniques. Wear gloves and other provided PPE when required
Pushing/pulling various carts, barrels and containers with trash and other materials	Sprains, strains, falls	Never overload carts/barrels. Insure view is not blocked by barrel/cart contents. Use ergonomically correct posture when pushing/pulling carts/barrels
Separating recyclables from trash	Exposure to discarded objects/trash. Punctures and lacerations	Always wear provided PPE. Use caution when separating contents, never reach into areas that you cannot see

1. Completion of On-the-Job (OTJ) Safety

Orientations—Supervisors conduct a new hire orientation (1.5 to 2 hours plus) on an employee's first day that encompasses: 1) proper training on how to use equipment effectively and safely; 2) safe handling of chemicals; 3) personal protective equipment requirements; 4) building-specific emergency response procedures; and 5) other OSHA mandated safety training. Initial onboarding includes a one (1) hour video that cover the basics of company safety programs, including (for example): 1) Safe Behavior; 2) Bloodborne Pathogens; 3) Injury Reporting; 4) Disciplinary Policy; 5) General Safety Rules; and 6) the Drug and Alcohol Standard.

2. Completion of Required Staff Training—Front-line employees complete monthly regulatory training per OSHA standards, as well as weekly tool box talks. Supervisors must submit training sign-in sheets to the Corporate EHS Department which logs employee training into a training database and archiving the documentation.

3. Completion of Post Injury/Incident Investigations—Once an incident is reported to the Corporate Safety Department, the responsible Supervisor is required to complete an investigation using the '5-Why' investigation technique to identify basic/root cause(s).

4. Completion of Corrective Actions—Based on the findings of the root cause analysis, the Supervisor must identify what corrective action(s) will need to be implemented and completed in a timely manner (based on a risk analysis process) for the purpose of mitigating or eliminating the cause of the incident. This may include: 1) additional training (such as slips, trips, and falls, proper lifting, etc.); 2) more effective administrative and engineering controls of an unsafe condition; and 3) correction of an unsafe act/behavior. Corrective actions may also include follow-ups from safety inspections and audits.

Job Safety Analyses break down required tasks to determine potential hazards and recommended safe procedures.

TAMPA INTERNATIONAL AIRPORT

Flagship Client Since 2015



Flagship has been providing janitorial services at Tampa International Airport since October 2015. When we took over the airport's janitorial contract from a 35-year incumbent provider, Flagship methodically transitioned over 95% of the incumbent staff, including several of the incumbent managers. In addition, 50 of the frontline staff were employed on a part time basis, so Flagship transitioned them into full-time positions. We currently clean 1.8 million square feet of space throughout the airport's four concourses. With Flagship, the Airport Authority has realized its goal of achieving long-term cost savings while maintaining the same high level of janitorial services.

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Tab 9—Quality Control

3.9 Each Proposer shall provide a detailed quality control/continuous improvement plan that Proposer intends to maintain and improve required performance.

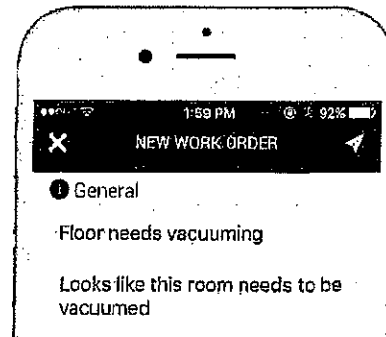
Flagship's quality control program doesn't simply mean double-checking our work, it is a holistic approach to providing janitorial services that permeates every aspect of our work, from the equipment and supplies we purchase to the way that we train and manage our employees, including not only front-line staff but also behind the scenes functions such as IT and Accounting. Our goal is to create an environment that empowers and encourages all our team members to do the job right the first time, along with a system of checks and balances to ensure predictability, consistency, and continuous improvement.

We build quality into our process by providing state-of-the-art equipment, defining tasks and responsibilities so that expectations are clear, and supervising and monitoring each employee's performance. We also tailor requirements for each site to deliver appropriate services, supervision, and account management, and gather feedback for improvement if needed.

Our program also establishes company-wide standards for quality and benchmarks that enable us to compare the quality of our service to industry standards, while also incorporating the observations and expertise of our employees.

A SYSTEM OF CHECKS AND BALANCES

- Site Manager meets with and directs staff daily at the start of their shift.
- Site Manager and Supervisors roam the facility daily checking on staff work, directing them on cleaning processes that require improvement, and providing corporate support such as bringing them additional equipment as needed.
- Site Manager and Assistant Manager check our Work Order Reports on a daily basis, completing our daily duties and checking out as instructed.
- On a weekly basis, our Site Manager prints out our Periodic Work Order Schedule for floor work to be assigned to the Floor Crew.
- Our Inspector utilizes our tablet system to do an inspection of the areas we service each month and do a quarterly inspection of all areas in detail. On a quarterly basis, we submit a complete inspection report to customer representatives.



Flagship Intuition simplifies the process of creating work orders and immediately notifies site personnel via their smartphones.



Flagship uses QR Codes, which will enable passengers to report defects at restrooms not tied in to your current notification system.

Flagship's Principles of Quality Control

**PEOPLE**

Do the job right the first time. Hire the right people and give them the training and support they need to be successful.

**SUPERVISION**

Supervisors meet with employees at the start of every shift and walk the site every day so they can make spot corrections and encourage employees to communicate issues.

**TECHNOLOGIES**

Scalable technologies for customers of every size, including biometric timekeeping and work order tracking. At larger locations, we offer Flagship Intuition, a comprehensive tool for third-party inspections.

**CHECKS & BALANCES**

Executives monitor every account, including staffing and financial performance.

**COMMUNICATION**

Shift Manager is easily accessible by phone or email, and regular meetings help to establish and confirm priorities. Formal semi-annual Business Reviews for larger customers..

**BENCHMARKING**

Experience with hundreds of customers and industry knowledge helps establish right staffing levels for each customer.

**KPIs**

Find out what data will be most useful to each customer and provide it on demand.

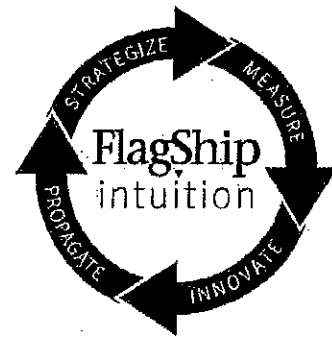
TECHNOLOGY

Flagship Intuition, powered by CleanTelligent, is our customized performance management, quality control and inspection platform that simplifies inspections, reporting, and tracking of key performance indicators including Safety, Work Orders, Complaints, Compliments and frequency schedules.

- Inspectors walk specified areas of the facility with a tablet in hand, noting the location of each defect, assigning a numeric grade based on its severity, and attaching digital photos. The app has all the tools needed to complete not only cleaning inspections, but also maintenance and fire/life safety inspections, which may be provided as an add-on item.
- Customized inspection reports are compiled automatically at contracted frequencies and sent to Airport management in PDF.
- Flagship's dashboard-style portal gives selected Airport staff access to metrics that summarize our current performance, including Inspection Scores, Number of Work Orders, Average Response Time to Work Orders, etc. The portal will also include a library of useful information, such as recent inspection reports, lists of employees authorized to work at the airport, contact information for key Flagship personnel, etc.
- Flagship Intuition's job scheduling module simplifies the creation of weekly / monthly / quarterly work schedules and automatically updates customers about scheduled events by email. It enables us to schedule and track Periodic Work Orders to make sure they are being completed at contracted frequencies.
- Custodians use their smart phones to check in every time they clean high traffic areas such as restrooms. We can easily compile reports that shows how often these facilities cleaned and adjust frequencies in response to flight schedules.

Other technologies include:

- The Kronos InTouch® timekeeping system has biometric identification capabilities to prevent "buddy punching."
- Our accounting system minimizes billing problems by integrating data from our work order and Kronos timekeeping systems directly into our accounting and financial management system, eliminating redundant keystrokes.



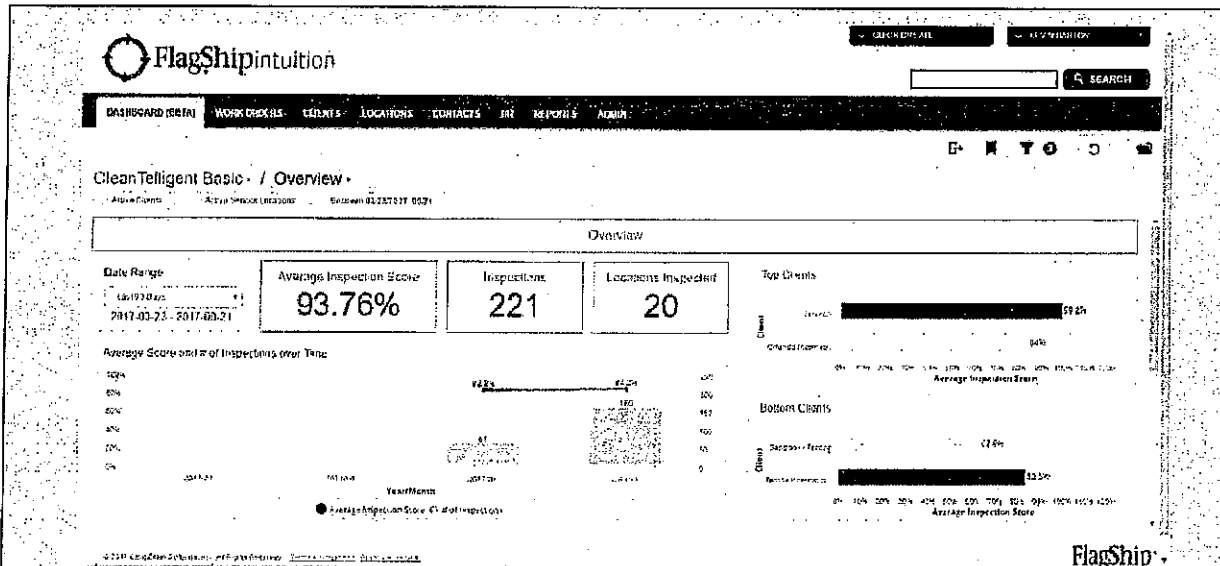
Flagship Intuition records inspections, generates reports, tracks Work Orders and Periodic Work, and tracks customized Key Performance Indicators.



Kronos offers multiple options for employees to record their time, including biometric scanning and check-in via mobile phone.

Need to know what's going on at your site? Trust your Intuition.

Flagship Intuition is our comprehensive quality management and scheduling software that enables us to display relevant KPIs to our customers on demand.



Intuition's Dashboard displays the KPIs you want to see, when you want to see them, including information on inspection scores, work order response, or other metrics to measure ROI.

The screenshot shows the 'Work Order Entry' form in the FlagShip Intuition software. The form includes fields for 'Work Order Number', 'Location', 'Work Order Description', 'Assigned To', and 'Status'. There are also checkboxes for 'Urgent' and 'Recurring'.

Intuition makes it easy to enter work orders which are automatically forwarded to the site management team so that they can be assigned to front-line staff on the next available shift.

The screenshot displays a scheduling template in the FlagShip Intuition software. It shows a grid with columns for 'Date' and 'Time', and rows for 'Location' and 'Frequency'. The template is used to schedule periodic janitorial work.

Intuition compiles schedules for periodic janitorial work to ensure contracted frequencies.

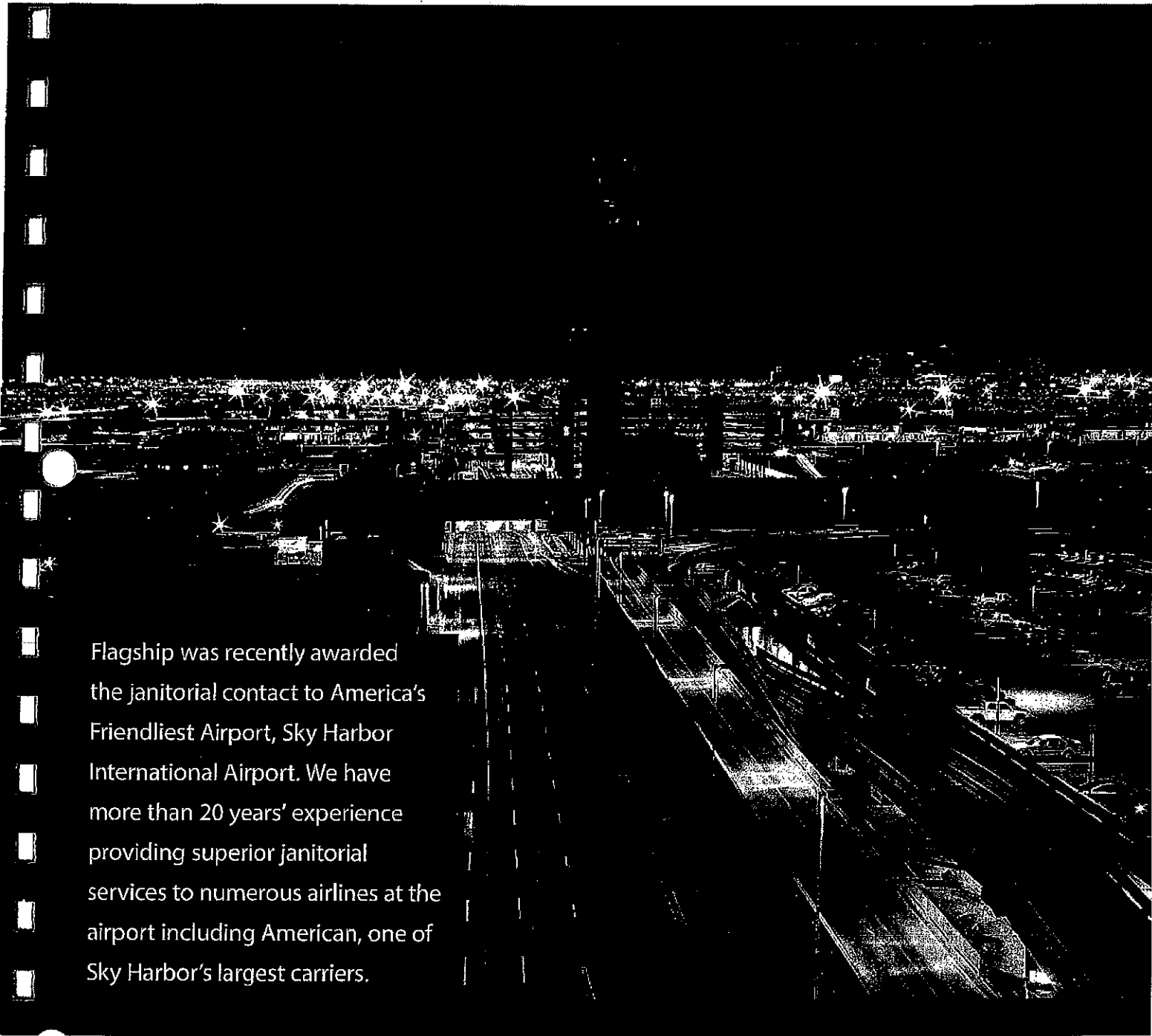
The screenshot shows a list of work orders in the FlagShip Intuition software. The table includes columns for 'Work Order Number', 'Location', 'Work Order Description', 'Assigned To', and 'Status'.

Work Order Number	Location	Work Order Description	Assigned To	Status
1000000001	Terminal 1	Janitorial Work	John Doe	Open
1000000002	Terminal 2	Janitorial Work	Jane Smith	Open
1000000003	Terminal 3	Janitorial Work	Mike Johnson	Open
1000000004	Terminal 4	Janitorial Work	Sarah Brown	Open
1000000005	Terminal 5	Janitorial Work	David White	Open
1000000006	Terminal 6	Janitorial Work	Emily Green	Open
1000000007	Terminal 7	Janitorial Work	Chris Black	Open
1000000008	Terminal 8	Janitorial Work	Alexander Grey	Open
1000000009	Terminal 9	Janitorial Work	Olivia Blue	Open
1000000010	Terminal 10	Janitorial Work	Noah Red	Open

Intuition includes detailed templates specific to your site to ensure accurate inspections.

PHOENIX SKY HARBOR AIRPORT

Flagship Client Since 1998



Flagship was recently awarded the janitorial contact to America's Friendliest Airport, Sky Harbor International Airport. We have more than 20 years' experience providing superior janitorial services to numerous airlines at the airport including American, one of Sky Harbor's largest carriers.

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Tab 10—Transition Plan

3.10 Each Proposer 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 perform under this Contract, describing the manner in which it will distribute the required labor hours by location as described in Section 1.1.4, Page S-3 of the Specification. Such plan should describe how the Proposer will handle problems which Proposer 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 Authority, the processing of I.D. badges, uniforms, and site tours, etc.

As referenced in the question above, Orlando is clearly concerned about **“problems which Proposer anticipates will be encountered to begin services under the new Contract.”** As the incumbent, Flagship obviously has significant advantages over the other companies that may wish to attempt to replicate the operation we've built at Orlando International Airport. We understand how things work at MCO and have built numerous relationships that will be extremely helpful in meeting the challenges of this transition, including the hiring and onboarding of a significant number of new staff.

We see this new contract as an opportunity to complete a top-to-bottom review of our current service in order to assure maximum efficiency and flexibility. Some of the items we intend to address during this refresh include:

- New maids' carts and new uniforms for front-line staff
- Refresher training in the revised scope
- New processes and equipment, such as Brain Corp automated cleaning equipment and Smart Watches which track restroom usages and notify cleaners when it's time to service the restroom.

Our transition plan for this new contract is included on the next page of this document.

TAB 10—TRANSITION PLAN

Orlando International Airport (ITN 03-20)

Describe the manner in which it will distribute the required labor hours by location as described in Section 1.1.4, Page S-3 of the Specification.

Tab 10, Describing how Flagship will distribute the labor hours.					
Please find here our overall staffing model to meet the project requirements and keep the Airport in a condition to achieve 'Disney' quality and the Orlando Experience.					
Site-Wide Support	# Staff	Hrs. Per Day	Days/wk	Mo. Hrs.	FTE's
On Site Manager	1.00	8.00	5.00	173.33	1.00
Assistant Manager 1	1.00	8.00	5.00	173.33	1.00
Assistant Manager 2	1.00	8.00	5.00	173.33	1.00
Assistant Manager 3	1.00	8.00	5.00	173.33	1.00
Assistant Manager 4	1.00	8.00	5.00	173.33	1.00
Assistant Manager 5	1.00	8.00	5.00	173.33	1.00
Admin. 1	1.00	8.00	5.00	173.33	1.00
Admin. 2	1.00	8.00	5.00	173.33	1.00
Admin. 3	1.00	8.00	5.00	173.33	1.00
Shift 1 Supervisor	3.00	24.00	7.00	728.00	4.20
Shift 2 Supervisor	3.00	24.00	7.00	728.00	4.20
Shift 3 Supervisor	3.00	24.00	7.00	728.00	4.20
Driver	4.00	32.00	7.00	970.67	5.60
Gondola Trash Collectors Shift 1	4.00	32.00	7.00	970.67	5.60
Gondola Trash Collectors Shift 2	4.00	32.00	7.00	970.67	5.60
Windows	3.00	24.00	5.00	520.00	3.00
Escalator Cleaners	2.00	16.00	5.00	346.66	2.00
Mechanic	1.00	8.00	5.00	173.33	1.00
Warehouseperson	2.00	16.00	5.00	346.67	2.00
Site-Wide Support					46.40
Main Terminal Level 1	# Staff	Hrs. Per Day	Days/wk	Mo. Hrs.	FTE's
Janitorial Shift 1 public areas	12.00	96.00	7.00	2,912.00	16.80
Janitorial Shift 2 public areas	12.00	96.00	7.00	2,912.00	16.80
Janitorial Shift 3 public areas	10.00	80.00	7.00	2,426.67	14.00
Floor Utility Project Crew	6.00	48.00	7.00	1,456.00	8.40
Janitorial Shift 1 private areas	0.00	0.00	7.00	0.00	0.00
Janitorial Shift 2 private areas	0.00	0.00	7.00	0.00	0.00
Janitorial Shift 3 private areas	1.00	8.00	7.00	242.67	1.40
Total					57.40
Main Terminal Level 2	# Staff	Hrs. Per Day	Days/wk	Mo. Hrs.	FTE's
Janitorial Shift 1	10.00	80.00	7.00	2,426.67	14.00
Janitorial Shift 2	10.00	80.00	7.00	2,426.67	14.00
Janitorial Shift 3	0.00	0.00	7.00	0.00	0.00
Floor Utility Crew	8.00	64.00	7.00	1,941.33	11.20
Janitorial Shift 1 private areas	3.00	24.00	7.00	728.00	4.20
Janitorial Shift 2 private areas	3.00	24.00	7.00	728.00	4.20
Janitorial Shift 3 private areas	8.00	64.00	7.00	1,941.33	11.20
Total					58.80
Main Terminal Level 3	# Staff	Hrs. Per Day	Days/wk	Mo. Hrs.	FTE's
Janitorial Shift 1	12.00	96.00	7.00	2,912.00	16.80
Janitorial Shift 2	12.00	96.00	7.00	2,912.00	16.80
Janitorial Shift 3	10.00	80.00	7.00	2,426.67	14.00
Floor Utility Crew	8.00	64.00	7.00	1,941.33	11.20
Janitorial Shift 1 private areas	2.00	16.00	7.00	485.33	2.80
Janitorial Shift 2 private areas	2.00	16.00	7.00	485.33	2.80
Janitorial Shift 3 private areas	4.00	32.00	7.00	970.67	5.60
Total	includes tunnels				70.00
Gates 1-29 Wing	# Staff	Hrs. Per Day	Days/wk	Mo. Hrs.	FTE's
Janitorial Shift 1	8.00	64.00	7.00	1,941.33	11.20
Janitorial Shift 2	8.00	64.00	7.00	1,941.33	11.20
Janitorial Shift 3	8.00	64.00	7.00	1,941.33	11.20
Floor Utility Crew	5.00	40.00	7.00	1,213.33	7.00
Janitorial Shift 1 private areas & trash	1.00	8.00	7.00	242.67	1.40
Janitorial Shift 2 private areas	1.00	8.00	7.00	242.67	1.40
Janitorial Shift 3 private areas	4.00	32.00	7.00	970.67	5.60
Total					49.00
Gates 30-59 Wing	# Staff	Hrs. Per Day	Days/wk	Mo. Hrs.	FTE's
Janitorial Shift 1	8.50	68.00	7.00	2,062.67	11.90

TAB 10—TRANSITION PLAN

Orlando International Airport (ITN 03-20)

Site-Wide Support	# Staff	Hrs. Per Day	Days/wk	Mo. Hrs.	FTE's
Janitorial Shift 2	8.50	68.00	7.00	2,062.67	11.90
Janitorial Shift 3	8.00	64.00	7.00	1,941.33	11.20
Floor Utility Crew	6.00	48.00	7.00	1,456.00	8.40
Janitorial Shift 1 private areas	3.00	24.00	7.00	728.00	4.20
Janitorial Shift 2 private areas	3.00	24.00	7.00	728.00	4.20
Janitorial Shift 3 private areas	4.00	32.00	7.00	970.67	5.60
Total					67.40
Gates 60-99 Wing	# Staff	Hrs. Per Day	Days/wk	Mo. Hrs.	FTE's
Janitorial Shift 1	8.00	64.00	7.00	1,941.33	11.20
Janitorial Shift 2	8.00	64.00	7.00	1,941.33	11.20
Janitorial Shift 3	8.00	64.00	7.00	1,941.33	11.20
Floor Utility Crew	6.00	48.00	7.00	1,456.00	8.40
Janitorial Shift 1 private areas	2.00	16.00	7.00	485.33	2.80
Janitorial Shift 2 private areas	2.00	16.00	7.00	485.33	2.80
Janitorial Shift 3 private areas	3.00	24.00	7.00	728.00	4.20
Total					51.80
Gates 100-129 Wing	# Staff	Hrs. Per Day	Days/wk	Mo. Hrs.	FTE's
Janitorial Shift 1	8.00	72.00	7.00	2,184.00	12.60
Janitorial Shift 2	8.00	72.00	7.00	2,184.00	12.60
Janitorial Shift 3	7.00	56.00	7.00	1,698.67	9.80
Floor Utility Crew	6.00	40.00	7.00	1,213.33	7.00
Janitorial Shift 1 private areas	2.00	16.00	7.00	485.33	2.80
Janitorial Shift 2 private areas	2.00	16.00	7.00	485.33	2.80
Janitorial Shift 3 private areas	3.00	24.00	7.00	728.00	4.20
Total					51.80
FIS	# Staff	Hrs. Per Day	Days/wk	Mo. Hrs.	FTE's
Janitorial Shift 1	5.00	40.00	7.00	1,213.33	7.00
Janitorial Shift 2	5.00	40.00	7.00	1,213.33	7.00
Janitorial Shift 3	5.00	40.00	7.00	1,213.33	7.00
Floor Utility Crew	3.00	24.00	7.00	728.00	4.20
Total					25.20
FTE's					467.81
Monthly Combined Hours				81,085.23	
Staffing Summary	FTE's				
On Site Manager	1.00				
Assistant Manager 1	1.00				
Assistant Manager 2	1.00				
Assistant Manager 3	1.00				
Assistant Manager 4	1.00				
Assistant Manager 5	1.00				
Admin. 1	1.00				
Admin. 2	1.00				
Admin. 3	1.00				
Management	9.00				
Shift 1 Supervisor	4.20				
Shift 2 Supervisor	4.20				
Shift 3 Supervisor	4.20				
Driver	5.60				
Gondola Trash Collectors Shift 1	5.60				
Gondola Trash Collectors Shift 2	5.60				
Windows	3.00				
Escalator Cleaners	2.00				
Mechanic	1.00				
Warehouseperson	2.00				
Cleaning Staff Shift 1	119.70				
Cleaning Staff Shift 2	119.70				
Cleaning Staff Shift 3	182.00				
Labor	458.81				
Combined Total	467.81				

JMM

Flagship Airport Services, Inc.

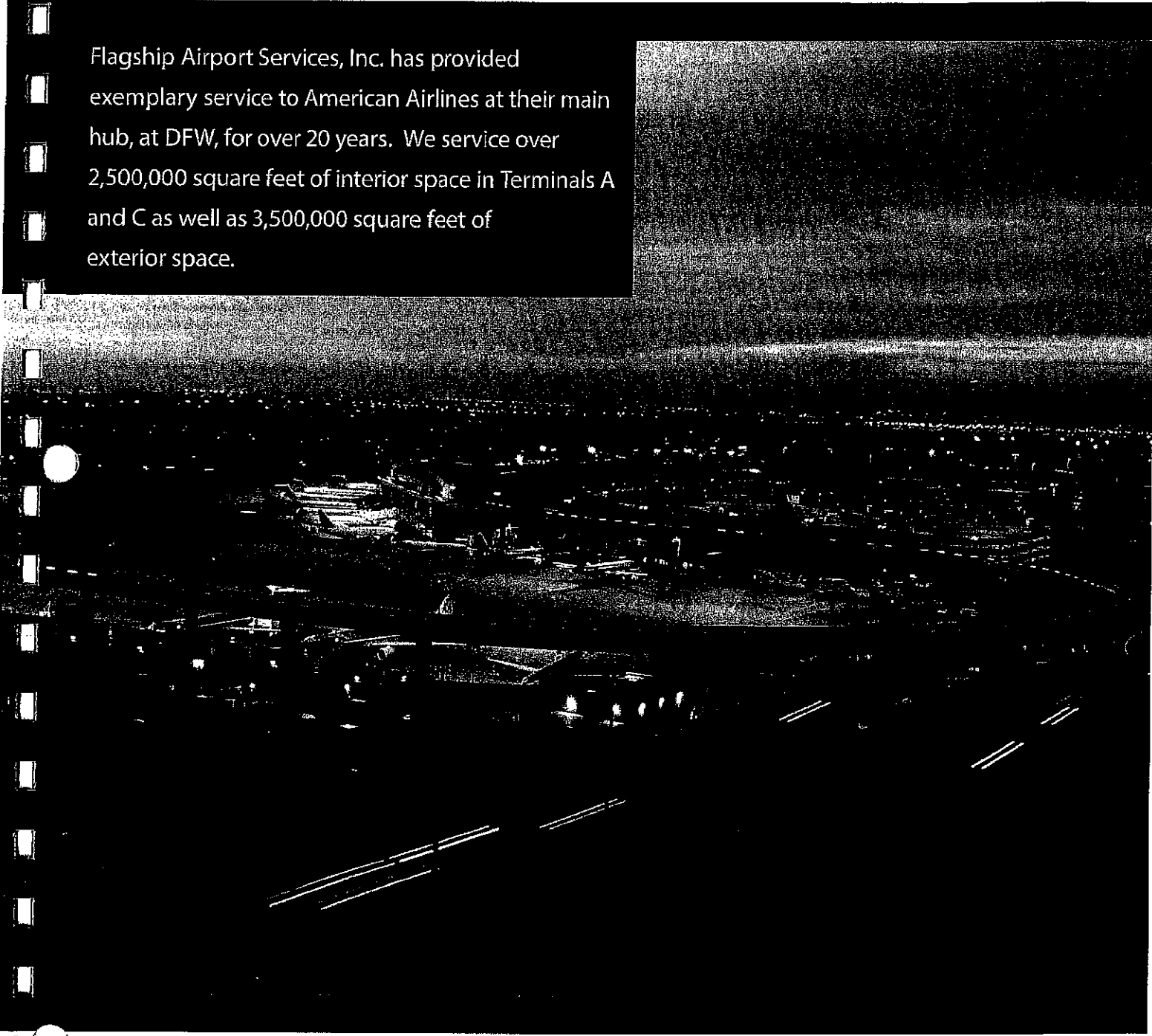
ORLANDO INTERNATIONAL AIRPORT TRANSITION PLAN TASKS

Flagship Airport Services, Inc.

DALLAS/FORT WORTH INTERNATIONAL AIRPORT

Flagship Client Since 1998

Flagship Airport Services, Inc. has provided exemplary service to American Airlines at their main hub, at DFW, for over 20 years. We service over 2,500,000 square feet of interior space in Terminals A and C as well as 3,500,000 square feet of exterior space.

A large, grainy, black and white aerial photograph of the Dallas/Fort Worth International Airport at night. The image shows the extensive terminal complex, runways, taxiways, and surrounding infrastructure illuminated by airport lights. The perspective is from a high altitude, looking down on the airport's layout.

FlagShipTM
AIRPORTS



May 28, 2019

Mr. Luis A. Aviles, CPPB
Greater Orlando Aviation Authority
Orlando International Airport
Purchasing Office
8652 Casa Verde Road, Building 811
Orlando, FL 32827-4338

Re: Flagship Airport Services, Inc.
Greater Orlando Aviation Authority
Invitation to Negotiate
Purchasing Proposal ITN 03-20
Terminal Janitorial Maintenance, Orlando, Florida

Dear Mr. Aviles:

Our client, Flagship Airport Services, Inc., has requested this letter to be sent to you as an indication of their bondability.

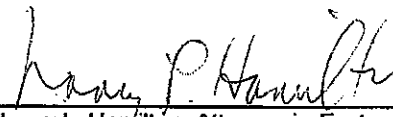
The Hanover Insurance Company has established a bonding relationship with Flagship Airport Services, Inc. They can qualify for and procure a performance bond in an amount equal to \$6,000,000 as required, subject to an underwriting review of the final contract documents and pertinent underwriting information.

The Hanover Insurance Company is listed in the Federal Treasury Register and is an admitted surety insurer in all 50 United States, and as such, is authorized to issue bonds in all 50 States. The Hanover Insurance Company has a current AM Best rating of A XV.

Please contact us if you have any questions regarding Flagship Airport Services, Inc.'s surety bond program.

Sincerely,

The Hanover Insurance Company

By: 

Nancy L. Hamilton, Attorney-in-Fact

2505 2nd Ave, Suite 705 Seattle, WA 98121 Phone | 206 454 8709 Fax | 508 853 6332

The Hanover Insurance Company | Citizens Insurance Company of America

www.Hanover.com

SAN DIEGO INTERNATIONAL AIRPORT

Flagship Client Since 1997



Flagship's more than two-decade partnership with SAN includes supporting the airport during the planning and construction of the Green Build terminal expansion and implementing sustainable cleaning procedures that helped it become the first LEED® Platinum certified commercial airport terminal in the world.

FlagShip™
AIRPORTS



WOODRUFF
SAWYER

May 28th, 2019

Mr. Luis A. Aviles, CPPB
Greater Orlando Aviation Authority
Orlando International Airport
Purchasing Office
8652 Casa Verde Road, Building 811
Orlando, FL 32827-4338

RE: Minimum Insurance Coverage – Greater Orlando Aviation Authority
Purchasing Proposal ITN 03-20 Terminal Janitorial Maintenance

Hello Mr. Aviles,

Flagship Airport Services Inc. currently and will continue to comply with the sufficient amounts of insurance per outline 3.12 of ITN 03-20. Please see attached certificate: 848116950.

Sincerely,

Nick Hoffer
Account Assistant
Phone: 415-402-6652
njhoffer@woodruffssawyer.com

Insurance Services
Risk Management
Employee Benefits

Woodruff-Sawyer & Co.
844.972.6326

50 California Street, Floor 12
San Francisco, CA 94111

CA License 0329598
CO License 78932
MA License 1908860
OR License 0100167994
WA License 43511
AN ASSUREX GLOBAL & IBN PARTNER

woodruffssawyer.com

w/ encl

▼ TAB 12—MINIMUM INSURANCE COVERAGE

Orlando International Airport (ITN 03-20)

3.12 Proposer shall provide: (i) a letter from a U.S. insurance/broker company letterhead confirming that Proposer can obtain the insurance coverage requirements as described in Section 5 of the General Conditions; and (ii) an affirmative statement in its Proposal that if Proposer is awarded the Contract, Proposer will:

3.12.1 Maintain in force at all times during the term of the Contract and services that are to be performed pursuant to the Contract, insurance as described in Section 5, Pages GC-7 through GC-11 of the General Conditions, including General Liability, Workers Compensation and Automobile Liability insurance with insurer(s) licensed to transact insurance in the State of Florida; 3.12.2 Maintain insurance coverage applicable to the services performed for two (2) years after expiration of the Contract, if such coverage is on claim made basis.

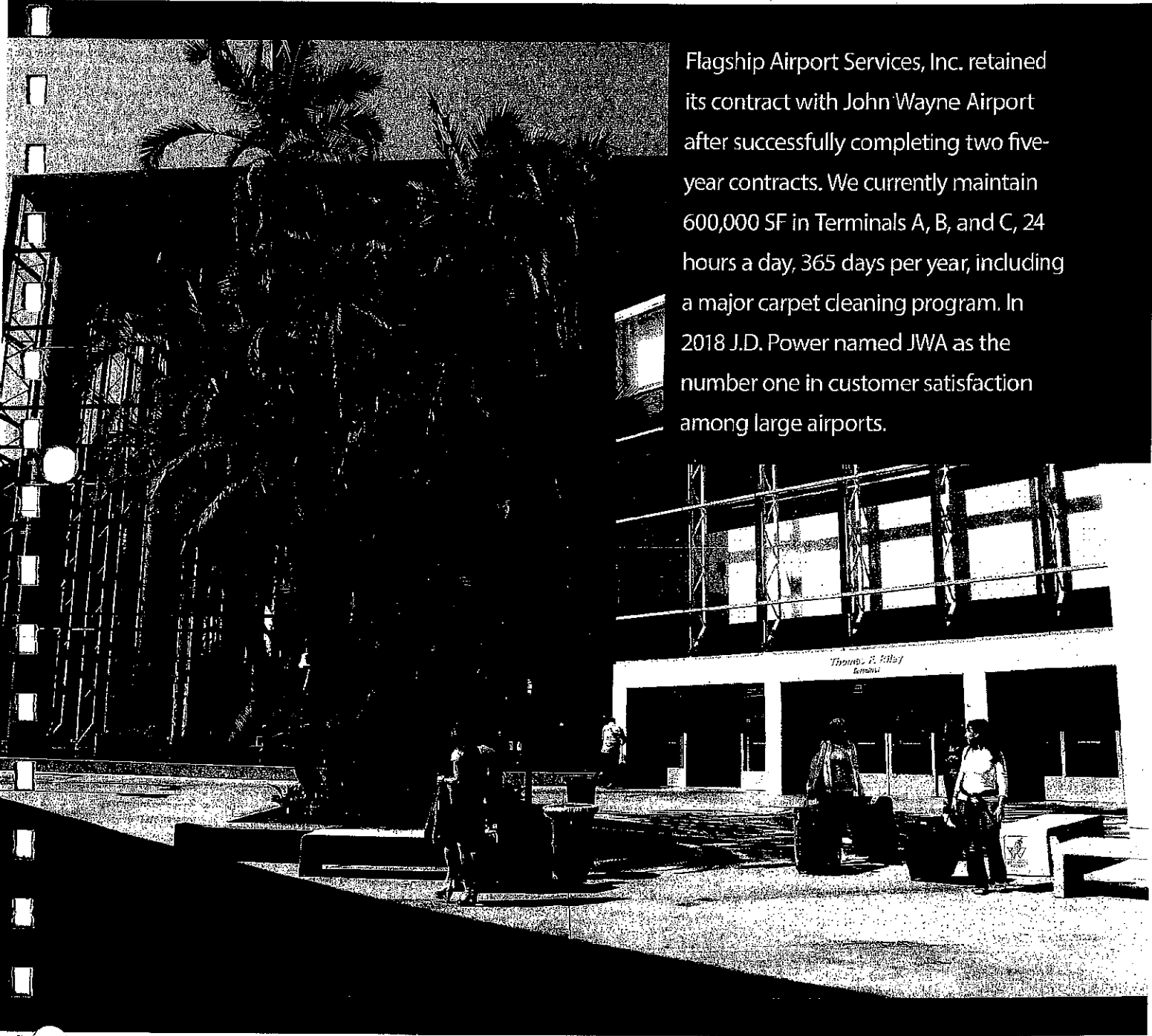
The requested letter from our insurance broker is provided on the previous page of this proposal.

If Flagship is awarded the Contract, we will:

- Maintain in force at all times during the term of the Contract and services that are to be performed pursuant to the Contract, insurance as described in Section 5, Pages GC-7 through GC-11 of the General Conditions, including General Liability, Workers Compensation and Automobile Liability insurance with insuere(s) licensed to transact insurance in the State of Florida.
- Maintain insurance coverage applicable to the services performed for two (2) years after expiration of the Contract, if such coverage is on claim made basis.

JOHN WAYNE AIRPORT

Flagship Client Since 2011



Flagship Airport Services, Inc. retained its contract with John Wayne Airport after successfully completing two five-year contracts. We currently maintain 600,000 SF in Terminals A, B, and C, 24 hours a day, 365 days per year, including a major carpet cleaning program. In 2018 J.D. Power named JWA as the number one in customer satisfaction among large airports.

