GREATER ORLANDO AVIATION AUTHORITY

REQUEST FOR PROPOSALS (RFP)
23-380-RFP

23-380-RFP TERMINALS A and B JANITORIAL MAINTENANCE

Location 1 - Terminals A &B

Contract Term:	**September 1, 2024, to August 31, 2029**
Contractor:	**LGC GLOBAL ENERGY FM, LLC.**
Department:	**Facilities Department Performance**
Other:	**Bond – REQUIRED**

Table of Contents

- Contract
- Pricing Table
- Performance Bond
- Insurance Certificate
- Small Business Forms
- GOAA RFP Solicitation 23-380-RFP
- LGC Global Energy FM, LLC. Proposal

Contract

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

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

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

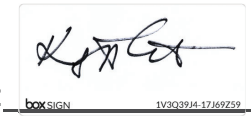
An extension of time for performance shall be the Contractor's sole and exclusive remedy for any delay of any kind or nature caused by Aviation Authority, and in no event shall Contractor be entitled to recover from Aviation Authority any indirect, incidental, special or consequential damages in any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

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

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

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

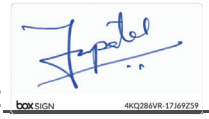
GREATER ORLANDO AVIATION AUTHORITY

By: 

Title: Chief Executive Officer

Date: May 14, 2024

"LGC Global Energy FM, LLC"

By: 

Tushar Patel

Title: C.O.O

Date: May 3, 2024

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

Name of Law Firm: Nelson Mullins Riley & Scarborough LLP

By:

Date: May 6, 2024

23-380-RFP PRICING SHEET
LOCATION 1 - TERMINALS A & B

Year 1		
Management Fee*	**$**	**2,724,555.00**
Reimbursable Payroll Expense Budget**	$	9,578,100.00
Reimbursable Operating Expense Budget	$	575,100.00
Sub-Total for Year 1	**$**	**12,877,755.00**
Year 2		
Management Fee*	**$**	**2,724,555.00**
Reimbursable Payroll Expense Budget**	$	9,865,500.00
Reimbursable Operating Expense Budget	$	592,400.00
Sub-Total for Year 2	**$**	**13,182,455.00**
Year 3		
Management Fee*	**$**	**2,806,290.00**
Reimbursable Payroll Expense Budget**	$	10,161,500.00
Reimbursable Operating Expense Budget	$	610,200.00
Sub-Total for Year 3	**$**	**13,577,990.00**
Year 4		
Management Fee*	**$**	**2,806,290.00**
Reimbursable Payroll Expense Budget**	$	10,466,500.00
Reimbursable Operating Expense Budget	$	628,500.00
Sub-Total for Year 4	**$**	**13,901,290.00**
Year 5		
Management Fee*	**$**	**2,890,475.00**
Reimbursable Payroll Expense Budget**	$	10,780,500.00
Reimbursable Operating Expense Budget	$	647,400.00
Sub-Total for Year 5	**$**	**14,318,375.00**
TOTAL FIVE (5) YEARS COST	**$**	**67,857,865.00**

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

****Reimbursable Payroll and Operating Expense Budgets shall include all costs as outlined in Sections 4.3 and 4.4. Contractor's aggregate annual invoices shall not exceed the total as stated above for Years 1 through 5. It is estimated that 226 FTE reimbursable positions will be needed for the performance of this Contract. The Aviation Authority believes that this estimate fairly describes the scope of work under ordinary circumstances; however, the number of reimbursable positions FTEs may range between 200 and 250 as actual conditions may cause the number of positions to be adjusted accordingly. The Aviation Authority shall only reimburse for the reimbursable positions requested and approved by the Aviation Authority and satisfactorily provided by the Contractor.**

Performance Bond No.: US3002387

Performance Bond Expiration Date: July 1, 2025

PERFORMANCE BOND FORM

GREATER ORLANDO AVIATION AUTHORITY

KNOW ALL MEN BY THESE PRESENTS that LGC Global Energy FM, LLC, hereinafter called Principal, and Euler Hermes North America Insurance Company, a corporation organized under the laws of the State of Maryland and licensed to do business in the State of Florida, hereinafter called Surety, are held and firmly bound unto the Greater Orlando Aviation Authority, hereinafter called Aviation Authority, in the Penal Sum of Six Million Five Hundred Thousand and 00/100 **Dollars ($ 6,500,000.00)**, for the payment of which sum well and truly made, Principal and Surety bind ourselves, our heirs, personal representatives, successors and assigns, jointly and severally, firmly by these presents.

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

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

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

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

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

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

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

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

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

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

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

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

The term of this bond is for the period commencing July 1, 2024 and expiring on July 1, 2025, unless released by the Obligee prior thereto. However, the term of this bond may be renewed for an additional one-year period(s) by the issuance of a Continuation Certificate by the Surety. Neither nonrenewal by the Surety nor failure of the Principal to provide the Obligee with a replacement bond shall constitute default under this bond.

Allianz

Allianz Trade

9576

EULER HERMES NORTH AMERICA INSURANCE COMPANY
800 Red Brook Boulevard * Owings Mills, Maryland 21117

The number of persons authorized by this Power of Attorney is not more than: 4

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That EULER HERMES NORTH AMERICA INSURANCE COMPANY (EULER HERMES), a corporation organized and existing under the laws of the state of Maryland, does hereby nominate, constitute, and appoint the person or persons named below, each individually if more than one is named, its true and lawful attorney-in-fact, for and in its name, place, and stead to execute on behalf of EULER HERMES, as surety, any and all bonds, undertakings, and contracts of suretyship, or other written obligations in the nature thereof; provided that the liability of EULER HERMES on any such bond, undertaking, or contract of suretyship executed under this authority shall not exceed the limit stated below.

NAME	ADDRESS	LIMIT OF POWER
Greg Angel Mark Leskanic Bette Botticello Matthew Leskanic	205 Union Street 2nd floor Natick, MA 01760	Unlimited

This Power of Attorney revokes all previous powers issued on behalf of the attorney(s)-in-fact named above.

IN WITNESS WHEREOF, EULER HERMES has caused these presents to be signed and attested by its appropriate officers and its corporate seal hereunder affixed this 1st day of November, 20 22.

Euler Hermes North America Insurance Company CORPORATE SEAL 2003 MARYLAND

James Daly, President and CEO-The Americas

Nicholas P. Verna II, Senior Vice President and Regional Head of Surety and Guarantee, Americas

State of Maryland, County of Baltimore

On this 1st day of November, 20 22, before me personally appeared Nicholas P. Verna II, to me known, being duly sworn, deposes and says that he resides in Southeastern, PA; that he is Senior Vice President and Regional Head of Surety and Guarantee, Americas of Euler Hermes North America Insurance Company, the Company described herein and which executed the above instrument; that he know the seal of EULER HERMES; that the seal affixed to said instrument is such corporate seal; that it was so affixed by authority of the Board of Directors of EULER HERMES; and that he signed his name thereto by like authority.

Notary Public

Notarial Seal

This Commission Expires February 2, 2026

This Power of Attorney is granted by authority of the following resolutions adopted by the Board of Directors of EULER HERMES NORTH AMERICA INSURANCE COMPANY (Company) by unanimous consent on October 1, 2015.

RESOLVED: That the President, Executive Vice President, Senior Vice President, Vice President, Secretary, and Assistant Vice Secretary, be and hereby are authorized from time to time to appoint one or more Attorneys-in-Fact to execute on behalf of the company, as surety, and any and all bonds, undertakings and contracts of suretyship, or other written obligation in the nature thereof; to proscribe their respective duties and all respective limits of their authority; and to revoke any such appointment at any time.

RESOLVED FURTHER: That the Company seal and signature of the aforesaid officers and may be affixed by facsimile to any Power of Attorney given for the execution of any bond, undertaking, contract of suretyship, or other written obligations in the nature thereof, such signature and seal when so used being hereby adopted by the Company as the original signature of such officer and the original seal of the Company, to be valid and binding upon the Company with the same force and effect as thought manually affixed.

CERTIFICATION

I, Nicholas P. Verna II, Senior Vice President and Regional Head of Surety & Guarantee, Americas of EULER HERMES NORTH AMERICA INSURANCE COMPANY, do hereby certify that the foregoing Power of Attorney and the Resolutions of the Board of Directors of October 1, 2015, have not been revoked and are now in full force and effect.

Signed and sealed this 10th day of April, 20 24.

Euler Hermes North America Insurance Company CORPORATE SEAL 2003 MARYLAND

Nicholas P. Verna II, Senior Vice President and Regional Head of Surety and Guarantee, Americas

Euler Hermes North America Insurance Company and its affiliated debt collection company are part of the Allianz group and market their products and services using the 'Allianz Trade' trademark.

IN WITNESS WHEREOF, the Principal and Surety have executed this instrument under their several seals on the 10th day of April, 2024, the name and corporate seal of each corporate party being hereto affixed and these presents fully signed by its undersigned representative, pursuant to the authority of its governing body.

Signed, sealed and delivered in the presence of:

LGC Global Energy FM, LLC
Principal (Name of Contractor)

Witness

By: _____
(Signature)

Witness

Its: C.O.O
(Title)

(Seal)

Euler Hermes North America Insurance Company
Name of Surety

Witness

By: _____
(Signature) Matthew Leskanic

Witness

Its: Attorney-in-Fact
(Title)

Address: 100 International Drive, 22nd Floor, Baltimore, MD 21202.

Telephone No.: 877-883-3224

Fax No.: _____

E-Mail Address: USCommunications@Allianz-trade.com

_____
(Countersignature by
Florida Licensed Agent)

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

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

IMPORTANT:

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

LGCGLOB-01 BROBINSON

CERTIFICATE OF LIABILITY INSURANCE

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

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

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

PRODUCER
360 Risk Management, Inc.
21500 Haggerty Rd Suite 140
Northville, MI 48167

CONTACT NAME:
PHONE (A/C, No, Ext): (248) 360-4100 FAX (A/C, No): (248) 305-5154
E-MAIL ADDRESS: certs@360rmi.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Valley Forge Insurance Company	20508
INSURER B : The Continental Insurance Company	35289
INSURER C : National Fire Insurance Company of Hartford	20478
INSURER D : Lloyds of London	99998
INSURER E :	
INSURER F :	

INSURED
LGC Global, Inc., LGC Global Energy FM, LLC
and A&K Equipment, LLC
7310 Woodward Ave
Detroit, MI 48202

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

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY X PRO-JECT LOC OTHER:	X	X	7037170738	8/7/2023	8/7/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 100,000 $ 15,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
A	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY SCHEDULED AUTOS HIRED AUTOS ONLY NON-OWNED AUTOS ONLY	X	X	7037170724	8/7/2023	8/7/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
B	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $	X	X	7037170710	8/7/2023	8/7/2024	EACH OCCURRENCE AGGREGATE	$ 1,000,000 $ 1,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	X	7037170741	8/7/2023	8/7/2024	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 1,000,000 $ 1,000,000 $ 1,000,000
D	Pollution Liab			B0621PLAKE002823	9/1/2023	8/7/2024	Per Pollution Condit	2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
General Aggregate is per project when required by written contract otherwise it is per policy.

Additional Excess Liability - Allied World Assurance Co. (A.M. Best rated A XV), Policy #03139521, 8/7/2023 TO 8/7/2024, Each Occurrence/Aggregate $9,000,000

Cyber Liability - Trisura Specialty Insurance Company, Policy # ATB6612627, 9/1/2023 TO 8/7/2024, Each Occurrence/Aggregate $1,000,000

SEE ATTACHED ACORD 101

CERTIFICATE HOLDER

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

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

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AGENCY CUSTOMER ID: LGCGLOB-01 BROBINSON

LOC #: 1

ADDITIONAL REMARKS SCHEDULE

AGENCY		NAMED INSURED
360 Risk Management, Inc.		LGC Global, Inc., LGC Global Energy FM, LLC and A&K Equipment, LLC 7310 Woodward Ave Detroit, MI 48202
POLICY NUMBER		
SEE PAGE 1		
CARRIER	NAIC CODE	EFFECTIVE DATE: SEE PAGE 1
SEE PAGE 1	SEE P 1	

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

Description of Operations/Locations/Vehicles:
Pollution Liability - Miller (A Lloyd's of London Carrier) Policy #B0621PLAKE002723 & B0621PLAKE002823, 9/1/2023 TO 8/7/2024, Each Claim/Aggregate $5,000,000

Errors & Omissions - Miller (A Lloyd's of London Carrier) Policy #B0621PLAKE002723 & B0621PLAKE002823, 9/1/2023 TO 8/7/2024, Each Claim/Aggregate $5,000,000

Re: 23-380-RFP FL - Terminals A and B Janitorial Maintenance; Greater Orlando Aviation Authority, Orlando International Airport (MCO) North Terminal

Greater Orlando Aviation Authority and the City of Orlando and their members (including, without limitation, members of the Aviation Authority's Board and the City's Council and members of the citizens' advisory committees of each), officers, employees, and agents are added as additional insured with respect to the insured's operations for General Liability, Automobile Liability and Excess Liability, when required by written contract. General Liability coverage includes ongoing and completed operations. The insurance afforded the additional insured is considered primary and any other collectible insurance is non-contributory if required by written contract. A waiver of subrogation in favor of the additional insured applies for General Liability, Automobile Liability, Excess Liability and Workers' Compensation when required by contract. A 30 day notice of cancellation applies.

The following deductibles apply:

General Liability - $25,000 Deductible Per Occurrence
Automobile Liability - Hired Autos Comprehensive Deductible $100; Hired Autos Collision Deductible $1,000
Pollution Liability - $20,000 Deductible Each Claim
Excess Liability - $10,000 Self-Insured Retention
Workers' Compensation - None

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LOCATION 1: TERMINAL A & B
MWBE FORMS

LOCATION 1: TERMINAL A & B

LETTER OF INTENT/AFFIRMATION
Minority and Women Business Enterprise (MWBE)
(This page shall be submitted for each MWBE firm)

Respondent: Name: LGC Global Energy FM, LLC

Address: 7310 Woodward Avenue, Suite 500

City: Detroit State: MI Zip: 48202

MWBE Firm: Name: Age Wise Inc.