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Tab 13—Prior or Pending Litigation, Convictions, Indictments, Investigations and Conflict of Interest

3.13 Each Proposer shall provide a description of all prior or pending litigation, convictions, indictments, investigations and regulatory investigation, either civil or criminal that relate to conducting terminal janitorial maintenance services, in which Proposer or its affiliates, subsidiaries, parent company, directors, senior officers, senior regional officers have been involved within the last three (3) years or an affirmative statement that there are none. The Proposer must also describe any conflicts of interest with the Authority that the Proposer's firm has or may have and how that conflict of interest would be mitigated, or provide an affirmative statement that there are none.

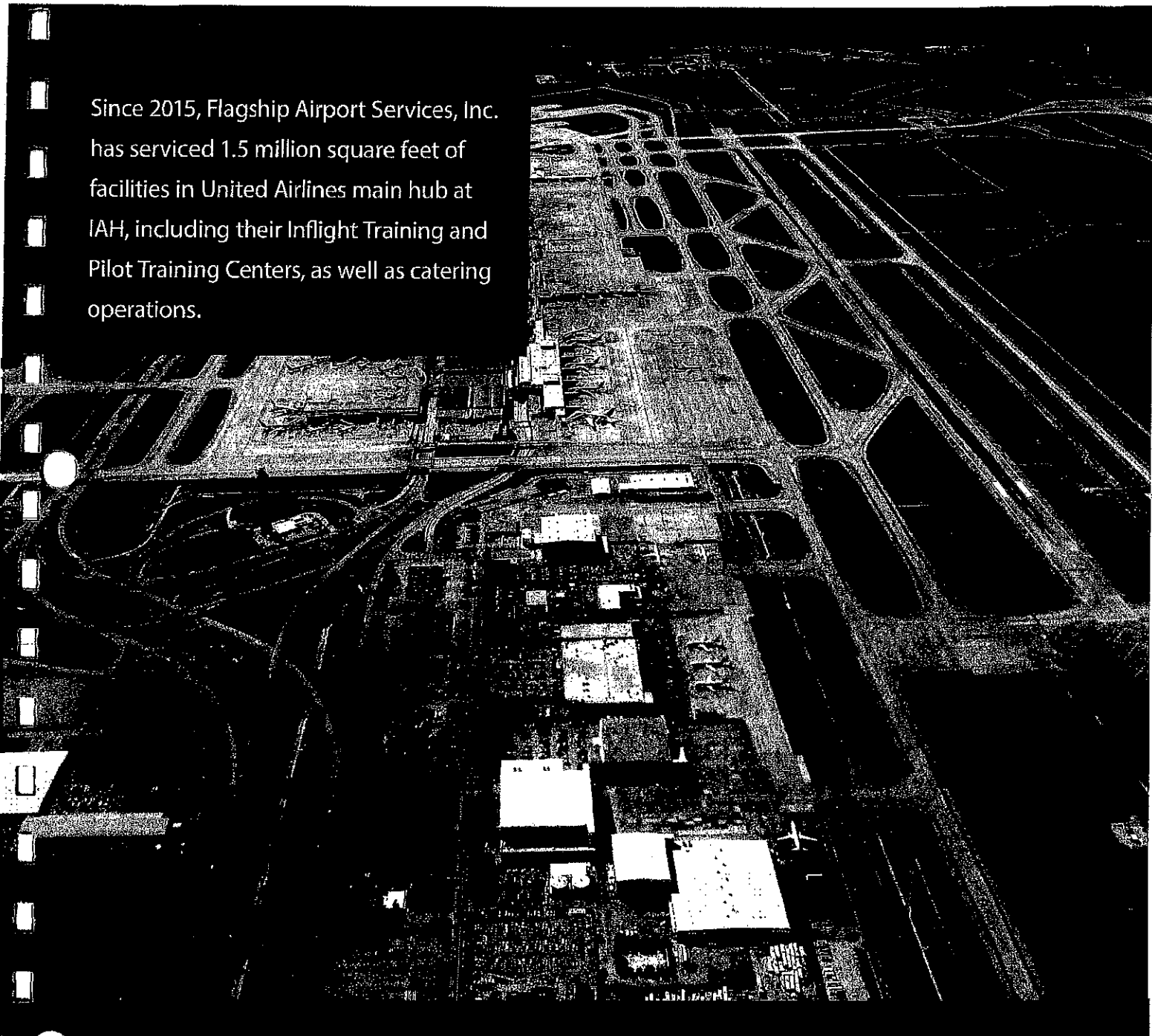
Flagship does not have any pending litigation, convictions, indictments, investigations or regulatory investigations specifically related to conducting terminal janitorial maintenance services. Flagship, like any other employer its size, from time to time receives and addresses certain labor-related claims, but does not consider such claims to be relevant to this inquiry.

Flagship has no conflicts of interest with the Authority.

GEORGE BUSH HOUSTON INTERCONTINENTAL AIRPORT

Flagship Client Since 2015

Since 2015, Flagship Airport Services, Inc. has serviced 1.5 million square feet of facilities in United Airlines main hub at IAH, including their Inflight Training and Pilot Training Centers, as well as catering operations.



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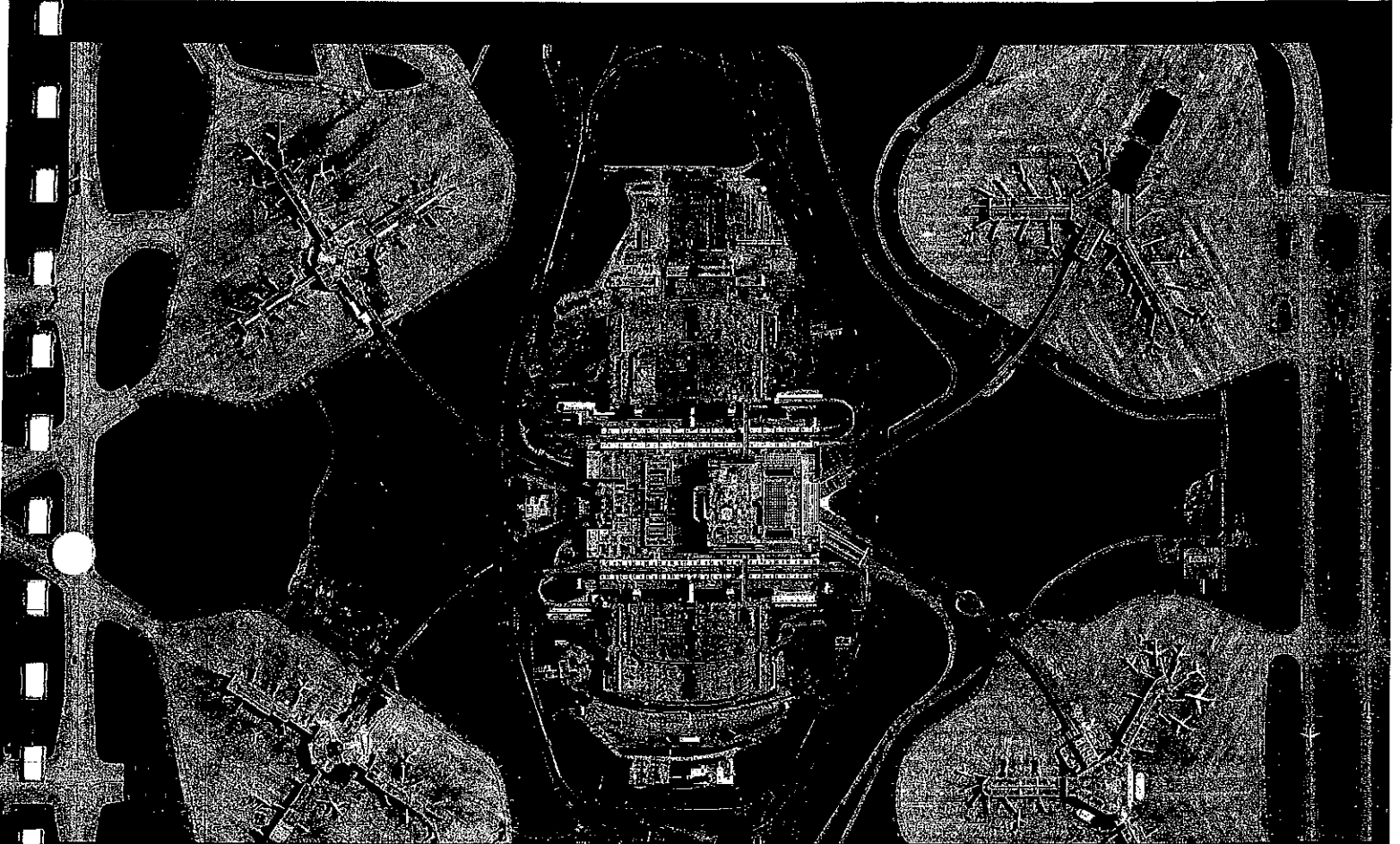
Tab 14—Proposer's Warranty

3.14 Each Proposer shall provide with its Proposal a statement that the Proposer is willing to sign the Contract (which includes the General Conditions and Specification) set forth in this ITN, as amended, within ten (10) days after receipt of the Notice of Intent to Award. The Authority's goal is that the terms and conditions stated in the Proposal Documents will constitute the terms of the final Contract between the Authority and the successful Proposer, without significant or material change to such terms or conditions. If a Proposer desires any changes or modifications to the terms and conditions set forth in the Proposal Documents, the Proposer should submit these changes or modifications to the Authority in writing prior to the deadline for questions and comments about the ITN. The Authority will consider such requested changes to the Contract's terms and conditions and, if any such changes or modifications are acceptable, will modify the terms and conditions by Addenda to this ITN prior to the deadline for Proposal submission. In submitting any requested changes or modifications, a Proposer should state the specific terms to change, and the desired language, terms or conditions. Proposers 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 (refer to Proposer's Warranty on Page PF -14).

Flagship is willing to sign the Contract (which includes the General Conditions and Specification) set forth in this ITN, as amended, within ten (10) days after receipt of the Notice of Intent to Award. Flagship does not desire any changes of modifications to the terms and conditions set forth in the Proposal Documents.

ORLANDO INTERNATIONAL AIRPORT

Flagship Client Since 2014



Flagship has been providing janitorial services since 2014 to J.D. Power's number one airport in customer satisfaction among Mega airports, Orlando International Airport. We were able to achieve immediate results and create a much more pleasant facility for passengers and staff by improving carpet cleaning, eliminating soiling from restroom grout, and cleaning unpolished limestone. These changes will enable Orlando to extend its carpet replacement schedule and save money on this important capital investment. We are also working with the Airport to support a \$1.8B expansion project that will include a new South Terminal Complex.

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AIRPORTS

Attachments

CORPORATE LEADERSHIP TEAM RESUMES

TODD JACOBS

President of Janitorial Services

Todd has more than 30 years of service industry experience in both operations and business development, supporting a wide range of facilities, from industrial sites to airports to university campuses. Prior to joining Flagship in 2006, Todd owned his own maintenance company that merged into Flagship's operations.

Todd will play a key leadership role by holding all of his reports accountable for cleanliness, customer service, and success in achieving a better facility for the benefit of the passengers who travel through the airport. He will ensure that the team receives proper training, financial support, expert vendor support for chemicals and equipment, and HR and corporate support.

Todd will ensure the proper deployment of our systems including Flagship Intuition, Kronos timekeeping, and more. On an ongoing basis, he will also review site measurements and reporting and offer suggestions for improvement when needed.

Todd's relevant experience to enhance our services includes:

- Oversees in excess of 2,500 employees
- Manages and is responsible for all our current airport/airline service delivery. All airport-related Vice Presidents and General Managers report up to Todd for all of the airports Flagship services, including SAN, SFO, DFW, MCO, and TPA.
- Has overseen and directed the start-up of major Airport sites such as MCO, TPA, SFO, and IAH
- Ensures sufficient corporate resources are available for successful operations
- Develops and deploys best practices and benchmarking throughout our operations
- Has retained 97% plus of all the work in his portfolio
- Attends and is involved in the Business Reviews in order to ensure high customer satisfaction levels are achieved.



▼ ATTACHMENTS

DAVID SHATTUCK

Director of Operations

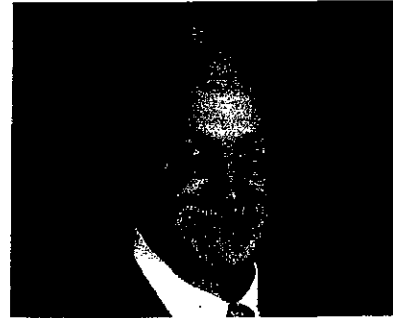
David has more than 30 years' experience in custodial and environmental services management, with a strong focus on airports and healthcare. Since joining Flagship in 2016, he has overseen our large janitorial operations at both MCO and TPA.

He will directly supervise our Site Manager for this contract, offering on-site support, guidance, and monitoring of overall operations.

This role includes periodic site visits, providing additional corporate resources as needed for the smooth operation of the site, offering backup equipment and personnel support as needed, participation in business review meetings, and regular review of quality control and cost control metrics.

Prior to joining Flagship, he spent five years as a District Manager, with direct responsibility for \$53 million in managed volume, more than 600 hourly associates and 52 managers.

Education and Certifications: BS in Business Administration;
Lean Six Sigma: Yellow Belt

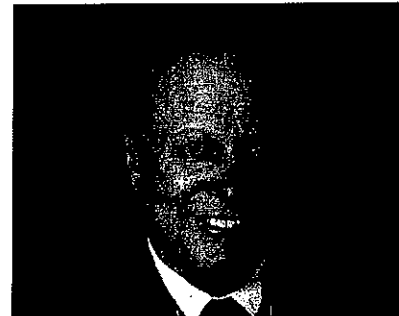
**ED CLEVENGER**

Director of Airport Relations

Ed has more than 35 years of professional experience in the airport environment, and understands the process of providing high quality janitorial services from both sides of the table.

Airport Experience: Ed has overseen the transition process and played an advisory role at each of the major airports where Flagship currently works. Prior to joining Flagship, he worked for United Airlines for 30 years, eventually overseeing a \$175 million budget, workforce of 3,000, and regional operations for three airports.

Role on This Contract: Ed will play a key role during the transition, communicating with both Flagship's Operations Team and airport staff to make sure the transition proceeds seamlessly. He will also be available as an ongoing resource to our Operations Team.



ATTACHMENTS

Orlando International Airport (ITN 03-20)

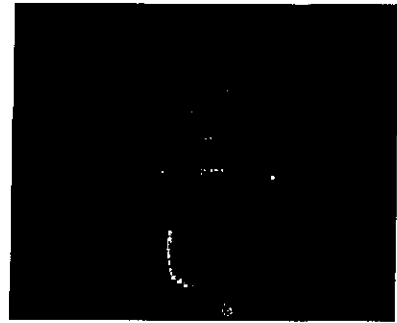
BERNIE BISONO, PHR, SHRM-CP

Regional HR Manager

Bernie has 11 years' experience in Human Resources, which includes 6 years in the union environment. Since August 2014, she has served as Flagship's Regional HR Manager at the Orlando International Airport, responsible for all HR items including recruiting, interviewing, and onboarding, employee orientation, training, discipline, terminations, and Employee Relations.

Bernie has extensive experience training employees, assisting them with the badging process, and ensuring compliance with OSHA and other applicable regulations.

Education/Certification: B.S. in Business Administration and Graduate Certificate in Human Resources Management
 Certified as a Professional in Human Resources by HCRI and SHRM-CP by the Society of Human Resource Management, and trained in the LEAN Concept.

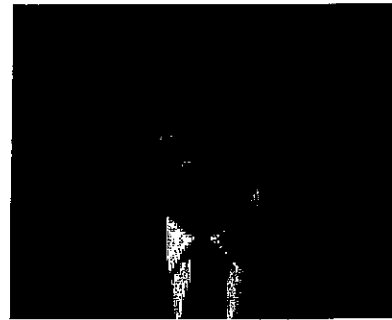


▼ ATTACHMENTS

KEN FLAMER

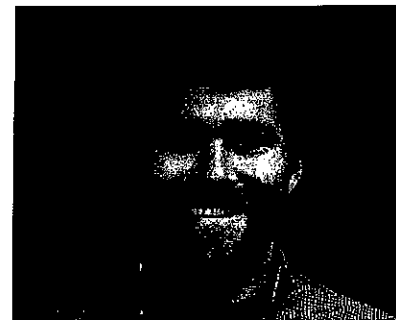
VP, HR Field Operations and Workforce Practices

Ken Flamer joined Flagship in January 2018, bringing 12+ years of progressive HR experience leading effective teams and developing frameworks for companies such as Coca-Cola, IBM, Time Warner, and Comcast. He oversees all HR activity for the Eastern Region, including recruiting and retention. Ken has a Bachelor's degree from Colgate University and is an active member of SHRM and certified sales trainer for ACHIEVE GLOBAL.

**AARON STROTHER**

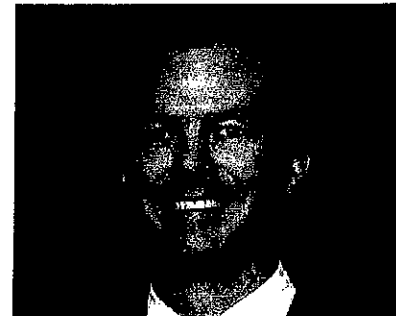
Procurement Manager

Aaron has four years of diverse supply chain diverse experience in the facilities services, telecommunications, and insurance industries. As Flagship's Procurement Manager, his role is to define and satisfy diverse internal and external customer needs through the acquisition and ongoing management of goods and services. He has a degree in Risk Management and a Corporate Finance BBA from St. Mary's University.

**COLIN SHIELDS**

Director of Environmental Health and Safety

Colin oversees Flagship's corporate workplace Safety Culture as well as implementation of the DuPont safety program. He has a B.S. from George Mason University and is certified in Project Management (PMP), Associate Project Management (CAPM) and Six Sigma Green Belt.

**JOSE ROSADO**

Regional Safety Manager

Jose has six years of janitorial supervisory experience and currently serves as Flagship's Safety Coordinator/Operations Support at TPA, where he interviews job applicants, does new hire orientations, and conducts hands-on training sessions. He also does frequent quality inspections and accompanies customer representatives on site walks.



Certifications Green Cleaning Certification (2014-Present),
Flagship's Leadership Certification (2015)

EXECUTIVE TEAM RESUMES



DAVID PASEK

CEO & Founder

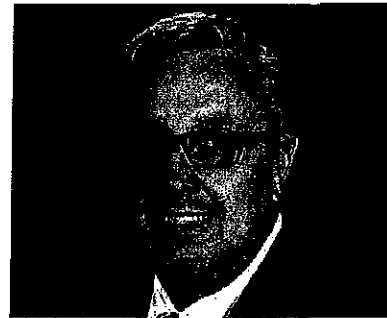
Since founding Flagship in 1988, Mr. Pasek has directed the growth of the company from zero employees at inception to a large janitorial and maintenance services provider with offices throughout the western and central U.S.



KATY CAOINETTE

General Counsel

Katy has fifteen years' experience including commercial and employment law and regulatory and compliance issues. She earned her B.A. from The George Washington University and her J.D. from the UVA School of Law.



DON TOOLE

SVP, Sales & Marketing

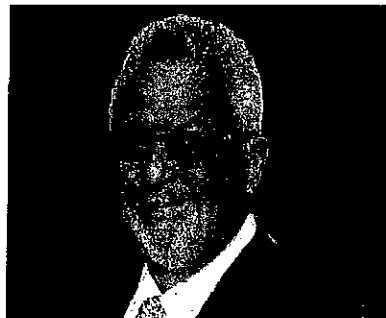
Don has more than 27 years of sales experience in the food, janitorial and facilities management support services, with an in-depth understanding of IFM as well as digital marketing strategies for national sales prospects.



JIM MIKACICH

NVP, Aviation Sales

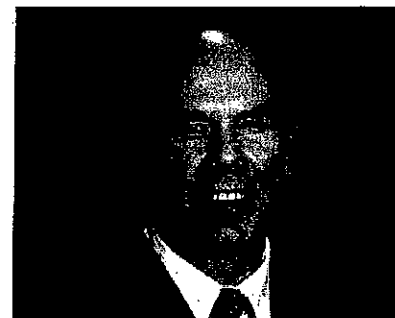
Jim has worked at Flagship since 1991 and has been instrumental in the company's growth from a small janitorial startup into a national company. He leads contract negotiations for Flagship for major accounts.



RANDY ABRIL

VP, Aviation Development, Sales

Randy has more than 44 years of aviation service experience including oversight of airport janitorial services, aircraft servicing, and aircraft appearance/cabin cleaning. He is an expert in airport staffing.



GREG BOGDANOVICH

Chief Financial Officer

Greg has extensive experience in the financial services industry and oversees the company's long-term financial planning. He ensures his staff provides top notch financial service to internal and external customers.

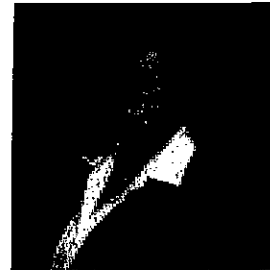
▼ ATTACHMENTS

OTHER CURRENT STAFF AT MCO

CONNIE FLORES

QC1

- # years industry experience: 27 years
- Year began with Flagship: 2014
- Current shift: morning shift (3:30am to 12pm)
- Main responsibilities: Quality control program and Flagship Intuition. Customer follow-up.



ELISA DIAZ

QC2

- # Years industry experience: 6 years.
- Year began with Flagship: 2016
- Current shift: 1st shift
- Main responsibilities: Quality control, Flagship Intuition and assessing operations' needs.



CARMEN RODRIGUEZ VELEZ

1st Shift Lead

- # Years industry experience: 13 years.
- Year began with Flagship: 2014
- Current shift: 1st shift
- Main responsibilities: Supervisor lead, supervising the 2nd shift policing operation. Kronos.



VILMA SANCHEZ

2nd Shift Lead

- # years industry experience: 30 years
- Year began with Flagship: 2014
- Current shift: 2nd shift
- Main responsibilities: Supervisor lead, supervising 2nd shift policing operation.



ATTACHMENTS

Orlando International Airport (ITN 03-20)

RAMON MEJIA

3rd Shift Lead

- # years industry experience: 3 years
- Year began with Flagship: 2017
- Current shift: 3rd shift
- Main responsibilities: Lead Supervisor, responsible for daily cleaning operations.



MARIA SANTANA

HRBP

- # Years industry experience: 14 years.
- Year began with Flagship: 2014
- Current shift: work office hours and assists all shift needs.
- Main responsibilities:
 - > Recruits, onboards candidates, and trains new hires.
 - > Works closely with management and employees to improve work relationships.
 - > Promotes employee engagement and retention.
 - > Consults regularly with management and provides daily HR guidance (coaching, counseling, disciplinary actions).
 - > Mediates and resolves employee relations issues and addresses grievances.
 - > Conducts effective investigations.
 - > Identifies training needs for team and individuals.
 - > Oversees workforce benefit issues
 - > Facilitates Employee-Union-Company relationship.



ATTACHMENTS

Positions to be Hired

FlagShip™

Associate Supervisor

FLSA Status: Non-Exempt

Salary Grade/Level/Family/Range:

Reports to: VP of Operations

Number of Direct Reports: 0

Department: Operations

Date: 7/8/2014

Position Type: Full-Time M-F

Travel:

Job Code: TBD

Summary/Objective

The Associate Supervisor at Flagship Facility Services will be responsible but not limited to ensuring the safety of the staff, timely gathering of time cards, ordering of supplies, meet the needs of our clients and provide janitorial work as needed to each client.

Essential Functions

1. Flexibility with working hours to support operations as required
2. Able to communicate with line staff on work request and inspections as required
3. Able to Perform and Comprehend the Scope of Work
4. People Skills (Able to work well with others)
5. Attend monthly Safety Meetings and deliver Safety Training to employees
6. Collect Time Cards
7. Track Inventory of Supplies
8. Conduct Site Safety / Quality Inspections (Equipment, MSDS, PPE, etc...)
9. Communicate with Operations Manager regarding employee relations issues
10. Other projects as assigned
11. Associate supervisor will attend monthly safety meetings and provide safety training when appropriate to staff and monitor the staff ensuring that PPE's are worn at all time and other protective measures are being taken
12. Responsible for providing our clients with janitorial services. (Floor care and other cleaning services as needed)
13. Responsible for inspecting staff employee's work to ensure we meet overall client satisfaction
14. Responsible for managing supplies at each site, and making sure supplies are being ordered in a timely manner
15. Responsible for reporting any issues with employee's to the operations manager

Knowledge and Skills

1. Knowledge of proper use of equipment, materials and supplies used in maintenance and janitorial work
2. Must have excellent internal and external customer service skills
3. Professional appearance and demeanor

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FlagShip™

Operations Support/QA

FLSA Status: Non-Exempt

Salary Grade/Level/Family/Range:

Reports to: Account Manager – Ruben Rodriguez

Direct Reports: 0

Department: Operations

Date: 7/3/2015

Position Type: Full-Time

Travel: Local Bay Area

Job Code:

Summary/Objective

As a representative for the Operations team, you will assist and support the team in all aspects of day to day operations.

Essential Functions

1. Collaborates with the Site Management Team to develop and implement plans for the operational infrastructure of systems.
2. Motivates and leads a high-performance team; attracts recruits and retains required members of the team not currently in place; provides mentoring and on-boarding.
3. Fosters a success-oriented, accountable environment within the company.
4. Participates in administering company policies, directing and coordinating all activities to develop and implement long range goals and objectives to meet business and profitability growth objectives.
5. Reviews analyses of activities, costs, operations, and forecast data to determine progress toward stated goals and objectives.
6. Oversees key projects, processes and performance reports, data and analysis.
7. Conducts regular training sessions for employees on the job procedures and safety.
8. Document hours worked using Kronos
9. Dispatch work orders
10. Follow up with customer
11. Building Inspections – QA activities
12. Scheduling
13. Attend meeting with Supervisor if requested
14. Onboarding process /NEO/Safety
15. One day per week spent to do audits in Palo Alto and one time monthly to do audit in Lathrop
16. Schedule interview of prospective employees
17. Participate in weekly management meetings with results of audits

Under The Americans with Disabilities Act reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

www.flagshipinc.com





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

5/24/2019

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
Woodruff Sawyer
50 California Street, Floor 12
San Francisco CA 94111

CONTACT NAME: Susan Stockdale

PHONE (A/C, No, Ext): 415-391-2141x6426

FAX (A/C, No): 415-989-9923

E-MAIL ADDRESS: sstockdale@WoodruffSawyer.com

INSURER(S) AFFORDING COVERAGE

NAIC #

INSURER A: Zurich American Insurance Company

16535

INSURER B: American Zurich Insurance Company

40142

INSURER C: Travelers Property Casualty Insurance Company

36161

INSURER D:

INSURER E:

INSURER F:

INSURED
Flagship Airport Services Inc.
1050 North 5th Street
San Jose, CA 95112

FLAGENT-01

COVERAGES

CERTIFICATE NUMBER: 848116950

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	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER:	Y	Y	GL0829847717	7/1/2018	7/1/2019	EACH OCCURRENCE \$2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$2,000,000 GENERAL AGGREGATE \$4,000,000 PRODUCTS - COMP/OP AGG \$4,000,000 \$
A	☒ AUTOMOBILE LIABILITY ☒ ANY AUTO ☒ OWNED AUTOS ONLY ☒ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY ☒ 5K Comp-Sche ☒ 5K Coll-Sche			BAP829847817	7/1/2018	7/1/2019	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
C	☒ UMBRELLA LIAB ☒ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE DED RETENTION \$			ZUP61M9805218NF	7/1/2018	7/1/2019	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000 \$
B	☒ WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WC829803619	7/1/2018	7/1/2019	☒ PER STATUTE ☐ OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Greater Orlando Aviation Authority is included as additional insured with respect to General Liability per attached form. A Waiver of Subrogation applies in favor of General Liability per attached form.

CERTIFICATE HOLDER

Greater Orlando Aviation Authority
Orlando International Airport
Purchasing Office 8652 Casa Verde Road
Building 811
Orlando FL 32827-4338

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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ATTACHMENTS

Orlando International Airport (ITN 03-20)

POLICY NUMBER: GLO829847717

COMMERCIAL GENERAL LIABILITY
CG 20 10 04 13

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
AS REQUIRED BY WRITTEN CONTRACT	AS REQUIRED BY WRITTEN CONTRACT
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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Page 1 of 2

ATTACHMENTS

Orlando International Airport (ITN 03-20)

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 shown in the Declarations;

whichever is less.

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.

ATTACHMENTS

Orlando International Airport (ITN 03-20)

Waiver Of Subrogation (Blanket) Endorsement



Policy No.	Effective Date	Expiration Date	Insured	Amount	Amount
GLO829847717	JULY 1, 2018	JULY 1, 2019		\$	\$

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the:

Commercial General Liability Coverage Part

The following is added to the **Transfer Of Rights Of Recovery Against Others To Us** Condition:

If you are required by a written contract or agreement, which is executed before a loss, to waive your right of recovery from others, we agree to waive our right of recovery. This waiver of rights shall not be construed to be a waiver with respect to any other operations in which the insured has no contractual interest.

U-01-925-0 (7/9) (12/01)
Page 1 of 1

THE HANOVER INSURANCE COMPANY
MASSACHUSETTS BAY INSURANCE COMPANY
CITIZENS INSURANCE COMPANY OF AMERICA

POWER OF ATTORNEY

HIS Power of Attorney limits the acts of those named herein, and they have no authority to bind the Company except in the manner and to the extent herein stated.

KNOW ALL PERSONS BY THESE PRESENTS:

That THE HANOVER INSURANCE COMPANY and MASSACHUSETTS BAY INSURANCE COMPANY, both being corporations organized and existing under the laws of the State of New Hampshire, and CITIZENS INSURANCE COMPANY OF AMERICA, a corporation organized and existing under the laws of the State of Michigan, (hereinafter individually and collectively the "Company") does hereby constitute and appoint,

Mark M. Munekawa, Nancy L. Hamilton, Nerissa S. Bartolome, Yvonne Roncagliolo, Kelly Holtemann, Joan DeLuca, Stanley D. Loar, Charles R. Shoemaker, Roger C. Dickinson, Thomas E. Hughes, Alicia Dass, Valerie Garcia and/or Patrick R. Diebel

Of Woodruff-Sawyer & Co. of San Francisco, CA each individually, if there be more than one named, as its true and lawful attorney(s)-in-fact to sign, execute, seal, acknowledge and deliver for, and on its behalf, and as its act and deed any place within the United States, any and all surety bonds, recognizances, undertakings, or other surety obligations. The execution of such surety bonds, recognizances, undertakings or surety obligations, in pursuance of these presents, shall be as binding upon the Company as if they had been duly signed by the president and attested by the secretary of the Company, in their own proper persons. Provided however, that this power of attorney limits the acts of those named herein; and they have no authority to bind the Company except in the manner stated and to the extent of any limitation stated below:

Any such obligations in the United States, in any amount

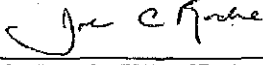
That this power is made and executed pursuant to the authority of the following Resolutions passed by the Board of Directors of said Company, and said Resolutions remain in full force and effect:

RESOLVED: That the President or any Vice President, in conjunction with any Vice President, be and they hereby are authorized and empowered to appoint Attorneys-in-fact of the Company, in its name and as it acts, to execute and acknowledge for and on its behalf as surety, any and all bonds, recognizances, contracts of indemnity, waivers of citation and all other writings obligatory in the nature thereof, with power to attach thereto the seal of the Company. Any such writings so executed by such Attorneys-in-fact shall be binding upon the Company as if they had been duly executed and acknowledged by the regularly elected officers of the Company in their own proper persons.

RESOLVED: That any and all Powers of Attorney and Certified Copies of such Powers of Attorney and certification in respect thereto, granted and executed by the President or Vice President in conjunction with any Vice President of the Company, shall be binding on the Company to the same extent as if all signatures therein were manually affixed, even though one or more of any such signatures thereon may be facsimile. (Adopted October 7, 1981 - The Hanover Insurance Company; Adopted April 14, 1982 - Massachusetts Bay Insurance Company; Adopted September 7, 2001 - Citizens Insurance Company of America)

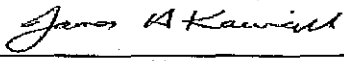
IN WITNESS WHEREOF, THE HANOVER INSURANCE COMPANY, MASSACHUSETTS BAY INSURANCE COMPANY and CITIZENS INSURANCE COMPANY OF AMERICA have caused these presents to be sealed with their respective corporate seals, duly attested by two Vice Presidents, this 8th day of August, 2017.

The Hanover Insurance Company
Massachusetts Bay Insurance Company
Citizens Insurance Company of America


John C. Roche, EVP and President



The Hanover Insurance Company
Massachusetts Bay Insurance Company
Citizens Insurance Company of America


James H. Kawiecki, Vice President

THE COMMONWEALTH OF MASSACHUSETTS)
COUNTY OF WORCESTER) ss.

On this 8th day of August, 2017 before me came the above named Vice Presidents of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, to me personally known to be the individuals and officers described herein, and acknowledged that the seals affixed to the preceding instrument are the corporate seals of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, respectively, and that the said corporate seals and their signatures as officers were duly affixed and subscribed to said instrument by the authority and direction of said Corporations.

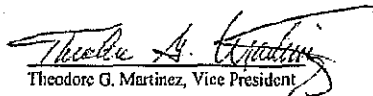



Diane J. Marino, Notary Public
My Commission Expires March 4, 2022

I, the undersigned Vice President of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, hereby certify that the above and foregoing is a full, true and correct copy of the Original Power of Attorney issued by said Companies, and do hereby further certify that the said Powers of Attorney are still in force and effect.

GIVEN under my hand and the seals of said Companies, at Worcester, Massachusetts, this 28th day of May, 2019.

CERTIFIED


Theodore G. Martinez, Vice President

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)
County of San Francisco)

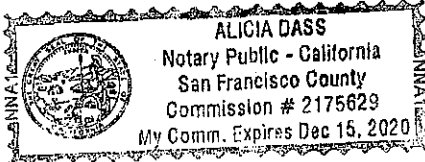
On 05/28/19 before me, Alicia Dass, Notary Public
Date Here Insert Name and Title of the Officer

personally appeared Nancy L. Hamilton
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature [Signature]
Signature of Notary Public

Place Notary Seal Above

OPTIONAL

Though this section is optional, completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: _____ Document Date: _____
Number of Pages: _____ Signer(s) Other Than Named Above: _____

Capacity(ies) Claimed by Signer(s)

Signer's Name: Nancy L. Hamilton
☐ Corporate Officer — Title(s): _____
☐ Partner — ☐ Limited ☐ General
☐ Individual ☒ Attorney in Fact
☐ Trustee ☐ Guardian or Conservator
☐ Other: _____
Signer Is Representing: _____

~~Signer's Name: _____
☐ Corporate Officer — Title(s): _____
☐ Partner — ☐ Limited ☐ General
☐ Individual ☐ Attorney in Fact
☐ Trustee ☐ Guardian or Conservator
☐ Other: _____
Signer Is Representing: _____~~

GENERAL CONDITIONS**1. SCOPE OF WORK:**

This Contract will be to provide all labor, supervision, equipment, tools, materials, supplies, office space on property, uniforms, fuel, and vehicles and all other items necessary or proper for, or incidental to, providing terminal janitorial maintenance at the Orlando International Airport ("OIA") in accordance with the Contract Documents. All work shall be performed in accordance with the Specifications attached hereto.

2. COMPENSATION - INVOICE AND PAYMENT FOR SERVICES:

2.1 The Authority shall pay the selected Contractor per the terms agreed upon through negotiations with the selected Contractor for the initial term of the Contract.

2.2 General – The Authority shall pay the Contractor, subject to any authorized deductions, and subject to the provisions of the following paragraphs, Management Fee and Reimbursable Operating Expenses, up to the amounts set forth in the Contract for terminal janitorial maintenance.

2.3 Invoice - The Contractor shall invoice the Authority for the Management Fee and Reimbursable Expenses by the tenth day of each month for the services performed by the Contractor during the prior month. The Contractor's invoice shall describe the service rendered, date rendered and shall contain such other information and be accompanied by such supporting documents and materials as the Authority shall request. The Contractors aggregate annual invoices for Management Fee and Reimbursable Operating Expenses for each of the three (3) years of the Contract shall not exceed the total negotiated fee for the applicable year, as set forth on Pages PF-16 through PF-18. The Contractor's invoices for Management Fees for each of the three (3) years of the Contract shall not exceed one-twelfth (1/12th) of the Contractor's Proposed Management Fees for the appropriate year, as found on Pages PF-16 through Page PF-18.

2.4 If the term of this Contract shall end on a day other than the last day of a calendar month, the payment of Reimbursable Expenses and Management Fee for such month (and to the extent provided in GC Section 2.7 below), shall be prorated based upon the actual number of days in the billing period.

2.5 Notwithstanding any other provision hereof, the Authority shall have the right to deduct from the Management Fee and Reimbursable Expenses payable by the Authority to Contractor any amounts due to the Authority from Contractor.

2.6 The Management Fee shall not be adjusted for any change to, alteration of or addition to terminal janitorial maintenance or the Contractor's other responsibilities under this Contract except during an option period as provided in Section 2.2 of the Instructions to Proposers.

2.7 Management Fee:

Contractor shall invoice the Authority for the Management Fee as set forth on Pages PF-16 through PF-18. The Management Fee shall include the following:

GENERAL CONDITIONS (Continued)

2.7.1 All payroll and associated costs and any other positions deemed necessary by the Contractor, and not listed in the Reimbursable Expenses section for:

2.7.1.1 On-Site Manager.

2.7.1.2 Assistant On-Site Managers.

2.7.1.3 Administrative Staff: Admin, Payroll, Invoicing.

2.7.2 The Management Fee shall also include all other expenses not listed in the Reimbursable Payroll and Operating Expenses (Section 2.8 below), including but not limited to:

2.7.2.1 Contractor overhead and profit.

2.7.2.2 Sub-Contractors Management Fee

2.7.2.3 All required insurances as outlined in Section 5.7, Pages GC-8 through GC-10 of the General Conditions including Workers Compensation.

2.7.2.4 Performance Bond and Customs Bond

2.7.2.5 Recruiting expenses.

2.7.2.6 Badges and keys.

2.7.2.7 Payroll processing expenses.

2.7.2.8 Office equipment and Operating supplies.

2.7.2.9 Vehicles for Contractor's use and associated Vehicles costs.

2.7.2.10 Cleaning Equipment, Carts, Tools and related consumables.

2.7.2.11 Staff Engagement Program.

2.7.2.12 Cleaning Management Software.

2.7.2.13 Record Retention Obligation (5 Years Post-Contract)

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

2.7.2.15 Non-resident administrative, legal, bookkeeping, executive personnel expenses and off-site general office expenses.

2.7.2.16 Health Insurance premiums for the positions in the Management Fee.

GENERAL CONDITIONS (Continued)

- 2.7.2.17 **Health Insurance, premiums in excess of Four Hundred Eighty-Two Dollars (\$482) per month for Year 1; up to Four Hundred Ninety-Six Dollars (\$496) for Year Two; and up to Five Hundred-Eleven Dollars (\$511) for Year 3 per participating reimbursable position in the Contractor provided Health Care Plan.**
- 2.7.2.18 All other costs associated with the performance of this Contract not listed in the Reimbursable Expenses (Section 2.8 below).
- 2.7.2.19 **Performance Factors** - The Authority may decrease the Management Fee payable to the Contractor for deficiencies and by such amounts as found in Section 6.11 of the Specifications. The standard, by which Contractor's performance is to be measured to determine a deficiency, is set forth in Section 6 of the Specification. If the Contractor performs at a level in such areas that result in a decrease in the Management Fee, the Authority's remedy for the Contractor's failure is not limited to such decrease in the Management Fee. Rather, in addition to or in lieu of a decrease in the monthly amount of the Management Fee, the Authority may exercise any remedy available to it hereunder or by law.

2.8 Reimbursable Operating Expenses:

- 2.8.1 Reimbursable Payroll Expenses: Contractor shall invoice the Authority for the actual Reimbursable Payroll Expenses paid by the tenth (10th) day of each month for the services performed by the Contractor during the prior month. All the reimbursable positions shall be approved in advance by the AAR. Approval of the Staffing Schedules shall not be construed as, and is not, authorization to exceed) the annual Payroll Budget.

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

- 2.8.1.1 Supervisor positions.
- 2.8.1.2 Policer positions.
- 2.8.1.3 General Cleaner positions.
- 2.8.1.4 Cycle Cleaner positions.
- 2.8.1.5 Floor Care positions
- 2.8.1.6 Window/Carpet Spotter positions.
- 2.8.1.7 Day Porter position.
- 2.8.1.8 **Quality Control.**
- 2.8.1.9 **Bio-Hazard & Regulated Garbage.**
- 2.8.1.10 **Inventory Control.**

GENERAL CONDITIONS (Continued)

- 2.8.1.11 **Equipment Tech/Mechanic.**
- 2.8.1.12 Associated payroll taxes: Social Security, Medicare, Federal & State Unemployment.
- 2.8.1.13 **Reimbursement for Health premiums for up to Four Hundred Eighty-Two Dollars (\$482) per month for Year One; Up to Four Hundred Ninety-Six Dollars (\$496) for Year Two; and Up to Five Hundred-Eleven Dollars (\$511) for Year 3; per the reimbursable full-time positions participating in the Contractor provided Health Care Plan.**
- 2.8.1.14 **Paid Vacation and Sick leave taken in accordance with Contractor's policy as approved by the Authority. The Authority will not reimburse Contractor for any accrued Vacation and Sick leave at the time of Contract expiration, at the end of any Contract Year, or upon employee termination for any reason. Contractor shall provide their policy on Vacation and Sick leave benefits upon contract execution.**
- 2.8.1.15 **Up to seven (7) pre-approved holidays will be reimbursed by the Authority, determined at the beginning of each Contract Year.**
- 2.8.1.16 **Reimbursement for contractor's 401K matching for the reimbursable positions participating in the Contractor 401K plan – In the event that the a reimbursable position employee leaves employment before the non-vesting period is up, Contractor will completely forfeit any of the employer match and reimburse the Authority.**
- 2.8.2 Reimbursable Operating Expenses: Contractor shall invoice the Authority for the actual expenses incurred and paid for by the Contractor during the prior month.

The Reimbursable Operating Expenses shall be limited to the following:

 - 2.8.2.1 Uniforms for the reimbursable positions. Must have a uniform program that provides sufficient clean uniforms to frontline staff.
 - 2.8.2.2 Cleaning Supplies and Consumables.
 - 2.8.2.3 **Regulated Garbage Disposal.**
 - 2.8.2.4 Subcontracted Work (Excluding Participation) as approved by the Authority and with no markup.
- 2.8.3 The Contractors aggregate annual invoices for Reimbursable Expenses shall not exceed the total Proposed Reimbursable Expenses Budget for the applicable year, unless prior authorization had been obtained from the Chief Executive Officer or designee. If not specifically set forth in Section 2.8, any other

GENERAL CONDITIONS (Continued)

expenses incurred by Contractor shall not be reimbursed and shall be paid for by the Contractor.

2.8.4 Only the Reimbursable Expenses set forth in Section 2.8 shall be reimbursable by the Authority. If not specifically set forth in Section 2.8, any other expenses incurred by Contractor shall not be reimbursed and shall be paid for by the Contractor.

2.8.5 If not specifically set forth in the Management Fee, any other Payroll or Operating Expenses incurred by the Contractor shall not be reimbursed and shall be solely paid for by the Contractor.

2.9 Non-Reimbursable Expenses: The following employees expenses shall not be reimbursed by the Authority:

2.9.1 **Monthly health insurance premiums in excess of in the reimbursable amount described in section 2.8.1.13.**

2.9.2 Health care premiums for the positions included in the management fee.

2.9.3 Accrued **Vacation and Sick leave** for employees performing terminal janitorial maintenance at the time of Contract expiration, at the end of any Contract year, or upon employee termination for any reason.

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

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

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

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

2.9.5.3 Any other costs or expenses not specified under Section 2.8.

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

2.9.7 Reimbursement of reasonable, allowable expenses shall be made by the 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 Authority, (ii) all appropriate supporting

GENERAL CONDITIONS (Continued)

documents are attached to each statement, (iii) the statement contains a statement that the 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 Authority shall review and pay such invoice in full within thirty (30) days. Within said thirty (30) day period the 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 Authority's objection and shall be accompanied by the Authority's payment of the undisputed portion of such statement, except that the Authority shall not be required to make any reimbursement for any month until Expenditure Reports are submitted for such month as required.

- 2.10 The Authority shall pay the undisputed amount of Contractor's invoice, as it may be reduced to reflect unsubstantiated or unsatisfactory services. Items in dispute shall be paid upon the resolution of the dispute. No verification or payment of any amounts invoiced shall preclude the Authority from recovering any money paid in excess of that due under the terms of this Contract.
- 2.11 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 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 Authority shall be applied toward, and shall reduce, amounts owed to Contractor hereunder.
- 2.12 The Contractor shall submit all invoices to: Greater Orlando Aviation Authority, Finance Manager, P.O. Box 620125, Orlando, Florida 32862-0125. A copy shall also be submitted it to the Authority Authorized Representative via email.

2.13 HEALTH INSURANCE:

Contractor shall provide health benefits in accordance with applicable Federal Laws (Federal Affordable Care Act) to its employees working at the Airport, effective not more than ninety (90) days after the date of hire of each employee. The Authority is only obligated to reimburse for up to **Four Hundred Eighty-Two Dollars (\$482.00)** per month for Year 1; **up to Four Hundred Ninety-Six Dollars (\$496)** for Year 2; and **up to Five Hundred-Eleven Dollars (\$511)** for Year 3 per participating reimbursable position as described in Section 2.8. 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. The Contractor shall, at any time the Authority so requests, certify to the Authority that Contractor is in compliance with this Section. The Contractor's obligation to maintain records, and the Authority's right to examine such records, shall include records relating to the employee health insurance required to be provided pursuant to this Section.

3. COMPLIANCE WITH LAWS AND REGULATIONS:

- 3.1 The Contractor shall perform its obligations and functions hereunder in compliance with the applicable laws of the United States, the State of Florida, Orange County,

GENERAL CONDITIONS (Continued)

the City of Orlando, any applicable rules, regulations or directives of any agency thereof, and the applicable regulations of the Authority. OSHA rules and regulations shall be followed at all times. The Authority shall have the right (but not the obligation) to contest or challenge by any means whatsoever any law, regulation, rule or directive which in any way affects or otherwise impacts upon the Contractor's performance of its obligations and functions hereunder; the Contractor shall cooperate to the fullest extent and take whatever action (including becoming a party in any litigation) the Authority should reasonably request in connection with any such challenge or contest by the Authority.

- 3.2 The Contractor shall obtain and keep current all licenses, permits and authorizations, whether municipal, county, state or federal, required for the performance of its obligations and functions hereunder and shall pay promptly when due all fees therefor.
- 3.3 The Contractor shall abide by all applicable state and federal regulations pertaining to wages and hours of an employee.

4. CONTRACTOR'S LIABILITY:

The Contractor shall be responsible for the prompt payment of any fines imposed on Authority or Contractor by the Transportation Security Administration ("TSA") or any other federal, state or local governmental agency as a result of Contractor's, or its subcontractor's (or the officers', directors', employees' or agents' of either), failure to comply with the requirements of any law or any governmental agency rule, regulation, order or permit. The liability of the Contractor under this Section 4 is in addition to and in no way a limitation upon any other liabilities and responsibilities which may be imposed by applicable law or by the indemnification provisions of Section 5 hereof, and such liability shall survive the expiration or earlier termination of this Contract.

5. INDEMNIFICATION AND INSURANCE:

- 5.1 The Greater Orlando Aviation Authority is an agency of the city of Orlando, pursuant to Florida Statutes §189.404, it is categorized as an independent special district, which operates and manages the Orlando International Airport that is located in Orlando, Florida. Contractor shall indemnify, defend and hold completely harmless the Authority and the City of Orlando, Florida ("City"), and the members (including, without limitation, members of the 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 (i) by reason or on account of damage to or destruction or loss of any property of 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 Statutes §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, or (ii) where not specifically prohibited by law. Contractor further specifically agrees to indemnify and hold harmless the Indemnitees

GENERAL CONDITIONS (Continued)

from all Liabilities, by reason of any injury, death, or damage to any person or property whatsoever caused by, arising from, incident to or connected with the performance or nonperformance of the work contemplated by this agreement which is, or is alleged to be caused in part (whether joint, concurrent, or contributing) or in whole by any act, omission, default, or negligence (whether active or passive) of the Indemnitees, (iii) 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 (iv) arising out of or in connection with any claim, suit, assessment or judgment prohibited by Section 5.4 below by or in favor of any person described in Section 5.5 below, or (iv) arising out of or in connection with any action by Contractor or its directors, officers, agents, employees, subcontractors, licensees or invitees. 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 Authority. In any suit, action, proceeding, claim or demand brought in respect of which the Authority may pursue indemnity, the Authority shall have the right to retain its own counsel. The fees and expenses of such counsel shall be at the expense of the Authority unless the Contractor and the Authority shall have mutually agreed to another arrangement. In the event Contractor fails, within a reasonable time to retain counsel satisfactory to the Authority, the Authority may retain counsel and Contractor shall be responsible for such legal fees, costs and expenses. In the event, the Authority and the Contractor are both named parties in any such proceeding and, in the sole judgment of the Authority, representation of both the Authority and the Contractor by the same counsel would be inappropriate due to actual or potential differing interests between them then 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.

5.2 Not applicable.

5.3 The Contractor shall assume all responsibility for loss caused by neglect or violation of any state, federal, municipal or agency law, rule, regulation or order. The Contractor shall give to the proper authorities all required notices relating to its performance, obtain all official permits and licenses, and pay all proper fees and taxes. It shall promptly undertake proper monetary restitution with respect to any injury that may occur to any building, structure or utility in consequence of its work. The Contractor will notify the Authority in writing of any claim made or suit instituted against the Contractor because of its activities in performance of the Contract.

5.4 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 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 Authority's Board or the City's Council, or members of the citizens advisory

GENERAL CONDITIONS (Continued)

committees of each), any officer, employee or agent, as such, past, present, or future of Authority or City, either directly or through the 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 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 Authority, or any receiver therefore or otherwise, of any sum that may remain due and unpaid by the 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.

- 5.5 In any and all claims against the 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 5 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.
- 5.6 No provisions of Section 5 herein shall be construed to negate, abridge, or otherwise reduce any other right of indemnity that Authority may have as to any party or person described therein.
- 5.7 Insurance – The Authority is currently contracted with CertFocus for the management of all insurance certificates related to Authority Contracts. Contractors who enter into a Contract with the Authority will be contacted directly by CertFocus for insurance certificates and related matters such as expired certificates. An introductory letter will be sent regarding CertFocus 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 are to respond to CertFocus as directed in the introductory letter as well as any further instructions they may receive from CertFocus.
- 5.7.1 **General Liability and Automobile Liability.** Contractor shall purchase and maintain in force during the term of the Contract, at its own cost and expense, to protect the Contractor, the Authority and the City, and the members (including, without limitation, all members of the governing Board of the Authority, the City's Council and the citizens' advisory committees of each), officers, agents, and employees of each, from and against any and all liabilities arising out of or in connection with the Contractor's performance of the Contract work:

- (1) Commercial general liability insurance with coverage of not less than **FIVE) MILLION DOLLARS (\$5,000,000.00)** combined single limit per occurrence to include **ONE MILLION DOLLARS (\$1,000,000.00)** Personal Injury coverage, and with contractual

GENERAL CONDITIONS (Continued)

liability coverage for Contractor's covenants to and indemnification of Authority and the City under the Contract, and

- (2) Automobile liability insurance with policy limits of not less than **FIVE MILLION DOLLARS (\$5,000,000.00)** combined single limit per accident or occurrence covering each motor vehicle operated on Authority property. Contractor acknowledges and agrees that, if the Contractor's employee operates a vehicle in the Authority's Aircraft Operations Area (AOA), then all such operations are within its employee's scope of employment regardless of who owns the vehicle.

5.7.1.1 Self-Insured Retention and Deductibles. Contractor's insurance policies shall not be subject to a self-insured retention or deductible exceeding \$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 \$100,000, if the Contract is \$1,000,000 or more, unless approved by the 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.

5.7.1.2 Additional Insured Endorsement. Contractor agrees and shall cause the Authority and the City and their members (including, without limitation, members of the Authority's Board and the City's Council and members of the citizens' advisory committees of each), officers, employees, and agents to be named as additional insureds under such policy or policies of commercial general and automobile liability insurance.

5.7.2 **Workers' Compensation and Employer's Liability.** If Contractor has any employee working on Authority property, Contractor shall procure and maintain in force during the term of the Contract (i) workers' compensation insurance, and (ii) employer's liability insurance. The policy limits of the Contractor's employer's liability insurance shall not be less than \$100,000 for "each accident," \$500,000 for "disease policy limit," and \$100,000 for "disease each employee." If the Contractor is self-insured, the Contractor shall provide proof of self-insurance and authorization to self-insure as required by applicable state laws and regulations. The Authority will not accept State of Florida exemptions.

5.7.3 **Professional Liability Insurance.** Not applicable.

5.7.4 **Garage Liability Insurance.** Not applicable.

5.7.5 **Garage Keeper's Legal Liability Insurance.** Not applicable.

5.7.6 **Crime Coverage.** Not applicable.

GENERAL CONDITIONS (Continued)

- 5.7.7 **Pollution Liability Insurance.** Contractor shall purchase and maintain at its own cost during the term of the Contract, pollution liability insurance for bodily injury, property damage, and cleanup costs. The Authority shall be named as an additional insured on this policy. The limits of coverage shall not be less than ONE MILLION DOLLARS (\$1,000,000.00) per claim, with a ONE MILLION DOLLAR (\$1,000,000.00) aggregate, subject to a deductible/SIR of ONE HUNDRED THOUSAND DOLLARS (\$100,000.00) per claim. The aggregate limit must be specific to this Contract.
- 5.7.8 **Equipment Installation Insurance.** Not applicable.
- 5.7.9 **Fiduciary Liability Insurance.** Not applicable.
- 5.7.10 **Other Insurance Requirements.** All insurance policies required by this Section 5.7 shall provide that they are primary insurance as respects any other valid insurance Authority may possess, and that any other insurance Authority does possess shall be considered excess insurance only. All such insurance shall be carried with a company or companies which meet the requirements of Section 6.8 of these General Conditions, and said policies shall be in a form satisfactory to Authority. A properly completed and executed Certificate of Insurance on a form provided or approved by Authority (such as a current ACORD certificate of insurance) evidencing the insurance coverages required by this Section shall be furnished to the Authority upon the Contractor's execution of the Contract. The Contractor shall provide the Authority with at least thirty (30) days' prior written notice of any adverse material change in the Contractor's required insurance coverage. For purposes of this Section 5.7.10, an "adverse material change" shall mean any reduction in the limits of the insurer's liability, any reduction, non-renewal or cancellation of any insurance coverage, or any increase in the Contractor's self-insured retention. Prior to the expiration of any such policy, Contractor shall file with Authority a certificate of insurance showing that such insurance coverage has been renewed. If the insurance coverage is canceled or reduced, Contractor shall, within five (5) days after such cancellation or reduction in coverage, file with Authority a certificate showing that the required insurance has been reinstated or provided through another insurance company or companies approved by Authority. If Contractor fails to obtain or have such insurance reinstated, 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. The 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.

6. SURETY BONDS/LETTERS OF CREDIT/LIABILITY INSURANCE:

- 6.1 Prior to Authority's execution of the Contract and within ten (10) business days of the award, the Contractor shall furnish to Authority a Performance Bond if required by these Bid or Proposal Documents, completed on the Authority's forms provided in the Contract Documents. Such Performance Bond shall be current and in compliance at all times during the initial term of the Contract in a penal sum equal to **Six Million Dollars (\$6,000,000.00)**.

GENERAL CONDITIONS (Continued)

- 6.2 The Contractor may elect to provide 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 Dollars (\$6,000,000.00)**, and issued on Authority's form of irrevocable standby letter of credit ("Letter of Credit"). The Contractor shall provide 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 Authority with an acceptable renewal or replacement letter of credit within the required time limits, the 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 Authority in its discretion shall determine the amount of damages, costs and expenses owing to it from the Contractor. The 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.
- 6.3 Prior to the commencement of any renewal or extended term of the Contract, Contractor, at its own expense, shall provide to the 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 that complies with the requirements of this Section 6.
- 6.4 Except as provided in this Section 6.4, the Authority will not accept any change or modification to the forms of Performance Bond or Letter of Credit attached to these Proposal Documents. The sole change to the forms of Performance Bond and Letter of Credit that the 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. If the Contractor provides Authority an acceptable Performance Bond or Letter of Credit which has an effective period less than the full initial term of the Contract, the Contractor shall, at least sixty (60) calendar days prior to the date on which the then current Performance Bond or Letter of Credit expires, provide a renewal or replacement Performance Bond or Letter of Credit that complies with the requirements of the Contract. The Authority shall release any existing Letter of Credit provided by the Contractor upon the Authority's receipt and approval of a renewal or replacement Letter of Credit that complies with the requirements of this Contract.
- 6.5 If the Contractor is required to provide any 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 (collectively, the "Replacement"), Contractor shall calculate the penal sum/amount (the "Amount") of any such Replacement as follows:
- 6.5.1 If the Replacement 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

GENERAL CONDITIONS (Continued)

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.

6.5.2 If the Replacement 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.

6.5.3 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.

6.5.4 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 $\frac{1}{6}$ 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).

6.6 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 Authority under law, shall give the 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. Failure to timely submit any required 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 that meets the requirements of this Section 6 constitutes a default under the terms of this Contract and, in addition to all other rights available to the Authority under law, shall give the Authority the right to immediately terminate the Contract without providing the Contractor advance notice or the opportunity to cure. In connection with

GENERAL CONDITIONS (Continued)

any such default, the Authority shall have the right to claim against the Contractor's then current Performance Bond or Letter of Credit for all of Authority's losses, costs, damages or expenses. The provision of this Paragraph shall survive the expiration or earlier termination of the Contract.

- 6.7 Surety Bonds delivered to Authority in satisfaction of any requirement under this Contract must meet the following criteria:

- 6.7.1 Performance Bonds provided to the 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:

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

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

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

- 6.7.2 Performance Bonds provided to the 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:

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

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

6.7.2.3 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 Best's Insurance Reports.

6.7.2.4 Notwithstanding the provisions of (c) above, an insurer or corporate surety which is not rated by Best's Insurance Reports may be accepted by Authority, but only if approved by Authority's Risk Manager and Department Director 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 Authority's Risk Manager may deem appropriate.

- 6.8 Liability Insurance Companies furnishing insurance coverages required by these General Conditions shall (a) be currently licensed to conduct insurance business in the State of Florida, and (b) must have no less than a "B + "

GENERAL CONDITIONS (Continued)

Financial Rating and a Financial Size Category of "Class VI" or higher according to the most current edition of Best's Insurance Reports.

- 6.9 In the event that Authority requests Contractor to purchase materials or as a condition to approval of a subcontractor in accordance with Section 8 of the General Conditions, the Authority shall have the right to require Contractor to provide a payment bond in accordance with Section 255.05, Florida Statutes.
- 6.10 Letters of Credit shall be issued by a bank with an office located in the State of Florida and reasonably acceptable to the Authority's Chief Executive Officer.

7. CONTRACT ADJUSTMENTS:

- 7.1 Notwithstanding any provision herein to the contrary, the Authority reserves the right to modify at any time the nature, method, scope, frequency, or timing of the Contractor's obligations under this Contract (Contract Adjustments) in whatever manner it determines to be reasonably necessary for the proper completion of the Contractor's work hereunder. Both parties agree that, should any Contract Adjustments be made, the Contractor's compensation and the amount of the Performance Bond or Letter of Credit required, will be adjusted accordingly, in such amount or amounts as will be mutually agreed to by means of good faith negotiation by the Authority and the Contractor and, to the extent possible, by reference to any unit costs already established in the Proposal. Without exception, all deletions or additions to the scope of work will be set forth in a written Amendment to this Contract.
- 7.2 Notwithstanding the foregoing, the Authority shall have the right to terminate this Contract pursuant to the provisions of Section 9.2 herein should the Contractor and the Authority fail to reach agreement on the adjusted compensation, or the amount of the Performance Bond or Letter of Credit, within thirty (30) days after the date of the Contract Adjustment.
- 7.3 Notwithstanding the foregoing, there shall be no upward adjustment of the compensation on account of any Contract Adjustment made necessary or appropriate as a result of the mismanagement, improper act, or other failure of the Contractor, its employees, agents, or its subcontractors to properly perform its obligations and functions under this Contract.

8. SUBCONTRACTORS:

- 8.1 The Contractor shall perform all of its obligations and functions under this Contract by means of its own employees, or by a duly qualified subcontractor which is approved in advance by Authority. Such subcontractor which is an affiliate, parent, or subsidiary company; or had principal owners, relatives, close kin, management, or employees common to the Contractor; or any other party that has the ability to significantly influence the management or daily business operations of the subcontractor must be disclosed in writing to the Chief Executive Officer. Goods and services provided by subcontractors which are reimbursed by the Authority must be bona fide arm's-lengths transactions. In the event a subcontractor is employed, the Contractor shall continuously

GENERAL CONDITIONS (Continued)

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 Authority.

- 8.2 This Contract shall be referred to and incorporated within any contractual arrangement between the Contractor and a subcontractor and, in such contractual arrangement, the subcontractor shall give its express written consent to the provisions of this Section 8. 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.

- 8.3 In the event that the Contractor employs a subcontractor, then 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

Authority by the Contractor and the Authority shall pay all compensation to the Contractor. 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 Authority have any obligation or liability hereunder to any subcontractor, including, in particular, any obligations of payment.

- 8.4 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.

9. DEFAULT AND TERMINATION:

- 9.1 In the event that:

9.1.1 as at least three (3) failures within any consecutive twelve (12) month period) to keep, perform or observe any of the promises, covenants or agreements set forth in this Contract provided that notice of the first two (2) failures shall have been given to Contractor, but regardless whether or not Contractor shall have remedied any such failure; or

9.1.2 the Contractor shall fail to keep, perform or observe any promise, covenant, or agreement set forth in this Contract, and such failure shall continue for a period of more than five (5) days after delivery to the Contractor of a written notice of such breach or default; or

GENERAL CONDITIONS (Continued)

- 9.1.3 the Contractor's occupational or business license shall terminate or Contractor shall fail to provide Authority with any bond, letter of credit, or evidence of insurance as required by the Contract Documents, for any reason; or
- 9.1.4 the Contractor fails for any reason to provide the Authority with an acceptable renewal or replacement bond or letter of credit within the time period specified by a provision of this Contract; or
- 9.1.5 the Contractor shall become insolvent, or shall take the benefit of any present or future insolvency statute, or shall make a general assignment for the benefit of creditors, or file a voluntary petition in bankruptcy or a petition or answer seeking an arrangement for its reorganization, or the readjustment of its indebtedness under the Federal Bankruptcy laws, or under any other law or statute of the United States or any State thereof, or shall consent to the appointment of a receiver, trustee or liquidator of all or substantially all of its property; or
- 9.1.6 the Contractor shall have a petition under any part of the Federal Bankruptcy laws, or an action under any present or future insolvency laws or statute, filed against it, which petition is not dismissed within thirty (30) days after the filing thereof; or
- 9.1.7 there is any assignment by the Contractor of this Contract or any of Contractor's rights and obligations hereunder for which the Authority has not consented in writing; or
- 9.1.8 the Contractor shall default on any other agreement entered into by and between Contractor and the Authority,

then, in its discretion, the Authority shall have the right to terminate this Contract for default, which termination shall be effective upon delivery of written notice of such termination to the Contractor. In the event that the Authority terminates this Contract for default, or the Contractor abandons or wrongfully terminates the Contract, the Contractor shall be paid for compensation earned to the date of termination or abandonment (but Authority shall have the right to reduce by off-set any amounts owed to Contractor hereunder or under any other Contract or obligation by the amount of the Authority's damages and any amounts owed by Contractor to Authority), but Contractor shall not be compensated for any profits earned or claimed after the receipt of the Authority's notice of termination by default or after abandonment or wrongful termination. The Authority's election to terminate or not to terminate this Contract in part or whole for Contractor's default shall in no way be construed to limit Authority's right to pursue and exercise any other right or remedy available to it pursuant to the terms of the Contract or otherwise provided by law or equity.

- 9.2 Notwithstanding anything else herein contained, the Authority may terminate this Contract in whole or in part at any time for its convenience by giving the Contractor thirty (30) days written notice. In that event, the Contractor shall proceed to complete any part of the work, as directed by the Authority, and shall settle all its claims and obligations under the Contract, as directed by the

GENERAL CONDITIONS (Continued)

Authority. The Contractor shall be compensated by the Authority in accordance with the provisions hereof, including in particular Section 2 of these General Conditions, provided, however, that in no event shall Contractor be entitled to compensation for work not performed or for anticipatory profits. Contractor shall justify its claims, as requested by the Authority, with accurate records and data.

10. AUTHORITY'S AUTHORIZED REPRESENTATIVE:

During the term of this Contract, the Authority's Chief Executive Officer or designee may from time to time designate an individual to serve as Authority's Authorized Representative (AAR) (and an Assistant AAR designated to serve in that capacity in the absence of the AAR) who shall have such authority to act on the Authority's behalf as the Authority's Chief Executive Officer may from time to time actually delegate to such person, 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.

11. ASSIGNMENT:

Neither this Contract nor any of the Contractor's rights or obligations hereunder may be assigned by the Contractor without the Authority's prior written consent, which consent may be granted or withheld in the Authority's sole discretion. Any transfer of this Contract by merger, consolidation or liquidation, or (unless the stock of the Contractor is traded on a national stock exchange or in a generally recognized over the counter securities market) 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 Authority's prior written consent, the Authority shall be entitled to terminate this Contract pursuant to the provisions of Section 9 hereof.

12. NOTICES:

12.1 All notices or other writings which the Authority is required or permitted to give to the Contractor may be hand delivered, mailed via U.S. Certified Mail, or sent next-day delivery by a nationally-recognized overnight delivery service to the Contractor's address set forth in the Proposal. Any such notice shall be deemed to have been delivered upon actual delivery, or one (1) day following submission to a nationally-recognized overnight delivery service for next day delivery to Contractor, or three (3) days following submission to Contractor by U.S. Certified Mail.

12.2 All notices or other writings which the Contractor is required or permitted to give to the Authority may be hand delivered to the Chief Executive Officer, mailed via U.S. Certified Mail, or sent next-day delivery by a nationally-recognized overnight delivery service. Any such notice shall be deemed to have been delivered upon actual delivery, or one (1) day following submission to a nationally-recognized overnight delivery service for next day delivery to Authority, or three (3) days following submission to Authority by U.S. Certified Mail. Any such notice shall be sent to:

GENERAL CONDITIONS (Continued)

The Greater Orlando Aviation Authority
ATTN: Chief Executive Officer
Orlando International Airport
One Jeff Fuqua Boulevard
Orlando, Florida 32827-4399

- 12.3 Either party may change its notice address by written notice to the other given as provided in this section.

13. COMPLIANCE WITH NONDISCRIMINATION REQUIREMENTS:

- 13.1 During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

13.1.1 **Compliance with Regulations.** The contractor (hereinafter includes consultants) will comply with the Title VI List of Pertinent Nondiscrimination Acts And Authorities, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.

13.1.2 **Non-discrimination.** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21.

13.1.3 **Solicitations for Subcontracts, Including Procurement of Materials and Equipment.** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Nondiscrimination Acts And Authorities on the grounds of race, color, or national origin.

13.1.4 **Information and Reports.** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the sponsor or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts And Authorities and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the sponsor or the Federal Aviation Administration, as

GENERAL CONDITIONS (Continued)

appropriate, and will set forth what efforts it has made to obtain the information.

- 13.1.5 **Sanctions for Noncompliance.** In the event of a contractor's noncompliance with the Nondiscrimination provisions of this contract, the sponsor will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to:

13.1.5.1 Withholding payments to the contractor under the contract until the contractor complies; and/or

13.1.5.2 Cancelling, terminating, or suspending a contract, in whole or in part.

- 13.1.6 **Incorporation of Provisions.** The contractor will include the provisions of paragraphs 13.1.1 through 13.1.6 in every subcontract, including procurements of materials and leases of equipment, Required Contract Provisions Issued on January 29, 2016 Page 19 AIP Grants and Obligated Sponsors Airports (ARP) unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the sponsor or the Federal Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the sponsor to enter into any litigation to protect the interests of the sponsor. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

- 13.2 The Contractor assures Authority that it will comply with the pertinent statutes, Executive Orders and such rules as are promulgated to assure that no person shall, on the grounds of race, creed, color, national origin, sex, age, marital status, or handicap be excluded from participating in any activity conducted with or benefiting from Federal assistance. This provision shall bind the Contractor from the period beginning with the initial solicitation through the completion of the Contract.

14. TITLE VI LIST OF PERTINENT NONDISCRIMINATION ACTS AND AUTHORITIES:

- 14.1 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:

- 14.1.1 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);

GENERAL CONDITIONS (Continued)

- 14.1.2 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);
- 14.1.3 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);
- 14.1.4 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;
- 14.1.5 The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- 14.1.6 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);
- 14.1.7 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);
- 14.1.8 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;
- 14.1.9 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);
- 14.1.10 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;
- 14.1.11 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);
- 14.1.12 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.*).

GENERAL CONDITIONS (Continued)

15. 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.

16. OCCUPATIONAL SAFETY AND HEALTH ACT OF 1970:

All contracts and subcontracts 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. 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.

17. WHISTLE BLOWER REPORTING LINE:

The 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 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 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 (866) 773-3022, or through the online reporting form www.guardianwhistleblower.com. 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.

18. COPYING DOCUMENTS:

Contractor hereby grants the Authority and its agents permission to copy and distribute any and all materials and documents contained in, comprising, or which are otherwise submitted to Authority with or in connection with the Contractor's Proposal 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 Authority and its agents to make and distribute such copies of the Submittals or portions thereof as may be deemed necessary or appropriate by 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.

GENERAL CONDITIONS (Continued)

19. GENERAL PROVISIONS:

- 19.1 The Contract Documents consist of the Contract, the Proposal Forms, the Instructions to Proposers, the Request for Proposals, all Addenda issued prior to execution of this Contract, these General Conditions and the Specifications. Together, these documents comprise the Contract and all the documents are fully a part of the Contract as if attached to the Contract or repeated therein. Precedence of the Contract Documents shall be as follows: (i) addenda to the Contract Documents, (ii) the Contract, (iii) the General Conditions (iv) the Proposal Forms, (v) the Instructions to Proposers, (vi) the Specifications, and (vii) the Request.
- 19.2 This Contract represents the entire agreement between the parties in relation to the subject matter hereof and supersedes all prior agreements and understandings between such parties relating to such subject matter, and there are no contemporaneous written or oral agreements, terms or representations made by any party other than those contained herein. No verbal or written representations shall be relied upon outside the Contract terms and amendments. Without exception, all deletions or additions to the scope of work will be set forth in a written amendment to this Contract. No amendment, modification, or waiver of this Contract, or any part thereof, shall be valid or effective unless in writing signed by the party or parties sought to be bound or charged therewith; and no waiver of any breach or condition of this Contract shall be deemed to be a waiver of any other subsequent breach or condition, whether of a like or different nature.
- 19.3 The Contractor shall, during the term of this Contract, repair any damage caused to real or personal property of the Authority and/or its tenants, wherever situated on the Airport, caused by the intentional, reckless, or negligent acts or omissions of the Contractor's officers, agents, or employees, and any subcontractors and their officers, agents, or employees, or, at the option of the Authority, the Contractor shall reimburse the Authority for the cost of repairs thereto and replacement thereof accomplished by or on behalf of the Authority.
- 19.4 Contractor warrants to the Authority that no work performed or materials purchased pursuant to the Contract, whether by, from, or through the Contractor or a subcontractor, shall cause any claim, lien or encumbrance to be made against any property of the Authority, and the Contractor shall indemnify and save the Authority harmless from and against any and all losses, damages and costs, including attorneys' fees, with respect thereto. If any such claim, lien or encumbrance shall be filed, the Contractor shall, within thirty (30) days after notice of the filing thereof, cause the same to be discharged of record by payment, deposit, bond, order of a court of competent jurisdiction or otherwise. This provision shall survive the expiration or termination of the Contract.
- 19.5 The language of this Contract shall be construed according to its fair meaning, and not strictly for or against either the Authority or the Contractor. This Contract shall be deemed to be made, construed and performed according to the laws of the State of Florida. Any suit or proceeding initiated for the purpose

GENERAL CONDITIONS (Continued)

of interpreting or enforcing any provision of this Contract or any matter in connection therewith shall be brought exclusively in a court of competent jurisdiction in Orange County, Florida, and Contractor waives any venue objection, including, but not limited to, any objection that a suit has been brought in an inconvenient forum. Contractor agrees to submit to the jurisdiction of the Florida courts and irrevocably agrees to accept service of process by U.S. mail.

- 19.6 The section headings herein are for the convenience of the Authority and the Contractor, and are not to be used to construe the intent of this Contract or any part hereof, or to modify, amplify, or aid in the interpretation or construction of any of the provisions hereof.
- 19.7 The use of any gender herein shall include all genders, and the use of any number shall be construed as the singular or the plural, all as the context may require.
- 19.8 The delay or failure of the Authority at any time to insist upon a strict performance of any of the terms, conditions and covenants herein shall not be deemed a waiver of that breach or any subsequent breach or default in the terms, conditions, or covenants of this Contract. Contractor shall not be relieved of any obligation hereunder on account of its failure to perform by reason of any strike, lockout, or other labor disturbance.
- 19.9 If the Authority shall, without any fault, be made a party to any litigation commenced between the Contractor and a third party arising out of the Contractor's operations and activities at the premises, then the Contractor shall pay all costs and reasonable attorney's fees incurred by or imposed upon the Authority in connection with such litigation for all trial and appellate proceedings. The Authority shall give prompt notice to the Contractor of any claim or suit instituted against it by such third party. The provisions of this Section supplement and are not intended to be in lieu of the indemnification provisions of Section 5 hereof. The provisions of this Section shall survive the acceptance of the services and payment therefor, and the expiration or earlier termination of this Contract.
- 19.10 The Authority shall have the right to recover from Contractor all of the Authority's costs and expenses incurred in investigating noncompliance with or enforcing the provisions of this Contract including, but not limited to, (1) the cost of administrative investigation and enforcement (including, without limitation, audit fees and costs, attorneys' fees) and (2) the cost of any trial, appellate or bankruptcy proceeding (including, without limitation, investigation costs, audit fees and costs, attorneys' fees, court costs, paralegal fees and expert witness fees). This provision shall survive the expiration or termination of the Contract.
- 19.11 The Contractor shall not during the term of the Contract knowingly hire or employ (on either a full-time or part-time basis) any employee of the Authority. Contractor's and subcontractor's employees while in uniform shall not loiter in the public areas of the Airport.

GENERAL CONDITIONS (Continued)

- 19.12 The Contractor shall be required, during the term of the Contract, at no additional cost to the Authority, to take such reasonable security precautions with respect to its operations at the Airport as the Authority in its discretion may from time to time prescribe.
- 19.13 The Contractor shall comply with all regulations, rules and policies of any governmental authority, including the Authority, relating to security issues.
- 19.14 The Authority may, but shall not be obligated to, cure, at any time, upon five (5) days written notice to Contractor (provided, however, that in any emergency situation the Authority shall be required to give only such notice as is reasonable in light of all the circumstances), any default by the Contractor under this Contract; whenever the Authority so cures a default by the Contractor, all costs and expenses incurred by the Authority in curing the default, including, but not limited to, reasonable attorneys' fees, shall be paid by the Contractor to the Authority on demand.
- 19.15 Contractor is an independent contractor and nothing contained herein shall be construed as making the Contractor an employee, agent, partner or legal representative of the Authority for any purpose whatsoever. The Contractor acknowledges that it does not have any authority to incur any obligations or responsibilities on behalf of the Authority, and agrees not to hold itself out as having any such authority. Nothing contained in this Contract shall be construed to create a joint employer relationship between Authority and Contractor with respect to any employee of Contractor or of its subcontractors.
- 19.16 Contractor and its subcontractors, if any, shall maintain complete and accurate books and records in accordance with generally accepted accounting principles, consistently applied, and shall be in a form reasonably acceptable to the Authority's Chief Executive Officer or designee. Contractor and its subcontractors shall account for all expenses of any nature related to transactions in connection with this Contract in a manner which segregates in detail those transactions from other transactions of the Contractor and subcontractors and which support the amounts reported and/or invoiced to the Authority. At a minimum, Contractor's and subcontractor's accounting for such expenses and transactions shall include such records in the form of electronic media compatible with or convertible to a format compatible with computers utilized by the Authority at its offices; a computer run hard copy; or legible microfilm or microfiche, together with access to the applicable reader. All such books and records and computerized accounting systems, shall upon reasonable notice from Authority be made available in Orange County, Florida, for inspection, examination, audit and copying by Authority through and by its duly authorized representatives at any time for up to four (4) years after the year to which books and records pertain. Such inspection, examination, or audit may include, but is not limited to a review of the general input, processing, and output controls of information systems, using read only access, for all computerized applications used to record financial transactions and information. Contractor and subcontractor shall freely lend its own assistance in a timely manner in making such inspection, examination, audit, or copying and, if such records are maintained in electronic and other machine

GENERAL CONDITIONS (Continued)

readable format, shall provide the Authority and/or its representative such assistance as may be required to allow complete access to such records. The Chief Executive Officer may require Contractor and subcontractors to provide other records the Chief Executive Officer, in his or her sole discretion, deems necessary to enable the Authority to perform an accurate inspection, examination or audit of expenses incurred in and transactions related to performance of this Contract. Such records shall be provided within thirty (30) days of request thereof. In the event that expenses incurred or reimbursed are found by such inspection, examination, or audit to have been overpaid, Contractor and its subcontractors agree that such amounts shall be payable to the Authority. If, prior to the expiration of the above-stated four (4) year record retention period, any audit or investigation is commenced by the Authority, or any claim is made or litigation commenced relating to this Contract by the Authority, the Contractor, or a third party, the Contractor shall continue to maintain all such records, and the Authority shall continue to have the right to inspect such records in the manner stated above, until the inspection, examination, audit, claim, or litigation is finally resolved (including the determination of any and all appeals or the expiration of time for an appeal). This provision shall survive the expiration or earlier termination of this Contract. In the event of any conflict between any provision of this Contract and generally accepted accounting principles or generally accepted auditing standards, the provisions of this Contract shall control even where this Contract references such provisions or standards. In particular, without limitation, Contractor and subcontractors shall maintain all records required under this Contract to the full extent required hereunder, even if some or all such records would not be required under such generally accepted accounting principles or auditing standards. If as a result of an inspection, examination or audit, it is established that amounts are due from the Contractor to the Authority, Contractor shall forthwith, upon written demand from the Authority, pay the Authority such amount, together with interest on the amount due at the rate of eighteen (18%) percent per annum, or if less, the maximum rate of interest allowed by law, from the date such additional amounts were overpaid by the Authority.