Address: 727 Terra Place

City: Maitland State: FL Zip: 32751

MWBE Contact: Name: Steven Martin Phone: ( ) 386-212-2778

Email: stevenmartin4@yahoo.com

MWBE Certification Agency: Orange County Expiration Date: April 2025

Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

MWBE Scope of Work: Janitorial services

	Quantity	Rates	Total
Year 1	12 months	$107,314.63	$1,287,775.50
Year 2	12 months	$109,853.79	$1,318,245.50
Year 3	12 months	$113,149.92	$1,357,799.00
Year 4	12 months	$115,844.08	$1,390,129.00
Year 5	12 months	$119,319.79	$1,431,837.50
Total Five-Year Term Value for Location 1			$ 6,785,786.50
Percent of total Bid for Location 1			10%

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: _____ PRES 12/27/23
(MWBE Owner's Signature) (Title) (Date)

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

By: _____ Chief Operating Officer 12-27-2023
(Respondent's Authorized Signature) (Title) (Date)

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

LOCATION 1: TERMINAL A & B

LETTER OF INTENT/AFFIRMATION
Minority and Women Business Enterprise (MWBE)
(This page shall be submitted for each MWBE firm)

Respondent: Name: LGC Global Energy FM,LLC

Address: 7310 Woodward Ave., Suite 500

City: Detroit State: Michigan Zip: 48202

MWBE Firm: Name: American Janitorial Maintenance & Services, Inc.

Address: 600 North Thacker Ave Suite 500

City: Kissimmee State: Florida Zip: 32741

MWBE Contact: Name: Ms. Felicita Pequero Phone: (407)501 - 0321

Email: americanjms@gmail.com

MWBE Certification Agency: Greater Orlando Aviation Authority Expiration Date: June 19,2025

Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

MWBE Scope of Work: Janitorial services

	Quantity	Rates	Total
Year 1	12 months	$107,314.63	$ 1,287,775.50
Year 2	12 months	$109,853.79	$ 1,318,245.50
Year 3	12 months	$113,149.91	$ 1,357,799.00
Year 4	12 months	$115,844.08	$ 1,390,129.00
Year 5	12 months	$119,319.79	$ 1,431,837.50
Total Five-Year Term Value for Location 1			$ 6,785,786.50
Percent of total Bid for Location 1			10%

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: Felicita Pequero V.P. 12/27/2023
(MWBE Owner's Signature) (Title) (Date)

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

By: Chief Operating Officer 12-27-2023
(Respondent's Authorized Signature) (Title) (Date)

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

LOCATION 1: TERMINAL A & B

LETTER OF INTENT/AFFIRMATION
Minority and Women Business Enterprise (MWBE)
(This page shall be submitted for each MWBE firm)

Respondent: Name: LGC Global Energy FM, LLC

Address: 7310 Woodward Avenue, Suite 500

City: Detroit State: Michigan Zip: 48202

MWBE Firm: Name: SOUTHEAST AIRPORT SERVICES, INC.

Address: 5774 S SEMORAN BLVD.

City: ORLANDO State: FL Zip: 32822

MWBE Contact: Name: GERALD MONTGOMERY Phone: (407)420-8633

Email: gmontgomery@seairportservices.com

MWBE Certification Agency: GOAA Expiration Date: 11/15/2024

Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

MWBE Scope of Work: Janitorial services

	Quantity	Rates	Total
Year 1	12 months	$53,657.31	$643,887.75
Year 2	12 months	$54,926.90	$659,122.75
Year 3	12 months	$56,574.96	$678,899.50
Year 4	12 months	$57,922.04	$695,064.50
Year 5	12 months	$59,659.89	$715,918.75
Total Five-Year Term Value for Location 1			**$** 3,392,893.25
Percent of total Bid for Location 1			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: Gerald Montgomery Owner 12-27-2023

(MWBE Owner's Signature) (Title) (Date)

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

By: Chief Operating Officer 12-27-2023

(Respondent's Authorized Signature) (Title) (Date)

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

GREATER ORLANDO AVIATION AUTHORITY

REQUEST FOR PROPOSAL (SOLICITATION)

23-380-RFP TERMINALS A and B JANITORIAL MAINTENANCE

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

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

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

E-Procurement Platform

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

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

Registration and Notification of Solicitations

THERE IS NO COST FOR VENDORS TO REGISTER WITH OpenGov

Receiving Electronic Responses to Bids/Responses

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

TABLE OF CONTENTS

SECTION	PAGE
E-Procurement Platform	**2**
Receiving Electronic Responses to Bids/Responses	**2**
AMERICANS WITH DISBAILITIES ACT	**6**
1.0 GENERAL INFORMATION	**7**
1.1 Intent and Purpose	7
1.2 Solicitation Information	7
1.3 Tentative Schedule	8
1.4 Submitting Questions and Receiving Responses	8
1.5 Contract Period	9
1.6 Price Escalation/De-Escalation (CPI)	9
1.7 Communications; Questions Regarding Specifications or Response Process	11
1.8 Exceptions to Terms and Conditions within the Solicitation	11
1.9 Notice of Intent to Award Contract	11
1.10 Public Meetings/Public Records	12
1.11 Code of Ethics and Business Conduct Policy	12
2.0 BACKGROUND INFORMATION	**13**
2.1 Airport Demographics	13
2.2 Airport Environment	13
3.0 SPECIAL CONDITIONS	**14**
3.1 Respondent's Mandatory Requirements	14
3.2 Evaluation of Responses	15
3.3 Selection Process	16
3.4 Surety Bonds/Letters of Credit/Liability Insurance	17
3.5 Insurance Requirements	20
3.6 Airport Security	23
3.7 Airport Operations Area	23
3.8 Verification of Employment Status	23
3.9 Identification and Access Requirements	24
3.10 Minority and Women Business Enterprise ("MWBE") Participation Program	27
3.11 Local Developing Business ("LDB") Participation Program	29
3.12 Good Faith Effort for MWBE and LDB Participation Program	31
4.0 COMPENSATION	**32**
4.1 Invoicing and Payment for Services	32
4.2 Management Fee	33
4.3 Reimbursable Payroll Expenses	36
4.4 Reimbursable Operating Expenses	37
4.5 Non-Reimbursable Expenses	38
4.6 Labor Compensation	39
4.7 Minimum Pay Scale	40
4.8 Health Insurance	40
4.9 Performance	40
5.0 SCOPE OF WORK/SPECIFICATIONS	**42**
5.1 Overview	42
5.2 Regulations	44
5.3 Definitions and Terminology	45
5.4 Organizational Changes	49
5.5 Lost And Found	49
5.6 Hours to Perform Services	50
5.7 Tools and Equipment required by Contractor	50
5.8 The Authority's Authorized Representative (AAR)	51

5.9 The Aviation Authority Quality Assurance Evaluator (QAE) 52
5.10 Contractor's Personnel 52
5.11 Key Personnel Per Location 54
5.12 Uniforms 59
5.13 Performance Requirements 59
5.14 Schedule of Frequencies 60
5.15 Contractor Inspection 61
5.16 Evaluation of Services 61
5.17 Quality Assurance 61
5.18 Accident / Incident / Damage Reports 62
5.19 Waste Removal 62
5.20 Aviation Authority's Recycling Program 63
5.21 Safety and Training Program 63
5.22 Customer Service 64
5.23 Use of Premises 64
5.24 Items Provided By the Aviation Authority 65
5.25 On-Site Communications 67
5.26 Computerized Maintenance Management System Requirements 68
5.27 Quality Control 69
5.28 Monthly Cleaning Schedule 69
5.29 Cycle Cleaning Scheduling 70
5.30 Categories of Cleaning Service 70
5.31 Cleaning Tasks 70
5.32 Aviation Authority Quality Assurance 76
5.33 Performance Evaluation 76
5.34 CDR Deduction Schedule 78
5.35 Safety and Protection 80
5.36 Subcontracted Costs/ Additional Services 80
5.37 Exhibits 80
6.0 AVIATION AUTHORITY STANDARD TERMS AND CONDITIONS 81
6.1 Awards 81
6.2 Responsible Vendor Determination 81
6.3 Additional Terms & Conditions 81
6.4 Purchasing Agreements With Other Governmental Entities 81
6.5 Lobbying Statement 81
6.6 Whistle Blower Reporting Line 82
6.7 EEO Statement 82
6.8 Federal Fair Labor Standards Act 82
6.9 Occupational Safety And Health Act of 1970 83
6.10 Discounts 83
6.11 Pricing 83
6.12 Incurred Cost 83
6.13 Errors 83
6.14 Taxes 83
6.15 Silence of Specifications 83
6.16 Assignment 84
6.17 Indemnification 84
6.18 Patents and Royalties 86
6.19 Software License to Contractor 86
6.20 Warranty Against Infringement of Intellectual Property 86
6.21 Optional Ownership of Work Product 86
6.22 Personal Identifiable Information (PII), Personal Health Information (PHI), Sensitive Security Information (SSI), Payment Card Industry (PCI) 87

6.23 Training....88
6.24 Acceptance....88
6.25 Safety Warranty....88
6.26 Warranty....88
6.27 Conflict of Interest:....88
6.28 Drug-Free Workplace....88
6.29 Discriminatory Vendor List....89
6.30 Public Entity Crimes....89
6.31 Scrutinized Companies....89
6.32 Licenses and Certifications....90
6.33 Subcontractors....90
6.34 Verbal Instructions....91
6.35 Litigation Venue....91
6.36 Addition, Deletion, or Modification of Services....91
6.37 Operation During Dispute....91
6.38 Funding....92
6.39 Contract Termination....92
6.40 Contractor Responsibilities....93
6.41 Supervision of Contract Performance....93
6.42 Monitoring of Work....93
6.43 Prompt Payment....93
6.44 Right To Audit Records....94
6.45 Copying Documents....94
6.46 Florida Public Records Law....94
6.47 Federal Compliance Provisions....95
6.48 Federal Emergency Management Agency (FEMA) Contract Requirements....99
6.49 Additional FEMA Requirements.....99
7.0 CONTRACT....101
7.1 Contract Instructions....101
7.2 Contract....102
8.0 RESPONSE SUBMITTAL REQUIREMENTS....111
8.1 Preparing Responses in Required Format....111
Tab 1 Table of Contents....111
Tab 2 General Company Information....111
Tab 3 Experience and Qualifications of Respondent and Knowledge and Experience of Key Individuals/Management Team and References....113
Tab 4 Approach and Methodology....114
Tab 5 Small Business Participation Plan....116
Tab 6 Additional Requirements of the Solicitation....116
Tab 7 Management Fee....117
Tab 8 Additional Information If needed....118
Tab 9 Response Forms to be included with Response....118
1. Respondent's Certification Form....119
2. Conflict of Interest Disclosure Form....120
3. Certification Regarding Prohibition Against Contracting with Scrutinized....121
4. E-Verification Certification Form....122
5. MWBE and LDB FORMS....123
6. Current W9....128
7. No Solicitation Response....128

AMERICANS WITH DISBAILITIES ACT

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

1.0 GENERAL INFORMATION

1.1 Intent and Purpose

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

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

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

1) Location 1 - Terminals A and B

2) Location 2 - Airsides 1 and 3

3) Location 3 - Airsides 2 and 4

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

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

1.2 Solicitation Information

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

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

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

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

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

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

1.3 Tentative Schedule

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

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

1.4 Submitting Questions and Receiving Responses

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

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

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

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

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

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

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

1.5 Contract Period

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

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

1.6 Price Escalation/De-Escalation (CPI)

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

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

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

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

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

CPI-U Calculation Example:

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

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

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

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

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

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

1.7 Communications; Questions Regarding Specifications or Response Process

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

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

1.8 Exceptions to Terms and Conditions within the Solicitation

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

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

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

1.9 Notice of Intent to Award Contract

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

1.10 Public Meetings/Public Records

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

1.11 Code of Ethics and Business Conduct Policy

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

The remainder of this page is intentionally blank.

2.0 BACKGROUND INFORMATION

2.1 Airport Demographics

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

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

2.2 Airport Environment

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

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

3.0 SPECIAL CONDITIONS

3.1 Respondent's Mandatory Requirements

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

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

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

b.

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

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

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

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

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

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

3.2 Evaluation of Responses

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

b. Responses will be evaluated using the following criteria:

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

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

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

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

3.3 Selection Process

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

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

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

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

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

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

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

parties are invited to attend such meetings.

3.4 Surety Bonds/Letters of Credit/Liability Insurance

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3.5 Insurance Requirements

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

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

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

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

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

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

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

b. Workers' Compensation and Employer's Liability.

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

c. Pollution/Environmental Liability Insurance.

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

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

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

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

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

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

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

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

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

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

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

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

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

3.6 Airport Security

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

3.7 Airport Operations Area

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

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

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

3.8 Verification of Employment Status

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

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

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

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

3.9 Identification and Access Requirements

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

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

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

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

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

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

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

g. Fees Associated with Identification Badges and Keys

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3.11 Local Developing Business ("LDB") Participation Program

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3.12 Good Faith Effort for MWBE and LDB Participation Program

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4.0 COMPENSATION

4.1 Invoicing and Payment for Services

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

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

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

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

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

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

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

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

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

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

4.2 Management Fee

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

a. All payroll and associated costs for:

1) On-Site Manager

2) Assistant Managers

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

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

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

1) Contractor overhead and profit

2) Sub-Contractors Management Fee

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

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

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

6) Recruiting expenses

7) Badges and keys

8) Payroll processing expenses

9) Office equipment and Operating Supplies

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

11) All Powered Cleaning equipment and related consumables

12) Janitorial Cleaning Carts & Accessories

13) Staff Engagement Program

14) Cleaning Management Software

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

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

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

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

19) Costs for Contractor's cell phones and data

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

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

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

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

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

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

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

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

4.3 Reimbursable Payroll Expenses

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

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

a. Actual hourly rates paid for the following positions:

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

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

c. Overtime hours as approved in advance by the AAR

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

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

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

4.4 Reimbursable Operating Expenses

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4) Regulated Garbage Disposal fees

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

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

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

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

4.5 Non-Reimbursable Expenses

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

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

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

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

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

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

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

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

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

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

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

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

4.6 Labor Compensation

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

4.7 Minimum Pay Scale

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

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

4.8 Health Insurance

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

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

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

4.9 Performance

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

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

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

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

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

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

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

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5.0 SCOPE OF WORK/SPECIFICATIONS

5.1 Overview

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

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

c. All powered equipment shall have the following features:

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

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

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

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

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

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

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

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

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

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

North Terminal Complex "1" through "35"

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

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

5.2 Regulations

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

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

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

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

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

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

5.3 Definitions and Terminology

a. Contract Definitions:

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

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

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

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

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

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

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

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

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

b. Terminology For Janitorial Cleaning:

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

2) AOA - Aircraft Operating Area.

3) BACTERICIDAL - Kills all bacteria.

4) BACTERIOSTATIC - Prevents the growth of bacteria.

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

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

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

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

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

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

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

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

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

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

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

16) FLOOR - A specific level of a building.