- 19.17 Contractor and subcontractors shall prepare and provide the Authority with all detailed reports as required under the Contract on a timely basis. The Authority reserves the right to modify the reporting procedures or the form and content of any report as it deems necessary.
- 19.18 There are no third party beneficiaries to this Contract and nothing contained herein shall be construed to create such.
- 19.19 Time is of the essence for the performance of each of Contractor's obligations under this Contract.
- 19.20 In computing any period of time established under this Contract, except as otherwise specified herein the word "days," when referring to a period of time that is ten (10) days or less means business days, and when referring to a period of time that is more than ten (10) days means calendar days. The day of the event, from which the designated period of time begins to run shall not

GENERAL CONDITIONS (Continued)

be included. A business day is any day other than Saturday, Sunday, or Federal, State of Florida or Authority holidays.

- 19.21 Contractor agrees to perform all acts and execute all supplementary instruments or documents which may be reasonably necessary to carry out or complete the transaction(s) contemplated by this Contract.
- 19.22 Authority reserves the right to further develop, improve, repair and alter the airport and all roadways, parking areas, terminal facilities, landing areas and taxiways as it may reasonably see fit, free from any and all liability to Contractor for loss of business or damages of any nature whatsoever to Contractor occasioned during the making of such improvements, repairs, alterations and additions, including, but not limited to, any damages resulting from negligence of the Authority or its employees, agents or contractors.
- 19.23 Contractor and Authority hereby mutually waive any claim against each other and their respective members, officials, officers, agents and employees for damages (including damages for loss of anticipated profits) caused by any suit or proceedings brought by either of them or by any third party directly or indirectly attacking the validity of this Contract or any part thereof, or any addendum or amendment hereto, or the manner in which this Contract was solicited, awarded or negotiated, or arising out of any judgment or award in any suit or proceeding declaring this Contract, or any addendum or amendment hereto, null, void or voidable or delaying the same, or any part thereof, from being carried out.
- 19.24 At the option of the Contractor, the products and/or services provided under the Contract resulting from this solicitation may be provided to other governmental agencies, including the State of Florida, its agencies, political subdivisions, counties and cities under the same terms and conditions, including price, as such products and/or services are provided under this Contract. Each governmental agency allowed by the Contractor to purchase products and/or services in connection with this Contract shall do so independent of the Authority or any other governmental entity. Each agency shall be responsible for its own purchases and shall be liable only for goods and services ordered, received and accepted by it. The Authority shall have no liability to Contractor or any governmental agency resulting from the purchase by that agency of products and/or services from Contractor in connection with this Contract.
- 19.25 The Contractor assures that it will comply with pertinent statutes, Executive Orders and such rules as are promulgated to assure that no person shall, on the grounds of race, creed, color, national origin, sex, age or handicap be excluded from participating in any activity conducted with or benefitting from Federal assistance. This Provision obligates the Contractor or its assigns, for the period during which Federal assistance is extended to the airport program, except where Federal assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon. In these cases, the Provision obligates the Contractor for the longer of the following periods: (a) the period during which the property is used by the Authority or any transferee for a purpose for which Federal assistance is

GENERAL CONDITIONS (Continued)

extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Authority or any transferee retains ownership or possession of the property. In the case of a construction project, this Provision binds the Contractors from the Proposal solicitation period through the completion of the Contract.

- 19.26 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 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 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 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 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 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 Authority under this Agreement. The provisions of this Section 19.26 shall survive the expiration or earlier termination of the Agreement.

- 19.27 **IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS**

GENERAL CONDITIONS (Continued)

RELATING TO THIS CONTRACT, CONTACT THE AUTHORITY'S CUSTODIAN OF PUBLIC RECORDS AT: PHONE NUMBER, (407) 825-2032; EMAIL ADDRESS, PUBLICRECORDS@GOAA.ORG; AND MAILING ADDRESS, GREATER ORLANDO AVIATION AUTHORITY, PUBLIC RECORDS, ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827. A Contractor with an Authority Contract for services, must comply with Florida Statute, Chapter 119.071, specifically to:

- 19.27.1 Keep and maintain public records that ordinarily and necessarily would be required by the Authority in order to perform the service.
- 19.27.2 Upon request from the Authority's custodian of public records, provide the 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 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.
- 19.27.3 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 Authority.
- 19.27.4 Upon completion of the Contract, meet all requirements for retaining public records and transfer, at no cost to the Authority, all public records in possession of the Contractor or keep and maintain public records required by the Authority to perform the service. If the Contractor transfers all public records to the 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 Authority, upon request from the Authority's custodian of public records, in a format that is compatible with the information technology systems of the Authority.
- 19.27.5 If a Contractor does not comply with a public records request, the Authority shall enforce the Contract provisions in accordance with the Contract.
- 19.28 The Authority maintains an Automate People Mover ("APM") Systems Safety Program Plan ("APM-SSPP") that is in accordance with current Florida Department of Transportation Regulations. Should the scope and work of this Contract require the Contractor to perform services that are in direct proximity

GENERAL CONDITIONS (Continued)

of the dynamic envelope of the APM system (typically 10' radius), including directly above the airspace of the tram guideway for the APM system, the Contractor must request a copy of the Authority's APM-SSPP, comply with the procedures within the APM-SSPP, and receive safety training and certification from the APM operator, prior to performing work within this area. All questions regarding this procedure, are to be referred to the AAR.

* * * * * END OF GENERAL CONDITIONS * * * * *

SPECIFICATIONS

TERMINAL JANITORIAL MAINTENANCE

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SPECIFICATIONS**SECTION 1: GENERAL****1.1 SCOPE OF WORK:**

- 1.1.1 The Contractor shall provide all labor, supervision, management oversight, training, materials, equipment, tools, submissions, reports, consumables, uniforms, janitorial cleaning supplies (except hand soap, trash liners and baling wire), paper products (except paper towels and toilet tissue), trash can inserts, fuel, oil, lubricants, and all other items necessary or proper for, or incidental to, performing janitorial maintenance of the terminal areas identified in the attached Janitorial Cleaning Sheets (exhibits), located at the Orlando International Airport ("OIA") in accordance with the Contract Documents. 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.
- 1.1.2 The Contractor is required to achieve the performance standards as outlined in the Specifications of the Contract documents and should take into account projected traffic when developing the Proposer's Proposal.
- 1.1.3 The Contractor is required to achieve the performance standards as outlined in this Specification in such a manner that will present a clean, neat and professional appearance at all times to the traveling public and other users of the Terminal, reflecting the Orlando Experience.
- 1.1.4 The areas to be serviced under this Specification include public and nonpublic areas of the Landside and Airside Terminal Buildings and the Offices located throughout the North Terminal Complex (NTC) Landside and Airside buildings and the South Terminal Complex (STC) Landside and Airside buildings. The Work Areas in which the Contractor shall perform the janitorial maintenance are detailed in Janitorial Cleaning Sheets (exhibits) for North Terminal Complex "1" through "35" and South Terminal Complex "1" through "19".

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
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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

South Terminal Complex "1" through "19"

Sheet -1	South Terminal APM Level-1
Sheet -2	South Terminal ITF Level-1 North
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Sheet -4	South Terminal PDL Level-1
Sheet -5	South Terminal APM Level-2
Sheet -6	South Terminal ITF Level-2
Sheet -7	South Terminal PDL Level-2
Sheet -8	South Terminal APM Level-3
Sheet -9	South Terminal ITF Level-3 North
Sheet -10	South Terminal ITF Level-3 South
Sheet -11	South Terminal PDL Level-3
Sheet -12	South Terminal APM Level-5
Sheet -13	South Terminal ITF Level-5 North
Sheet -14	South Terminal ITF Level-5 South
Sheet -15	South Terminal PDL Level-5 East
Sheet -16	South Terminal PDL Level-5 West
Sheet -17	South Terminal ITF Level-6 North
Sheet -18	South Terminal ITF Level-6 South
Sheet -19	South Central Energy Plant (CEF)

1.1.5 All powered equipment must have the following features:

- safeguards, such as rollers or rubber bumpers, to avoid damage to building surfaces;
- 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.

(REVISED PER AMENDMENT NO. 1)

- 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.
- 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.
- 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.
- 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.
- 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.

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

- Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes;
- UL 2792 (formerly CCD 110), for cleaning and degreasing compounds;
- UL 2759 (formerly CCD 146), for hard-surface cleaners;
- UL 2795 (formerly CCD 148), for carpet and upholstery care;
- Green Seal GS-40, for industrial and institutional floor care products;
- UL 2777 (formerly CCD 147), for hard-floor care;
- EPA Design for the Environment Program's Standard for Safer Cleaning Products; and/or
- 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).

1.2 REGULATIONS:

- 1.2.1** 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.
- 1.2.2** 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.

(REVISED PER AMENDMENT NO. 1)

- 1.2.3 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 Authority's representatives. Contractor shall report immediately to the AAR any spillage or dumping of hazardous materials on Authority property.
- 1.2.4 During the performance of this Contract, Contractor shall keep current and, if requested by the 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.

1.3 WORK HOURS:

Services hereunder will be provided 24 hours per day, 7 days per week, including holidays, with exception of the Authority's Executive Office Spaces located on level 3 A East. which the Contractor shall perform Policing, as outlined in the Specification, between the hours of 5:00 a.m. and 9:00 p.m. The Contractor shall perform Daily Cleaning and Policing, as outlined in the Specification, between the hours of 9:00 p.m. and 5:00 a.m. The Contractor shall perform Floor Care and Cycle Cleaning, as outlined in the Specification, between 9:00 p.m. and 5:00 a.m. Window washing shall be performed between the hours of 6:00 a.m. and 2:00 p.m.

- 1.3.1 The Contractor shall perform policing services, as detailed under Paragraph 6.5.3. (Policing) in accordance with the attached Sheets and Reports in the Executive Offices from 7:30 a.m. to 4:30 p.m. Monday through Friday excluding Holidays.
- 1.3.2 The Contractor is responsible for coordinating cleaning services to the tenants and airline offices between 9:00 pm – 5:00 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 assessed in the amount of \$500.00 per occurrence.
- 1.3.3 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 5:00 a.m. – 9:00 p.m.

1.4 CONTRACTOR'S PERSONNEL:

- 1.4.1 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.
- 1.4.2 Contractor shall require all prospective employees to show proof of citizenship, or proof from the United States Immigration and Naturalization Service of valid entry permits and/or work permits for legal aliens and proof that such legal aliens are eligible to be employed in the United States.

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- 1.4.3 Should the Contractor engage employees who are illiterate in English, it will be the Contractor's responsibility, obligation and cost 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 the Supervisor give instructions to said employee.
- 1.4.4 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 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 Authority, if requested.
- 1.4.5 Contractor shall transfer promptly from the airport any employee or employees that the Authority advises are not satisfactory, and replace such personnel with employees satisfactory to the Authority; but in no event shall Authority be responsible for monitoring or assessing the suitability of any employee or agent of Contractor.
- 1.4.6 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 Orlando International Airport. The Contractor shall be responsible for ensuring that all articles found by its employees on Authority's premises are turned over to the Authority or the Authority's designated agent in charge of such articles.
- 1.4.7 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 Orlando International Airport. Each of the Contractor's motor vehicles brought onto the Authority's premises shall have the Contractor's business name and/or logo prominently displayed on both front doors of such vehicle.
- 1.4.8 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.
- 1.4.9 Contractor shall have on each shift, on-site personnel trained in floor covering water extraction and special equipment (scissor lift, pressure washers, etc.) operation.
- 1.4.10 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 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 Authority, on a case-by-case basis with the Authority's AAR written approval, may authorize part-time personnel.

- 1.4.11 The Contractor should make reasonable efforts to hire the employees of the Authority's current Contract, in the same position, or equivalent position, as currently held by the employee.
- 1.4.12 The Contractor shall be responsible for ensuring that all articles found by its employees on Authority's premises are turned over to the Authority or the Authority's designated agent in charge of such articles.

1.5 IDENTIFICATION AND ACCESS REQUIREMENT:

- 1.5.1 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 under Section 1.5 below to sign the 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 Authority. Each background check shall be performed to the following minimum requirements:
 - 1.5.1.1 Each employee must provide a ten (10) year work history.
 - 1.5.1.2 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).
 - 1.5.1.3 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.
- 1.5.2 Contractor shall not present any Contractor Responsible Employee to the 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.\
- 1.5.3 The Authority will issue, for a fee, as stated below in Sections 1.5.4 and 1.5.5, 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 Authority's guidelines. Every new employee requiring unescorted access to a secure area of the airport must be electronically processed by the Authority's Access Control Office for a Criminal

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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 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 Authority, TSA, or such other entity as deemed appropriate by the 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.

1.5.4 Fees Associated with Identification Badges:

Security Background Check	\$11.00
New Issue	\$25.00
Renewal/Defaced	\$25.00
Name Change	\$25.00 (paid at time of issuance)
Addition	\$25.00 (i.e. adding company name, driver, etc.)
Deletion	\$25.00
Lost	\$50.00
Stolen	No Charge with proper documentation
Fingerprinting	\$27.00 (every two years)
AOA Vehicle Decal	\$25.00 per vehicle

1.5.5 Fees Associated with Keys:

New Hard Key	\$10.00
Lost Hard Key	\$50.00

Note: No personal checks or credit card payments are accepted. Companies will be assessed a \$100.00 fee for each non-returned identification badge and key.

1.5.6 The U.S. Custom Services requires a hologram badge for the purposes of performing duties under the Contract. Contractor and any Subcontractor shall comply with all U.S. Customs Service requirements in order to obtain the required holograms on the Authority badge. A continuous Customs Bond (Form 301, latest version) or an Airport Security Bond, must be posted with U.S. Customs before any hologram badges can be issued.

1.5.6.1 The bond shall be obtained from an authorized surety company as required in the Code of Federal Regulations, Title 19, Chapter 1, Part 113.37, which can be found at www.ecfr.gov/cgi.

1.5.6.2 The face value of the bond is determined by the number of employees the Contractor will access to the Custom Security areas.

Bond Values Associated with Hologram Badges:

1-15 Employees	\$25,000.00
16-25 Employees	\$50,000.00
25 + Employees	\$100,000.00

1.5.6.3 Forms and requirements may be obtained by contacting U.S. Customs and Border Protection, CBP Hologram and Security Enforcement, located at 9076 Binnacle Way, Orlando, Florida 32827, phone number (407) 825-4371.

1.5.7 Contractor must maintain all information described above for a period of three years following expiration of this Contract. Such information is subject to audit by the Authority and must be sufficient in scope and detail to permit verification of compliance by Authority audit. Actual damages to the Authority resulting from a breach by Contractor of its obligations hereunder will be difficult or impossible to determine. As a result, Authority shall be entitled to recover liquidated damages of \$250.00 for every Contractor Responsible Employee presented to the 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 Authority.

1.5.8 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 Authority's 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.

1.6 CONTRACTOR INSPECTION:

The Contractor is responsible for performing or having 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 manufacturers' equipment, supplies, or services.

1.7 EVALUATION OF SERVICES:

1.7.1 The Authority has the right to evaluate all services performed for by the Contractor, to the extent practicable at all times and places during the term of the Contract. The 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 Authority shall relieve the Contractor of any performance or inspection obligations hereunder.

- 1.7.2 If any of the services do not conform to the Contract requirements, the Authority may require the Contractor to perform the services again in conformity with Contract requirements.

1.7.2.1 When the Defects (as defined in Section 2.1.1) in services cannot be corrected by re-performance, the Authority may require the Contractor to take necessary action to ensure that future performance conforms to Contract requirements.

1.7.2.2 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 Authority may:

1.7.2.2.1 Perform the services, or Contract with others to perform the services, and charge to the Contractor any cost incurred by the Authority that is directly related to the performance of such service; and/or

1.7.2.2.2 Reduce the amount payable to the Contractor on account of such Defects, as set forth in this Contract; and/or

1.7.2.2.3 Terminate the Contract for default.

1.8 QUALITY ASSURANCE:

1.8.1 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 two (2) hours 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 6.11. CDRs will be issued per quadrant as detailed in section 1.1.4 Janitorial Cleaning Sheets.

1.8.2 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 6.5.2; non-carpeted flooring in part or all of an area does not meet the requirements in Section 6.5.1.1; carpeted flooring in part or all of an area does not meet the requirements of Section 6.5.1.8; or a vertical surface area or furnishings in part or all of an area does not meet the requirements of Section 6.5.1.11.

1.9 TOOLS AND EQUIPMENT REQUIRED BY CONTRACTOR:

- 1.9.1 The Contractor shall provide, at its costs, all equipment necessary to perform work under this Contract. 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 manufactures specifications.
- 1.9.2 The Contractor shall provide a minimum of (2) two truck mounted floor care units and a minimum of (12) twelve carpet spotter machines 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 units 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.
- 1.9.3 The Contractor shall provide Spill-Control Absorbent Kits. 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 each Airside and each Level of each Quadrant of the Authority's Main Terminal. Placement and positioning of each kit shall be approved by the AAR.
- 1.9.4 The Contractor agrees that the 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 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.
- 1.9.5 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.
- 1.9.6 A minimum of fourteen (14) Spray-and-Vac No-Touch Cleaning system machines that can be used for hygienically cleaning of restrooms and other areas. I.e. Kaivac 1700 or approved equivalent.
- 1.9.7 And any other equipment necessary for the performance of the Contract.

1.10 KEY PERSONNEL:

1.10.1 Staffing – Contractor shall provide staff per the following requirements for each key position. The Authority shall have the right, in its sole discretion, to approve or reject Contractor's staff if the Authority advises in writing that such staff is objectionable to the Authority. Additionally, during the term of the Contract, the Authority may require that the Contractor promptly transfer from the Airport and replace the Site Manager, and/or Assistant Manager, if the Authority advises in writing that such manager is objectionable to the Authority. Contractor shall employ all persons necessary to maintain the 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.

1.10.2 Site Manager:

1.10.2.1 Site Manager – The Contractor shall provide a Site Manager who shall carry out the day-to-day obligations of the Contractor under this Contract. The Authority requires the Site Manager be a full-time employee, locally based, and dedicated to the Authority's Terminal Janitorial Maintenance Contract, devote his/her time exclusively to managing the Contractor's operations at the Airport, and have overall responsibility for the work to be performed by the Contractor under this Contract. 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 the Airport within thirty (30) minutes after receiving a request from the Authority. When the Site Manager is away from the Airport during the business hours required, an acting Site Manager shall be designated, and shall always be available to the Authority to act in the capacity of the Site Manager. The Authority shall be advised, in writing, of the names of all Acting Site Managers.

1.10.2.2 Because of the importance of management in the performance by the Contractor hereunder, the Contractor shall advise the 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 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 the Airport any Site Manager if the Authority advises in writing that such manager is objectionable to the Authority.

1.10.2.3 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 Authority's prior written approval

- 1.10.2.4 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 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 Authority at any time in the event an Emergency condition is declared by the Authority's Chief Executive Officer or his designee. Site Manager shall be required to attend all meeting(s) as requested by the AAR.
- 1.10.2.5 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.
- 1.10.2.6 The Contractor shall be obligated to notify the 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.
- 1.10.2.7 The Site Manager shall meet weekly with the AAR or as needed.
- 1.10.2.8 If the Contractor fails to provide a permanent Site Manager for a period exceeding twenty-one (21) calendar days, the Authority reserves the right to deduct \$275.00 per day from the Management Fee. The deductions shall start on the twenty-second (22nd) day.
- 1.10.3 Assistant Managers – The Contractor shall provide a minimum of **six (6)** Assistant Managers who shall assist the Site Manager in the Contractor's operations at the Airport, under the direction of the Site Manager. The Authority requires the Assistant Managers be full-time, locally based, and dedicated to the Authority's 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.
 - 1.10.3.1 The Assistant Managers shall have a minimum of three (3) years' 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 Authority's prior written approval.
 - 1.10.3.2 If the Contractor fails to provide **six (6)** Assistant Managers for a period exceeding twenty-one (21) calendar days, the Authority reserves the

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right to deduct \$225.00 per day per person from the Management Fee. The deductions shall start on the twenty-second (22nd) day.

1.10.3.3 At a minimum one (1) Assistant Manager shall be responsible for Safety, Employee Training, Quality Assurance Program and Customer Experience which includes the following:

1.10.3.3.1 Inspect, evaluate and monitor operations, equipment and processes in working areas to ensure compliance with, government safety regulations, Authority safety procedures and industry standards.

1.10.3.3.2 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.

1.10.3.3.3 Be responsible for ensuring all performed services meet the established standard of quality service and performance.

1.10.3.3.4 Develop and administer all training. Identify training needs and organize training to meet quality standards.

1.10.3.3.5 Develop and implement Quality Assurance and Quality Control Programs.

1.10.4 Administrative Staff – The Contractor shall provide a minimum of **four (4)** Administrative Staff, who 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 Airport to support the administrative requirements for the Terminal 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 not limited to, payroll, recruiting, badging, customer service, records management, invoices and any other administrative duties deemed necessary for the performance of this Contract.

If the Contractor fails to provide **four (4)** Administrative Staff employees for a period exceeding twenty-one (21) calendar days, the Authority reserves the right to deduct \$150.00 per day per person from the Management Fee. The deductions shall start on the twenty-second (22nd) day.

1.10.5 Supervisors – The Contractor shall provide Supervisors for the supervision of the 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 Authority's prior written approval.

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- 1.10.5.1 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 Authority.
- 1.10.5.2 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.
- 1.10.6 **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 specified in Section 6.5.3.
- 1.10.7 **General Cleaner** – Shall be responsible for performing various routine levels of cleaning that are required on a daily basis. Floor Care is a function of Daily Cleaning as specified in Section 6.5.
- 1.10.8 **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 specified in Section 6.5.
- 1.10.9 **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 specified in Section 6.5.
- 1.10.10 **Window /Carpet Spotter** – Shall be responsible for window and carpet spot cleaning during policing time as specified in Section 6.5.
- 1.10.11 **Day Porter** - Shall be responsible for performing Cleaning /Janitorial services one or More times a day at the GOAA executive 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 hour period.
- 1.10.12 **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.
- 1.10.13 **Inventory Control** - Shall will 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 terminal, airtides, restrooms and break rooms.
- 1.10.14 **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 3 years of experience in cleaning equipment.

1.11 UNIFORMS:

- 1.11.1 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.
- 1.11.2 Should the primary Contractor employ Subcontractors to perform a portion of the work hereunder, the Subcontractor's uniforms must match the Contractor's uniforms. However, the Subcontractor may, with the approval of the Contractor, use its own name and logo on the uniforms.
- 1.11.3 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; pants are standard industrial type work pants and belts shall be worn with all pants. All uniforms shall be approved by the Authority for color coordination and comply with all legal and safety requirements including, without limitation, the requirements of OSHA.
- 1.11.4 Contractor shall furnish each of its supervisory personnel a uniform which includes the employee's name and company identification on the outside to distinguish them from the non-supervisory personnel.
- 1.11.5 All subcontractor uniforms shall match Contractor's uniforms in color and style, and any of the Contractor 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.

1.12 AUTHORITY'S QUALITY ASSURANCE EVALUATOR (QAE):

- 1.12.1 The AAR is responsible for supervising the 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.
- 1.12.2 The QAEs may request Contractor's daily staffing schedules and status of equipment at any time.
- 1.12.3 The QAEs are not authorized to revoke, alter, or waive any requirements of the Contract.
- 1.12.4 The QAE is not authorized to re-direct or supervise Contractor's staff. This includes removal of Contractor's employees.
- 1.12.5 The QAE will notify the AAR of any deficiency resulting in a CDR as soon as possible.

1.13 THE AUTHORITY'S AUTHORIZED REPRESENTATIVE (AAR):

- 1.13.1 The Authority's Authorized Representative (hereinafter referred to as "AAR"), shall be designated by the Authority prior to the commencement date of this Contract and, thereafter, from time to time, to coordinate all activities between Contractor and the Authority.
- 1.13.2 The AAR or designee will be available for the day to day interface with the Contractor's Site Manager or Acting Site Manager.
- 1.13.3 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.
- 1.13.4 The AAR shall also respond to questions that may arise as to the Authority's interpretation of this Performance Work Statement, including but not limited to the scope of services and required cleaning frequencies, and 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.
- 1.13.5 The AAR may request the Contractor to increase or decrease Contractor's staff based on passenger traffic or emergency events.
- 1.13.6 The AAR or their designee may also issue a CDR if needed.

1.14 ORGANIZATIONAL CHANGES:

Contractor agrees to provide and review with the Authority an updated Organization Chart at least three (3) working days before any significant change occurs in management reporting relationships, including in particular the Site Manager or any identified Acting Site Managers.

1.15 LOST AND FOUND:

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

1.16 ACCIDENT / INCIDENT / DAMAGE REPORTS:

- 1.16.1 The Contractor shall promptly notify the 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.
- 1.16.2 Contractor shall promptly complete any report forms required by the 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.

1.17 WASTE REMOVAL:

- 1.17.1 All collected trash including Federal Inspections Services (FIS) USDA regulated trash must be removed by the Contractor to area(s) designated by the Authority. During each working shift, Contractor shall remove all debris generated in performing hereunder, with the removal completed as directed by the Authority. The Authority then has the responsibility for the removal and disposal of the waste from Airport property.
- 1.17.2 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 in the event of a spill for remediation. All USDA regulated trash shall be transported to the Authority's international trash facility as directed by the Authority. Contractor's truck shall be secured during the time it is utilized and during idle times. Contractor shall have daily trained staff dedicated to support the FIS USDA regulated trash removal and transportation.
- 1.17.3 Cleaning of mops and other Contractor equipment shall be accomplished only in utility sinks available for that purpose or Authority provided disposal areas. All dirt and debris resulting from work under this Contract shall be disposed of in 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.
- 1.17.4 Under no circumstances shall Contractor dispose of any material in the storm drains.
- 1.17.5 The Contractor shall be responsible for the removal and disposal of bio-hazardous material including sharps containers collected as a result of duties defined herein. 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.
- 1.17.6 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 Main Terminal, Airsides and South APM Complex.

1.18 AUTHORITY'S RECYCLING PROGRAM:

- 1.18.1 Contractor shall support the Authority's recycling program by ensuring that all 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 the North and South Terminal Complex (Landside, Airsides and SAPM). Contractor shall be responsible for emptying recycling containers in accordance with the Authority's recycling program.
- 1.18.2 The Contractor shall support and comply with the Authority's recyclable cardboard program (see Section 6.5.6).

1.19 SAFETY AND TRAINING

1.19.1 Safety Program

- 1.19.1.1 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.
- 1.19.1.2 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 Authority. Misuse or abuse of Authority property shall be a default under the terms of the Contract.

1.19.2 Training Program

- 1.19.2.1 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.
- 1.19.2.2 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 Authority property or when new procedures, methods, equipment or chemicals have been introduced:
 - 1.19.2.2.1 General Orientation on areas of Contractor's responsibility.
 - 1.19.2.2.2 Introductions to Contractor's areas of assignments.
 - 1.19.2.2.3 Cleaning chemicals-usage and safety precautions.
 - 1.19.2.2.4 Tools and equipment operations per OSHA Standards.
 - 1.19.2.2.5 Safety issues and compliance with OSHA Act of 1970.
 - 1.19.2.2.6 Safety while working with equipment and heights per OSHA standards.
- 1.19.2.3 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. A transcript of the training records and certifications shall be made available to the Authority upon request.

1.20 CUSTOMER SERVICE

- 1.20.1 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 Terminal Janitorial Maintenance; that travelers and staff at the Orlando International Airport 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.

- 1.20.2 Contractor's employees (and Subcontractor's employees) will be required to attend Customer Service training provided by the Authority for up to eight (8) hours each year at the Authority's expense.

SECTION 2: DEFINITIONS AND TERMINOLOGY

2.1 CONTRACT DEFINITIONS:

2. 1.1 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 6.1. Defects will result in the issuance of a Contract Discrepancy Report (CDR).
2. 1.2 EMERGENCY EVENT - Events caused by severe weather or man-made acts which can affect the health or safety of employees or passengers.
2. 1.3 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.
2. 1.4 PERIODIC SURVEILLANCE - The QAE shall hold unannounced inspections from time to time, at any time and any number of times.
2. 1.5 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 Authority.
2. 1.6 QUALITY ASSURANCE EVALUATOR (QAE) - A functionally qualified person who performs quality assurance functions for a Contracted service.
2. 1.7 QUALITY CONTROL - Those actions taken by a Contractor to control the production of outputs to ensure that they conform to the Contract requirements.
2. 1.8 UNACCEPTABLE CONDITION(S) - A condition that does not conform to quality standards but may be re-performed to conform to quality standards.

2.2 TERMINOLOGY FOR JANITORIAL CLEANING:

2. 2.1 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. 2.2 AOA - Aircraft Operating Area.
2. 2.3 BACTERICIDAL - Kills all bacteria.

- 2. 2.4 BACTERIOSTATIC - Prevents the growth of bacteria.
- 2. 2.5 BLUE BAG- A urinal/toilet cover provided by the Authority.
- 2. 2.6 CLEAN - The washing and removal of any and all loose, adhered and impregnated matter.
- 2. 2.7 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.
- 2. 2.8 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.).
- 2. 2.9 DIRT - Any foreign matter, solid or liquid that has not adhered to a surface area.
- 2. 2.10 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.
- 2. 2.11 DUST (VERB) - The removal of all loose dirt, dust and soil particles from the ceiling to floor surfaces, inclusive of walls and partitions.
- 2. 2.12 Emergency Response Team (ERT) - Trained on janitorial heavy equipment (Pressure washers, carpet extraction, high lift, power scrubbers and Bio-hazard clean-up).
- 2. 2.13 FACILITY - All buildings and grounds and all their component parts that comprise the Orlando International Airport complex.
- 2. 2.14 FLOOR - A specific level of a building.
- 2. 2.15 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.
- 2. 2.16 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 include but not limited to Grinding (Process to remove deep scratches), Honing (Process to remove minor scratches) and Grout Cleaning and sealing.
- 2. 2.17 FREQUENCY - The frequency field of information is found in the Report section of the exhibits and has four columns, one for each of the Policing, Daily Cleaning, Floor Care and Cycle Cleaning work. The numerical entry in each column denotes the number of services to be performed.

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- 2. 2.18 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.
- 2. 2.19 GATES - This refers to the ramp areas that are in proximity to and associated with the loading bridges.
- 2. 2.20 GLASS / PARTITIONS AND DOORS - Walls, doors and vertical surfaces that are manufactured out of Corian, stainless steel, plastic laminate, glass etc.
- 2. 2.21 HORIZONTAL SURFACES - The horizontal surfaces on furnishings, partitions and walls.
- 2. 2.22 HYDROPHILIC - Soils that can be dissolved by water.
- 2. 2.23 HYDROPHOBIC - Soils that resist the solvent action of water.
- 2. 2.24 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.).
- 2. 2.25 JET WAY- The telescoping corridor that extends from the airport terminal to the aircraft for the purpose of embarking and disembarking passengers. Also referred to as Passenger Boarding Bridge.
- 2. 2.26 LITES - Glass panes.
- 2. 2.27 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.).
- 2. 2.28 LOCATION # - The unique identifying number given to each area that designates its proximity relationship within each Sheet (exhibit).
- 2. 2.29 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.).
- 2. 2.30 MATERIAL (CLEANING) - Items that are not dispensed with each application (e.g. rags, mops, brooms, etc.).
- 2. 2.31 MONITOR - To observe and evaluate the effectiveness of an effort through a formalized procedure.
- 2. 2.32 MULLIONS - Vertical cross bars in a window or curtain wall.
- 2. 2.33 MUNTINS - Horizontal cross bars in a window or curtain wall.
- 2. 2.34 PILE LIFTER - High powered vacuum cleaner utilized to deep clean the carpet fibers and restore the pile to its original height.

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- 2. 2.35 **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.
- 2. 2.36 **POWER SCRUB** - The use of automatic commercial equipment that is designed to scrub and remove adhered and impregnated soil from hard surface floors.
- 2. 2.37 **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.
- 2. 2.38 **SANITATION MAINTENANCE** - The generic term which is intended to include all interior-cleaning requirements.
- 2. 2.39 **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.
- 2. 2.40 **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.
- 2. 2.41 **SHIFT** - Refers to work scheduled during a 24-hour period.
- 2. 2.42 **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.
- 2. 2.43 **SOLVENT** - Liquid media that has the property of being able to assimilate solids into suspension or solution.
- 2. 2.44 **SUPPLIES** - Items that are dispensed with each application (e.g. soap, wax, lubricants, etc.).
- 2. 2.45 **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.
- 2. 2.46 **TRASH** - Debris, litter and any item or matter left in any area.
- 2. 2.47 **VACANT SPACE** - a public or non-public use space that is not currently occupied by Authority staff or tenant and may or may not be cleaned at the direction or consent of the AAR.
- 2. 2.48 **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.
- 2. 2.49 **VERTICAL SURFACES** - Walls, partitions, doors and glass.

- 2. 2.50 WASHING - The generic term which denotes the category of technologies that incorporate the methodologies of detergency and solvency.
- 2. 2.51 WAXING - The generic term which denotes the category of technologies that address themselves to the problem of applying a dressing to a floor surface.

SECTION 3: ITEMS PROVIDED BY THE AUTHORITY

3.1 GENERAL:

- 3.3.1 The Authority shall make a reasonable effort to coordinate the operations and activities of the tenants, airlines, and others that utilize the terminal complex in order to minimize, to the extent practical, interference with performance by the Contractor.
- 3.3.2 The Authority will provide employee parking at the designated Airport Employee Parking Lot at no cost to the Contractor or its employees.

3.2 SUPPLIES AND MATERIALS FURNISHED BY THE AUTHORITY:

- 3.2.1 The Authority will purchase and provide at no cost to the Contractor hand soap, trash liners, paper towels, toilet tissue, urinal screens and baling wire to 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.
- 3.2.2 All items above will be procured by the Authority and stored at Authority's Material Control Warehouse, located at Orlando International Airport, 8652 Casa Verde Rd, Building 811, and Orlando, Florida 32827-4363. The Material Control Warehouse is open for issuing materials Monday through Friday from 7:30 a.m. until 4:00 p.m. except for Authority Holidays. Material Control shall notify the Contractor in the event the issuing hours change.
- 3.2.3 The Contractor shall pickup supplies often enough to prevent running out of these supplies to stock the Terminal restrooms. However, the Contractor shall not maintain excessive amounts of supplies in the Terminal.

3.3 OFFICE AND STORAGE SPACE:

- 3.3.1 The Authority will provide to the Contractor, a secure area for office and storage space in order to perform its obligations of this Contract. 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 administration support as required to perform the work functions under this Contract in 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.
- 3.3.2 The Contractor shall bear all risk of loss, damage or theft of any supplies and equipment stored in the assigned spaces.

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- 3.3.3 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.
- 3.3.4 Approval for modification of any assigned office and storage space requires approval of the AAR and the 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.
- 3.3.5 The Contractor shall bear 100% risk of loss, damage theft for any approved modification improvement made to Authority assigned office and or storage space.
- 3.3.6 The Authority will provide the Contractor, at the Authority's sole cost, with utility service (excluding international, interstate, and intrastate telephone calls, and directory assistance telephone service charges) where available in the Authority's administrative office space and required by the Contractor to perform its obligations and functions under this Contract.

3.4 KEYS:

Contractor shall be responsible for security of keys at all times and shall promptly report any lost or missing keys to the Authority. Contractor shall return all terminal complex keys in its possession to the Authority at the end of the Contract. Currently there are approximately 1,000 keys issued.

3.5 ON-SITE COMMUNICATIONS:

The Authority will provide an adequate number of Authority owned hand-held radios to be used by Contractor's personnel. Contractor shall exercise reasonable care in the operation and use of the radios. The Authority will repair or replace any defective radios at Authority's expense, however, the Contractor will be obligated to pay for the maintenance of the radios and the costs of repair or replacement of any radios damaged, destroyed or lost by the Contractor or its employees, agents or subcontractors. Upon the termination of the Contract, Contractor shall return all radios equipment to the Authority in the same condition as when received, except for reasonable wear and tear.

SECTION 4: COMPENSATION AND ADJUSTMENT

4.1 MINIMUM PAY SCALE:

The Contractor shall discuss a staffing wage plan with the Authority for 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 qualified employees.

4.2 LABOR COMPENSATION:

The Contractor's labor compensation for the reimbursable positions shall be fixed at the hourly labor rates as agreed upon with the Authority and shall not be subject to markups. Employees are required to utilize an automated time and attendance system. Employee's timesheets, printed records shall be included with the invoice and only actual hours worked and accounted for shall be billed.

SECTION 5: CONTRACTOR PERFORMANCE AND MEASUREMENT

5.1 COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM REQUIREMENTS:

5.1.1 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:

5.1.1.1 Scheduling jobs (Cycle Cleaning, Floor Restoration, etc.) and work orders.

5.1.1.2 Tracking Contract Discrepancy Reports, special projects, emergency response, customer complaints, etc.

5.1.1.3 Tracking contractor staff starting and ending time, date and time, and the total hours worked for each requested task.