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

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

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

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

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

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

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

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

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

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

27) LITES - Glass panes.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5.4 Organizational Changes

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

5.5 Lost And Found

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

5.6 Hours to Perform Services

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

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

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

5.7 Tools and Equipment required by Contractor

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

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

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

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

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

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

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

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

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

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

5.8 The Authority's Authorized Representative (AAR)

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

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

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

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

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

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

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

5.9 The Aviation Authority Quality Assurance Evaluator (QAE)

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

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

c. The QAEs are not authorized to revoke, alter, or waive any requirements of the Contract.

d. The QAE is not authorized to re-direct or supervise Contractor's staff. This includes removal of Contractor's employees.

e. The QAE will notify the AAR of any deficiency resulting in a CDR as soon as possible.

5.10 Contractor's Personnel

The Contractor must provide all personnel deemed necessary to meet the requirements of the Contract.

a. The Contractor's employees engaged to perform work under this Contract should be regular, full-time personnel. The use of "short term temporary" or casual "day labor" personnel to perform the work will not be permitted, except as authorized by the Aviation Authority on a case-by-case basis in situations such as employee illness or disability, or unusually high traffic flow. This prohibition shall extend to the use of any temporary help or placement agencies. The Aviation Authority, on a case-by-case basis with the Aviation Authority's AAR written approval, may authorize part-time personnel.

b. The Contractor's employees shall be instructed that no gratuities shall be solicited or accepted for any reason whatsoever from the tenants, customers or other persons at OIA.

c. The Contractor shall be responsible for ensuring that all "lost and found" articles found by its employees on Aviation Authority's premises are turned over to the Aviation Authority or the Aviation Authority's designated agent in charge of such articles.

d. The Contractor shall have on each shift, on-site personnel trained in floor covering water extraction and special equipment (scissor lift, pressure washers, etc.) operation.

e. Contractor shall transfer promptly from the Aviation Authority any employee or employees that the Aviation Authority advises are not satisfactory, and replace such personnel with employees satisfactory to the Aviation Authority; but in no event shall Aviation Authority be responsible for monitoring or assessing the suitability of any employee or agent of Contractor.

f. A valid Florida driver license (Commercial Driver License, if applicable) will be required of all personnel operating motor vehicles or motorized equipment on roadways in or around OIA. Each of the Contractor's motor vehicles brought onto the Aviation Authority's premises shall have the Contractor's business name and/or logo prominently displayed on both front doors of such vehicle.

g. Contractor will abide by all State and Federal regulations on wages and hours of an employee dealing with the employment relationship between Contractor and its subsidiaries or related parties and its employees, including but not limited to the Florida Human Relations Act, the Federal National Labor Relations Act, the Federal Fair Labor Standards Act, the Federal Civil Rights Act of 1964, as amended, and the Americans with Disabilities Act.

h. Should the Contractor engage employees who are illiterate in English, it will be the Contractor's responsibility and obligation to train such employees to be able to identify and understand all signs and notices in and/or around the areas that relate to them or the services being performed by them pursuant to this Contract. In addition, the Contractor will have someone in attendance at all times who can communicate instructions to said employee.

i. Contractor shall maintain a drug-free workplace within the meaning of the Florida Drug-free Workplace Act. No employee shall be hired by a Contractor for work on Aviation Authority's premises prior to such employee having tested negative for drugs. In addition, existing employees of the Contractor must be subject to drug testing by the Contractor upon reasonable suspicion of drug use. Results of all such drug tests are to be retained by the Contractor. Copies shall be provided to the Aviation Authority, if requested.

j. While working on airport property all Contractor's employees shall wear neat-appearing uniforms with the company name and/or logo and footwear of a style that complies with all legal and safety requirements, including and without limitation, the requirements of OSHA.

5.11 Key Personnel Per Location

a. **Staffing**

1) Contractor shall provide staff per the following requirements for each key position. The Aviation Authority shall have the right, in its sole discretion, to approve or reject Contractor's staff if the Aviation Authority advises in writing that such staff is objectionable to the Aviation Authority. Additionally, during the term of the Contract, the Aviation Authority may require that the Contractor promptly transfer from OIA and replace the Site Manager, and/or Assistant Manager, if the Aviation Authority advises in writing that such manager is objectionable to the Aviation Authority. Contractor shall employ all persons necessary to maintain the North Terminal janitorial services in accordance with the approved Staffing Schedule provided to the AAR. Contractor shall not deviate from the Staffing Schedule unless written approval has been previously granted by the AAR. Contractor shall increase or decrease its staffing at such times, in such amounts and manner, and for such durations as directed by the AAR.

b. **Site Manager**

1) The Contractor shall provide a Site Manager per location who shall carry out the day-to-day obligations of the Contractor under this Contract. The Aviation Authority requires the Site Manager be a full-time employee, locally based; dedicated to the Aviation Authority's Terminal Janitorial Maintenance Contract, devoting his/her time exclusively to managing the Contractor's operations at all Locations, and have overall responsibility for the work to be performed by the Contractor under this Contract.

2) The Site Manager shall work five (5) days per week (Monday through Friday), eight (8) hours per day (8:00 a.m. to 5:00 p.m.).The Site Manager shall be able to respond on-site at MCO within sixty (60) minutes after receiving a request from the Aviation Authority. When the Site Manager is away from OIA during the business hours required, an acting Site Manager shall be designated, and shall always be available to the Aviation Authority to act in the capacity of the Site Manager. The Aviation Authority shall be advised, in writing, of the names of all Acting Site Managers.

3) Because of the importance of management in the performance by the Contractor hereunder, the Contractor shall advise the Aviation Authority in writing of the name and qualifications of its intended Site Manager, at

least five (5) days before hiring any substitute or replacement of the existing Site Manager. The Aviation Authority shall have the right, in its sole discretion, to approve or reject any new Site Manager selected by Contractor. During the term of the Contract, Contractor shall promptly transfer from MCO any Site Manager if the Aviation Authority advises in writing that such manager is objectionable to the Aviation Authority.

4) The Site Manager shall have a minimum of five (5) years of verifiable experience in a management capacity involving a janitorial services contract comparable in size and scope to the work to be performed under this Contract. The Site Manager must have knowledge and experience with cleaning methods and a proven track record of coordinating multiple tasks. Such person must also be capable of interpreting the requirements and cleanliness standards set forth in this Contract, and possess the monitoring, communication, and understanding skills needed to effectively manage the work to be performed under this Contract. The Site Manager, and any replacement, shall be subject to the Aviation Authority's prior written approval.

5) The Contractor agrees that the Site Manager shall represent the Contractor in the performance of the Contractor's obligations under this Contract. All instructions and notices given by the Aviation Authority to the Site Manager shall be as binding as if given to the Contractor, and all statements made by such Site Manager shall be as binding as if made by the Contractor. The Site Manager and/or designee shall be available to the Aviation Authority at any time in the event an Emergency condition is declared by the Aviation Authority's Chief Executive Officer or his designee. Site Manager shall be required to attend all meeting(s) as requested by the AAR.

6) The Site Manager shall ensure that cleaning activities are performed so as not to annoy, disturb, endanger, unreasonably interfere with or delay the operations or activities of the Airport.

7) The Contractor shall be obligated to notify the Aviation Authority as soon as practical of any defect or condition, which is not covered under the scope of this Contract that is discovered by the Contractor or his employees during their performance of their duties.

8) The Site Manager shall meet weekly with the AAR or as needed.

9) If the Contractor fails to provide a permanent Site Manager for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right to deduct $500.00 per day from the Management Fee. The deductions shall start on the twenty-second (22nd) day.

10) The permanent Site Manager shall not be shared with the Contractor's current or proposed clientele for the duration of the Contract. Violation of this requirement will be subject to a One Thousand Dollar ($1,000)

per calendar day penalty effective from the first day the Site Manager is removed from the Contracted site.

c. **Assistant Managers**

1) The Contractor shall provide a minimum of four (4) Assistant Managers, per Location, who shall assist the Site Manager in the Contractor's operations at the North Terminal, under the direction of the Site Manager. The Aviation Authority requires the Assistant Managers be full-time, locally based, and dedicated to the Aviation Authority's North Terminal Janitorial Maintenance Contract, devoting his/her time exclusively to assisting the Site Manager. The Assistant Managers shall work a schedule to provide twenty-four (24) hour coverage.

2) The Assistant Managers shall have a minimum of three (3) years of experience in a supervisory capacity involving janitorial maintenance which demonstrates the experience and skills necessary to manage the work to be performed under this Contract. The Assistant Managers shall be able to perform the duties of the Site Manager and Supervisors. The Assistant Managers, and any replacement, shall be subject to the Aviation Authority's prior written approval.

3) If the Contractor fails to provide four (4) Assistant Managers for a period exceeding twenty-one (21) calendar days, the Aviation Authority reserves the right to deduct $275.00 per day per person from the Management Fee. The deductions shall start on the twenty-second (22^{nd}) day.

4) At a minimum, one (1) Assistant Manager shall also be responsible for Safety, Employee Training, Quality Assurance Program and Customer Experience which includes the following:

a. Inspect, evaluate and monitor operations, equipment and processes in working areas to ensure compliance with, government safety regulations, Aviation Authority safety procedures and industry standards.

b. Recommend policy/procedure changes to protect and educate employees on how to prevent incidents/accidents through the use of safety training programs and assist with safety regulation enforcement.

c. Investigate incidents to identify their root cause(s) and determine/recommend potential changes to prevent similar occurrences in the future.

d. Be responsible for ensuring all performed services meet the established standard of quality service and performance.

e. Develop and administer all training. Identify training needs and organize training to meet quality standards.

f. Develop and implement Quality Assurance and Quality Control Programs.

5) The permanent Assistant Managers shall not be shared with the Contractor's current or proposed clientele for the duration of the base contract. Violation of this requirement will be subject to Eight Hundred Dollar ($800) per calendar day penalty effective from the first day the Assistant Manager is removed from the Contracted site.

d. **Administrative Staff**

1) The Contractor shall provide Administrative Staff as follows:

- Location 1 (Terminals A and B): a minimum of two (1) Administrative Staff.
- Location 2 (Airsides 1 and 3): a minimum of one (1) Administrative Staff.
- Location 3 (Airsides 2 and 4): a minimum of one (1) Administrative Staff.

2) Administrative staff shall work five (5) days per week (Monday through Friday), eight (8) hours per day (8:00 a.m. to 5:00 p.m.) at the North Terminals to support the administrative requirements for the North Terminals Janitorial Maintenance Contract, and devote their time exclusively to providing administrative support to the Site Manager and Assistant Managers for the work performed for this Contract. Administrative Staff duties include, but are not limited to, payroll, recruiting, badging, customer service, records management, invoices and any other administrative duties deemed necessary for the performance of this Contract.

3) If the Contractor fails to provide Administrative Staff for a period exceeding twenty one (21) calendar days, the Aviation Authority reserves the right to deduct $250 per day per person from the Management Fee. The deductions shall start on the twenty second (22^{nd}) day.

e. **Supervisors**

1) The Contractor shall provide Supervisors for the supervision of the North Terminal Janitorial Maintenance Contract Services, under the direction of the Site Manager and Assistant Managers. The Contractor's Supervisors shall have a minimum of one (1) year of experience in a supervisory capacity involving Janitorial Maintenance services, which demonstrates the experience and skills necessary to manage the work to be performed under this Contract. The persons designated by the

Contractor as Supervisors, and any replacement, shall be subject to the Aviation Authority's prior written approval.

2) Supervisors shall possess the knowledge in monitoring contractor's personnel performance effectively, respond and redirect personnel as needed during emergency situations and be vested with authority to respond to any concerns raised by the Aviation Authority.

3) Contractor's Supervisors shall be responsible for enforcing discipline and good order among the employees under their supervision and ensuring that their work is performed in a high-quality manner.

f. **Policer** – Shall be responsible for performing Cleaning/Janitorial services that are intended to be supplemental to the daily cleaning service. This is to maintain the desired level of cleanliness consistently as detailed in the specification. See Section 5.29.c.

g. **General Cleaner** – Shall be responsible for performing various routine levels of cleaning that are required on a daily basis. See Section 5.29.a and Section 5.29.b.

h. **Cycle Cleaner** – Shall be responsible for periodic services that are intended to clean to a "like new" condition. This service includes, but is not limited to, high dusting, wall washing, steam cleaning, and other detailed services not included in daily cleaning or policing as detailed in the specification. See Section 5.29.d.

i. **Floor Care** – Shall be responsible for cleaning services that are intended to clean to a "like new" condition. This service includes, but is not limited to pressure washing, carpet extraction, steam cleaning, dressing Vinyl Composition Tile (VCT), hard floor restoration and other detailed services not included in daily cleaning, cycle cleaning, or policing as detailed in the specification. See Section 5.29.d.

j. **Day Porter** – Shall be responsible for performing Cleaning/Janitorial services one or more times a day at designated offices between 8am-4pm Monday to Friday that are intended to be supplemental to the daily cleaning service. The intent is to maintain the desired level of cleanliness consistently through each twenty-four (24) hour period.

k. **Window /Carpet Spotter** – Shall be responsible for window and carpet spot cleaning during policing time as detailed in the specification. See Section 5.29.e.

l. **Quality Control (QC)** – Shall be responsible to control and monitor the production of outputs to ensure the Contractor conforms to the contract requirements. The QC will also be responsible for identifying and preventing deficiencies in the quality of services performed before the level of performance becomes unsatisfactory. See Section 5.25.

m. **Inventory Control** - Shall be responsible for monitoring the delivery of shipments to the work site, oversee inventory and be responsible for pick-up of supplies often enough to prevent running out of supplies and to stock the North Terminal, restrooms and break rooms.

n. **Equipment Tech/Mechanic** – Shall be responsible for the preventive maintenance and repair of all of the janitorial equipment and components associated with the Terminal Janitorial contract with a minimum of three (3) years of experience in cleaning equipment.

5.12 Uniforms

a. The Contractor shall furnish each of its employees with appropriate uniforms on which Contractor's name shall be prominently identified. All of the Contractor's employees shall wear their uniforms at all times while on duty. The uniforms shall be neat, clean, fit properly and be in good repair. No Tee Shirts or Shorts will be allowed. All Contractor jackets or other outerwear shall bear the Contractor's logo.

b. Should the primary Contractor employ Subcontractors to perform a portion of the work hereunder, the Subcontractor's uniforms must match the Contractors uniforms. However, the Subcontractor may, with the approval of the Contractor, use its own name and logo on the uniforms.

c. The men's and women's janitorial (non-supervisory) uniforms that the Contractor shall provide will consist of industrial work shirt/smocks and pants. Shirts/smocks are button front with collar and pocket, or polo style; pants are standard industrial type work pants. Belts shall be worn with all pants.

d. All uniforms shall be approved by the Aviation Authority for color coordination and comply with all legal and safety requirements including, without limitation, the requirements of OSHA.

e. Contractor shall furnish each of its supervisory personnel a uniform which includes the company identification on the outside to distinguish them from the non-supervisory personnel.

f. Any of the Contractor or subcontractor employee(s) (supervisory or non-supervisory) working under this Contract and not wearing a uniform which complies with the provisions of this Section shall immediately be suspended from further duties hereunder until such time as the employee returns wearing the proper uniform.