5.1.1.4 Tracking of work orders, cleaning schedules and equipment downtime.

5.1.1.5 Managing the cleaning supplies inventory such as recording where supplies are stored, the value of the inventory in the Contractor's Storage Rooms per Authority's pricing information, determining when to restock materials, and the turnover rate of the inventory.

5.1.1.6 Management and assignment of work for planned cleaning tasks based on the Authority provided schedules.

5.1.2 The Contractor will provide direct access to the computerized system to 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.

5.1.3 The Contractor shall utilize the system to provide reports and graphs, to the AAR.

5.1.4 Subcontracted Costs/Additional Work:

5.1.6.1 The Authority will reimburse the Contractor for actual subcontractor costs incurred in the performance of 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 Authority for "Subcontracted Work", and only those charges supported by the documentation shall be payable. There shall be no Mark Up.

SECTION 6: SPECIFIC TASKS

6.1 QUALITY CONTROL:

6.1.1 The Contractor shall develop and maintain an effective Quality Control Program (QC Program) to ensure janitorial services meet the requirements of this SPECIFICATION. As a minimum the QC Program must include the following:

6.1.1.1 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 1.1.4.

6.1.1.2 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).

6.1.1.3 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.

6.1.1.4 The Contractor shall maintain a file of all QC inspections conducted and the corrective action taken. This documentation shall be made available to the Authority throughout the term of the Contract. The Authority reserves the right to require the Contractor to provide a copy of this entire file at no expense to the Authority at any time prior to final payment, which includes payment of any requests for equitable adjustment.

6.1.2 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.

6.1.3 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. 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.

6.1.4 Failure to maintain an up to date file of QC Inspections conducted and the corrective action taken will result in a CDR deduction.

6.2 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, 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 Authority with a Monthly Cleaning Schedule ten (10) days prior to a change of schedule will result in a deduction per Section 6.11 under QC Deduction.

6.3 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 Section 1.5. 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.

6.4 CATEGORIES OF CLEANING SERVICE:

6.4.1 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.

6.4.2 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.

6.4.3 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.

6.4.4 Window Cleaning - This category includes services which are specific to windows.

6.5 CLEANING TASKS:

The Contractor shall perform janitorial services in the areas found in Section 1.1.4 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 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:

6.5.1 Daily Cleaning - The Contractor shall accomplish all Daily Cleaning tasks required to meet the requirements of this Specification.

- 6.5.1.1 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. 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.
- 6.5.1.2 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.
- 6.5.1.3 The Contractor shall move all collected trash and all debris generated in performing hereunder to area(s) designated by the Authority. The Authority is responsible for the removal of the waste from airport property. Authority public areas shall remain free of accumulated trash.
- 6.5.1.4 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.
- 6.5.1.5 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.
- 6.5.1.6 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.
- 6.5.1.7 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.
- 6.5.1.8 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.
- 6.5.1.9 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,

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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.

6.5.1.10 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.

6.5.1.11 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.

6.5.1.12 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.

6.5.1.13 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.

6.5.1.14 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.

6.5.1.15 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.

6.5.2 Daily Restroom Cleaning - The Contractor shall accomplish all daily restroom-cleaning tasks necessary to meet the requirements of this Specification.

6.5.2.1 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.

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- 6.5.2.2 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.
 - 6.5.2.3 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.
 - 6.5.2.4 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 Authority or to the traveling public.
 - 6.5.2.5 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 6.7.
- 6.5.3 Policing - Policing supplements Daily Cleaning and are those services performed to ensure that each area to be cleaned under this Specification remains clean.
- 6.5.3.1 The specific tasks performed in Policing include those tasks that fall under Section 5.5.1, Daily Cleaning; Section 5.5.2, Daily Restroom Cleaning services and Section 5.5.5, 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 Terminal locations up to standards in accordance with this Specification at all times.
 - 6.5.3.2 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 Terminal throughout the Contract period. Policing shall be done as often as necessary to ensure the Terminal presents a clean image to the traveling public and other users of the Terminal free of dust, dirt, debris, scuff marks, stains, soil, film and odors.
 - 6.5.3.3 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.

6.5.4 Cycle Cleaning Services

- 6.5.4.1 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.
- 6.5.4.2 The Contractor shall perform floor stone restoration once per year to maintain a uniform glossy appearance (refer to Section 2.2.15).
- 6.5.4.3 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.
- 6.5.4.4 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.
- 6.5.4.5 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.
- 6.5.4.6 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).
- 6.5.4.7 Light fixtures located at or under a forty (40) 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 Authority staff and then cleaned by the Contractor. The cover will then be re-installed by Authority staff.
- 6.5.4.8 Vertical surfaces (high cleaning): The Contractor shall wash and clean the entire surface area of Vertical surfaces at or under forty (40) 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 1.19.3.6.

(REVISED PER AMENDMENT NO. 1)

- 6.5.4.9 The Contractor shall perform floor stone restoration on all limestone located on AS-1, AS-2, AS-3, AS-4 and in the North Terminal / South Terminals building once per year per Section 2.2.16.
- 6.5.5 Window Cleaning - The areas to be serviced include the areas approximately twelve feet and below of the Landside and Airside Terminal Buildings controlled by the Authority, the Federal Inspection Stations ("FIS") Facilities (U.S. Governmental Office Areas), Elevators and Escalators, Exterior Automated People Mover Tubes (Landside, Airside 2 and 4) and all areas detailed in Vertical Glass Summaries Part I and Part II, Schedule "C".
- 6.5.5.1 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).
- 6.5.5.2 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.
- 6.5.5.3 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.
- 6.5.5.4 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.
- 6.5.6 Cardboard Recycling Program- the Contractor shall collect, transport (to the loading dock), and bale the cardboard from various staging areas of the North and South Terminal Complex. Currently there are three (3) collection areas in the Main Terminal, one each in the four (4) Airsides and one each at the South Terminal Complex for a total of eight (8) collection areas.
- 6.5.7 Emergency Response - Contractor shall respond to all bio hazards, floods, spills and other cleaning activities at no additional cost to the Authority.

6.6 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.

6.7 PERFORMANCE EVALUATION:

- 6.7.1 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 Authority. The Contractor shall correct all Defects within thirty (30) minutes after notification for Policing Defects, and within two (2) hours 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 Authority. A re-inspection fee in the amount of one hundred dollars (\$100.00) 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 6.11 of this Specification.

6.7.2 If the Contractor is required to correct or re-perform a Defect, it shall be at no cost to the 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 Authority may issue additional CDRs based on the CDR schedule as found in Section 6.11, and by Contract or otherwise, correct or replace with similar services and charge to the Contractor the cost incurred by the Authority thereby, or make an equitable adjustment in the Contract price.

6.7.3 Repeated failure to perform in the same area may result in the termination of this Contract by Contractor default.

6.7.4 CDRs will be issued based on performance services under sections 1.9, 6.1, 6.5, 6.8 and 6.11 and not for under staffing of employees under the reimbursable section.

6.8 RE-EVALUATION FEE:

If after evaluating services for acceptability, the Authority determines those services were unacceptable, and 1) the Contractor is required to re-perform those services, and 2) the 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 Authority a Re-Evaluation Fee in the amount of \$100.00 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.

6.9 START-UP AND TRANSITION:

The 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 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 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 Authority has hereunder, including rights of termination.

6.10 DEDUCTIONS FROM PAYMENT:

6.10.1 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

(REVISED PER AMENDMENT NO. 1)

deduction is appropriate, regardless of the period in which the performance occurred.

6.10.2 Deductions are taken as indicated in the CDR schedule as found in Section 6.11.5.

6.10.3 Potential deductions for QC Inspection Files are limited to the number of times the Authority asks to see those files.

6.10.4 Potential deductions for Cleaning Schedules are limited to the number of times Cleaning Schedules are due to be submitted to the Authority.

6.10.5 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 Authority's request to respond to an emergency situation.

6.11 CDR DEDUCTION SCHEDULE:

6.11.1 Each CDR received will result in a deduction per the schedule listed below.

6.11.2 Each CDR form will be accompanied by a photograph indicating the deficiency.

6.11.3 In addition to the amount listed below, each CDR will have a re-evaluation fee in the amount of \$100.00.

6.11.4 The amount of the CDR deduction will increase daily based on the escalation shown in Paragraph 6.11.6.

6.11.5 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 Paragraph 6.11.6.

6.11.6 An example of an unsatisfactory completed CDR scenario:

Daily CDR Number	Time Issued	Deduction	Re-Evaluation Fee	Total Amount
1	8:00 am	\$100.00	\$100.00	\$200.00
2	8:30 am	\$200.00	\$100.00	\$300.00
3	10:00 am	\$400.00	\$100.00	\$500.00
4	11:00 am	\$1,000.00	\$100.00	\$1,100.00
5	11:30 am	\$1,500.00	\$100.00	\$1,600.00
6	12:30 pm	\$2,000.00	\$100.00	\$2,100.00
7	1:30 pm	\$2,500.00	\$100.00	\$2,600.00
8	3:00 pm	\$3,000.00	\$100.00	\$3,100.00

(REVISED PER AMENDMENT NO. 1)

9	4:30 pm	\$5,000.00	\$100.00	\$5,100.00
Daily Total				\$16,600.00

6.11.7 An example of satisfactory completed CDR scenario:

Daily CDR Number	Time Issued (Random Times to Show Multiple CDR's)	Re-Evaluation Fee	Total Amount	CDR
1	8:00 am	\$100.00	\$100.00	\$0.00
2	8:30 am	\$100.00	\$100.00	\$0.00
3	10:00 am	\$100.00	\$100.00	\$0.00
4	11:00 am	\$100.00	\$100.00	\$0.00
5	11:30 pm	\$100.00	\$100.00	\$0.00
6	12:30 pm	\$100.00	\$100.00	\$0.00
7	1:30 pm	\$100.00	\$100.00	\$0.00
8	3:00 pm	\$100.00	\$100.00	\$0.00
9	4:30 pm	\$100.00	\$100.00	\$0.00
Daily Total			\$900.00	\$0.00

6.11.8 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:

10th CDR - \$5,000.00 (accompanied by a Show Cause Letter)

11th CDR - \$10,000.00

12th CDR - \$15,000.00 (may result in a Contract termination or default)

* * * * * END OF SPECIFICATIONS * * * * *

ATTACHMENT "1"

CONTRACT DISCREPANCY REPORT

AUTHORITY ACTION	
1. TO (Service Provider and Manager Name):	2. FROM (Name of Quality Assurance Evaluator):
3. DISCREPANCY OR PROBLEM (Describe in Detail: include reference in SPECIFICATION. Attach continuation sheet if necessary.):	
4. SERVICE PROVIDER NOTIFIED (Date, Time, Contact Point):	
5. SIGNATURE OF QUALITY ASSURANCE EVALUATOR:	6. DATE:
SERVICE PROVIDER ACTION	
7. TO (Quality Assurance Evaluator):	8. FROM (Service Provider):
9. SERVICE PROVIDER RESPONSE as to cause, corrective action and actions to prevent recurrence (Attach continuation sheet if necessary):	
10. SIGNATURE OF SERVICE PROVIDER REPRESENTATIVE:	11. DATE:
AUTHORITY CLOSE OUT	
12. AUTHORITY EVALUATION (Acceptance, partial acceptance, or reaction. Attach continuation sheet if necessary.):	
13. AUTHORITY ACTIONS (Payment deduction, cure notice, other.):	
14. SIGNATURE OF QUALITY ASSURANCE EVALUATOR:	15. DATE:
16. SIGNATURE OF DEPARTMENT REVIEWING OFFICIAL (As Applicable):	17. DATE:

Note: Completed CDR to be forwarded to the Purchasing Office Contract Administrator

CDR.001

ATTACHMENT "2"

REQUIRED REPORTS

REPORT	FREQUENCY	SPECIFICATIONREFERENCE
Qualifications of Site Manager and ,Assistant Managers	Before start of Contract and in the event of any changes to the organization	Sections 1.10.1, 1.10.2, and 1.14
QC Inspection Files	Upon request	Section 6.1.1.4
Quality Control Program	Submitted 10 days post award and when changes occur	Section 6.1
Monthly Cleaning Schedule	10 days post award, Monthly, and when schedule changes	Section 6.2
Cycle Cleaning Schedule/PM	10 days post award the Contract Start Date, Yearly, and when schedule changes	Section 6.3
Floor Restoration Schedule	15 days after Contract Start Date, Yearly, and when schedule changes	Section 6.4.5
Sharps Container Schedule	15 days after Contract Start Date, Yearly, and when schedule changes	Section 1.17
Safety Data Sheets (SDS)	Upon acquiring any materials for use on this Contract for the first time	Section 1.9

Janitorial Contract Summary Report Part I



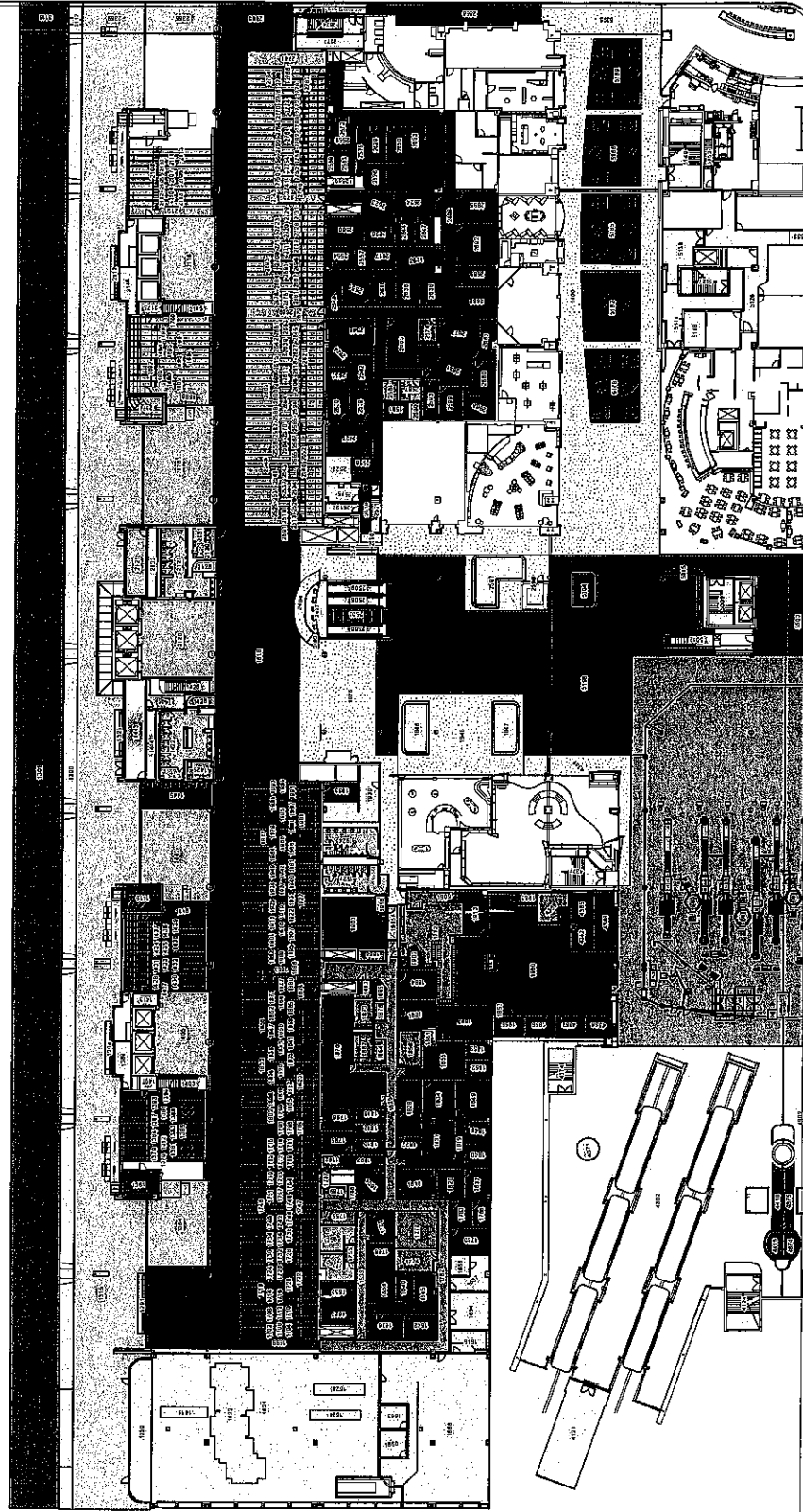
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0882								5,730																	5,730
0883								963	6,379																7,342
0889								3,942																	
AS01				199,905				100,846				28,720	13,204				13,143	190							379,967
AS02				150,224				150,478	843			18,805	9,364				19,695	303							304,948
AS03				134,287				137,015				36,650	4,455				10,149	634							339,684
AS04				216,520				97,689				42,100	9,758				49,267	827							535,530
NTLS (INCLUDES TUNNELS)				848,144				1,212,788	2,220			8,037	21,124				488,083	383							2,513,969
NTPA				206									889				230								7,421
NTPB				285									626				235								7,848
Grand Totals				1,349,352				1,708,451	9,243			134,313	59,200				580,801	2,336							4,186,798

Tuesday, April 23, 2019

Page 1 of 1
Janitorial Contract Summary Report Part I

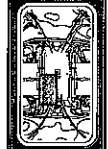
Floor Cover

Asphalt	Carpet	Clay Paver	Concrete	Gross	Marble	Mosaic Tile	Rubber	Stainless Steel	Traffic Coating	Wood Floor	TBD
Brick Paver	Ceramic Tile	Clay Tile	Epoxy Floor	Marble/Limestone	Metal	Porcelain Tile	Rubber Tile	Terrazo	Vinyl	N/A	



North Terminal, Campbell International Airport
 Lathrop Building
 Level 4
 10/1/2019

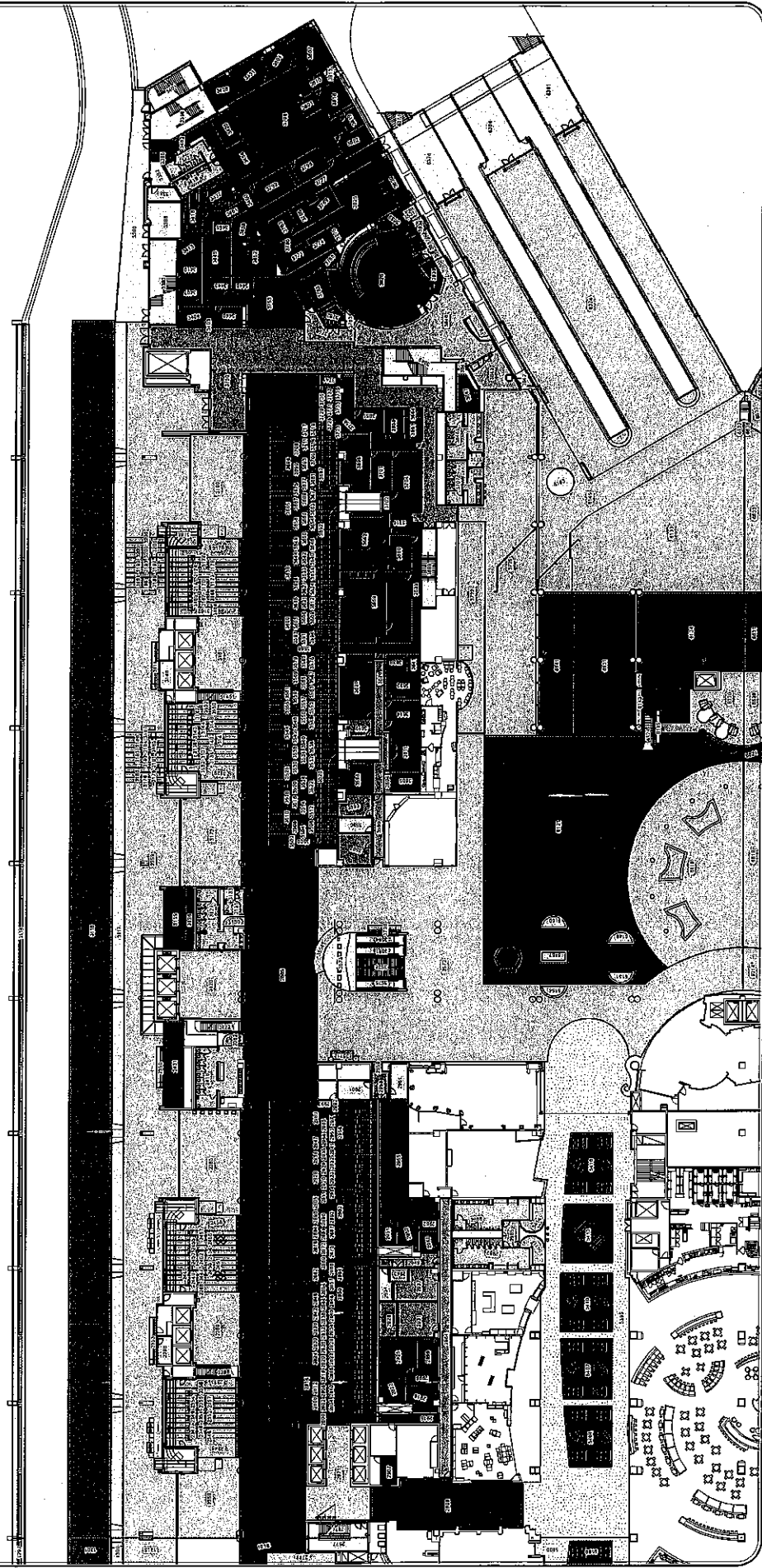
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PROJECT: NORTH TERMINAL, CAMPBELL INTERNATIONAL AIRPORT
 LATHROP BUILDING
 LEVEL 4
 10/1/2019

Floor Cover

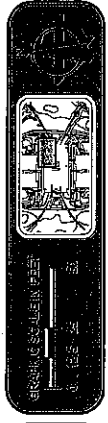
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North Arrow

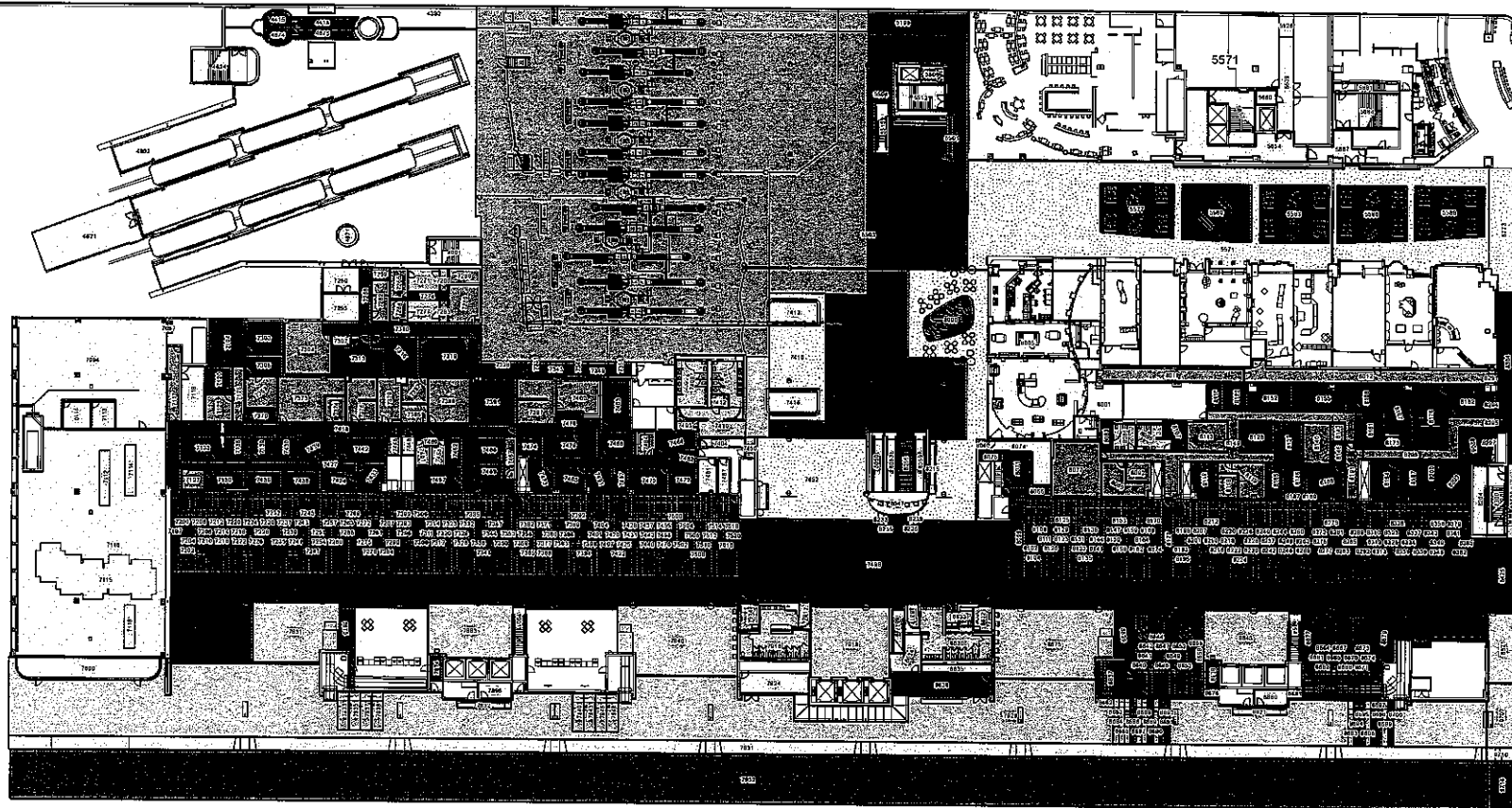
North Arrow Complex Architectural
Landscape Architect
Level 3
10/10/2019

REPORT



ARCHITECTURAL FIRM
10/10/2019

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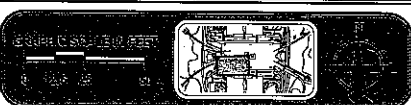
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Floor Cover

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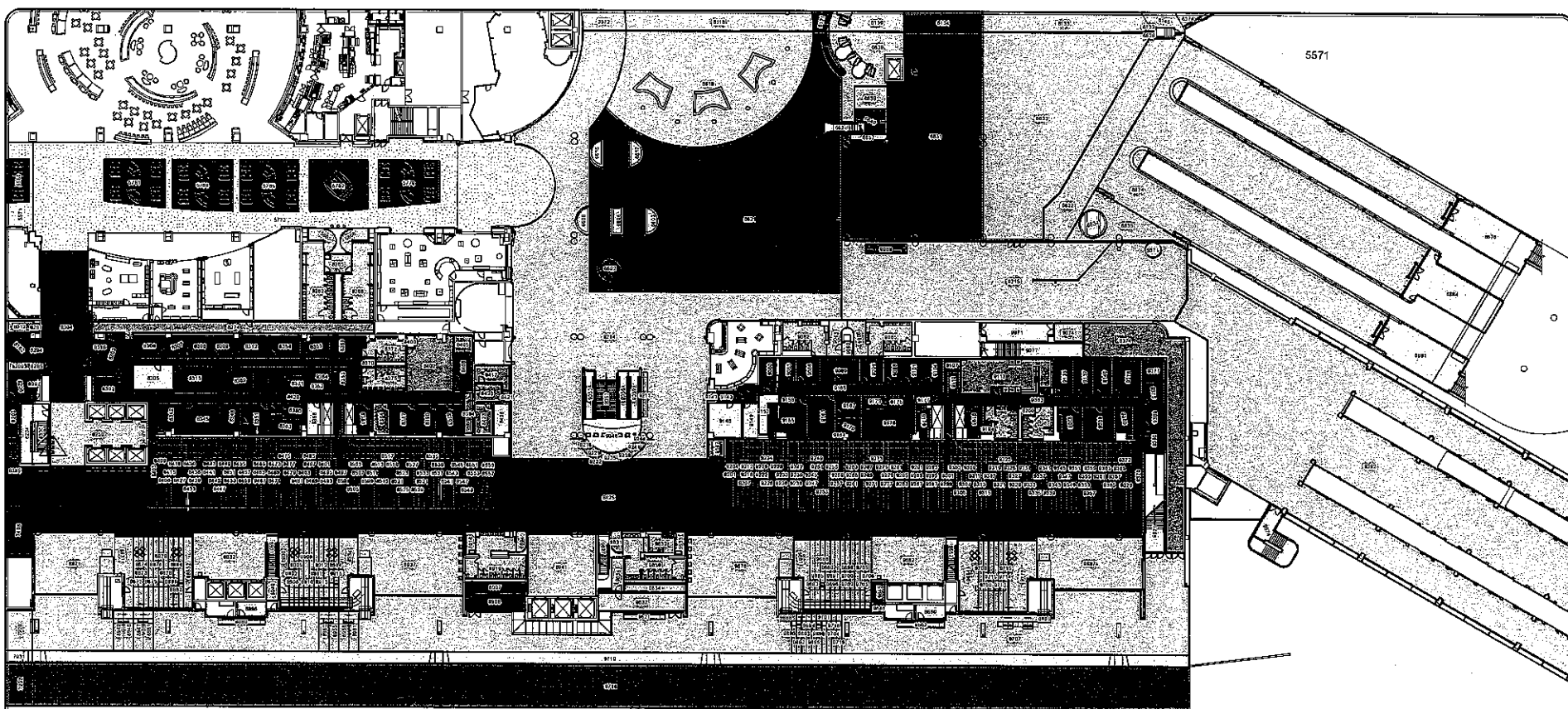


Bermuda Department of Education and Child Development
Jardines Complex
Level 1
Site Plan



Scale: 1/4" = 1'-0"

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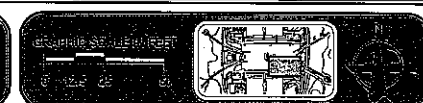
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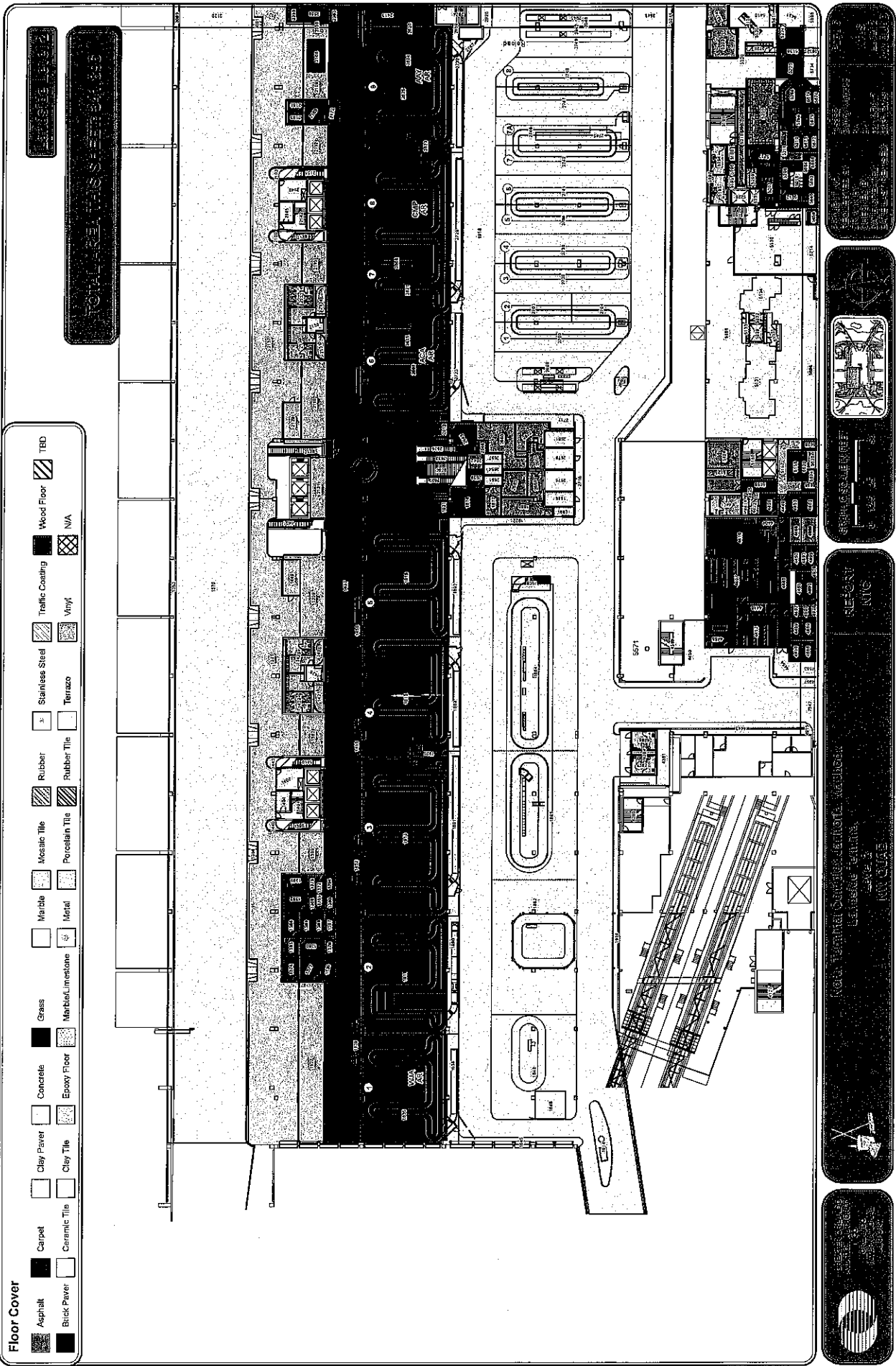
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Floor Cover

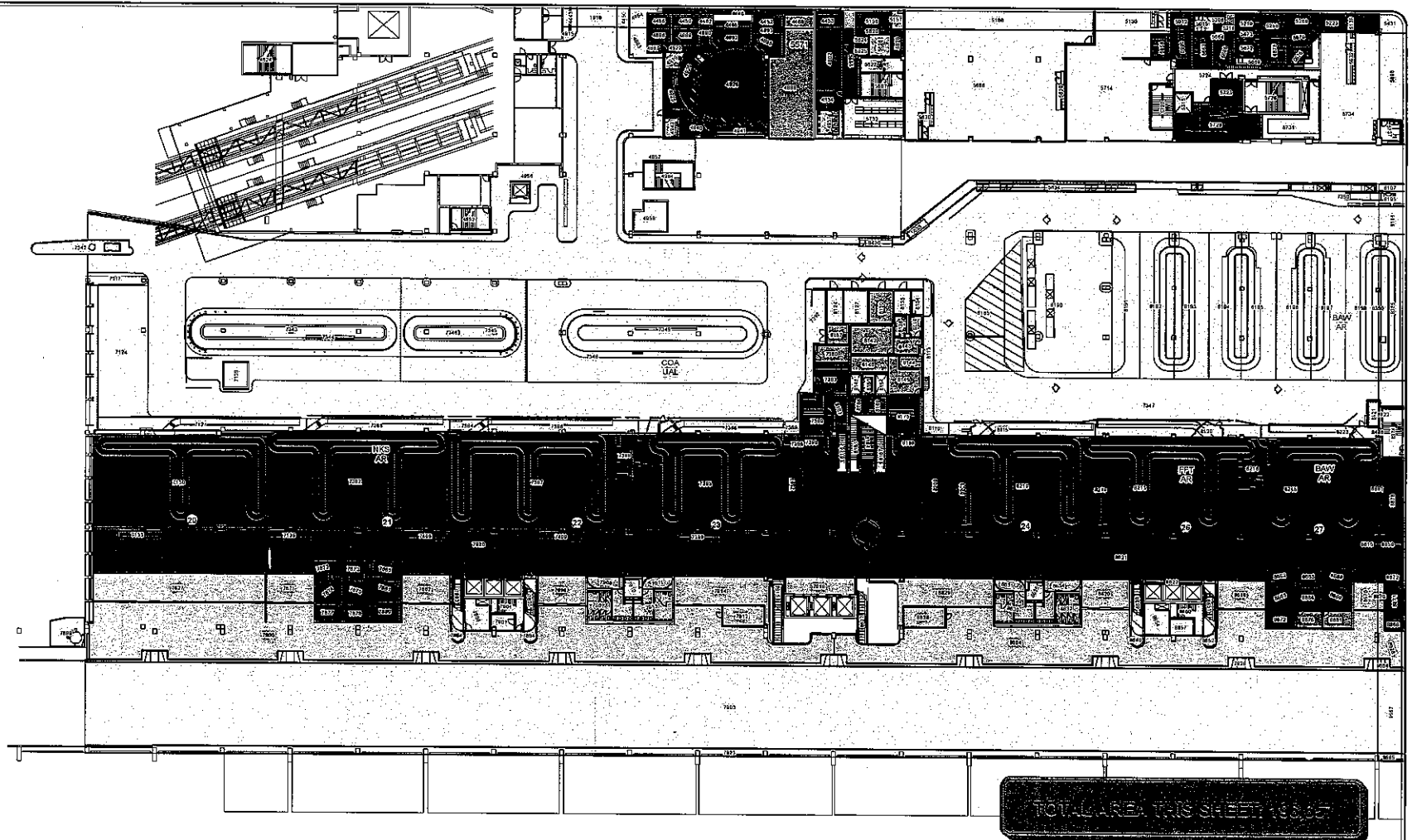
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Brick Paver	Ceramic Tile	Clay Tile	Epoxy Floor	Marble/Limestone	Metal	Porcelain Tile	Rubber Tile	Terrazo	Vinyl	N/A	



Floor Cover

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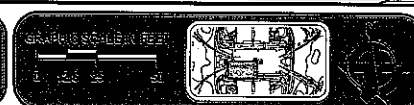
Floor Cover

Asphalt	Carpet	Clay Paver	Concrete	Grass	Marble	Mosaic Tile	Rubber	Stainless Steel	Traffic Coating	Wood Floor	TBD
Brick Paver	Ceramic Tile	Clay Tile	Epoxy Floor	Marble/Limestone	Metal	Porcelain Tile	Rubber Tile	Terrazo	Vinyl	N/A	