5.13 Performance Requirements

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

Aviation Authority stakeholders, regular operations management reviews, and industry best practices.

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

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

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

5.14 Schedule of Frequencies

Flooring Type	Policing	Cleaning	Floor Care	Cycle Cleaning
Porcelain Tile	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Carpet	Every 30 minutes	1 x Daily	Quarterly	Bi-Monthly
Concrete	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Marble/Limestone	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Terrazzo	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Vinyl	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Clay Paver	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Stone Restoration	Every 30 minutes	1 x Daily	1 X Year	Bi-Monthly

Space Description	Policing	Cleaning	Floor Care	Cycle Cleaning
Public Circulation/ Curb/ Sidewalk/ Entrance Vestibule	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Restrooms	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Checkpoint/Security Screening	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Moving Sidewalk/Escalator/Elevator	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Ticketing/Baggage Claim	Every 30 minutes	1 x Daily	Monthly	Bi-Monthly
Multi-Purpose Utility Room/	0	0	1 X Year	1 X year

Mechanical Equipment Room				

5.15 Contractor Inspection

The Contractor is responsible for performing a minimum of one (1) inspection weekly and shall have performed all inspections and tests necessary to substantiate that the supplies or services furnished under this Contract conform to Contract requirements, including any applicable technical requirements for specified manufacturer's equipment, supplies, or services, as requested by the AAR.

5.16 Evaluation of Services

a. The Aviation Authority has the right to evaluate all services performed by the Contractor, to the extent practicable at all times and places during the term of the Contract. The Aviation Authority shall use reasonable efforts to perform evaluations and tests in a manner that will not unduly delay the work. No evaluation or right of evaluation by the Aviation Authority shall relieve the Contractor of any performance or inspection obligations hereunder.

b. If any of the services do not conform to the Contract requirements, the Aviation Authority may require the Contractor to perform the services again in conformity with Contract requirements.

c. When the Defects (as defined in Contract Definitions Section 5.3) in services cannot be corrected by re-performance, the Aviation Authority may require the Contractor to take necessary action to ensure that future performance conforms to Contract requirements.

d. If the Contractor fails to promptly perform the services again in conformity with Contract requirements, and the Defects could have been corrected by re-performance, the Aviation Authority may:

1) Perform the services, or Contract with others to perform the services, and charge to the Contractor any cost incurred by the Aviation Authority that is directly related to the performance of such service; and/or
2) Reduce the amount payable to the Contractor on account of such Defects, as set forth in this Contract: and/or
3) Terminate the Contract for default.

5.17 Quality Assurance

a. The Authority's Quality Assurance Evaluator (QAE) will use Periodic Surveillance as the method of evaluation for the performance requirements. The QAE shall also consider any customer complaints received. The QAE shall record any Defects during Periodic Surveillance or customer complaints and issue a Contract Discrepancy Report (CDR) to the supervisor on duty. The Contractor shall correct all Defects within thirty (30) minutes after notification for Policing Defects, and within one (1) hour after notification for Daily Cleaning,

Cycle Cleaning, Floor Care, Window Cleaning, and Additional Services Defects. If the Defect is corrected within the allotted time after notification, the Defect shall be considered acceptable. If the Defect is not corrected within the allotted time frame, such failure to correct shall be noted on the CDR and will result in a deduction from payment due hereunder to the Contractor, as set forth herein. A re-evaluation fee will be charged for every CDR issued, see Section 5.32. CDRs will be issued per specified area as detailed in Section 5.32 Janitorial Cleaning Sheets.

b. Examples of Defects that could result in the issuance of CDR's include, but are not limited to: a restroom in part of one area does not meet one or more of the requirements in Section 5.30; non-carpeted flooring in part or all of an area does not meet the requirements in Section 5.30; carpeted flooring in part or all of an area does not meet the requirements of Section 5.30; or a vertical surface area or furnishings in part or all of an area does not meet the requirements of Section 5.30.

5.18 Accident / Incident / Damage Reports

a. The Contractor shall promptly notify the Aviation Authority of any incidents or accidents arising out of the performance of this Contract involving property damage or personal injury, with the notification including an assessment of any damage or injury that may result from such incident.

b. Contractor shall promptly complete any report forms required by the Aviation Authority describing the incident or accident. Contractor shall be responsible for claims arising out of any such incident or accident as provided in the General Conditions.

5.19 Waste Removal

a. All collected trash, including Federal Inspections Services (FIS) USDA regulated trash, must be removed by the Contractor to area(s) designated by the Aviation Authority. During each working shift, Contractor shall remove all debris generated in performing hereunder, with the removal completed as directed by the Aviation Authority. The Aviation Authority then has the responsibility for the removal and disposal of the waste from OIA property.

b. The Contractor shall have a dedicated box truck utilized for the sole purpose of transporting the FIS USDA regulated trash. The truck shall have a spill kit on board for remediation in the event of a spill. All USDA regulated trash shall be transported to the Aviation Authority's International Trash Facility as directed by the Aviation Authority. The Contractor's truck shall be secured during the time it is utilized and during idle times. The Contractor shall have daily trained staff dedicated to support the FIS USDA regulated trash removal and transportation.

c. Cleaning of mops and other Contractor equipment shall be accomplished only in utility sinks available for that purpose or Aviation Authority provided disposal

areas. All dirt and debris resulting from work under this Contract shall be disposed of in Aviation Authority furnished trash containers. Disposition of all dirt, trash bags, and debris shall be accomplished regularly. The Contractor shall clean all receptacles used for cleaning of mops, pails, and other utensils before leaving the service location.

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

e. The Contractor shall be responsible for the removal, replacing and disposal of biohazard sharps containers at least once per month at designated locations throughout the North Terminal. The Contractor shall provide a receipt proving the disposal of said material with their monthly invoices. Removal and disposal of all bio-hazardous material must be in accordance with the current applicable regulations related to the material being disposed of.

5.20 Aviation Authority's Recycling Program

a. Contractor shall support the Aviation Authority's recycling program by ensuring that all of its employees are trained on how to identify recyclable products and comply with the requirement of placing such products in appropriate recycling containers located throughout North Terminal. Contractor shall be responsible for emptying recycling containers in accordance with the Aviation Authority's recycling program.

b. The Contractor shall be responsible for loading, transporting to, and unloading of the designated recyclable material from the truck to the designated delivery area as required to support and comply with the Aviation Authority's recyclable cardboard program.

5.21 Safety and Training Program

a. Safety Program

1) The Contractor shall use a sign denoting "WET FLOOR" or "WAXING FLOOR" alerting personnel and other persons to a hazardous condition that exists from mopping restroom floors, wash and wax, and strip and wax operations.

2) The Contractor shall clean, repair, replace or restore all building finishes or property soiled or damaged due to the Contractor's operations to a condition not less than that existing immediately prior to the damage and without cost to the Aviation Authority. Misuse or abuse of Aviation Authority property shall be a default under the terms of the Contract.

b. Training Program

1) The Contractor shall provide each employee engaged in the performance of work under this Contract with the training needed to safely and competently perform the work hereunder. Training will also

include but will not be limited to operation of high reach equipment such as scissor lifts and/or spider lifts.

2) For work to be performed under this Contract, at a minimum, each employee shall receive training in the following areas prior to beginning work on Aviation Authority property or when new procedures, methods, equipment or chemicals have been introduced:

   a) General Orientation on areas of Contractor's responsibility.
   b) Introductions to Contractor's areas of assignments.
   c) Cleaning chemicals-usage and safety precautions.
   d) Tools and equipment operations per OSHA Standards.
   e) Safety issues and compliance with OSHA Act of 1970.
   f) Safety while working with equipment and heights per OSHA standards.

3) The Contractor shall maintain as a part of each employee's employment record a training record for such employee. The training record shall show, at a minimum, the employee's name, date of employment, and the type and date of each training class attended and signed by the employee. A transcript of the training records and certifications shall be made available to the Aviation Authority upon request.

5.22 Customer Service

The Orlando Experience is to create, operate and maintain first class, state-of-the-art facilities for the traveling public and for the residents of the communities in the region. The Submitter understands that customer service is an issue which they have considered before entering into a Contract to provide North Terminal Janitorial Service; that travelers and staff at MCO will reasonably expect that the quality of services provided by the Contractor and the Contractor's personnel will be of the highest standard and consistent with "The Orlando Experience". The Submitter agrees that the conduct, attitude and performance of their staff is materially critical to meeting the goals of "The Orlando Experience"; agrees that it is in the best interest of all concerned that travelers and employees at the airport be provided with services of the highest quality and that the Contractor will be held to the highest standard in providing such services as described herein.

5.23 Use of Premises

During the performance of the work specified herein, the Contractor shall keep the premises free from accumulation of waste materials and other debris resulting from the work. At the completion of the work, the Contractor shall remove all waste materials and debris from and about the premises, as well as tools, equipment, machinery and surplus material, and leave the site clean and ready for occupancy by the Aviation Authority.

5.24 Items Provided By the Aviation Authority

a. General:

1) The Aviation Authority shall make a reasonable effort to coordinate the operations and activities of the tenants and others that utilize the North Terminals in order to minimize, to the extent practical, interference with performance by the Contractor.

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

3) The Aviation Authority will provide one (1) computer for the purpose of accessing the Aviation Authority's EAMS Maximo, for entering and retrieving work order information and records keeping. This computer will be on the Aviation Authority's internal network and shall only be used for accessing the EAMS Maximo as described herein.

- Ownership of the EAMS Maximo including all data shall be and shall remain the sole property of the Aviation Authority. This includes all data standards such as the issuing of parts and asset numbering along with standards regarding the inventory, problem codes, and any other items that are not site specific or can cause a record conflict with other sites in Maximo. The Aviation Authority shall provide all licensing and incidentals required for the Contractor to operate and maintain/support the EAMS Maximo during the term of this Contract.

- The Aviation Authority shall provide licenses for the Contractor's use to access the Aviation Authority's EAMS Maximo program. The Aviation Authority shall retain ownership of the software, hardware and data, and allow the Contractor access to enter data and retrieve required information. Contractor will not have deleted privileges to any global data.

4) The Aviation Authority will supply wired desktop phone service to Contractor. The total amount of phones will be determined by the Aviation Authority upon Contract start.

b. Supplies And Materials furnished by the Aviation Authority:

1) The Aviation Authority will purchase and provide at no cost to the Contractor hand soap, trash liners, paper towels, toilet tissue and urinal screens be used in performing the specification of the Contract. Such supplies and materials shall be used only for this Contract and will not be removed from premises or utilized in any manner outside this Contract.

2) All items above will be procured by the Aviation Authority and stored at Aviation Authority's Material Control Warehouse, located at Orlando International Airport. The Material Control Warehouse is open for issuing materials Monday through Friday from 7:30 a.m. until 4:00 p.m. except for the Aviation Authority Holidays. Material Control shall notify the Contractor in the event the issuing hours change.

3) The Contractor shall pickup supplies often enough to prevent running out of these supplies to stock the North Terminal restrooms. However, the Contractor shall not maintain excessive amounts of supplies in the North Terminal.

c. Office, Storage Space, Break Area:

1) The Aviation Authority will provide to the Contractor, a secure area for office, break area and storage space in order to perform its obligations of this Contract for each Location. This space will include walls, secured entry, utilities and a cage for storage if needed. Further modifications to this space will be at the sole expense and responsibility of the Contractor. Contractor may store supplies and equipment, provide adequate administrative support as required to perform the work functions under this Contract in Aviation Authority assigned locations. All space provided to the Contractor is “as is” condition. The Contractor shall not use the space assigned to support any other functions of the company beyond the scope of services of this Contract.

2) The Contractor shall bear all risk of loss, damage or theft of any supplies and equipment stored in the assigned spaces.

3) The Contractor shall keep the assigned areas clean at all times and comply with all applicable regulations regarding storage and office spaces, follow all applicable fire codes and airport regulations.

4) Modification of any assigned office and storage space requires approval of the AAR and the Aviation Authority’s construction department and receive approval through the tenant build out process. Contractor must provide for and pay for their own Contractor. Contractor must ensure all necessary permits are acquired before any construction has started.

5) The Contractor shall bear 100% risk of loss, damage theft for any approved modification improvement made to Aviation Authority assigned office and or storage space.

6) The Aviation Authority will provide the Contractor, at the Aviation Authority’s sole cost, with utility service (excluding international, interstate, and intrastate telephone calls, and directory assistance telephone service charges) where presently available and required by the Contractor to perform its obligations and functions under this Contract.

d. Keys

Contractor shall be responsible for security of keys at all times and shall promptly report any lost or missing keys to the Aviation Authority. Contractor shall return all North Terminal keys in its possession to the Aviation Authority at the end of the Contract.

5.25 On-Site Communications

a. The Contractor shall provide, at its sole cost, all communications equipment necessary to properly and efficiently perform its obligations under this Contract to include sufficient two-way radios (programmable to interface with GOAA radio system) smart/cell telephones, facsimile/copy machines, office computers, including all accessories, maintenance and repair services for its communications equipment, and all connectivity and retransmission requirements for same.

b. While on duty, all Contractor and Sub-Contractor maintenance personnel shall be equipped with two-way radios. The Contractor's employees and subcontractors shall abide by the Aviation Authority's established radio use procedures and etiquette requirements at all times. Radios provided and maintained by the Contractor must be suitable/programmable to the Aviation Authority's radio frequency.

c. The Contractor shall provide and maintain throughout the term of the Contract a minimum of twelve (12) operational two-way radios for each Location. All radios including replacements, chargers, batteries, maintenance and repair shall be provided at no additional cost to the Aviation Authority.

d. On the date of the Contract commencement, and as needed to reflect changes thereafter, the Contractor shall provide a list of all employees including name, position, and radio and/or smart cell phone contact numbers to the AAR. The Aviation Authority shall assign a specific radio call number or ID ("call sign") to all Contractors employees assigned radios so that the Aviation Authority can contact specific Contractor personnel directly by radio. The Aviation Authority shall assign a universal radio call number or ID for the on-duty supervisor position and other key personnel in the organization structure that can be used on each shift so that the same radio call sign can be used to contact or dispatch the on-duty supervisor regardless of who the actual person on duty is. The AAR reserves the right to approve or deny any or all radio call signs.

e. For computer needs other than accessing EAMS Maximo, the Contractor shall be responsible for its own IT equipment including computers, copiers, modem, printers, DSL lines, fiber cost, connectivity cost, etc. to its staff for normal business purposes. The Contractor's computers shall not be permitted access to the Aviation Authority's internal network. Employees will communicate via the Contractors email system to the Aviation Authority's personnel.

f. The Contractor shall provide contact information for the Site Manager, Assistant Managers, Office Staff, Supervisors and others as required where information requests can be forwarded or other exchanges of information may occur. E-mail services shall be on the Contractor's company provided e-mail

system and shall be at the sole cost of the Contractor. If the Contractor chooses to have Internet Access available for its use, all costs shall be at the Contractor's sole expense. The Contractor shall ensure only appropriate, business-related websites are accessed from any computers located on the Aviation Authority premises.

g. The Contractor shall be responsible for any damage to, or loss of, any Aviation Authority provided equipment and shall return all such equipment to the Aviation Authority at the expiration of the Contract or earlier termination. The Contractor shall be responsible to reimburse the Aviation Authority for any lost or damaged equipment at its replacement value, as determined by the AAR.

5.26 Computerized Maintenance Management System Requirements

The Contractor will provide a computerized maintenance management program for the Contractor to utilize and support. The Contractor shall provide related data entry and asset management services which include but will not be limited to, the following:

1) Scheduling jobs (Cycle Cleaning, Floor Restoration, etc.) and work orders.

2) Tracking Contract Discrepancy Reports, special projects, emergency response, customer complaints, etc.

3) Tracking contractor staff starting and ending time, date and time, and the total hours worked for each requested task.

4) Tracking of work orders, cleaning schedules and equipment downtime.

5) Managing the cleaning supplies inventory such as recording where supplies are stored, the value of the inventory in the Contractor's Storage Rooms per Aviation Authority's pricing information, determining when to restock materials, and the turnover rate of the inventory.

6) Management and assignment of work for planned cleaning tasks based on the Aviation Authority provided schedules.

7) The Contractor will provide direct access to the computerized system to the Aviation Authority as read-only. All requested reports and information generated by the system shall be immediately available to the AAR after the initial installation and setup of the system is completed. Data shall be entered into the system within twenty-four (24) hours of occurrence.

8) The Contractor shall utilize the system to provide reports and graphs, to the AAR.

5.27 Quality Control

a. The Contractor shall develop and maintain an effective Quality Control Program (QC Program) to ensure janitorial services meet the requirements of this SPECIFICATION. At a minimum the QC Program must include the following:

1) The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor shall develop quality control procedures addressing the areas identified in Section 5.0.

2) The inspection system shall cover all locations. It must specify the areas to be inspected on either a scheduled or unscheduled basis, how often inspections will be accomplished, or the title of the individual(s) who shall perform the inspection(s).

3) The QC Program must identify the method for identifying and preventing deficiencies in the quality of service performed before the level of performance becomes unsatisfactory.

4) The Contractor shall maintain a file of all QC inspections conducted and the corrective action taken. This documentation shall be made available to the Aviation Authority throughout the term of the Contract. The Aviation Authority reserves the right to require the Contractor to provide a copy of this entire file at no expense to the Aviation Authority at any time prior to final payment, which includes payment of any requests for equitable adjustment.

b. A copy of the Contractor's QC Program shall be provided to the AAR within ten (10) days of the issuance of the Notice of Intent to Award. An updated copy must be provided to the AAR as changes occur.

c. The AAR shall review the Contractor’s QC Program within ten (10) days of submittal, verifying that it addresses the requirements of Specification Section 5.0 If the QC Program does not adequately address the requirements of this Section (as determined by the AAR at the AAR’s discretion), the AAR will notify the Contractor in writing. The Contractor will have ten (10) days to make the QC Program compliant.

d. Failure to maintain an up-to-date file of QC Inspections conducted and the corrective action taken will result in a CDR deduction.

5.28 Monthly Cleaning Schedule

The Contractor shall establish a complete Monthly Cleaning Schedule for all areas serviced during each month (e.g. include Daily Cleaning, Floor Care, Cycle Cleaning, Policing, and Window Cleaning). This schedule shall specify the specific location, start time, completion time, and tasks to be performed. The Contractor shall submit the initial Monthly Cleaning Schedule to the AAR within ten (10) days of the issuance of

the Notice of Intent to Award, and the schedule and any changes to the schedule shall be subject to the prior approval of the AAR). Thereafter, the Contractor shall submit revisions to the Monthly Cleaning Schedule at least ten (10) days in advance of the proposed implementation date of any changes. Once a Monthly Cleaning Schedule has been submitted to the AAR (and approved by the AAR), the Contractor shall be required to adhere to that schedule. Failure to provide the Aviation Authority with a Monthly Cleaning Schedule ten (10) days prior to a change of schedule will result in a deduction per Section 5.32 under QC Deduction.

5.29 Cycle Cleaning Scheduling

Contractor is responsible for the scheduling of all Cycle Cleaning in a manner that ensures the required work will be performed. Cycle Cleaning shall be performed during the Work Hours stated in Specification. Prior to the beginning of each Contract Year the Contractor shall submit a detailed schedule of Cycle Cleaning to be completed during the upcoming Contract year.

5.30 Categories of Cleaning Service

a. Daily Cleaning - This category contains the various routine levels of cleaning that are required on a daily basis. Floor Care is a function of Daily Cleaning.

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

c. Cycle Cleaning - This category contains the periodic services that are intended to clean to a "like new" condition. This service includes, but is not limited to, high dusting, wall washing, steam cleaning, floor stone restoration and other detailed services not included in daily cleaning or policing.

d. Floor Care **-** Shall be responsible for cleaning services that are intended to clean to a "like new" condition. This service includes, but is not limited to pressure washing, carpet extraction, steam cleaning, dressing Vinyl Composition Tile (VCT), hard floor restoration and other detailed services not included in daily cleaning, cycle cleaning, or policing.

e. Window Cleaning – This category includes services which are specific to windows.

5.31 Cleaning Tasks

The Contractor shall perform janitorial services in the areas identified in Section 5.1 of the Specifications. The Contractor shall ensure that the cleaning materials and methods used by the Contractor do not harm or damage any surfaces or furnishings. The Contractor shall be liable to the Aviation Authority for any damage caused as a result of cleaning materials or cleaning methods used in the performance of this Contract. The following details the tasks associated with each area:

a. **Daily Cleaning** - The Contractor shall accomplish all Daily Cleaning tasks required to meet the requirements of this Specification.

1) All floors, except carpeted areas, shall be cleaned as needed, to ensure they have a uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, stains and discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean.

2) All baseboards, furniture, trash receptacles, etc. shall be free from floor maintenance solutions residue. All furnishings and other items moved to facilitate cleaning shall be returned to their original and proper position.

3) All trash containers shall be emptied and returned to their initial location. Boxes, cans, paper placed near a trash receptacle and marked “TRASH” shall be removed. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the nearest outside trash collection container. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

4) The Contractor shall move all collected trash and all debris generated in performing hereunder to area(s) designated by the Aviation Authority. The Aviation Authority is responsible for the removal of the waste from airport property. Aviation Authority public areas shall remain free of accumulated trash.

5) The Contractor shall empty all public ashtray urns. Clean all public urns as necessary to maintain clean appearance. Ashtrays shall be free of litter, ashes, odor, and stains.

6) The Contractor shall clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc. After cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

7) The Contractor shall clean and disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains, porcelain and polished surfaces shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

8) All floor surfaces shall be cleaned as appropriate for the particular floor covering. Grease and grime shall be removed from stair guards, handrails and baseboards. Contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance. All floor surfaces shall be free from dirt, debris, litter, scuffs, and foreign matter.

9) The Contractor shall vacuum carpeted areas. After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter and other foreign matter. Any spots shall be removed by carpet manufacturer’s approved methods as soon as noticed. The Contractor shall promptly bring all tears, burns, and raveling to the attention of the AAR.

10) The Contractor shall perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing, or cleaning smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, fixtures, and furnishings. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

11) All horizontal and vertical surfaces up to twelve (12) feet in height, and furnishings must be dusted or cleaned to eliminate dust collection. After dusting, all horizontal and vertical surfaces, and furnishings shall be free of dust.

12) The Contractor shall spot clean (dust and wash) all elevators and remove all loose, adhered soil. The Contractor shall pick up trash and litter. The Contractor shall dress all metal surfaces with metal polish. The Contractor shall sweep, dust, mop, or vacuum the entire floor. After cleaning surfaces, polished surfaces shall be free of streaks, stains, spots, smudges and other obvious soil. All floor surfaces shall be free from dirt, debris, litter, scuffs, and foreign matter.

13) The Contractor shall spot clean (dust and wash) all escalators and moving sidewalks (except treads) and remove all loose, adhered soil. The Contractor shall pick up trash and litter. The Contractor shall dress all metal surfaces with metal polish. After cleaning surfaces, polished surfaces shall be free of streaks, stains, spots, smudges and other obvious soil.

14) The Contractor shall clean each jet way as part of the Daily Cleaning Responsibilities. The Contractor is only responsible for cleaning the portion of the jet way that is left extended at the end of each day.

15) The Contractor is responsible for the removal of any air born balloons that are found in the terminal or airside buildings, with the exception of balloons found on the ceiling of the hotel atrium.

16) The Contractor shall check and clean the Reflection Room located on Airside 4 Hub, Level 2, four (4) times per day. Cleaning shall include the foot washing stations and outlying areas. Contractor shall wash and restock towels.

b. **Daily Restroom Cleaning** - The Contractor shall accomplish all daily restroom-cleaning tasks necessary to meet the requirements of this Specification.

1) The Contractor shall completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, dispensers, plumbing fixtures, partitions, doors, walls, and other such surfaces, using a germicidal detergent. The Contractor shall disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories,

urinals, and toilets. After cleaning, surfaces shall be free of deposits, dirt, streaks, and odors.

2) De-scaling shall be performed as often as needed to keep areas free of scale, soap films, and other deposits. After de-scaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

3) Moveable items shall be tilted or moved to sweep and damp mop underneath. Floors shall be stripped, scrubbed, waxed, etc., and as necessary to maintain sanitary conditions and a clean, uniform appearance. After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water.

4) Contractor shall ensure restrooms are stocked sufficiently so that supplies including hand soap, toilet tissue, paper towels, feminine hygiene products, and toilet seat covers for the dispensers do not run out. Supplies shall be stored in designated areas. The Contractor shall refill the dispensers within 15 minutes of notification if supplies run out. Feminine hygiene products and toilet seat covers shall be provided by the Contractor at no additional cost to the Aviation Authority or to the traveling public.

5) In case of failure of bathroom equipment, the Contractor will be responsible for securing a “blue bag” to the equipment and notifying Central Plant of the equipment failure immediately. Failure to do so will be considered a CDR deduction under Section 5.32.

c. **Policing** – Policing supplements Daily Cleaning and are those services performed to ensure that each area to be cleaned under this Specification remains clean**.**

1) The specific tasks performed in Policing include those tasks that fall under Section 5.29.b, Daily Cleaning; Section 5.29.a, Daily Restroom Cleaning services and Section 5.29, Window Cleaning services. The primary differences between Daily Cleaning services and the performance of Policing services are that in Daily Cleaning services all items in each area must be cleaned each day. Whereas in Policing, the Contractor schedules the appropriate level of cleaning and supplies replenishing in a manner necessary to keep the North Terminal locations up to standards in accordance with this Specification at all times.

2) The Contractor may have to adjust Policing frequencies at various times and at various locations established at the start of the Contract to accommodate the conditions and usage patterns in the North Terminal throughout the Contract period. Policing shall be done as often as necessary to ensure the North Terminal presents a clean image to the

traveling public and other users of the North Terminal free of dust, dirt, debris, scuff marks, stains, soil, film and odors. Any adjustment to frequency shall be approved by AAR prior to implementation.

3) The Contractor shall spot clean or shampoo dirty carpets over an area of 2 square feet or less. Spots must be removed immediately. The carpets shall be free of spot and stains.

d. **Projects: Cycle Cleaning Services and Floor Cleaning Services**

1) The Contractor shall strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. A non-skid wax is required. A uniform glossy appearance is free of scuffmarks, heel marks, wax build-up, and other stains and discoloration.

2) The Contractor shall perform floor stone restoration on all floor finishes located at the North Terminal once per year to maintain a uniform glossy appearance per Section 5.29.d.

3) The Contractor shall clean all carpets. After shampooing, the carpeted area will have a clean uniform appearance. Chairs, trash receptacles, and other items moved to facilitate cleaning under them shall be returned to their original location. Baseboards, furniture, trash receptacles, chairs and other items shall be free of stains and discoloration.

4) The Contractor shall clean and wash entire surface of all elevators to remove all loose, adhered, and impregnated soil. The Contractor shall pick up trash and litter. The Contractor shall strip and re-coat all stainless steel with metal polish. The Contractor shall sweep, dust, mop, or vacuum the entire floor. After cleaning surfaces, polished surfaces shall be free of streaks, stains, spots, smudges and other obvious soil. All floor surfaces shall be free from dirt, debris, litter, scuffs, and foreign matter.

5) The Contractor shall clean and wash the entire surface of all escalators and moving sidewalks excluding treads. The Contractor shall strip and re-coat all stainless steel with metal polish. After cleaning surfaces, polished surfaces shall be free of streaks, stains, spots, smudges and other obvious soil.

6) The Contractor shall perform high cleaning of all piping to remove all loose, adhered, and impregnated soil from the entire surface area (including, but not limited to connecting pipes and related supporting structures.

7) Light fixtures located at or under a twelve (12) foot height shall be dusted and cleaned to remove all loose, adhered, and impregnated soil. Covers that do not require tools to be removed shall be cleared of all debris. Covers which require tools for removal will be placed on a Work Order

for removal by Aviation Authority staff and then cleaned by the Contractor. The cover will then be re-installed by Aviation Authority staff.

8) Vertical surfaces (high cleaning): The Contractor shall wash and clean the entire surface area of Vertical surfaces at or under twelve (12) feet in height. The Contractor shall remove all dust, dirt, gum, smudges, and fingerprints, adhered and impregnated soil. The Contractor shall dry and remove all streaks from surface ledges, adjoining windows, window frames and sills. The surfaces shall have a uniform appearance, be free of streaks, spots, and other evidence of removable soil. The Contractor will be responsible to provide training and certification for operating high reach equipment per OSHA standards refer to Section 5.20.

e. **Window Cleaning**

The areas to be serviced include the areas approximately twelve (12) feet and below of the North Terminal controlled by the Aviation Authority, Elevators and Escalators, and all areas detailed in Vertical Glass Summaries.