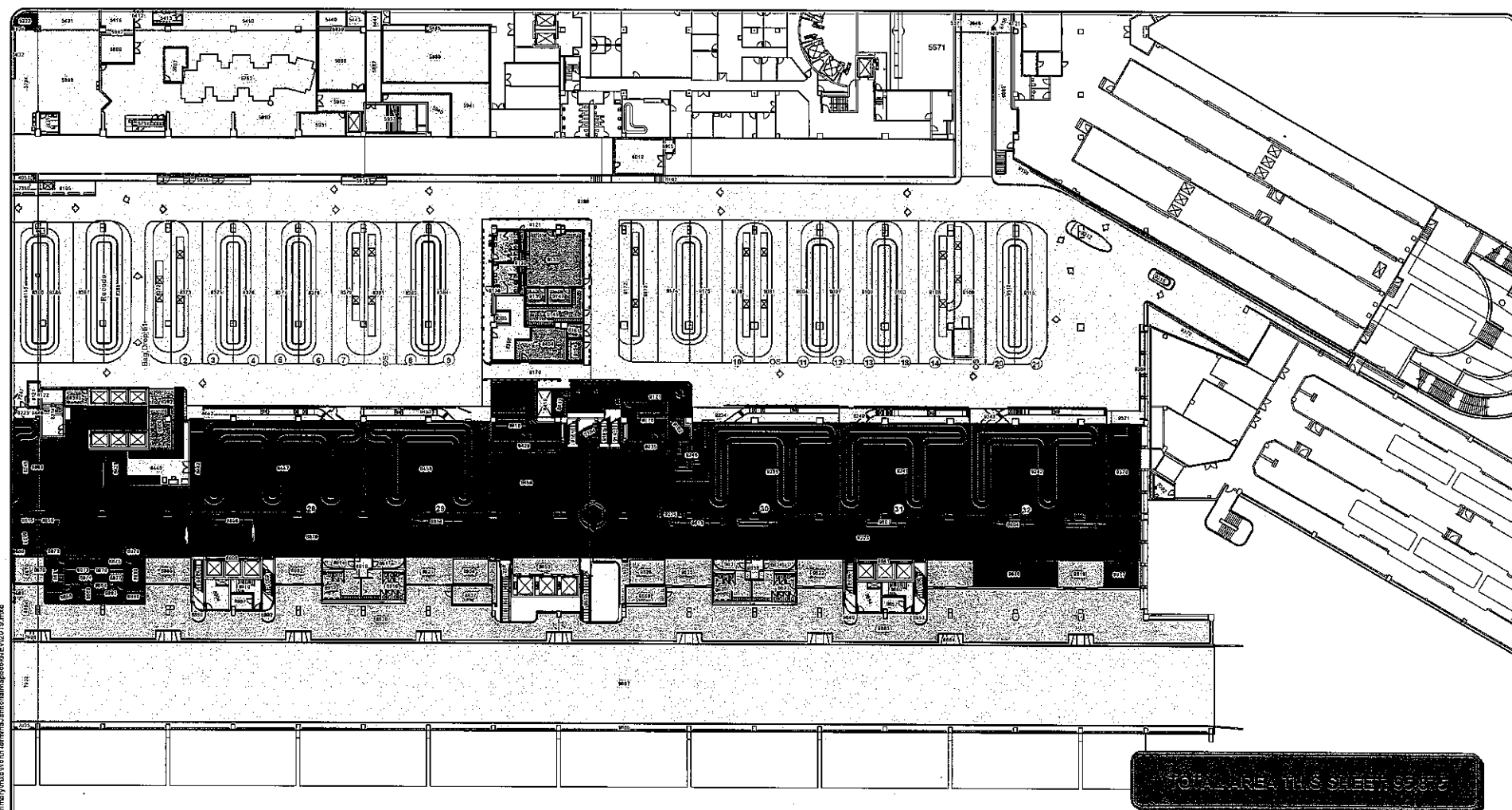
LANDSCAPE LEVEL 2



North Terminal Complex Architectural Mapbook
 LANDSCAPE LEVEL 2
 SHEET 2 OF 5

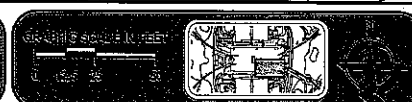


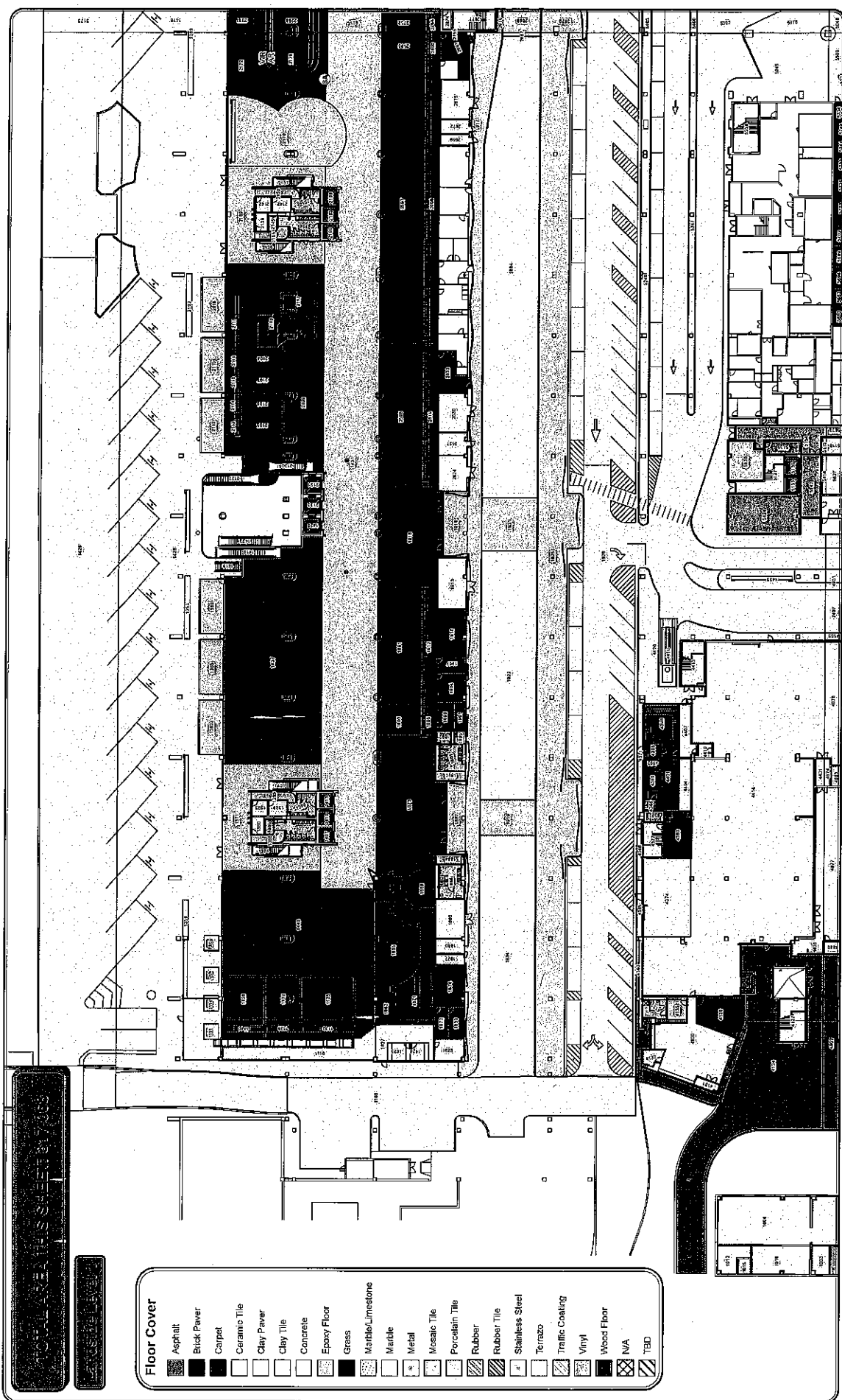
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PROJECT: NORTH TERMINAL	SCALE: 1/8" = 1'-0"	THIS SHEET
REVISION: 01	DATE: 08/14/19	BY: J. B. BROWN



Floor Cover

LAUSING COVER 12

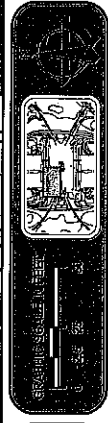
REPORT
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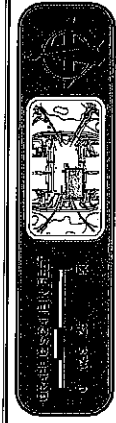
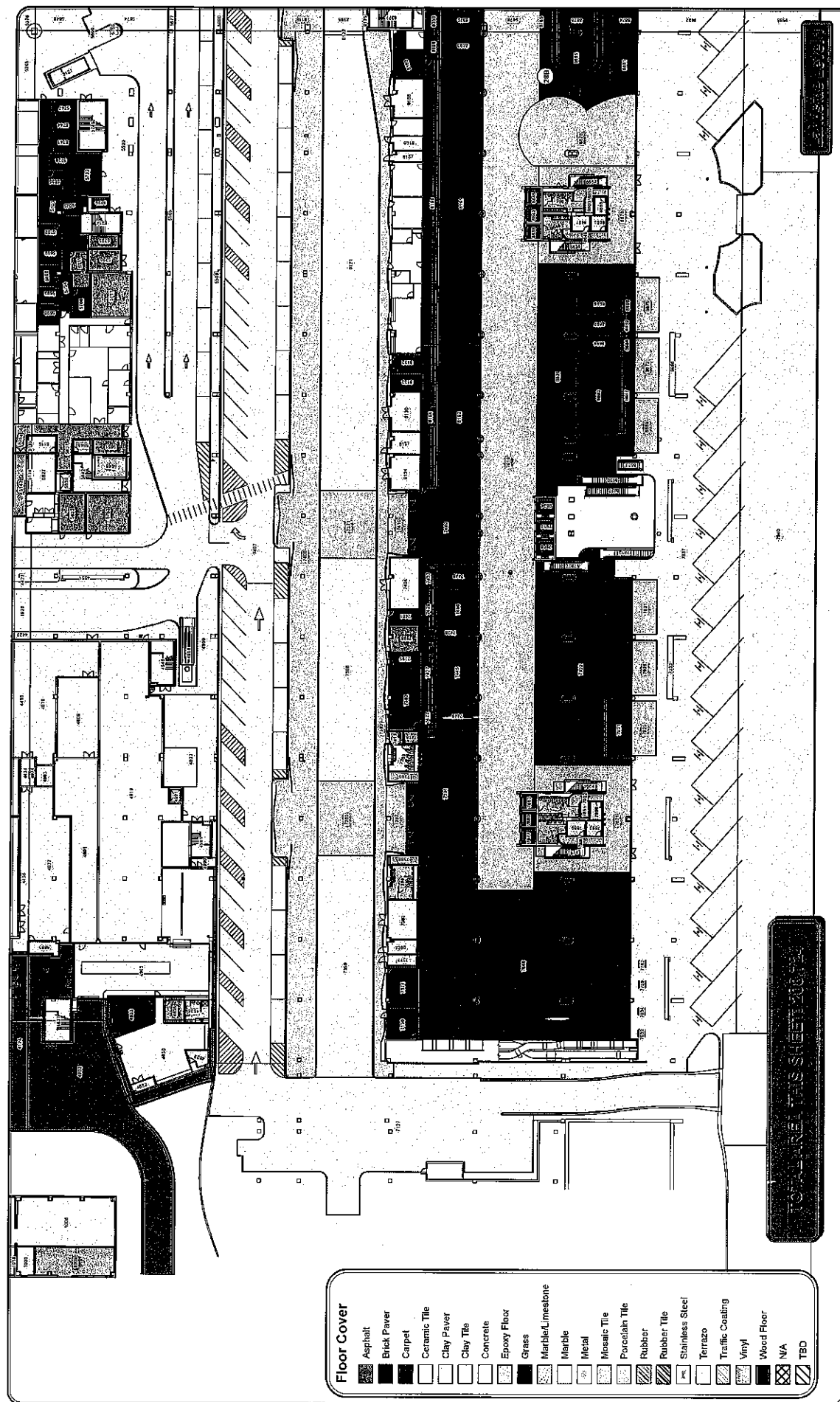


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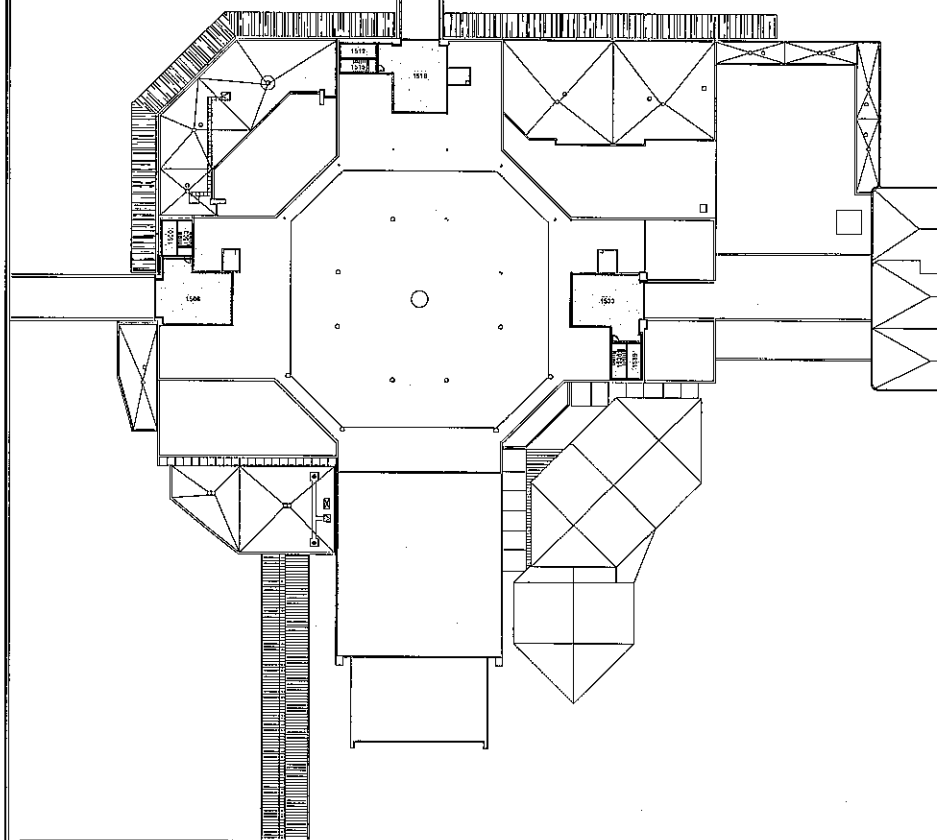
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Floor Cover	
	Asphalt
	Black Paver
	Carpet
	Ceramic Tile
	Clay Paver
	Clay Tile
	Concrete
	Epoxy Floor
	Grass
	Marble/Limestone
	Marble
	Metal
	Mosaic Tile
	Porcelain Tile
	Rubber
	Rubber Tile
	Stainless Steel
	Terrazo
	Traffic Coating
	Vinyl
	Wood Floor
	N/A
	TED

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TOTAL AREA THIS SHEET 888



Floor Cover

	Asphalt		Ceramic Tile		Concrete		Marble/Limestone		Mosaic Tile		Rubber Tile		Traffic Coating		N/A
	Brick Paver		Clay Paver		Epoxy Floor		Marble		Porcelain Tile		Stainless Steel		Vinyl		TBD
	Carpet		Clay Tile		Grass		Metal		Rubber		Terrazo		Wood Floor		



Mark Terminal Complex/Lateral (Maprock)
 Inside Terminal 1
 1000th level
 1000th level
 1000th level

REPORT
XTC

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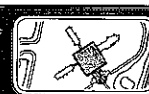
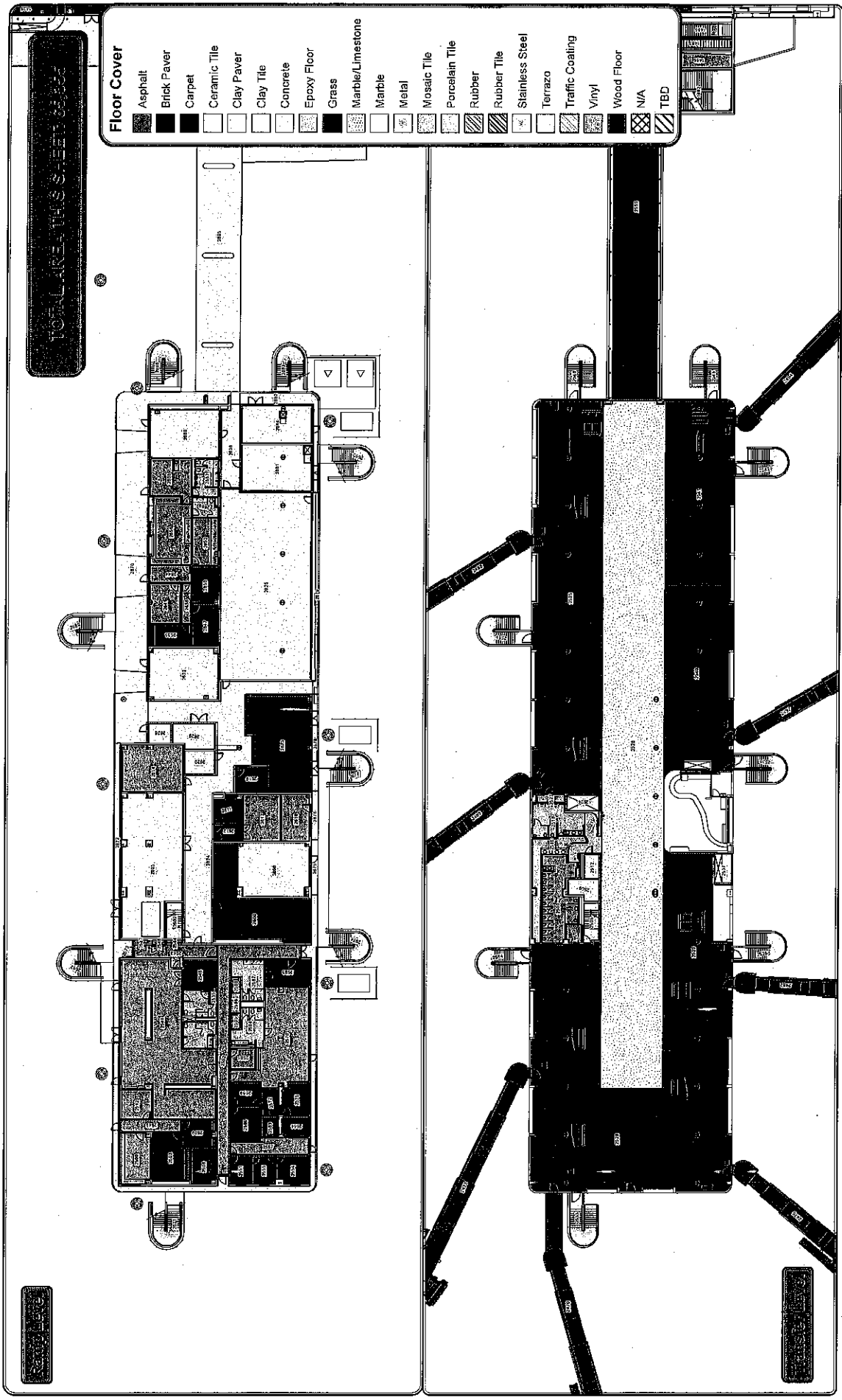
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Fig. 1 Programs JanitorialPrimary.mxd, North TerminationJanitorialMapbookNEW2019.mxd



1st Floor

TOTAL AREA: 145,000 SQ. FT.

Floor Cover

Asphalt	Brick Paver	Carpet	Ceramic Tile	Clay Paver	Clay Tile	Concrete	Epoxy Floor	Grass	Marble/Limestone	Marble	Metal	Mosaic Tile	Porcelain Tile	Rubber	Rubber Tile	Stainless Steel	Terrazo	Traffic Coating	Vinyl	Wood Floor	N/A	TBD

GRAPHIC SCALE IN FEET
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REPORT
NTC

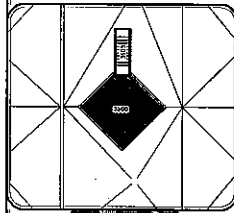
USDA Forest Service
Alaska Department of Natural Resources
Kenai Peninsula Borough
Kenai, Alaska

RAVING LEVEL

TOTAL AREA THIS SHEET 51,134

Floor Cover

[Pattern]	Asphalt
[Pattern]	Brick Paver
[Pattern]	Carpet
[Pattern]	Ceramic Tile
[Pattern]	Clay Paver
[Pattern]	Clay Tile
[Pattern]	Concrete
[Pattern]	Epoxy Floor
[Pattern]	Grass
[Pattern]	Marble/Limestone
[Pattern]	Marble
[Pattern]	Metal
[Pattern]	Mosaic Tile
[Pattern]	Porcelain Tile
[Pattern]	Rubber
[Pattern]	Rubber Tile
[Pattern]	Stainless Steel
[Pattern]	Terrazo
[Pattern]	Traffic Coating
[Pattern]	Vinyl
[Pattern]	Wood Floor
[Pattern]	N/A
[Pattern]	TBD



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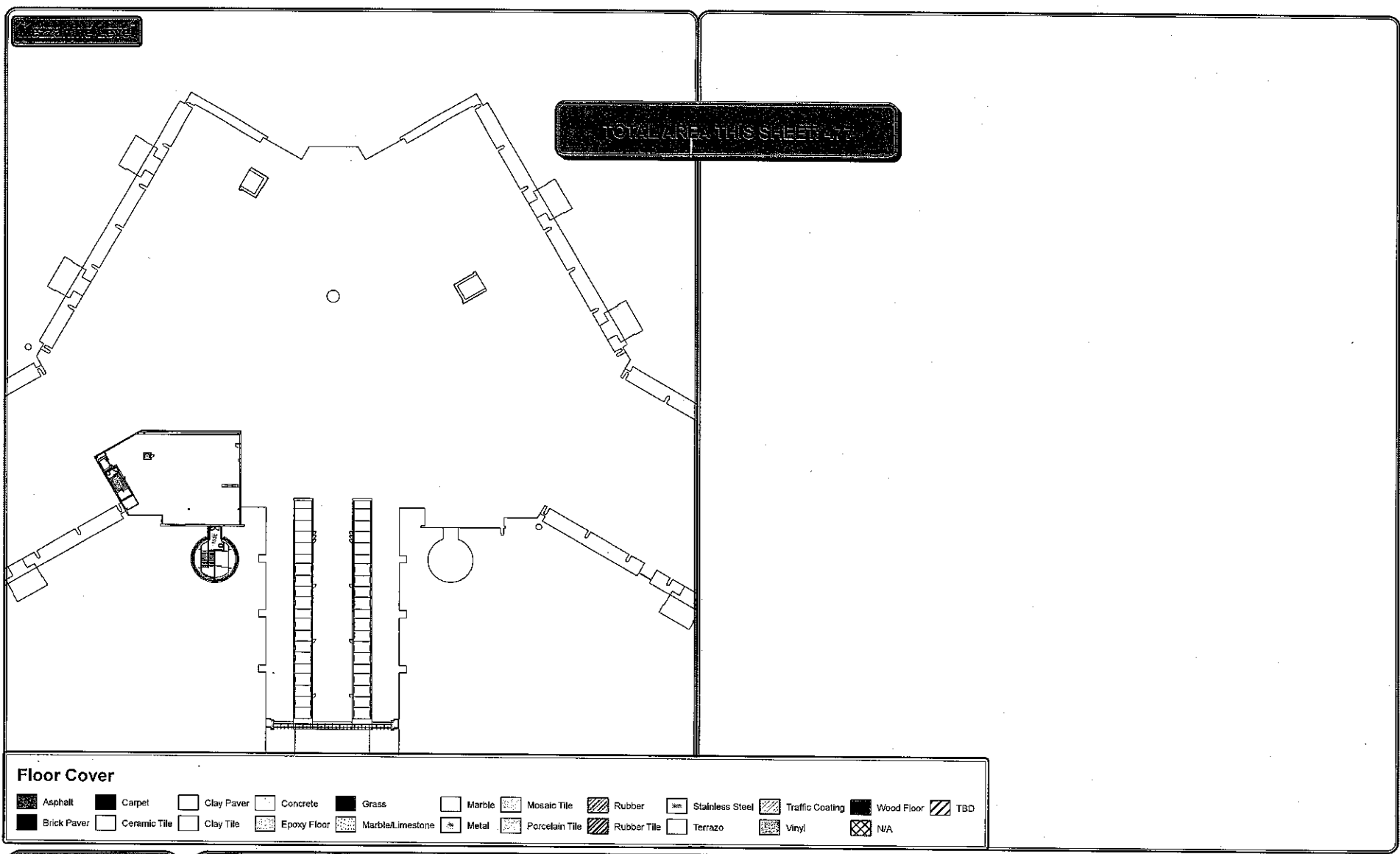
TRANSFER LEVEL



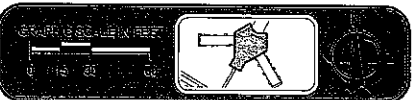
North Terminal Computer Terminal Mapbook
 All other Terminal 1
 Ramp & Transfer Levels
 10/16/03



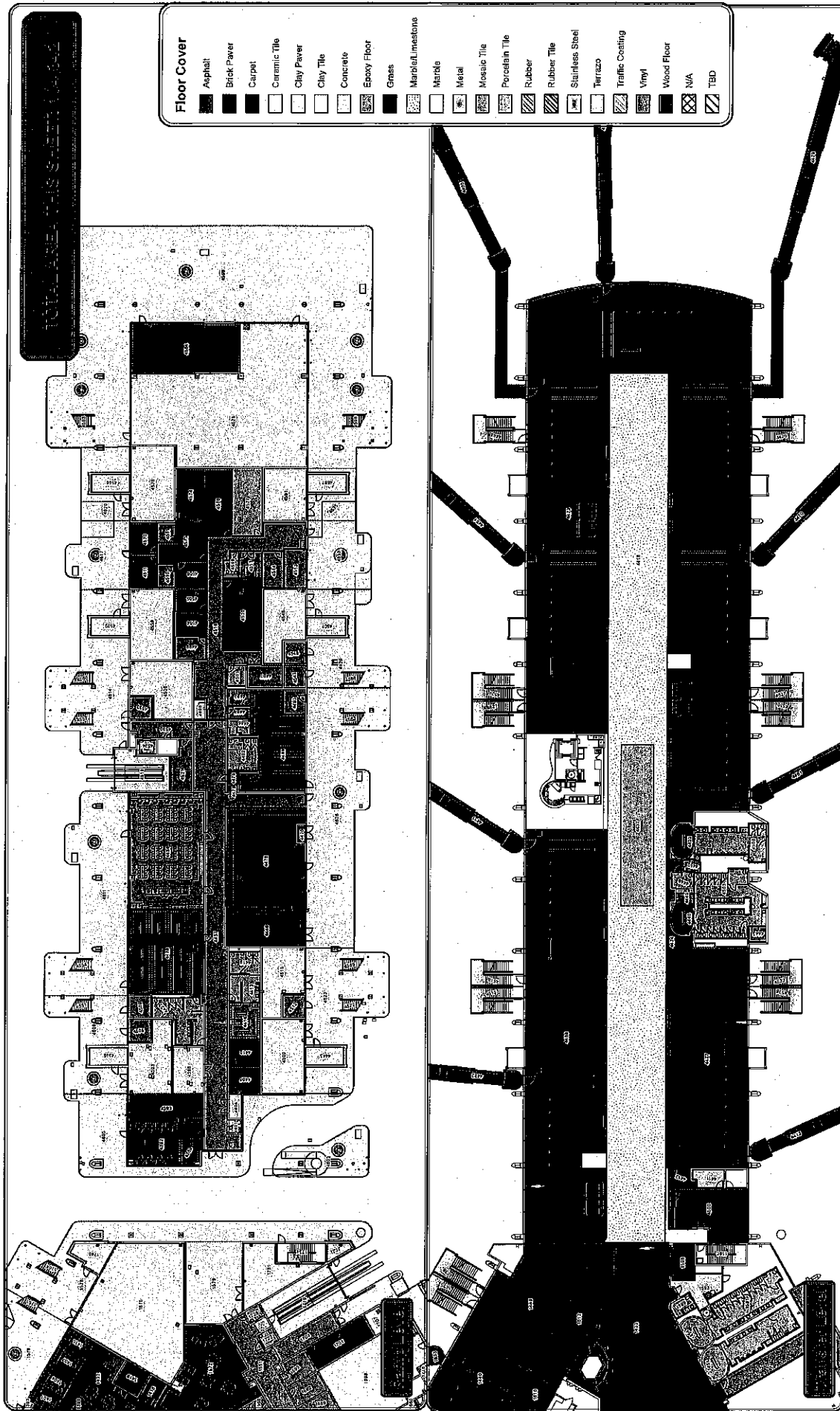
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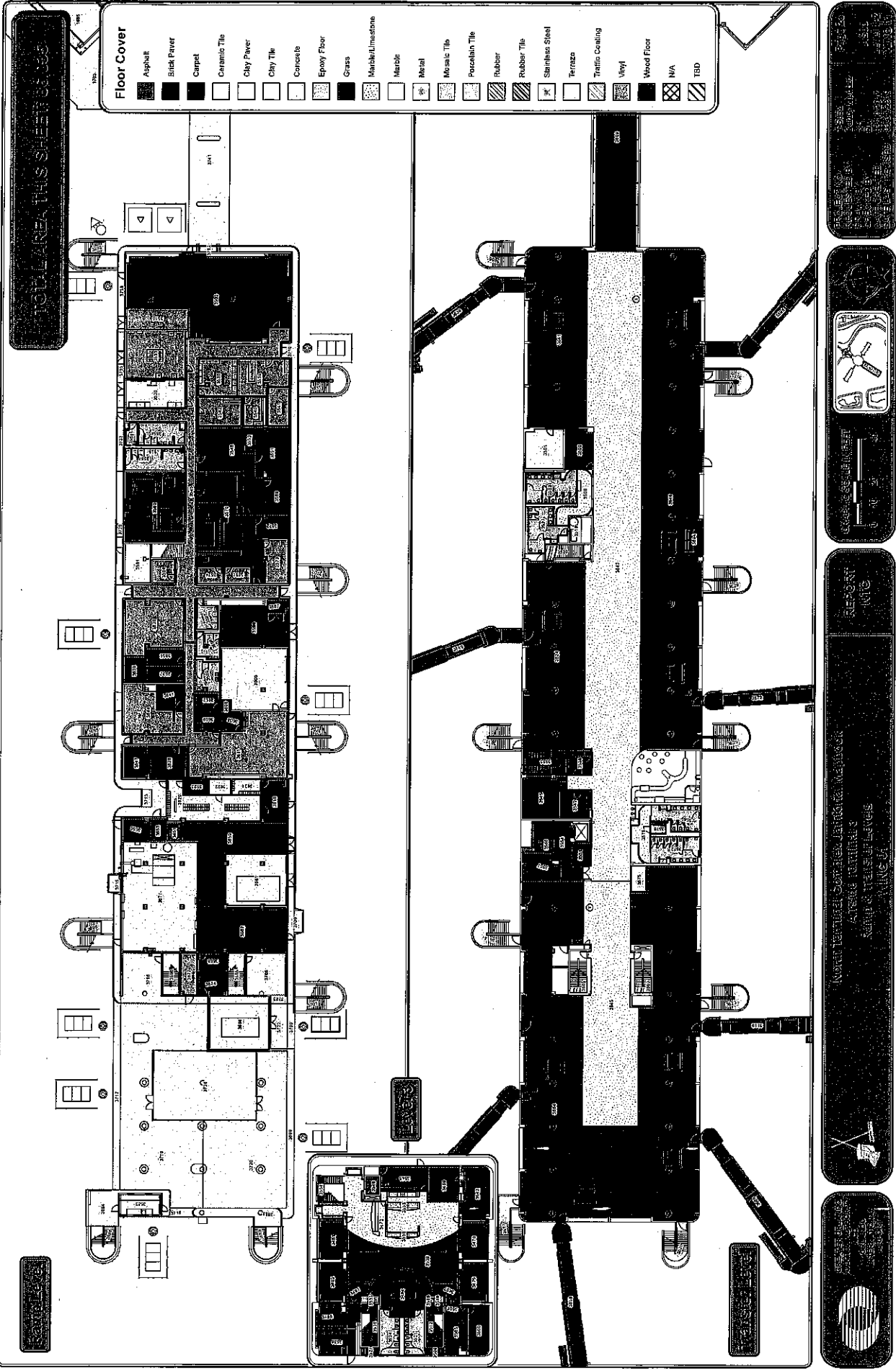
North Terminal Complex Southern Mapbook
AIRSIDE TERMINAL 2
MEZZANINE LEVEL
RUB



PROJECT: AIRSIDE TERMINAL 2
SHEET: MEZZANINE LEVEL
DATE: 10/15/03
BY: [signature]
CHECKED: [signature]
APPROVED: [signature]



Typical Unit: [Redacted]



T:\Programs\AutoCAD\Drawings\North Terminal\North Terminal.dwg (1/2/2004)