1) The Contractor shall dust, wash, and clean windows to remove all loose, adhered, and impregnated soil from the entire surface area (including, but not limited to, all sills, sunshades, louvers, muntons, mullions, connecting pipes, related supporting structures and light fixtures).

2) Any dirt, grime, or other adhered soil or impregnated soil that is not water soluble should be removed with an approved mechanical or chemical means.

3) All windows should be cleaned and all moisture removed. Moisture must also be removed from all sills, sunshades, louvers, muntons, mullions, connecting pipes, related supporting structures, light fixtures, and floor surfaces.

4) When the cleaning of a window is complete, the window should be free from all foreign substances, including but not limited to streaks, drips, mildew, fingerprints, or any other loose or adhered soil.

f. **Cardboard Recycling Program**

The Contractor shall collect, transport (to the loading dock), and bale the cardboard from various staging areas of the North Terminal. Currently there are three (3) collection areas in the main terminal, one each in the four (4) airsides for a total of seven (7) collection areas.

g. **Emergency Response**

Contractor shall respond to all biohazards, floods, spills and other cleaning activities at no additional cost to the Aviation Authority.

5.32 Aviation Authority Quality Assurance

Contractor performance will be evaluated to determine if it meets the Contract standards. Periodic surveillance will be the method of surveillance for all required service items.

5.33 Performance Evaluation

a. Performance of a service will be evaluated daily to determine whether or not it meets the performance requirements of the Contract. When a service does not meet the requirements of the Contract (a Defect), a Contract Discrepancy Report (CDR) will be issued to the Contractor by the Aviation Authority. The Contractor shall correct all Defects within thirty (30) minutes after notification for Policing Defects, and within one (1) hour after notification for Daily Cleaning, Cycle Cleaning, Floor Care, Window Cleaning, and Additional Services Defects after receipt of the CDR. The Contractor shall respond to the CDR by completing blocks 7 through 11 of the form and returning it to the Aviation Authority. A re-inspection fee in the amount of two hundred dollars ($200.00) will be assessed for each CDR issued. Each CDR issued will result in a deduction in an amount applicable as based on the CDR schedule as found in Section 5.33 of this Specification.

b. If the Contractor is required to correct or re-perform a Defect, it shall be at no cost to the Aviation Authority, and any services corrected or re-performed by the Contractor shall be subject to this clause to the same extent as work initially performed. If the Contractor fails or refuses to correct or re-perform, the Aviation Authority may issue additional CDRs based on the CDR schedule as found in Section 4.0 Specification, and by Contract or otherwise, correct or replace with similar services and charge to the Contractor the cost incurred by the Aviation Authority thereby, or make an equitable adjustment in the Contract price.

c. Repeated failure to perform may result in the termination of this Contract by Contractor default.

d. CDRs will be issued based on performance services under the following Sections: 5.7, 5.27, 5.33.e, 5.34 and 6.31 and not for under staffing of employees under the reimbursable section (see section 5.33.g).

e. Re-Evaluation Fee - If after evaluating services for acceptability, the Aviation Authority determined those services were unacceptable, then 1) the Contractor is required to re-perform those services, and 2) the Aviation Authority re-evaluates the performance after the services are re-performed, the Contractor shall, in addition to any other remedies set forth herein, pay to the Aviation Authority a Re-Evaluation Fee in the amount of $200.00 per re-evaluation, per location. The Contractor will not be charged with a Re-Evaluation Fee when the unacceptable performance is beyond the control and without the fault or negligence of the Contractor.

f. Start-Up And Transition - The Aviation Authority shall evaluate the Contractor's performance daily throughout the Contract period, however during the first

ninety (90) days of Contract performance neither deductions for Defects not corrected in a timely manner nor Re-Evaluation Fees will be assessed. This ninety (90) day grace period is intended to help facilitate an orderly transition upon Contract commencement. The delay or failure by the Aviation Authority at any time to insist upon a strict performance of any of the standards set forth herein or to exercise any rights or remedies arising from a breach or failure to meet such standards shall not be deemed a waiver thereof or of any subsequent breach, failure or default. The agreement not to deduct for Defects not corrected in a timely manner or to charge Re-Evaluation Fees shall not be a waiver of any other rights the Aviation Authority has hereunder, including rights of termination.

g. **Deductions From Payment**

1) Any deductions from payment shall be taken from the monthly management fee for the month in which the Quality Assurance Evaluator makes the determination that deduction is appropriate, regardless of the period in which the performance occurred.

2) Deductions for staffing will be as follows: Contractor shall provide the minimum staff as designated in the approved North Terminal Janitorial Staffing plan. Contractor shall provide, daily within 1 hour of the beginning of each shift, actual headcount information (rosters) to the AAR following the agreed to processes. This roster will be reflective of the actual on-site personnel. Personnel will support the designated responsibilities and objectives for the complete shift and not be reassigned to other areas outside of the scope of this contract unless approved by the AAR prior to the reassignment. Notification of any staffing discrepancy shall be provided within the following 24-hour period of receipt of the required daily rosters.

   a. Staffing is to be maintained at no less than 95% of the required staffing to support the Contract. Should the staffing fall below 90% for any reason or duration of the Contract, there shall be a $500 per day deduction until the proper staffing has been re-established.

   b. Should required staffing remain below the acceptable 95% rate of attendance for more than 30 days the following deductions shall be applicable:

      i. Day 31 - a Show Cause Letter
      ii. Day 60 - may result in a Contract termination or default

3) Deductions are taken as indicated in the CDR schedule as found in Section 5.34.

4) Potential deductions for QC Inspection Files are limited to the number of times the Aviation Authority asks to see those files.

5) Potential deductions for Cleaning Schedules are limited to the number of times Cleaning Schedules are due to be submitted to the Aviation Authority.

6) Contractor shall not be deemed in default or required to pay Re-Evaluation Fees if deficiencies are the direct result of its response to the Aviation Authority's request to respond to an emergency situation.

5.34 CDR Deduction Schedule

a. Each CDR received will result in a deduction per the schedule listed below.

b. Each CDR form will be accompanied by a photograph indicating the deficiency.

c. In addition to the amount listed below, each CDR will have a re-evaluation fee in the amount of $200.00.

d. The amount of the CDR deduction will increase daily based on the escalation shown in Table No. 1 CDR Scenario.

e. The deductions for unsatisfactory re-performing work for an issued CDR will be taken cumulatively over a twenty-four (12:00am - 11:59pm) period based on the rates shown in Table No. 1 CDR Scenario.

f. QC Deduction - CDR's issued (whether re-performed satisfactorily or not) in a 24-hour period will be counted and if the number exceeds ten (10) the following QC deductions and provisions are applicable:

10^{th} CDR - $5,000.00 (accompanied by a Show Cause Letter)
11^{th} CDR - $10,000.00
12^{th} CDR - $15,000.00 (may result in a Contract termination or default)

Table No. 1 Example of an unsatisfactory completed CDR scenario

Daily CDR Number	Time Issued	Deduction	Re-Evaluation Fee	Total Amount
1	8:00 am	$200.00	$200.00	$400.00
2	8:30 am	$300.00	$200.00	$500.00
3	10:00 am	$400.00	$200.00	$600.00
4	11:00 am	$1,000.00	$200.00	$1,200.00
5	11:30 am	$1,500.00	$200.00	$1,700.00
6	12:30 pm	$2,000.00	$200.00	$2,200.00
7	1:30 pm	$2,500.00	$200.00	$2,700.00
8	3:00 pm	$3,000.00	$200.00	$3,200.00
9	4:30 pm	$4,000.00	$200.00	$4,200.00
			Daily Total	$16,700.00

Table No. 2 Example of satisfactory completed CDR scenario

Daily CDR Number	Time Issued*	CDR Deduction	Re-Evaluation Fee	Total Amount
1	8:00 am	$200.00	$200.00	$400.00
2	8:30 am	$300.00	$200.00	$500.00
3	10:00 am	$400.00	$200.00	$600.00
4	11:00 am	$500.00	$200.00	$700.00
5	11:30 pm	$600.00	$200.00	$800.00
6	12:30 pm	$700.00	$200.00	$900.00
7	1:30 pm	$800.00	$200.00	$1,000.00
8	3:00 pm	$900.00	$200.00	$1,100.00
9	4:30 pm	$1,000.00	$200.00	$1,200.00
		Daily Total		$7,200.00

5.35 Safety and Protection

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

5.36 Subcontracted Costs/ Additional Services

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

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

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

5.37 Exhibits

Exhibits are attached hereto and incorporated herewith.

Exhibit 1 - Contract Discrepancy Report

Exhibit 2 – Minimum Equipment Lists Per Location

The remainder of this page is intentionally blank.

6.0 AVIATION AUTHORITY STANDARD TERMS AND CONDITIONS

6.1 Awards

As the best interest of the Aviation Authority may require, the right is reserved to make award(s) by individual items, group of items, all or none, or a combination thereof; to reject any and all Responses or waive any minor irregularity or technicality in Responses received. Contractors are cautioned to make no assumptions unless their Response has been determined as meeting the Minimum Requirements and being responsive and responsible. All awards made as a result of this Response shall conform to applicable policies of the Aviation Authority. The Aviation Authority may return, for full credit, any unused items received which fail to meet the Aviation Authority's performance standards. The Aviation Authority reserves the right to cancel an awarded Response upon due cause—i.e., Contractor misrepresentation, Contractor negligence, non-performance, etc. via written notice.

6.2 Responsible Vendor Determination

Respondents are hereby notified that Section 287.05701, Florida Statutes, requires that the Aviation Authority may not request documentation of or consider a vendor's social, political, or ideological interests when determining if the vendor is a responsible vendor.

6.3 Additional Terms & Conditions

The Aviation Authority reserves the right to reject Responses containing any additional terms or conditions not specifically requested in the original special conditions and/or the terms and conditions.

6.4 Purchasing Agreements With Other Governmental Entities

Aviation Authority permits the awarded Contractor(s) to extend the pricing, terms and conditions of this Solicitation to other governmental entities at the Contractor's discretion. Each governmental entity that utilizes this solicitation or resulting Contract will be responsible for execution of its own requirements with the awarded Contractor (s).

6.5 Lobbying Statement

All firms are hereby placed on notice the Aviation Authority Board and staff shall not be contacted about this Response. Firms and their agents are hereby placed on notice that they are not to contact members of the Aviation Authority staff and/or Committee/Board member (with the exception of designated Purchasing Liaison). Public meetings and public deliberations of the Selection Committee are the only acceptable forum for the discussion of merits of products/services requested by the Request for Response; and written correspondence concerning Responses may be submitted to the Purchasing Department. An appropriate official or employee of the Aviation Authority may initiate communication with a Respondent in order to obtain information or clarification needed to develop a proper and accurate evaluation of the

Solicitation. Any official communication from a Respondent during the Response process should be submitted in writing to the Greater Orlando Aviation Authority, **GOAA Annex Building, Purchasing Department, 5855 Cargo Road, Orlando, FL 32827- 4399** or via the e-Procurement Platform as directed during the Response process. A copy of the Administration Policies (Sections 180.01 and 180.03) is available upon request from the Chief Administrative Officer. Failure to adhere to these requirements could result in Board action to disqualify your firm from consideration of award.

Respondents to this Solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response. (F.S. 287.057 (23))

6.6 Whistle Blower Reporting Line

The Aviation Authority is committed to the highest level of integrity in its operations and is fully committed to protecting the organization, its operations, and its assets against fraud, waste or abuse. The Aviation Authority has established a Whistle Blower Reporting Line with a third-party service provider as a means for employees, Contractors, vendors, tenants and the general public to report suspected fraud, waste or abuse in connection with Aviation Authority operations. Should Contractor suspect any fraud, waste or abuse in connection with any work under this Contract, including any work of its Subcontractors or laborers, it shall promptly report such activity at 877-370-6354, through email: GOAA@integritycounts.ca, or through the online reporting form at http://www.integritycounts.ca/org/GOAA. The Contractor shall include this reporting requirement in all subcontracts and vendor agreements. The Contractor is further encouraged to report any suspected fraud, waste or abuse it suspects in connection with any other airport operation or project.

6.7 EEO Statement

Contractors must ensure that employees and applicants for employment are not discriminated against for reasons of race, color, age, religion, sex, national origin, or handicapped status. Minority and female-owned businesses are encouraged to participate. The Aviation Authority is an equal opportunity employer.

6.8 Federal Fair Labor Standards Act

All Contracts and subcontracts that result from this Contract incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers. The Consultant has full responsibility to monitor compliance to the referenced statute or regulation. The Consultant must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

6.9 Occupational Safety And Health Act of 1970

All Contracts and Sub-Contracts that result from this Contract incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor (also known as Consultant) must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Consultant retains full responsibility to monitor its compliance and their Subcontractor's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Consultant must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

6.10 Discounts

All discounts, EXCEPT THOSE FOR PROMPT PAYMENT, shall be considered in determining the lowest net cost for Response evaluation purposes.

6.11 Pricing

Firm prices shall be proposed and include FOB DESTINATION, for all packing, handling, shipping charges, fuel surcharges and delivery, unless otherwise indicated, to any point within the Aviation Authority to a secure area or inside delivery. All prices, costs, and conditions shall remain firm and valid for 90 days from the date of opening. The obligations of Aviation Authority under this award are subject to the availability of funds lawfully appropriated for its purpose by the State of Florida and/or the Aviation Authority Board.

6.12 Incurred Cost

The Aviation Authority is not liable for any cost incurred by any Contractor prior to an award. Costs for developing a response to this request for Response are entirely the obligation of the Contractor and shall not be chargeable in any manner to the Aviation Authority.

6.13 Errors

In the event of extension error(s), the unit price will prevail. In the event of addition error(s), the extended totals will prevail. In either case, the Contractor's total offer will be adjusted accordingly.

6.14 Taxes

The Aviation Authority is exempt from Federal excise taxes and all sales taxes.

6.15 Silence of Specifications

The apparent silence of the specifications and any supplemental specifications as to any details or the omission from same of any detailed description concerning any

point, shall be regarded as meaning that only the best commercial practices are to prevail and only materials of first quality be provided.