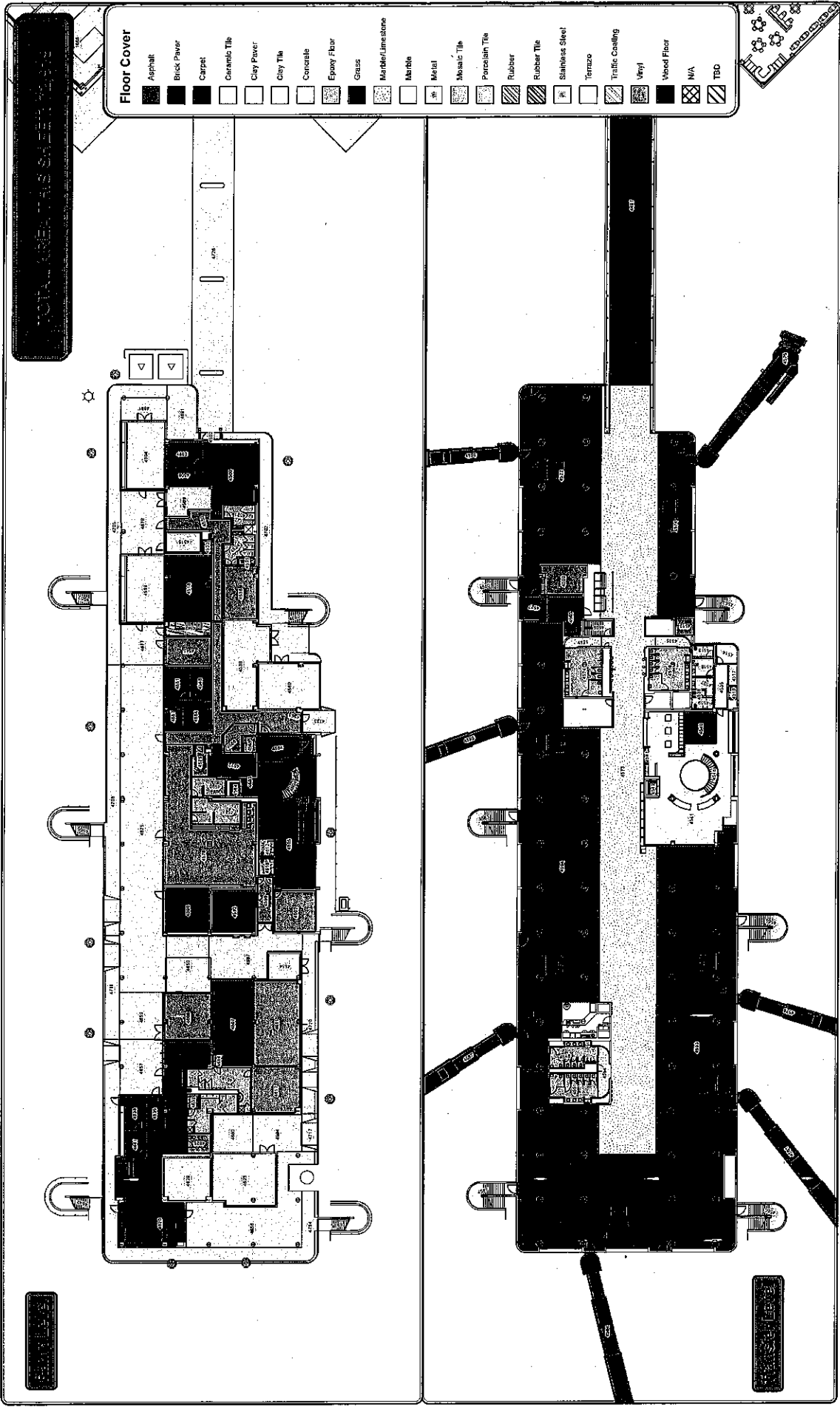
North Arrow

Scale Bar

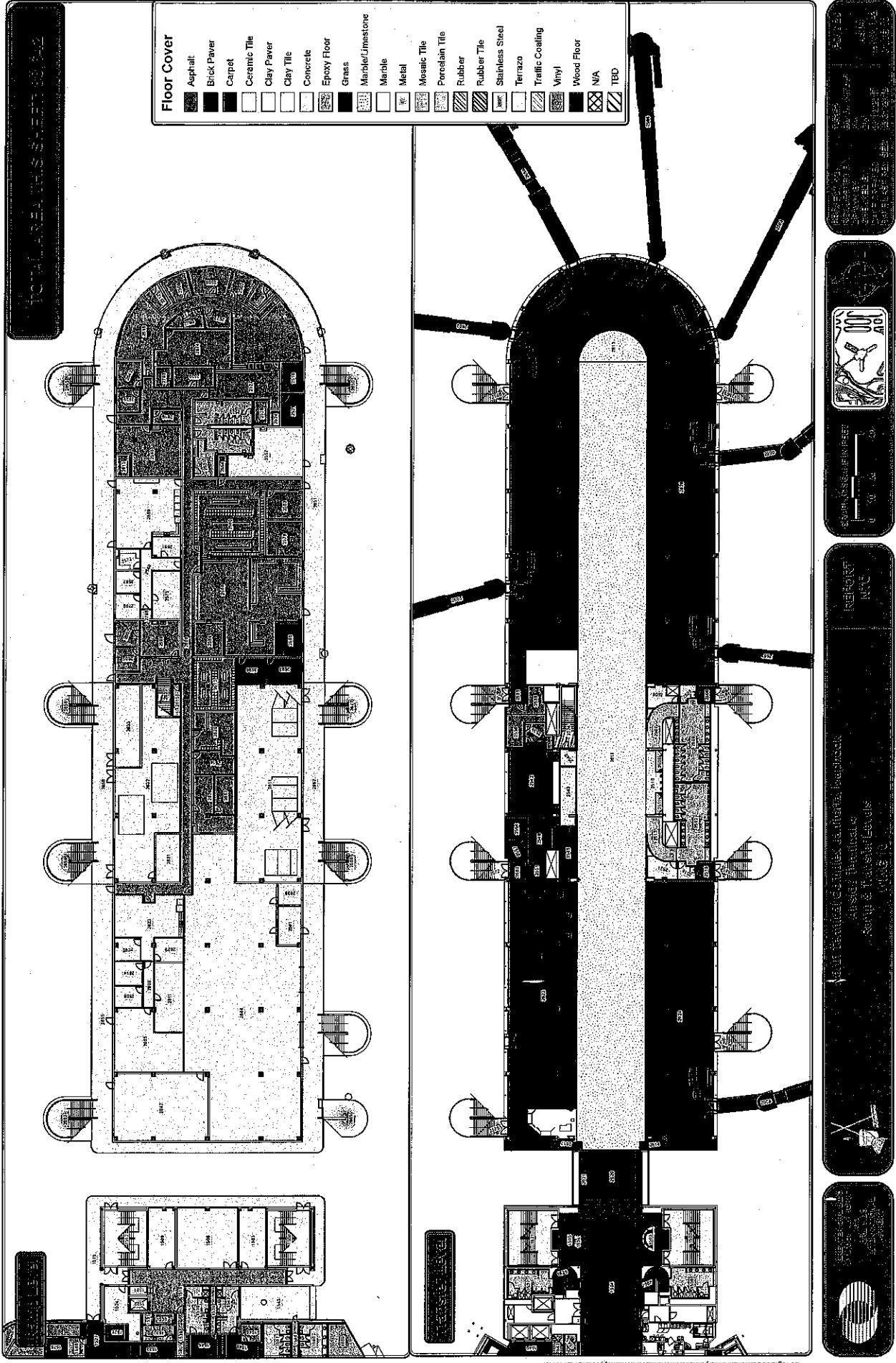
Legend Icon

Report

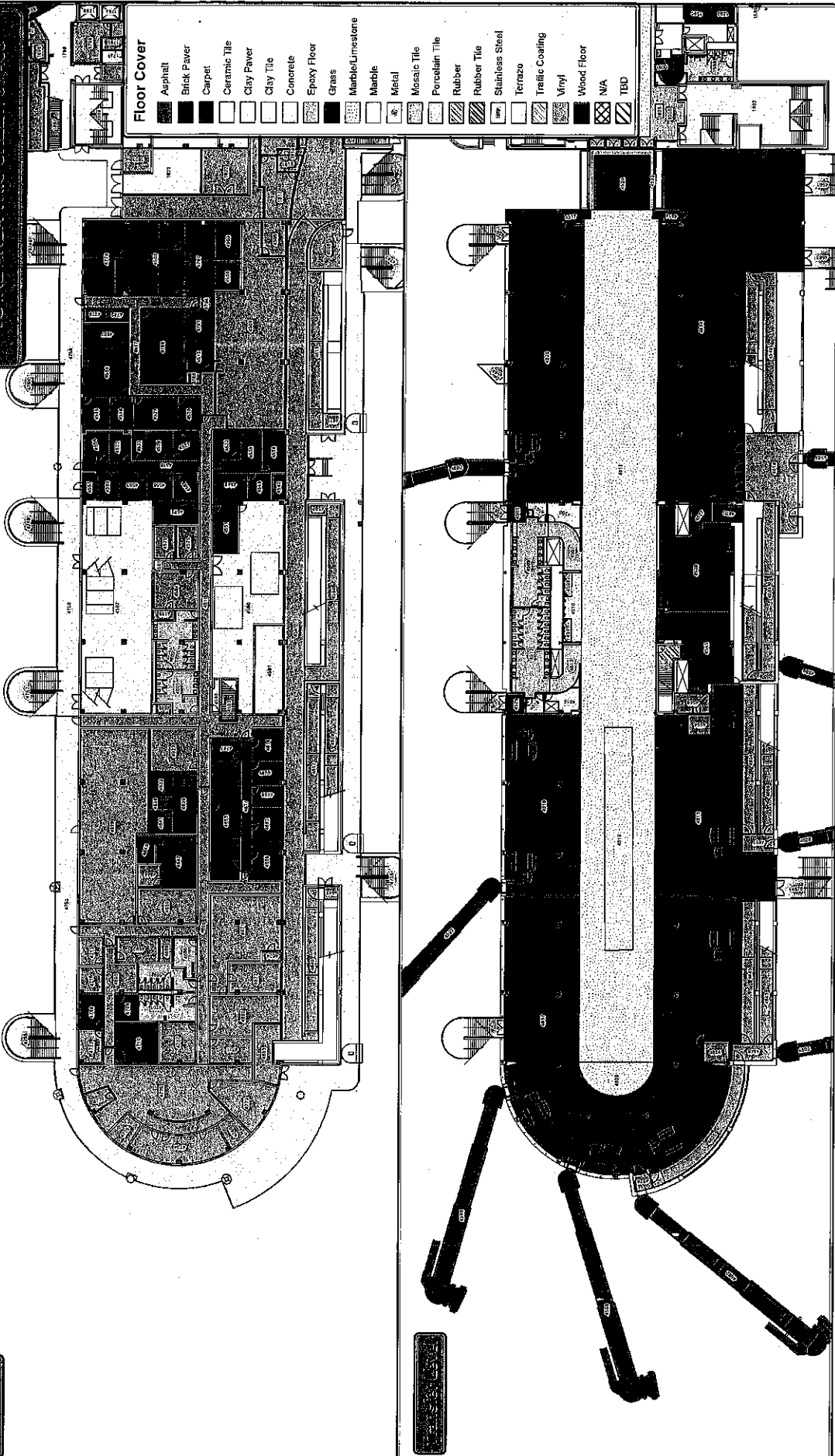
North Terminal



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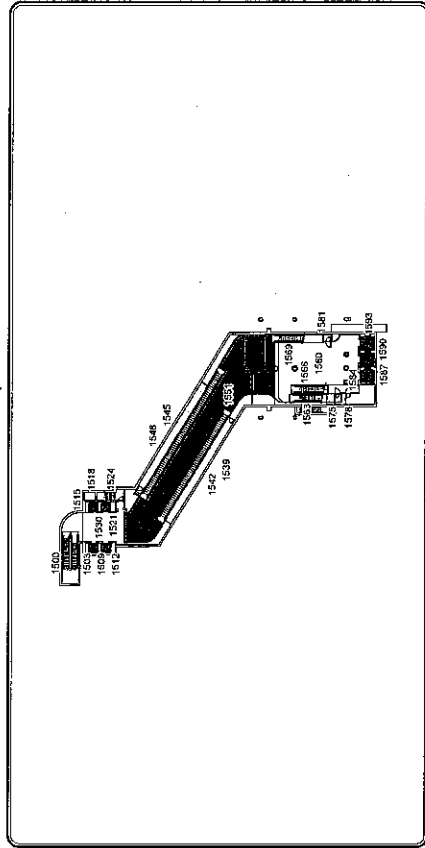
Information is for informational purposes only. It is not to be used for any other purpose without the written consent of the architect.



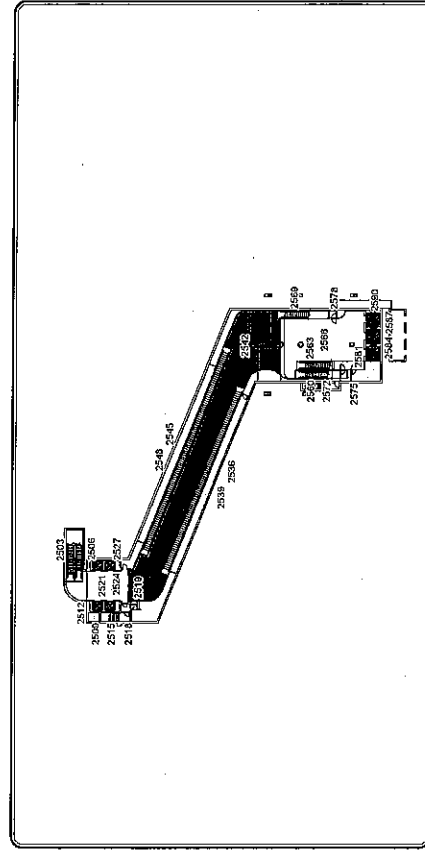
Floor Cover

-  Porcelain Tile
-  Concrete
-  Metal
-  Carpet

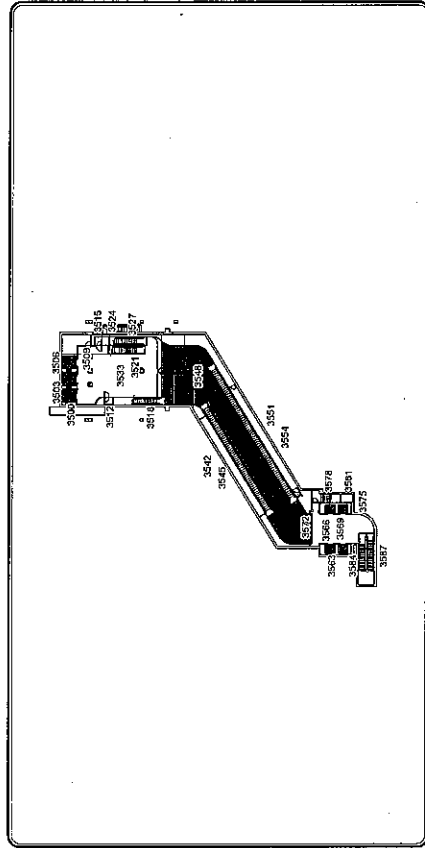
TOP LAREAU STREET, 188



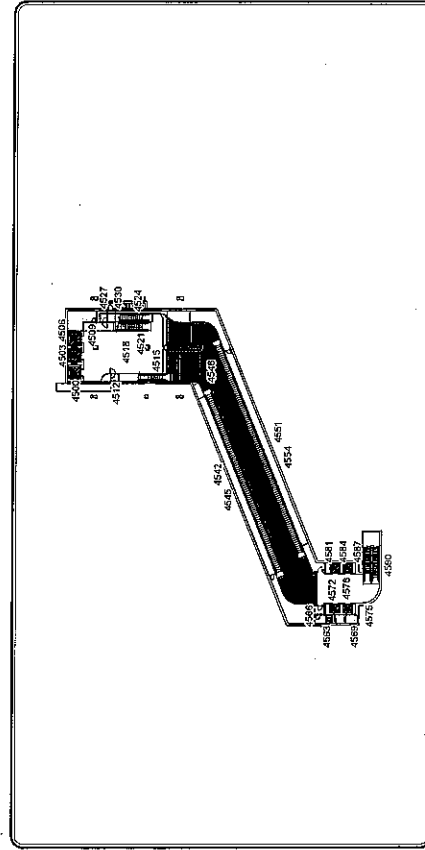
NW-QUADRANT



NE-QUADRANT



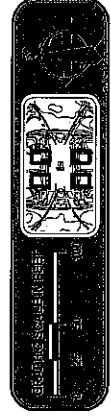
SW-QUADRANT



SE-QUADRANT



North Carolina Department of Transportation
 Land Use Planning
 and
 Engineering



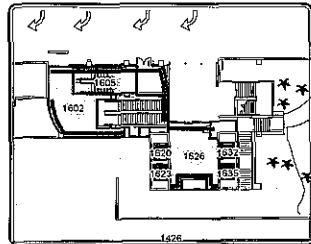
North Carolina Department of Transportation
 Land Use Planning
 and
 Engineering

Floor Cover

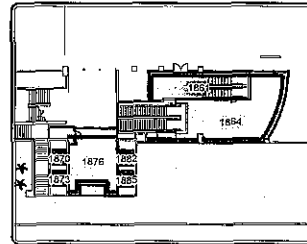
Asphalt Carpet Clay Paver Concrete Grass Marble Mosaic Tile Rubber Stainless Steel Traffic Coating Wood Floor
 Brick Paver Ceramic Tile Clay Tile Epoxy Floor Marble/Limestone Metal Porcelain Tile Rubber Tile Terrazo Vinyl

Feature Type

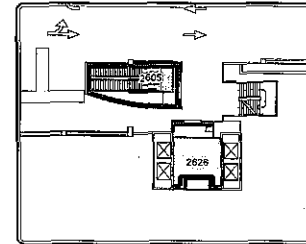
Exterior Glass
 Interior Glass



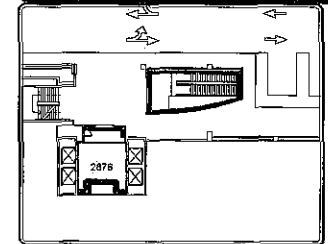
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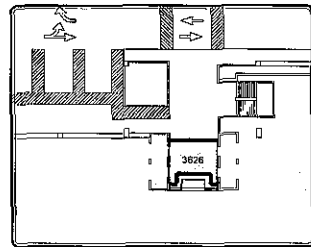
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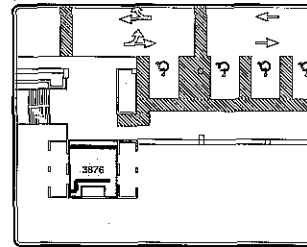
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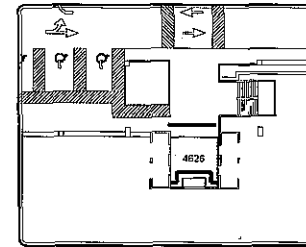
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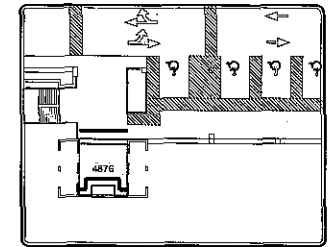
LEVEL 3-WEST



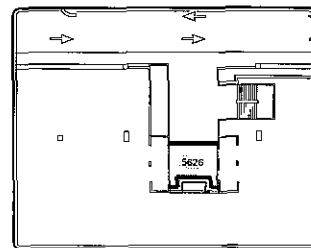
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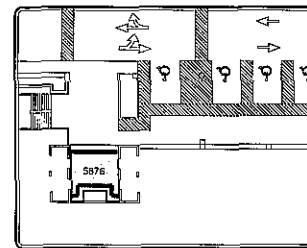
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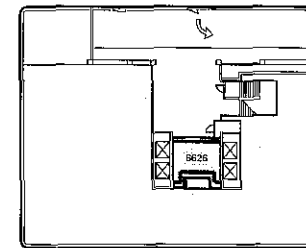
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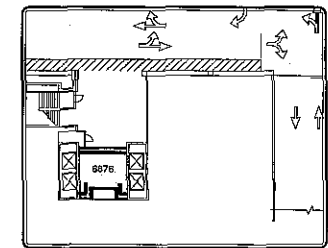
LEVEL 5-WEST



LEVEL 5-EAST



LEVEL 6-WEST



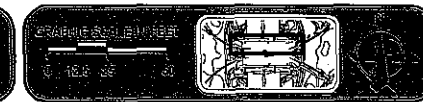
LEVEL 6-EAST

TOTAL AREA THIS SHEET: 14.5

I:\Programs\AutoCAD\2013\Projects\North Terminal Complex\North Terminal Complex.dwg (1/1/2013) (1/1/2013)



North Terminal Complex Authority Mapbook
 Landmark Terminal
 Level 1-6
 Site Garage Enclosures

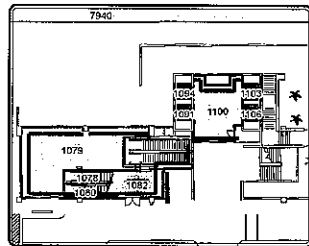


Floor Cover

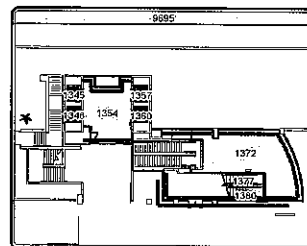
Asphalt	Carpet	Clay Paver	Concrete	Grass	Marble	Mosaic Tile	Rubber	Stainless Steel	Traffic Coating	Wood Floor	TBD
Brick Paver	Ceramic Tile	Clay Tile	Epoxy Floor	Marble/Limestone	Metal	Porcelain Tile	Rubber Tile	Terrazo	Vinyl	N/A	

Feature Type

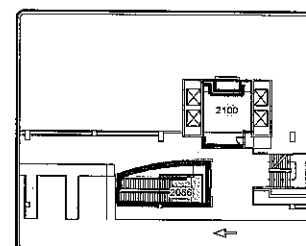
Exterior Glass
Interior Glass



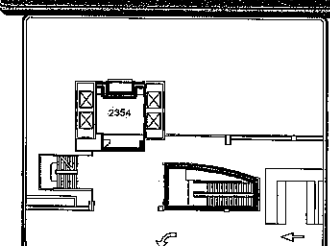
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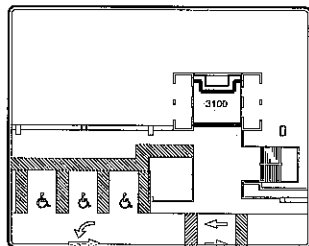
LEVEL 1-EAST



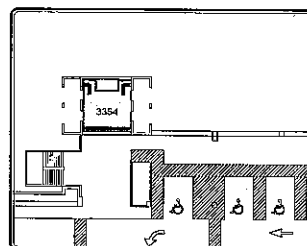
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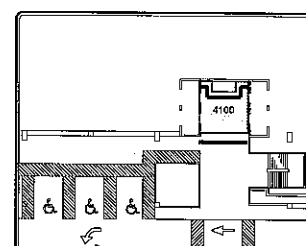
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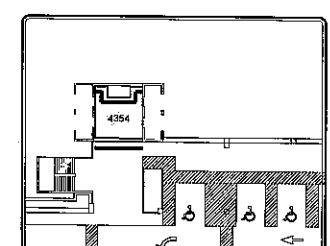
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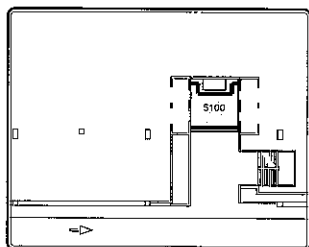
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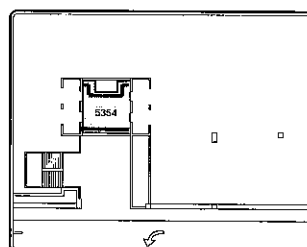
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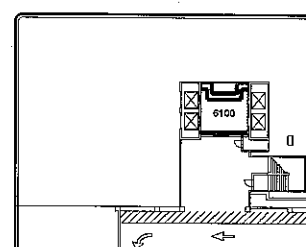
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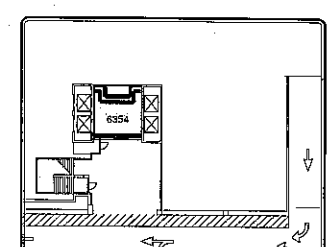
LEVEL 5-WEST



LEVEL 5-EAST



LEVEL 6-WEST



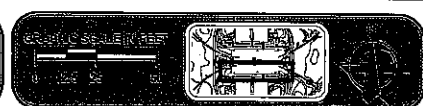
LEVEL 6-EAST

TOTAL AREA THIS SHEET: 443



Report for the Comprehensive Capital Construction Program
 Level 1 - 6
 Side Storage Enclosures

REPORT
 1



Orlando International Airport South Terminal Complex Janitorial Mapbook Year 2019

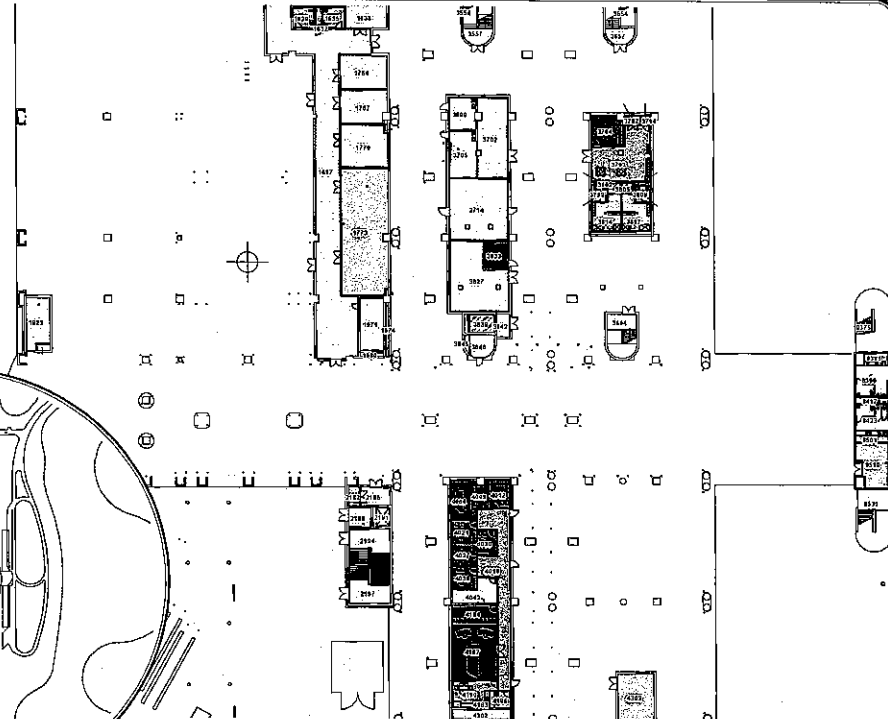
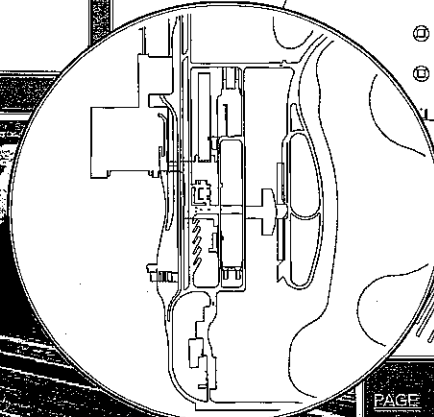
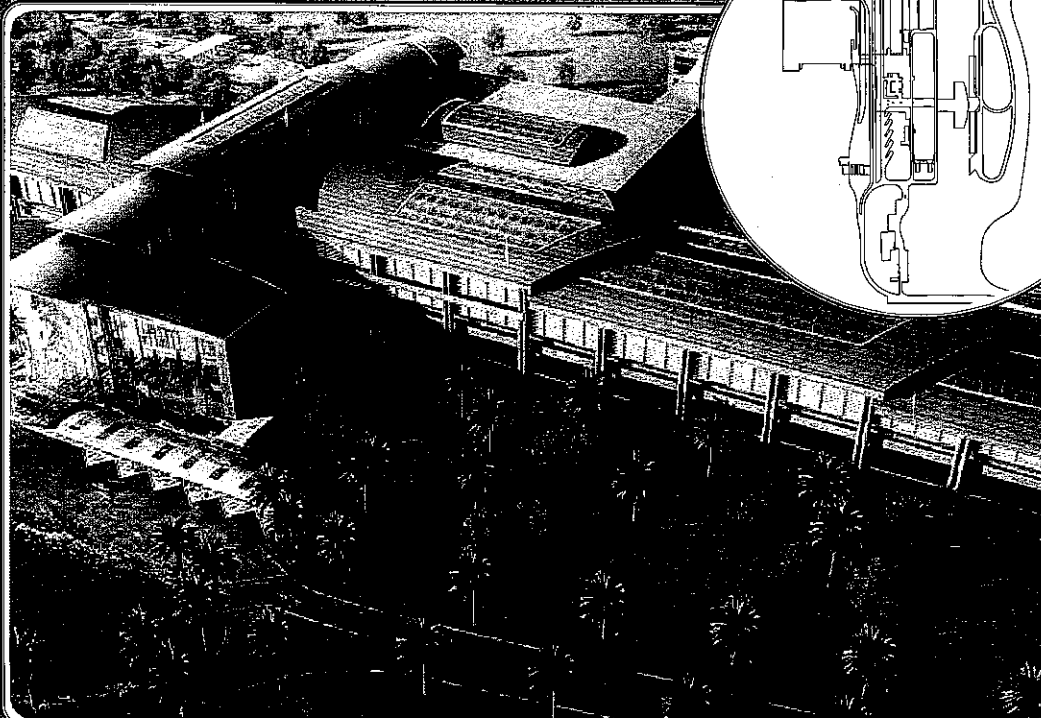


EXECUTIVE DIRECTOR

Phillip N. Brown

BOARD MEMBERS

Domingo Sanchez, Chairman
Carson Good, Vice Chairperson
Dr. Jason Pirozzolo, Treasurer
The Honorable Buddy Dyer
The Honorable Jerry Demings
Ralph Martinez
Randall Hunt



INDEX OF SHEETS

PAGE	REPORT	DESCRIPTION	PAGE	REPORT	DESCRIPTION
		Summary: South Terminal Summary	14	STC	South Terminal ITF Level 5 - South
1	STC	South Terminal APM Level 1	15	STC	South Terminal PDL Level 5 - East
2	STC	South Terminal ITF Level 1 - North	16	STC	South Terminal PDL Level 5 - West
3	STC	South Terminal ITF Level 1 - South	17	STC	South Terminal ITF Level 6 - North
4	STC	South Terminal PDL Level 1	18	STC	South Terminal ITF Level 6 - South
5	STC	South Terminal APM Level 2	19	STC	South Central Engery Plant (CEP)
6	STC	South Terminal ITF Level 2			
7	STC	South Terminal PDL Level 2			
8	STC	South Terminal APM Level 3			
9	STC	South Terminal ITF Level 3 - North			
10	STC	South Terminal ITF Level 3 - South			
11	STC	South Terminal PDL Level 3			
12	STC	South Terminal APM Level 5			
13	STC	South Terminal ITF Level 5 - North			

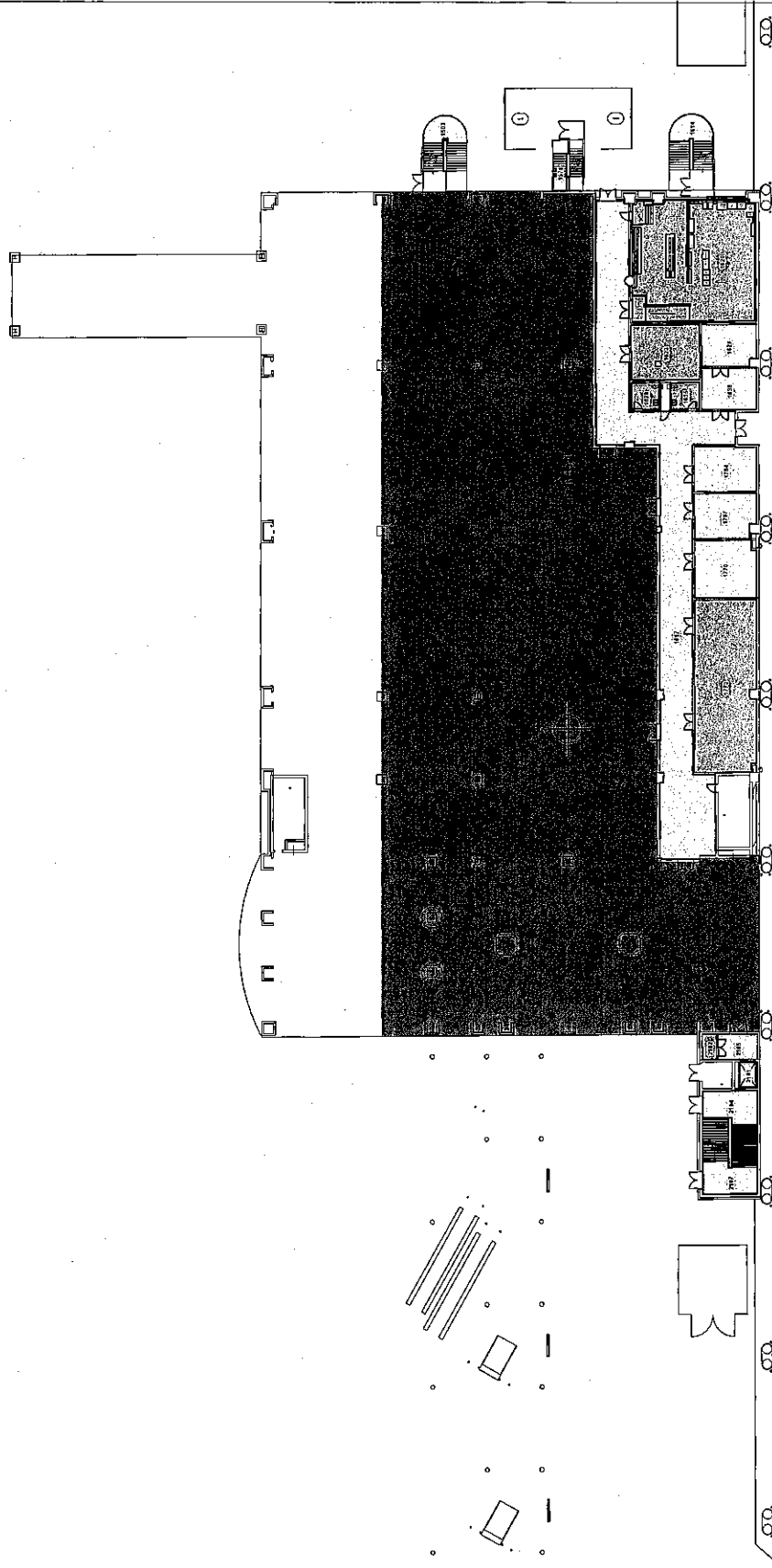
South Terminal Complex Janitorial Contract Summary Report

BLDG	Asphalt	Carpet	Ceramic Tile	Clay Tile	Concrete	Epoxy Flooring	Metal	Rubber	Terrazo	Traffic Coating	Vinyl	Porcelain Tile	Total Sq. Ft.
SITF	30,973	4,199	90	96	147,712	32,166	4,050	802	130,140	30	4,913	894	356,065
1049	0	0	0	0	23,566	0	0	0	0	0	0	0	23,566
TOTALS	30,973	4,199	90	96	171,278	32,166	4,050	802	130,140	30	4,913	894	379,631

Floor Cover

	Asphalt		Ceramic Tile		Concrete		Marble/Limestone		Mosaic Tile		Rubber Tile		Traffic Coating		N/A
	Brick Paver		Clay Paver		Epoxy Floor		Marble		Porcelain Tile		Stainless Steel		Vinyl		TBD
	Carpet		Clay Tile		Grass		Metal		Rubber		Terrazzo		Wood Floor		

TOTAL FLOOR COVER: 218 SF



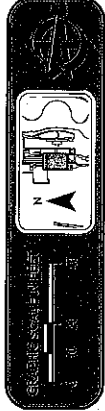
South Terminal Control Terminal

South Terminal Control Terminal

Level 1

REPORT

STC

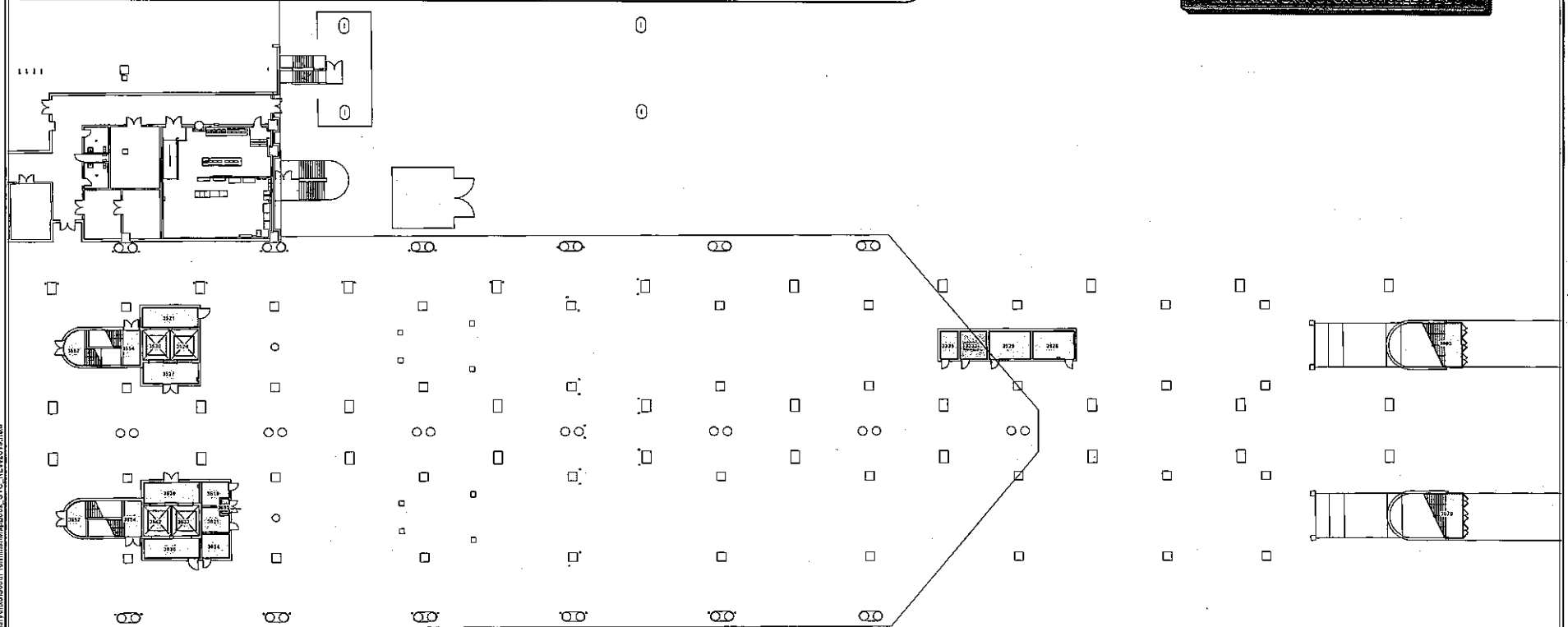


Floor Cover

Asphalt	Ceramic Tile	Concrete	Marble/Limestone	Mosaic Tile	Rubber Tile	Traffic Coating	N/A
Brick Paver	Clay Paver	Epoxy Floor	Marble	Porcelain Tile	Stainless Steel	Vinyl	TBD
Carpet	Clay Tile	Grass	Metal	Rubber	Terrazo	Wood Floor	

TOTAL AREA THIS ZONE: 10,630 SF

NOTE: SEE DATA STORE FOR SHEET 247



42/2018/Program/Architect/Primary/View/South_Terminal/MapBook_STC_NEW2018.mxd

STC - SOUTH TERMINAL
ARCHITECTURAL
RENDERING
2018

South Terminal Complex Architectural MapBook
STC Terminal
Level 1

REPORT
STC

GRAPHIC SCALE: 1" = 10' 0"

REVISIONS

NO.	DATE	DESCRIPTION	BY	CHKD
1	10/1/18	ISSUED FOR CONSTRUCTION	STC	STC

TOTAL AREA THIS ZONE: 20,038 SF

NO. OF ARE. BAYING FOR SET. SHEET 3 OF 3

4/24/2018:Programs\Universal\Primary\South Terminal\MapBook_STC_NEV2018.mxd

Floor Cover

Asphalt	Ceramic Tile	Concrete	Marble/Limestone	Mosaic Tile	Rubber Tile	Traffic Coating	N/A
Brick Paver	Clay Paver	Epoxy Floor	Marble	Porcelain Tile	Stainless Steel	Vinyl	TBD
Carpet	Clay Tile	Grass	Metal	Rubber	Terrazo	Wood Floor	



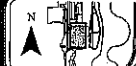
GREATER ORLANDO
AERIAL PHOTOGRAPHY
© 2018



South Terminal Complex Aerial Mapbook
11/1/2018
Level 1

REPORT
STC

GRAPHIC SCALE: FEET

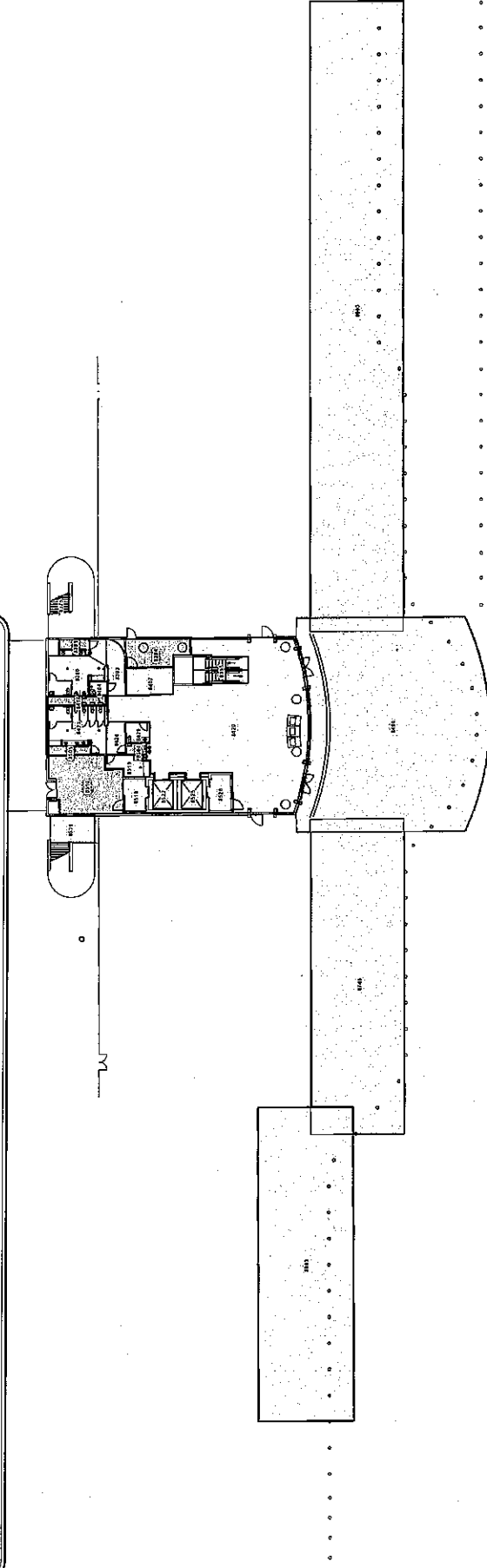


DATE: 11/1/2018	BY: J. J. J.	APP: J. J. J.
REVISION: 1	DATE: 11/1/2018	BY: J. J. J.
REVISION: 2	DATE: 11/1/2018	BY: J. J. J.
REVISION: 3	DATE: 11/1/2018	BY: J. J. J.