6.16 Assignment

Neither this Contract nor any of the Contractor's rights or obligations hereunder may be assigned by the Contractor without the Aviation Authority's prior written consent, which consent may be granted or withheld in the Aviation Authority's sole discretion. Any transfer of this Contract by merger, consolidation or liquidation, change in federal identification number or, any change in ownership of or power to vote a majority of the outstanding voting stock or ownership interests of the Contractor shall constitute an assignment of this Contract for purposes of this Section. In the event the Contractor assigns or subcontracts or attempts to assign or subcontract any right or obligation arising under this Contract without the Aviation Authority's prior written consent, the Aviation Authority shall be entitled to terminate this Contract. Assignments require at least 60 days prior notice.

6.17 Indemnification

The successful Contractor shall indemnify, defend and hold completely harmless the Aviation Authority and the City of Orlando, Florida ("City"), and the members (including, without limitation, members of the Aviation Authority's Board and the City's Council, and members of the citizens' advisory committees of each), officers, employees and agents of each, from and against any and all liabilities (including statutory liability and liability under Workers' Compensation Laws), losses, suits, claims, demands, judgments, fines, damages, costs and expenses (including all costs for investigation and defense thereof, including, but not limited to, court costs, paralegal and expert fees and reasonable attorneys' fees) which may be incurred by, charged to or recovered from any of the foregoing: (a) by reason or on account of damage to or destruction or loss of any property of Aviation Authority or the City, or any property of, injury to or death of any person resulting from or arising out of or in connection with the performance of this Contract, including any liability pursuant to Florida Statute 768.0755, or the acts or omissions of Contractor's directors, officers, agents, employees, Subcontractors, licensees or invitees, regardless of where the damage, destruction, injury or death occurred, unless such liability, loss, suit, claim, demand, judgment, fine, damage, cost or expense was proximately caused solely by Aviation Authority's negligence or by the joint negligence of Aviation Authority and any person other than Contractor or Contractor's directors, officers, agents, employees, Subcontractors, licensees, or invitees, or (b) arising out of or in connection with the failure of Contractor to keep, observe or perform any of the covenants or agreements in this Contract which are required to be kept, observed or performed by Contractor, or (c) arising out of or in connection with any claim, suit, assessment or judgment prohibited by this condition or in favor of any person described in below, or (d) arising out of or in connection with any action by Contractor or its directors, officers, agents, employees, Subcontractors, licensees or invitees. Aviation Authority agrees to give Contractor reasonable notice of any suit or claim for which indemnification will be sought hereunder, to allow Contractor or its insurer to compromise and defend the same to the extent of its interests, and to reasonably cooperate with the defense of any such suit or claim. In carrying out its obligations under this section, Contractor

shall engage counsel reasonably acceptable to Aviation Authority. In any suit, action, proceeding, claim or demand brought in respect of which the Aviation Authority may pursue indemnity, the Aviation Authority shall have the right to retain its own counsel. The fees and expenses of such counsel shall be at the expense of the Aviation Authority unless the Contractor and the Aviation Authority shall have mutually agreed to another arrangement. In the event Contractor fails, within a reasonable time to retain counsel satisfactory to the Aviation Authority, the Aviation Authority may retain counsel and Contractor shall be responsible for such legal fees, costs and expenses. In the event, the Aviation Authority and the Contractor are both named parties in any such proceeding and, in the sole judgment of the Aviation Authority, representation of both the Aviation Authority and the Contractor by the same counsel would be inappropriate due to actual or potential differing interests between them then Aviation Authority shall obtain its own counsel and Contractor shall be responsible for such legal fees, costs and expenses. The indemnification provisions of this Section 5 shall survive the expiration or earlier termination of this Contract with respect to any acts or omissions occurring during the term of the Contract. No recourse under or upon any obligation, covenant or agreement contained in this Contract, or any other agreement or document pertaining to the work or services of the Contractor hereunder, as such may from time to time be altered or amended in accordance with the provisions hereof, or any judgment obtained against Aviation Authority, or the City, or by the enforcement of any assessment or by any legal or equitable proceeding by virtue of any statute or otherwise, under or independent of this Contract, shall be had against any member (including, without limitation, members of the Aviation Authority's Board or the City's Council, or members of the citizens advisory committees of each), any officer, employee or agent, as such, past, present, or future of Aviation Authority or City, either directly or through the Aviation Authority or the City or otherwise for any claim arising out of or in connection with this Contract or the work or services conducted pursuant to it, or for any sum that may be due and unpaid by Aviation Authority. Any and all personal liability of every nature, whether at common law or in equity, or by statute or by constitution or otherwise, of any such member, officer, employee, or agent, as such, to respond by reason of any act or omission on his or her part or otherwise for any claim arising out of or in connection with this Contract or the work or services conducted pursuant to it, or for the payment for or to Aviation Authority, or any receiver therefore or otherwise, of any sum that may remain due and unpaid by the Aviation Authority, is expressly waived and released as a condition of and in consideration of the execution of this Contract and the, promises made to Contractor pursuant to this Contract. In any and all claims against the Aviation Authority or the City, or any of their officers, members, agents, servants or employees, by any employee of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation of Contractor under this Section shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefit payable by or for the Contractor or any Subcontractor under Workers' Compensation Acts, disability benefit acts or other employee benefit acts. No provisions of this condition shall be construed to negate, abridge, or otherwise reduce any other right of indemnity that Aviation Authority may have as to any party or person described therein.

6.18 Patents and Royalties

The Contractor, without exception shall indemnify and save harmless the Aviation Authority and its employees from liability of any nature of kind including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or article manufactured or used in the performance of the Contract, including its use by the Aviation Authority. If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the Response prices shall include all royalties or cost arising from the use of such design, device, or materials in any involved in the work.

6.19 Software License to Contractor

If this purchase is for the license of software products and/or services, and unless otherwise agreed, Contractor hereby grants to the Aviation Authority , a perpetual, irrevocable, nonexclusive, nontransferable, royalty free license to use the software. This software is “proprietary” to Contractor, and is licensed and provided to the Aviation Authority for its sole use for purposes under this Agreement and any attached work orders or invoices. The Aviation Authority may not use or share this software without permission of the Contractor; however the Aviation Authority may make copies of the software expressly for backup purposes.

6.20 Warranty Against Infringement of Intellectual Property

Contractor warrants that the goods or services do not infringe upon or violate any United States patent, copyright, or trade secret. Contractor will defend at its expense any action against the Aviation Authority or the Aviation Authority as licensee to the extent that it is based on a claim that goods used or services provided used within the scope of the license hereunder infringe upon a United States patent, copyright or trade secret, and Contractor will pay any and all costs and damages finally awarded against the Aviation Authority or the Aviation Authority as licensee in such actions which is attributable to such claim. Should the products or services become, or in Contractor's opinion be likely to become, the subject of any claim of infringement, Contractor shall either: (a) procure for the Aviation Authority the right to continue to use the goods or services; or (b) modify the goods or services to make them non-infringing, provided that such modification does not materially adversely affect the Aviation Authority’s authorized use; or (c) replace the goods or services with equally suitable, compatible, and functionally equivalent non-infringing goods or services at no additional cost to the Aviation Authority; or (d) if none of the foregoing alternatives is reasonably available to Contractor, terminate this agreement and refund to the Aviation Authority the payments actually made to Contractor under this agreement.

6.21 Optional Ownership of Work Product

Contractor agrees that any and all analyses, evaluations, reports, memoranda, letters, ideas, processes, methods, programs, and manuals that were developed, prepared, conceived, made or suggested by the Contractor for the Aviation Authority pursuant to a Work Order, including all such developments as are originated or conceived during the term of the Contract and that are completed or reduced to writing

thereafter (the "Work Product") and Contractor acknowledges that such Work Product may be considered "work(s) made for hire" and will be and remain the exclusive property of the Aviation Authority. To the extent that the Work Product, under applicable law, may not be considered work(s) made for hire, Contractor hereby agrees that this Agreement effectively transfers, grants, conveys, and assigns exclusively to the Aviation Authority, all rights, title and ownership interests, including copyright, which Contractor may have in any Work Product or any tangible media embodying such Work Product, without the necessity of any further consideration, and Aviation Authority shall be entitled to obtain and hold in its own name, all Intellectual Property rights in and to the Work Product. Contractor for itself and on behalf of its Contractors hereby waives any property interest in such Work Product.

6.22 Personal Identifiable Information (PII), Personal Health Information (PHI), Sensitive Security Information (SSI), Payment Card Industry (PCI)

In the course of performing the Agreement work, Contractor may gain access to Sensitive Data Types including but not limited to Personal Identifiable Information (PII), Personal Health Information (PHI), Sensitive Security Information (SSI), Payment Card Industry (PCI), Financial Information and/or other confidential information of the Aviation Authority. Contractor agrees to hold such information in confidence and to make such information known only to its employees, affiliates, agents, Subcontractors, and sub-consultants who have a legitimate need to know such information and who are under a similar obligation of confidentiality. The Contractor shall seek the Aviation Authority's prior written consent before releasing, disclosing, or otherwise making such confidential information available to any other person. This provision shall not apply to information required to be released by applicable law, legal subpoena, or other lawful process. The Contractor must notify the Aviation Authority as soon as practicable in the event Contractor is notified of or discovers any compromise and/or breach or suspected breach, such as unauthorized access to, theft of, misuse of and unintentional releases or of any security/sensitive data types, or confidential information of the Aviation Authority and/or Individuals ("Data Breach") involving Contractor controlled systems such as, but not necessarily limited to, web sites, transmission infrastructure, voice response unit, and retrieval and storage systems. This notification should include, to the extent known, the type of Data Breach, type of data compromised and/or breached, and results of any forensic investigation. To the extent Contractor is responsible for the Data Breach and upon mutual agreement of the parties, Contractor shall be responsible to implement, in coordination with the Aviation Authority, a commercially reasonable Remediation Plan to address and respond to a Data Breach. Such commercially reasonable "Remediation Plan" will include certain administrative requirements associated with addressing and responding to such Data Breach to the extent necessary under the circumstances, and may include but is not necessarily limited to: (i) preparation and mailing or other transmission of legally required notifications, (ii) preparation and mailing or other transmission or communication to impacted Individuals such as may be required by applicable law or regulation; (iii) offering potentially impacted Individuals the opportunity to enroll in a credit monitoring service offered by a vendor of Contractor's choice for a two-year period, or other period as required by applicable law, at no charge to the impacted Individuals; and (iv) payment of applicable reasonable legal, audit, accounting and administrative expenses associated with the

investigation, notifications and recovery arising from the Data Breach. The remedies provided for in the Remediation Plan shall be in addition to any other remedies available to the Aviation Authority under this Agreement. The provisions of this Section shall survive the expiration or earlier termination of the Agreement.

6.23 Training

If specified, supplier(s) may be required at the convenience of the Aviation Authority, to provide employees training in the operation and maintenance of any items(s) purchased from this Solicitation.

6.24 Acceptance

Items may be tested for compliance with the Specifications. Items delivered not conforming to specifications may be rejected and returned at Contractor's expense. Any increase in cost may be charged against the Contractor.

6.25 Safety Warranty

The selling dealer, distributor, supplier, and manufacturer shall be responsible for having complied with all Federal, State and local standards, regulations, and laws concerning the equipment specified and the use thereof, applicable and effective on the date of manufacture including safety and environmental standards as apply to both private industry and governmental agencies.

6.26 Warranty

The Contractor agrees that, unless otherwise specified, the supplies and/or services furnished under this Solicitation shall be covered by the most favorable commercial warranty the Contractor gives to any customer for comparable quantities of such supplies and/or services and that the rights and remedies provided herein are in addition to and do not limit any rights afforded to the Aviation Authority by any other provision of this Solicitation.

6.27 Conflict of Interest:

The award hereunder is subject to provisions of State of Florida Statutes. All Contractors must disclose with their bid the name of any officer, director, or agent who is also an employee of the Aviation Authority. Further, all Contractors must disclose the name of any Aviation Authority employee who owns, directly or indirectly, an interest of ten percent (10%) or more in the Contractor's firm or any of its branches.

6.28 Drug-Free Workplace

Whenever two or more Responses, which are equal with respect to price, quality, and service, are received by the Aviation Authority for the procurement of commodities or Contractual services, a Response received from a business that has implemented a drug-free workplace program per 287.087, Fla. Stat. shall be given preference in the award process.

6.29 Discriminatory Vendor List

An entity or affiliate placed on the Discriminatory Vendor List shall not submit a Response for a Contract to provide goods or services to a public entity, shall not submit a Response on a Contract with a public entity for the construction or repair of a public building or perform any public work, shall not submit Responses for leases of real property to a public entity, shall not award or perform work as a Contractor, supplier, Subcontractor, or consultant under any Contract with any public entity, and shall not transact business with any public entity per 287.134(3)(d), Fla. Stat.

6.30 Public Entity Crimes

All Contractor are hereby placed on notice that a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a Response on a Contract to provide any goods or services to a public entity, may not submit a Response on a Contract with a public entity for the construction repair of a public building or public work, may not submit Responses on leases of real property to a public entity, may not be awarded or perform work as a Contractor, supplier, Subcontractor, or consultant under a Contract with a public entity, and may not transact business with any public entity in excess of the threshold amount provided in 287.017 Fla. Stat. for CATEGORY TWO (currently $35,000) for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

Convicted Vendor List / Vendor Registration and Vendor Lists / State Agency Resources / State Purchasing / Business Operations / Florida Department of Management Services - DMS (myflorida.com)

6.31 Scrutinized Companies

Awarded Contractor shall certify that it and its Subcontractors are not on the Scrutinized Companies that Boycott Israel List. Pursuant to Section 287.135, F.S. If the Agreement is for more than $1,000,000 the Contractor further certifies that it and its Subcontractors are also not on the Scrutinized Companies with Activities in Sudan, Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria as identified in Section 287.135, F.S. For Contracts of any amount, if the Aviation Authority determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, the Aviation Authority shall either terminate the Contract after it has given the Contractor notice and an opportunity to demonstrate the Aviation Authority's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the Aviation Authority may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met. For Contracts $1,000,000 and greater, if the Aviation Authority determines the Contractor submitted a false certification under Section 287.135(5) of the Florida Statutes, or if the Contractor has been placed on the Scrutinized Companies with Activities in the Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the Aviation Authority shall either terminate the Contract after it has given the Contractor notice and an

opportunity to demonstrate the Aviation Authority's determination of false certification was in error pursuant to Section 287.135(5)(a) of the Florida Statutes, or on a case-by-case basis the Aviation Authority may choose to maintain the Contract if the conditions of Section 287.135(4) of the Florida Statutes are met. The Contractor agrees to observe the above requirements for applicable subcontracts entered into for the performance of work under this Agreement. As provided in Subsection 287.135(8), F.S., if federal law ceases to authorize these Contracting prohibitions, this section shall become inoperative and unenforceable.