Floor Cover

	Asphalt		Ceramic Tile		Concrete		Marble/Limestone		Mosaic Tile		Rubber Tile		Traffic Coating		N/A
	Brick Paver		Clay Paver		Epoxy Floor		Marble		Porcelain Tile		Stainless Steel		Vinyl		TBD
	Carpet		Clay Tile		Grass		Metal		Rubber		Terrazo		Wood Floor		

424201STP:\Programs\MapInfo\MapBook_SITC_NEW\2019\mxd



City of Seattle
Department of Public Works
Engineering Division

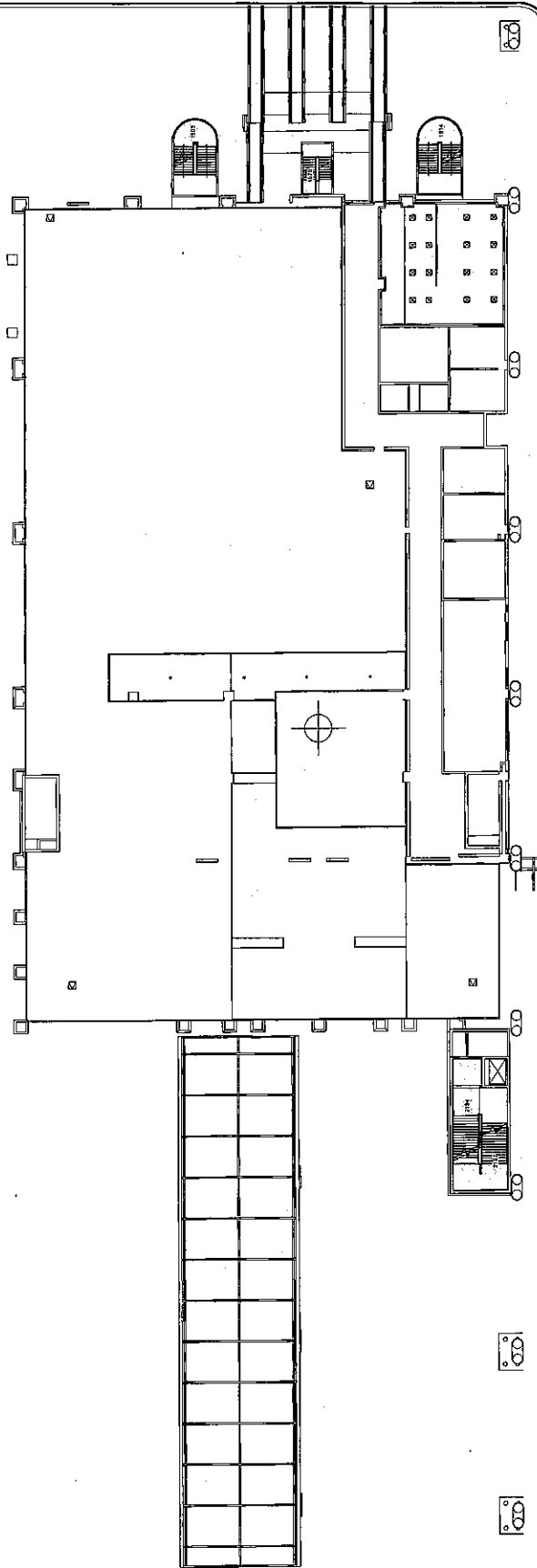
South Terminal, Computer Aided Drafting
P&H Terminal
Level 1

REPORT
5/10/19

Scale: 1" = 10' - 0"

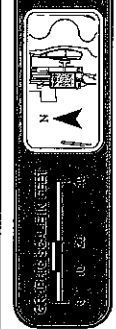


Project: 424201STP
Drawing: 424201STP-001
Title: South Terminal, Computer Aided Drafting
P&H Terminal
Level 1
Date: 5/10/19
Author: [Name]
Reviewer: [Name]
Approver: [Name]



Solar Term: Summer Solstice
 24th Term: Autumn Equinox
 3rd Term: Spring Equinox
 12th Term: Winter Solstice

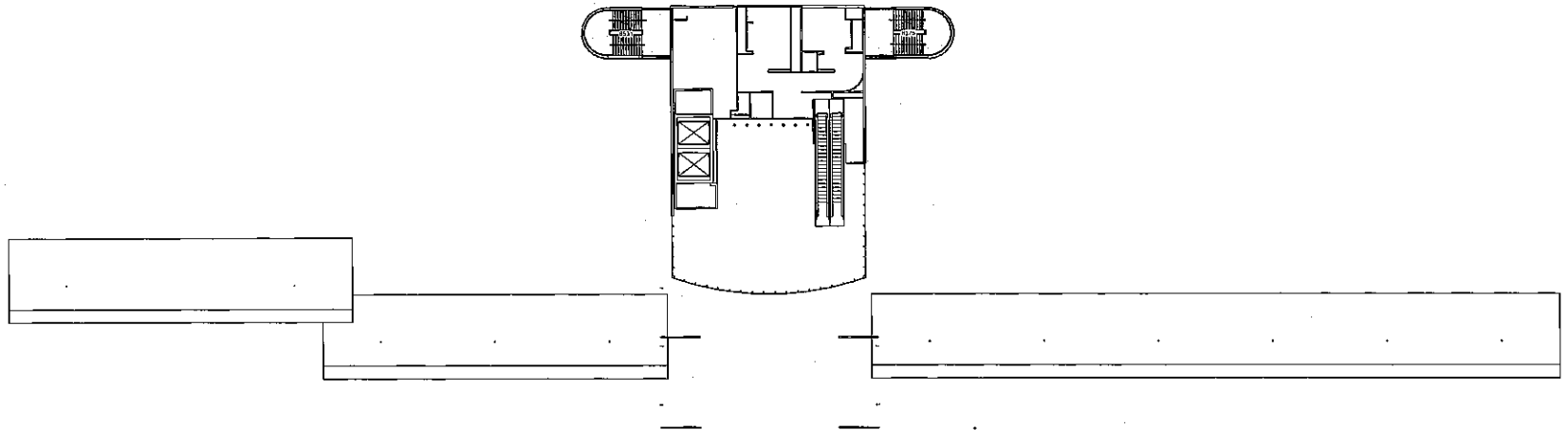




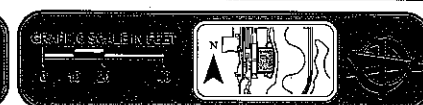
Floor Cover

Asphalt	Ceramic Tile	Concrete	Marble/Limestone	Mosaic Tile	Rubber Tile	Traffic Coating	N/A
Brick Paver	Clay Paver	Epoxy Floor	Marble	Porcelain Tile	Stainless Steel	Vinyl	TBD
Carpet	Clay Tile	Grass	Metal	Rubber	Terrazo	Wood Floor	

TOTAL AREA THIS ZONE: 443 SF



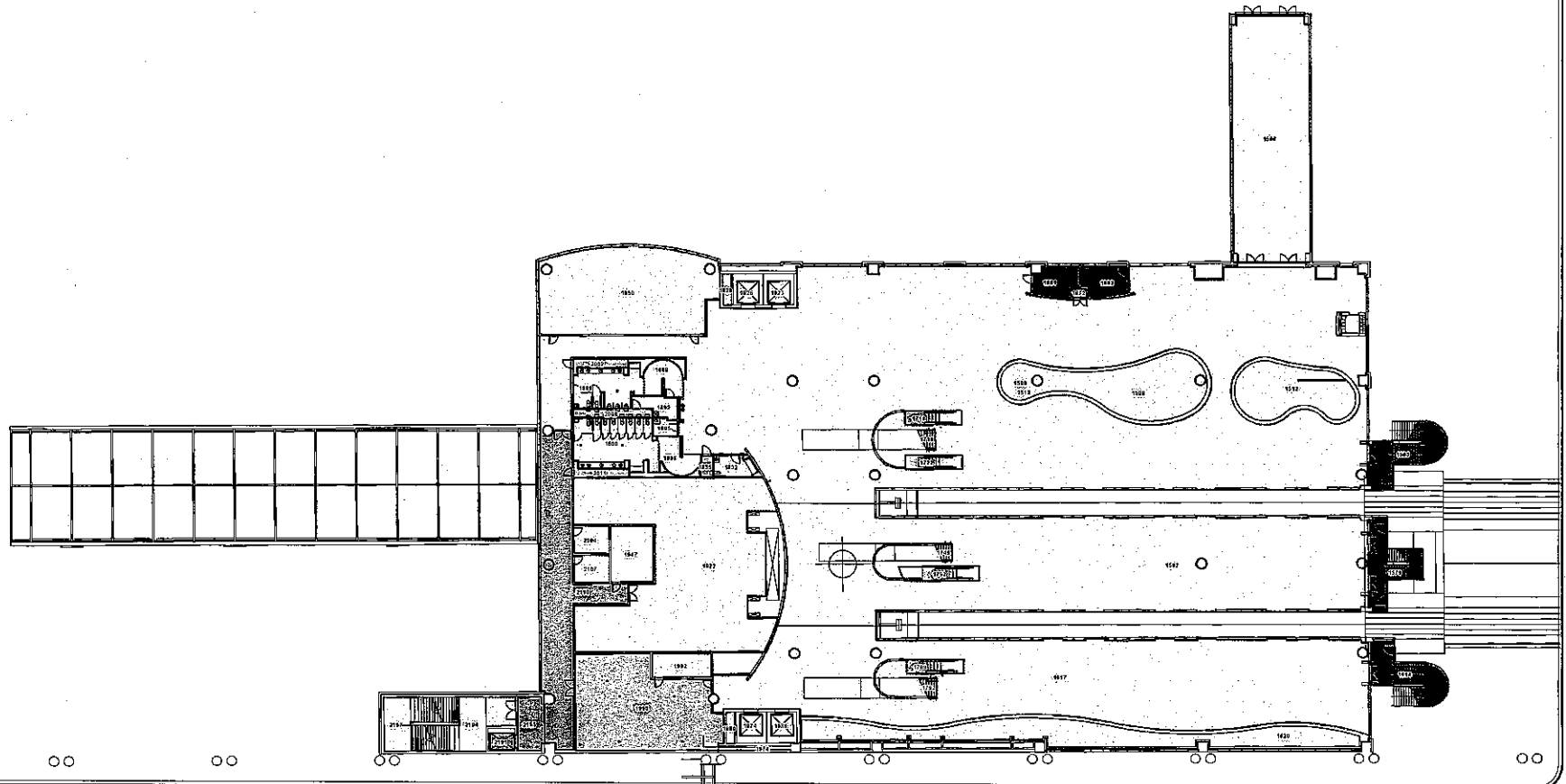
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Floor Cover

Asphalt	Ceramic Tile	Concrete	Marble/Limestone	Mosaic Tile	Rubber Tile	Traffic Coating	N/A
Brick Paver	Clay Paver	Epoxy Floor	Marble	Porcelain Tile	Stainless Steel	Vinyl	TBD
Carpet	Clay Tile	Grass	Metal	Rubber	Terrazo	Wood Floor	

TOTAL AREA THIS ZONE: 88,476 SF



4/24/2019 11:11:11 AM Program: AutoCAD File: map\map\level3.dwg Plot: Level 3.dwg



Spokane Terminal Complex Janitorial Workbook
APM Terminal
Level 3
REPORT
SFC



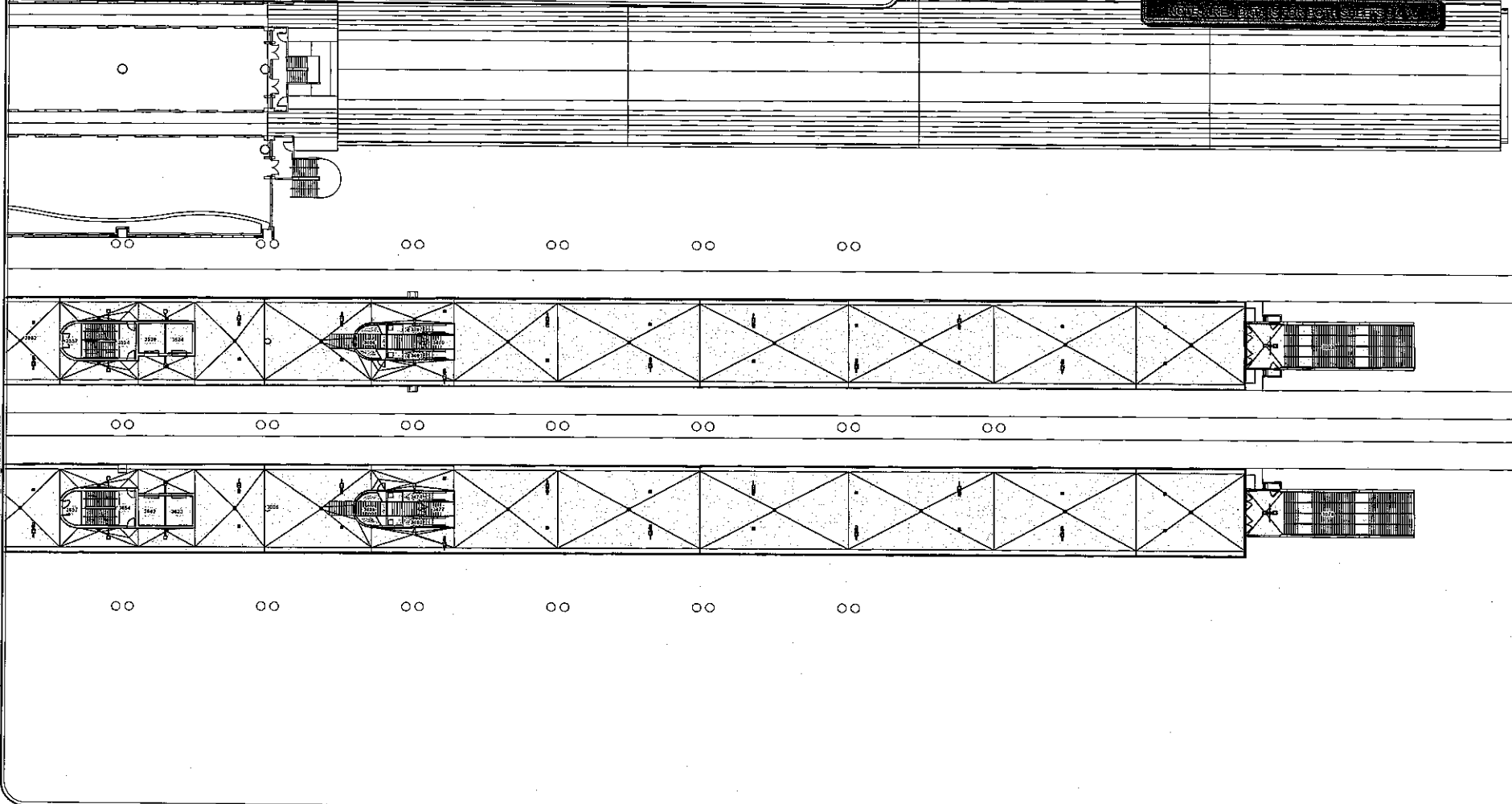
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PROJECT: Spokane Terminal Complex	LOCATION: Level 3	STATUS: [Status]
REVISIONS: 1	REVISION: 1	REVISION: 1
REVISION: 1	REVISION: 1	REVISION: 1
REVISION: 1	REVISION: 1	REVISION: 1

Floor Cover

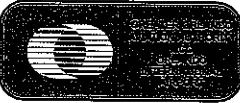
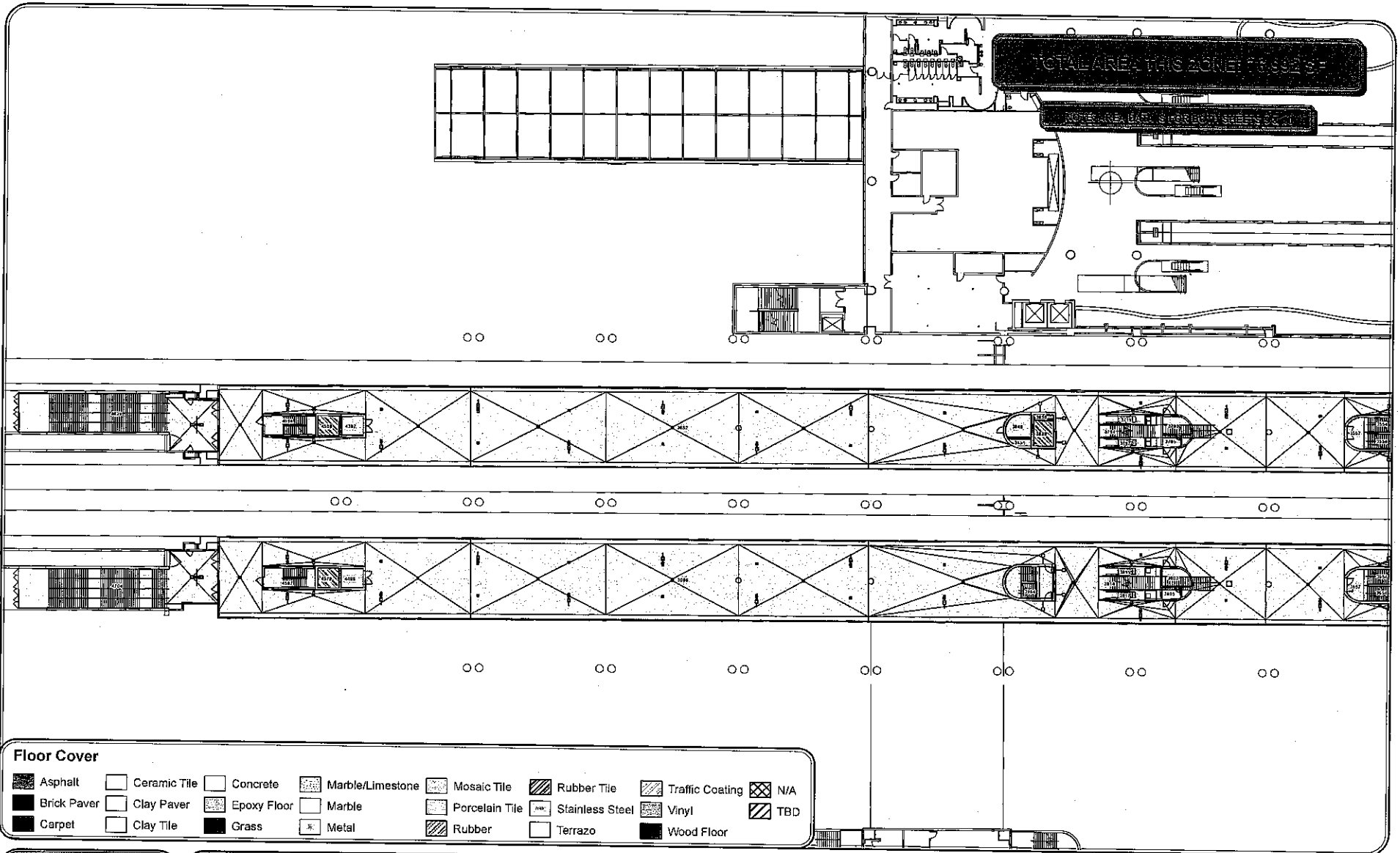
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Brick Paver	Clay Paver	Epoxy Floor	Marble	Porcelain Tile	Stainless Steel	Vinyl	TBD
Carpet	Clay Tile	Grass	Metal	Rubber	Terrazo	Wood Floor	

TOTAL AREA THIS ZONE: 18392 SF

QUESTIONS FOR BOTH SHEETS 14 & 15



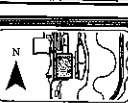
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South Terminal Complex Authority Map Book
The Terminal
Level 3

REPORT
STC

GRAPHIC SCALE (FEET)
0 10 20 30

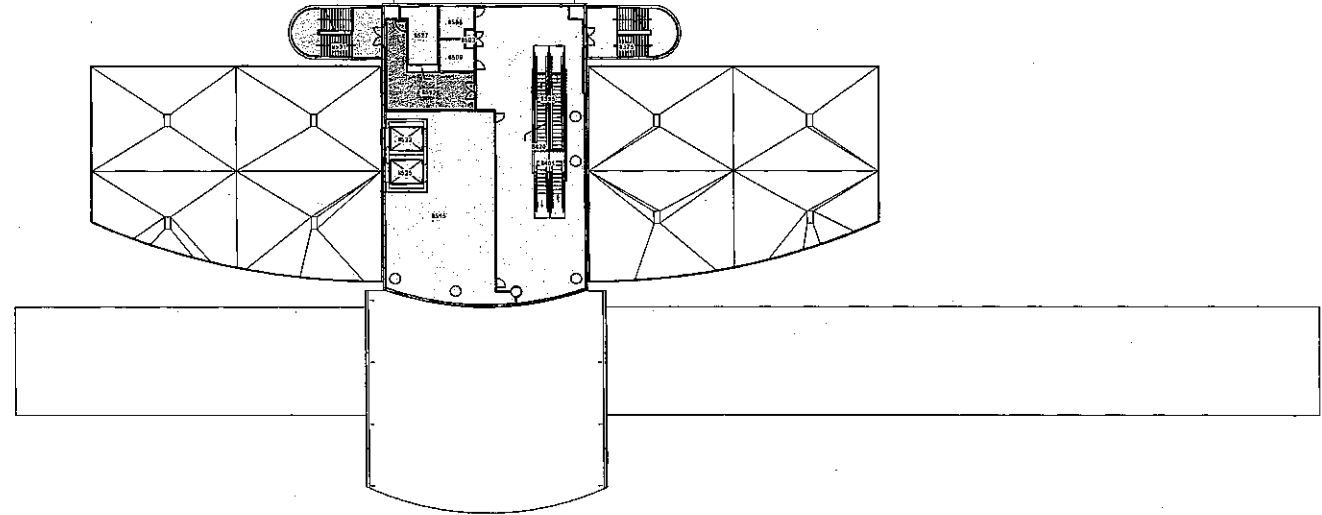


REVISIONS
DATE
BY
REASON
DATE
BY
REASON

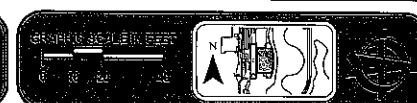
Floor Cover

Asphalt	Ceramic Tile	Concrete	Marble/Limestone	Mosaic Tile	Rubber Tile	Traffic Coating	N/A
Brick Paver	Clay Paver	Epoxy Floor	Marble	Porcelain Tile	Stainless Steel	Vinyl	TBD
Carpet	Clay Tile	Grass	Metal	Rubber	Terrazo	Wood Floor	

TOTAL AREA THIS ZONE: 7,524 SF



4/24/2017 10:40:00 AM C:\Program Files\Autodesk\AutoCAD 2017\AutoCAD.exe -c -u -p -s -t -e -f -g -h -i -j -k -l -m -n -o -p -q -r -s -t -u -v -w -x -y -z -AA -AB -AC -AD -AE -AF -AG -AH -AI -AJ -AK -AL -AM -AN -AO -AP -AQ -AR -AS -AT -AU -AV -AW -AX -AY -AZ -BA -BB -BC -BD -BE -BF -BG -BH -BI -BJ -BK -BL -BM -BN -BO -BP -BQ -BR -BS -BT -BU -BV -BW -BX -BY -BZ -CA -CB -CC -CD -CE -CF -CG -CH -CI -CJ -CK -CL -CM -CN -CO -CP -CQ -CR -CS -CT -CU -CV -CW -CX -CY -CZ -DA -DB -DC -DD -DE -DF -DG -DH -DI -DJ -DK -DL -DM -DN -DO -DP -DQ -DR -DS -DT -DU -DV -DW -DX -DY -DZ -EA -EB -EC -ED -EE -EF -EG -EH -EI -EJ -EK -EL -EM -EN -EO -EP -EQ -ER -ES -ET -EU -EV -EW -EX -EY -EZ -FA -FB -FC -FD -FE -FF -FG -FH -FI -FJ -FK -FL -FM -FN -FO -FP -FQ -FR -FS -FT -FU -FV -FW -FX -FY -FZ -GA -GB -GC -GD -GE -GF -GG -GH -GI -GJ -GK -GL -GM -GN -GO -GP -GQ -GR -GS -GT -GU -GV -GW -GX -GY -GZ -HA -HB -HC -HD -HE -HF -HG -HH -HI -HJ -HK -HL -HM -HN -HO -HP -HQ -HR -HS -HT -HU -HV -HW -HX -HY -HZ -IA -IB -IC -ID -IE -IF -IG -IH -II -IJ -IK -IL -IM -IN -IO -IP -IQ -IR -IS -IT -IU -IV -IW -IX -IY -IZ -JA -JB -JC -JD -JE -JF -JG -JH -JI -JJ -JK -JL -JM -JN -JO -JP -JQ -JR -JS -JT -JU -JV -JW -JX -JY -JZ -KA -KB -KC -KD -KE -KF -KG -KH -KI -KJ -KK -KL -KM -KN -KO -KP -KQ -KR -KS -KT -KU -KV -KW -KX -KY -KZ -LA -LB -LC -LD -LE -LF -LG -LH -LI -LJ -LK -LL -LM -LN -LO -LP -LQ -LR -LS -LT -LU -LV -LW -LX -LY -LZ -MA -MB -MC -MD -ME -MF -MG -MH -MI -MJ -MK -ML -MM -MN -MO -MP -MQ -MR -MS -MT -MU -MV -MW -MX -MY -MZ -NA -NB -NC -ND -NE -NF -NG -NH -NI -NJ -NK -NL -NM -NN -NO -NP -NQ -NR -NS -NT -NU -NV -NW -NX -NY -NZ -OA -OB -OC -OD -OE -OF -OG -OH -OI -OJ -OK -OL -OM -ON -OO -OP -OQ -OR -OS -OT -OU -OV -OW -OX -OY -OZ -PA -PB -PC -PD -PE -PF -PG -PH -PI -PJ -PK -PL -PM -PN -PO -PP -PQ -PR -PS -PT -PU -PV -PW -PX -PY -PZ -QA -QB -QC -QD -QE -QF -QG -QH -QI -QJ -QK -QL -QM -QN -QO -QP -QQ -QR -QS -QT -QU -QV -QW -QX -QY -QZ -RA -RB -RC -RD -RE -RF -RG -RH -RI -RJ -RK -RL -RM -RN -RO -RP -RQ -RR -RS -RT -RU -RV -RW -RX -RY -RZ -SA -SB -SC -SD -SE -SF -SG -SH -SI -SJ -SK -SL -SM -SN -SO -SP -SQ -SR -SS -ST -SU -SV -SW -SX -SY -SZ -TA -TB -TC -TD -TE -TF -TG -TH -TI -TJ -TK -TL -TM -TN -TO -TP -TQ -TR -TS -TT -TU -TV -TW -TX -TY -TZ -UA -UB -UC -UD -UE -UF -UG -UH -UI -UJ -UK -UL -UM -UN -UO -UP -UQ -UR -US -UT -UU -UV -UW -UX -UY -UZ -VA -VB -VC -VD -VE -VF -VG -VH -VI -VJ -VK -VL -VM -VN -VO -VP -VQ -VR -VS -VT -VU -VV -VW -VX -VY -VZ -WA -WB -WC -WD -WE -WF -WG -WH -WI -WJ -WK -WL -WM -WN -WO -WP -WQ -WR -WS -WT -WU -WV -WW -WX -WY -WZ -XA -XB -XC -XD -XE -XF -XG -XH -XI -XJ -XK -XL -XM -XN -XO -XP -XQ -XR -XS -XT -XU -XV -XW -XX -XY -XZ -YA -YB -YC -YD -YE -YF -YG -YH -YI -YJ -YK -YL -YM -YN -YO -YP -YQ -YR -YS -YT -YU -YV -YW -YX -YY -YZ -ZA -ZB -ZC -ZD -ZE -ZF -ZG -ZH -ZI -ZJ -ZK -ZL -ZM -ZN -ZO -ZP -ZQ -ZR -ZS -ZT -ZU -ZV -ZW -ZX -ZY -ZZ

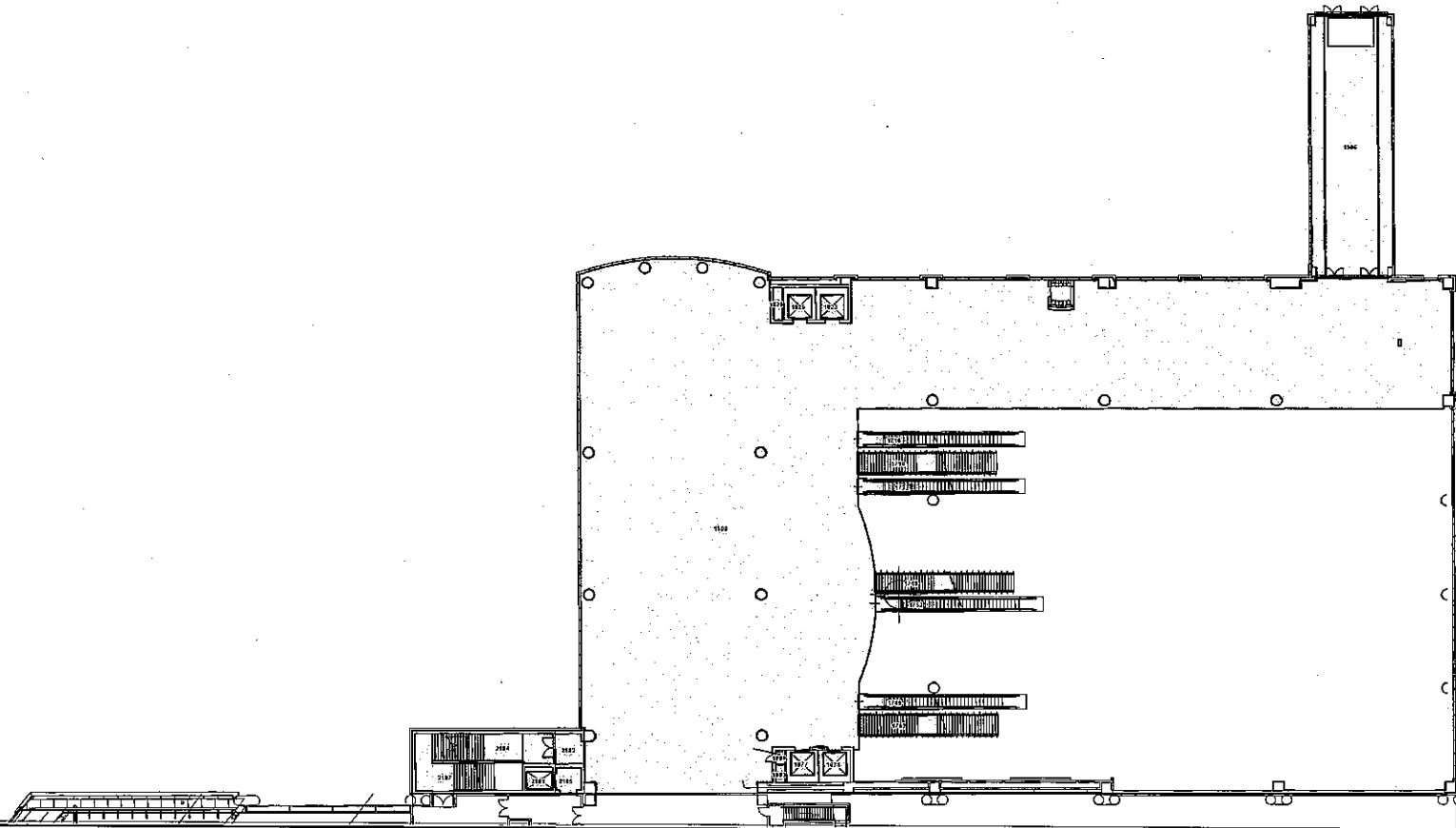


Floor Cover

Asphalt	Ceramic Tile	Concrete	Marble/Limestone	Mosaic Tile	Rubber Tile	Traffic Coating	N/A
Brick Paver	Clay Paver	Epoxy Floor	Marble	Porcelain Tile	Stainless Steel	Vinyl	TBD
Carpet	Clay Tile	Grass	Metal	Rubber	Terrazo	Wood Floor	

TOTAL AREA THIS ZONE: 31,533 SF

4/2/2018 11:00:00 AM \\Programs\Users\jerry\mtd\South Terminal\MapBook_SITC_REV0018.mxd



South Terminal Complex Architectural Map Book
APR 2018
Level 5

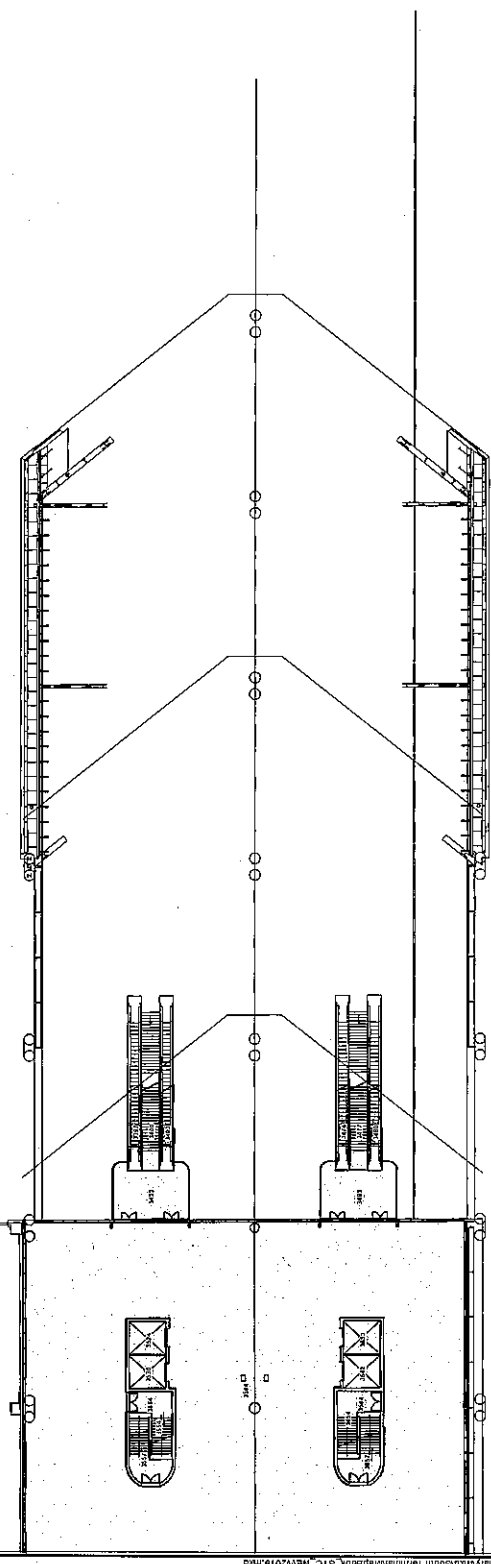
REPORT
SITC



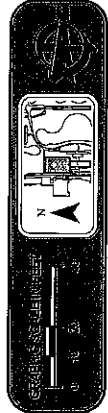
PROJECT NO. 1000000000
SHEET NO. 1000000000
DATE 10/10/2018
PAGE 1000000000

SECTION

SECTION



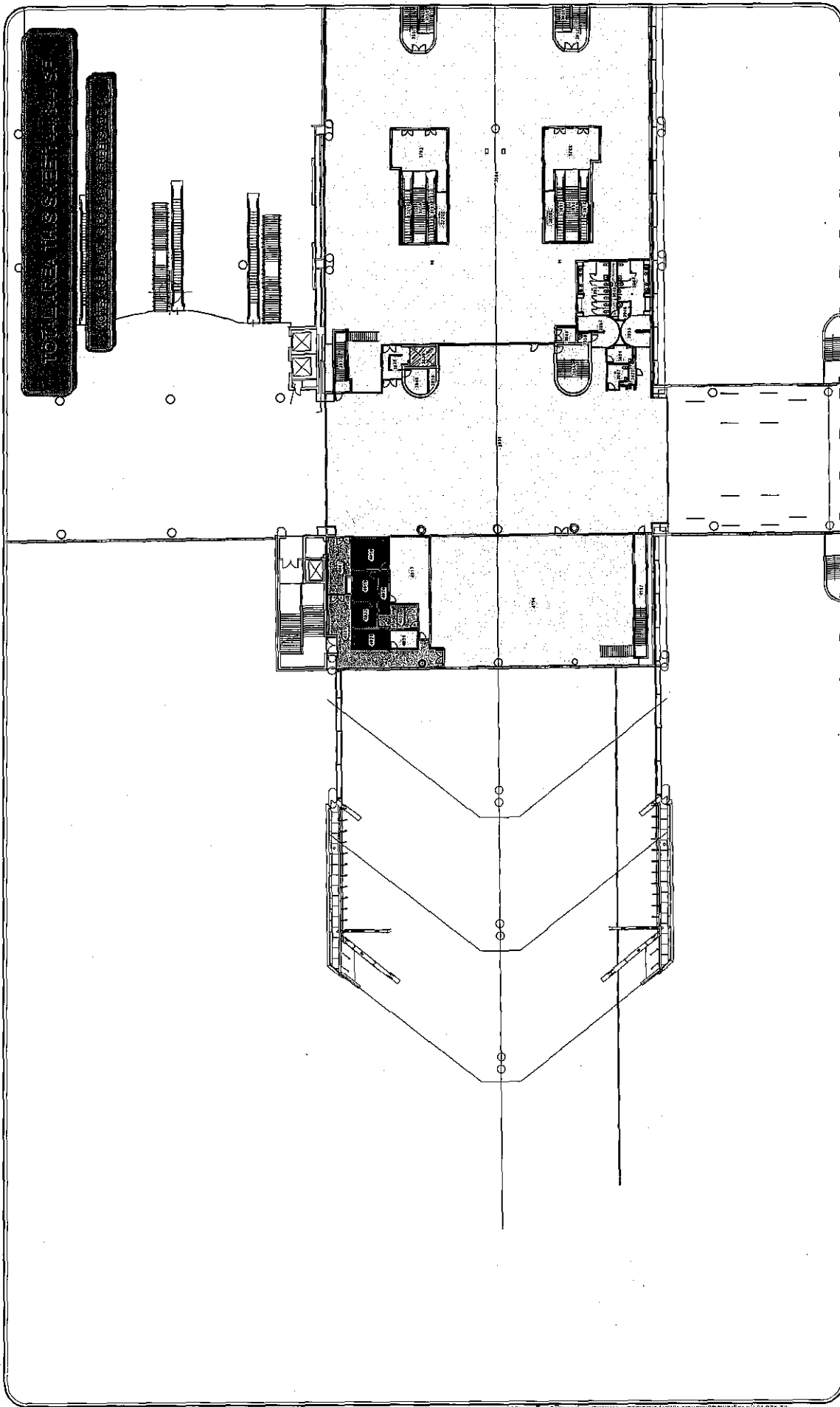
SECTION



SECTION

SECTION





Scale: 1" = 100'

REPORT

STC

STC - Central Computer Terminal Complex

1st Terminal

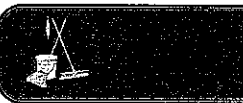
Level 5

Floor Cover

Asphalt	Ceramic Tile	Concrete	Marble/Limestone	Mosaic Tile	Rubber Tile	Traffic Coating	NA
Brick Paver	Clay Paver	Epoxy Floor	Marble	Porcelain Tile	Stainless Steel	Vinyl	TBD
Carpet	Clay Tile	Grass	Metal	Rubber	Terrazo	Wood Floor	

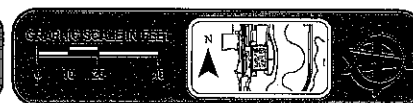
TOTAL AREA THIS FLOOR 4,075 SF

4/24/2018 C:\ProgramData\Bentley\Drawings\South Terminal\MapDrawn.STG MEM0019.mxd



South Terminal Complex Jettison Workshop
POLYMER
LEVEL 5

REPORT
STG



PROJECT SOUTH TERMINAL JETTISON WORKSHOP	DATE 10/10/2018	BY J. W. WILSON
REVISION 1.0	DATE 10/10/2018	BY J. W. WILSON

4/24/2018: Project has been approved by South Terminal Board, etc. MEM019 and