6.32 Licenses and Certifications

The awarded Contractor will be required to secure, at its expense and show proof of the proper business tax receipt and/or any other license/certification required of the applicable service/work being performed. Prior to award, the apparent low Contractor will be required to provide proof of license and/or certification within two (2) business days of the posted awarded recommendation and submit copies of license/certifications to the Purchasing Department. The successful Contractor is responsible for obtaining all permits necessary to construct the project. The Aviation Authority does not exempt itself from permitting requirements. The Contractor shall pay all Aviation Authority permit, inspection and impact fees required for the project or services required under this Contract; all other fees for permits required by agencies/municipalities other than the Aviation Authority shall be the responsibility of the awarded Contractor.

6.33 Subcontractors

The Contractor shall be fully responsible for all acts and omissions of the Subcontractors and of persons and organizations directly or indirectly employed by them and of persons and organizations for whose acts and omissions of persons directly employed by the Contractor. In the event a qualified Subcontractor is employed, the Contractor shall:

a. Obtain approval in advance by the Aviation Authority.

b. Continuously monitor the Subcontractor's performance, shall remain fully responsible to ensure that the Subcontractor performs as required and itself perform or remedy any obligations or functions which the Subcontractor fails to perform properly. Nothing contained herein shall be construed to prevent a Contractor from using the services of a common carrier for delivering goods to the Aviation Authority.

c. To the extent feasible, the provisions of this Contract shall apply to any such Subcontractor in the same manner as they apply to the Contractor. However, such application shall neither make any Subcontractor a party to this Contract, nor make such Subcontractor a third-party beneficiary hereof.

d. The Aviation Authority may require that copies of invoices for all work (including invoices submitted to the Contractor for work performed by a Subcontractor)

shall be submitted to the Aviation Authority by the Contractor and the Aviation Authority shall pay all compensation to the Contractor.

e. It shall be the sole responsibility of the Contractor to deal with a Subcontractor with respect to the collecting and submission of invoices and the payment of compensation. In no event shall the Aviation Authority have any obligation or liability hereunder to any Subcontractor, including, in particular, any obligations of payment.

f. If the Contractor has qualified as an MWBE or LDB program participant with respect to this Contract, Contractor may not subcontract the performance of services hereunder to an entity that has not received MWBE or LDB certification, unless the MWBE and LDB Participation Goals are separately met by a qualified portion of the Contract being performed by the Contractor or by one or more other Subcontractors that are MWBE and/or LDB certified.

6.34 Verbal Instructions

No negotiations, decisions, or actions shall be initiated or executed by the Contractor as a result of any discussions with any Aviation Authority employee. Only those communications, which are in writing from an authorized Aviation Authority representative, may be considered. Only written communications from Contractors, which are signed by a person designated as authorized to bind the company, will be recognized by the Aviation Authority as duly authorized expressions on behalf of the Contractor.

6.35 Litigation Venue

All litigation shall take place either in the State Courts of Florida, wherein venue shall lie in Orange County, Florida, or in the Federal Courts wherein venue shall lie in the Middle District in and for the State of Florida. The Contractor expressly waives venue in any other location.

6.36 Addition, Deletion, or Modification of Services

The Aviation Authority reserves the right at its sole discretion to increase, decrease, or delete any portion of this agreement/Contract at any time without cause, and if such right is exercised by the Aviation Authority, the total fee shall be reduced or increased by a prorated basis. If work has already been accomplished on the portion of the Contract to be increased, decreased, or deleted, the Contractor shall be paid for the correct portion on the basis of the estimated percentage agreed upon by the Aviation Authority, the Contractor, and the AAR upon completion of such portion.

6.37 Operation During Dispute

In the event the Aviation Authority has not canceled the Contract in accordance with the terms of the Contract, and there remains a dispute between the Contractor and the Aviation Authority, the Contractor agrees to continue to operate and perform under the terms of the Contract while such dispute is pending. Further, the Contractor agrees

that, in the event a suit is filed for injunction or other relief, it will continue to operate until the final adjudication of such suit by the court.

6.38 Funding

Obligation of the Aviation Authority for payment to a Contractor is limited to availability of funds appropriated in a current fiscal period, and continuation of contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise authorized by law.

6.39 Contract Termination

The Contract resulting from this Response shall commence upon issuance and acceptance of the fully executed Contract. The Aviation Authority retains the right to terminate the Contract, in part or in its entirety, with or without good cause, upon thirty (30) days prior written notice or as stated herein. In the event of termination by the Aviation Authority, provided herein, the awarded Contractor shall be paid for services performed through the date of termination.

a. **Termination for Cause**: If, through any cause, Contractor shall fail to fulfill in a timely and proper manner its obligations under this Agreement, or if Contractor shall violate any of the covenants, agreements, or stipulations of this Agreement, the Aviation Authority shall thereupon have the right to terminate this Agreement by giving written notice to Contractor of such termination and specifying the effective date.

b. Notwithstanding the above, Contractor shall not be relieved of liability to the Aviation Authority for damages sustained by the Aviation Authority by virtue of any breach of this Agreement by Contractor, and the Aviation Authority may withhold any payments to Contractor for the purposes of set-off until such time as the exact amount of damages due the Aviation Authority from Contractor is determined. This provision shall survive the termination of this agreement and shall not relieve Contractor of its liability to the Aviation Authority for damages.

c. **Termination for Convenience of Aviation Authority**: The Aviation Authority may terminate this Agreement at any time for any reason or no reason at all by giving at least thirty (30) days' notice in writing to the Contractor. If the Agreement is terminated by the Aviation Authority as provided herein, Contractor will be paid for the services performed through the Termination Date.

d. **Termination for Convenience of Contractor**: The Contractor may terminate this Agreement by giving at least 180 days' notice to the Aviation Authority. Upon receipt of notice of termination by the Aviation Authority from the Contractor, Contractor shall perform the services through the end of Termination Date and shall be paid for the services performed through the Termination Date.

e. In the event a contractor providing services to another location is terminated, the Aviation Authority reserves the right to negotiation an expansion of services to include additional areas with any Contractor.

6.40 Contractor Responsibilities

Contractors, by submitting a Response, certify that it understands all planning, coordinating, and implementation of the described services shall be done through personal contact between the Contractor and the Aviation Authorized Representative (AAR), and that telephone contact and mail correspondence may, in some cases, not be appropriate. Aviation Authority approved representatives of the Contractor shall be available to meet with the AAR, as may be required, to accomplish the Aviation Authority's objectives as effectively and efficiently as possible, during all phases of this agreement/Contract/Response.

6.41 Supervision of Contract Performance

During the term of this Contract, the AAR or designee, shall act on the behalf of the Aviation Authority, but in no event shall the AAR have authority to modify or terminate this Contract, or make final decisions with respect to amendments, time extensions, assignments, cost or payment adjustments or payment disputes. These must be approved by the CEO or the Aviation Authority Board depending on the circumstances.

6.42 Monitoring of Work

The Contractor shall provide the AAR with every reasonable opportunity to ascertain whether or not the work, as performed, is in accordance with the requirements of the Contract. The Contractor shall designate, in writing, a person to serve as liaison between the Contractor and the Aviation Authority.

6.43 Prompt Payment

For payment promptness, the Aviation Authority shall remit payment in accordance with the Florida Prompt Payment Act, Section 218.70, Fla. Stat., et seq. Aviation Authority does not expect to be billed in excess of the ordered quantity and will not pay for any quantity above the ordered quantity. Contractors may offer cash discounts for prompt payment but they will not be considered in determination of award. If a Contractor offers a discount, it is understood that the discount time will be from the date of satisfactory delivery, at the place of acceptance, and receipt of correct invoice, at the office specified, whichever occurs last. Requests for final payment for any work or services for which a permit is required shall include a copy of all required permits and copies of all required inspection reports. Failure to provide proof of acquisition of all required permits and successful completion of all required inspections shall represent an incomplete invoice and will delay payment. Contractor shall submit for payment by the Aviation Authority the amounts billed to Contractor by Subcontractors in the billing/payment request submitted first after receipt of the applicable Subcontractor invoice. Contractor shall remit payment to Subcontractors/suppliers, based upon Subcontractors/suppliers invoice, not later than seven (7) days following

receipt of payment from the Aviation Authority if Aviation Authority makes payment through an electronic funds transfer, and not later than fifteen (15) days from payment by the Aviation Authority if Aviation Authority makes payment through a paper draft or check. Contractor may not submit to the Aviation Authority for payment any amount based on an invoice of a Subcontractor that Contractor disputes. Contractor shall notify the Aviation Authority promptly of any subcontract/supplier dispute.

6.44 Right To Audit Records

In performance of this Agreement, the Contractor shall keep books, records, and accounts of all activities related to the Agreement, in compliance with generally accepted accounting procedures. All documents, papers, books, records, and accounts made or received by the Contractor in conjunction with the Agreement and the performance of this Agreement shall be open to inspection during regular business hours by an authorized representative of the Aviation Authority, and shall be retained by the Contractor for a period of five (5) years after termination of this Agreement—unless such records are exempt from section 24(a) of Article I of the State Constitution and section 119.07(1), Fla. Stat.

6.45 Copying Documents

Contractor hereby grants the Aviation Authority and its agents permission to copy and distribute any and all materials and documents contained in, comprising, or which are otherwise submitted to Aviation Authority with or in connection with the Contractor's Response or which are contained in the Contract Documents (the "Submittals"). The permission granted by the Contractor shall be on behalf of the Contractor and any and all other parties who claim any rights to any of the materials or documents comprising the Submittals. Such permission specifically authorizes the Aviation Authority and its agents to make and distribute such copies of the Submittals or portions thereof as may be deemed necessary or appropriate by Aviation Authority for its own internal purposes or for responding to requests for copies from any member of the public regardless of whether the request is specifically characterized as a public records request pursuant to Chapter 119, Florida Statutes. This provision shall survive the expiration or termination of the Contract.

6.46 Florida Public Records Law

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE AVIATION AUTHORITY'S CUSTODIAN OF PUBLIC RECORDS AT: www.orlandoairports.net/publicrecords; , PHONE NUMBER 407.825.2400; AND MAILING ADDRESS, GREATER ORLANDO AVIATION AUTHORITYY, PUBLIC RECORDS, ONE JEFF FUQUA BOULEVARD, ORLANDO, FL 32827. A Contractor with an Aviation Authority Contract for services, must comply with Florida Statute, Chapter 119.071, specifically to: Keep and maintain public records that ordinarily and necessarily would be required by the Aviation Authority in order to perform the service. Upon request from the Aviation Authority's custodian of public records, provide the

Aviation Authority with a copy of the requested records or allow the access to public records to be inspected or copied within a reasonable time on the same terms and conditions that the Aviation Authority would provide the records and at a cost that does not exceed the cost provided in Chapter 119.07, Florida Statutes, or as otherwise provided by law. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term and following completion of the Contract if the Contractor does not transfer the records to the Aviation Authority. Upon completion of the Contract, meet all requirements for retaining public records and transfer, at no cost to the Aviation Authority, all public records in possession of the Contractor or keep and maintain public records required by the Aviation Authority to perform the service. If the Contractor transfers all public records to the Aviation Authority upon completion of the Contract, the Contractor shall, upon termination of the Contract, destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the Contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the Aviation Authority, upon request from the Aviation Authority's custodian of public records, in a format that is compatible with the information technology systems of the Aviation Authority. If a Contractor does not comply with a public records request, the Aviation Authority shall enforce the Contract provisions in accordance with the Contract.

6.47 Federal Compliance Provisions

Contractor agrees to recognize and comply with all applicable standards, orders or regulations issued pursuant to 2 C.F.R. Part 200, Appendix II. Standards, orders or regulations that are not applicable to the scope of work will not be required of the Contractor. To the extent applicable, the Contractor shall cause the inclusion of the provisions of these provisions in all subcontracts.

a. **Equal Employment Opportunity:** For any federally assisted construction Contract, as defined in 41 CFR 60-1.3, the Contractor, Subcontractor, subrecipient shall follow all of the requirements of the Equal Opportunity Clause as stated in 41 CFR 60-1.4.

b. **Davis–Bacon Act:** For any federally assisted construction Contract, in excess of two thousand dollars ($2,000), the Contractor, Subcontractor, subrecipient shall comply with all of the requirements of the Davis-Bacon Act (40 U.S.C. 3141 – 3148) as supplemented by Department of Labor Regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and assisted Construction"); and the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). For a definition of "Construction" see 48 CFR 2.101.

c. **Contract Work Hours and Safety Standards Act:** For any federally assisted Contract, in excess of one hundred thousand dollars ($100,000), that involves

the employment of mechanics or laborers, the Contractor, Subcontractor, subrecipient shall comply with all of the requirements of the Contract work Hours and Safety Standards Act (40 U.S.C. 3702 and 3704), as supplemented by Department of Labor Regulations (29 CFR Part 5).

d. **Byrd Anti-Lobbying Amendment (31 U.S.C. 1352):** Contractors that apply or Bid for an award exceeding one hundred thousand dollars ($100,000) must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal Contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

e. **Debarment and Suspension**:

1) Non-federal entities and Contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension).

2) Upon request, the vendor agrees to provide the Aviation Authority with subsequent certification(s) for it and/or its suppliers, Subcontractors and subconsultants after Contract award.

a) This Contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such the vendor is required to verify that none of the vendor, its principals (defined at 2 C.F.R. § 80.995), or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).

b) The vendor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.

c) This certification is a material representation of fact relied upon by County (subgrantee). If it is later determined that the vendor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the Federal Government serving as grantee and the Aviation Authority as subgrantee, the Federal Government may pursue available

remedies, including but not limited to suspension and/or debarment.

d) The vendor must comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this order/Contract is valid. The vendor further agrees to include a provision requiring such compliance in its lower tier covered transactions.

f. **Clean Air Act and the Federal Water Pollution Control Act:** For any federally assisted Contract, or subgrant, in excess of one hundred and fifty thousand dollars ($150,000), the Contractor, Subcontractor, subrecipient or subgrant recipient shall comply with all of the requirements of the Clean Air Act (42 U.S.C. 7401 -7671q.) and the Federal water Pollution Control Act as amended (33 U.S.C. 1251 – 1387).

g. **Energy Policy and Conservation Act**: The Contractor agrees to comply with the mandatory standards and policies relating to energy efficiency contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act 42 U.S.C. 6201.

h. **Federal System for Award Management**: A order/Contract shall not be made to parties listed on the government-wide exclusions set forth in the System for Award Management ("SAM") (found at www.sam.gov), which contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory Aviation Authority.

i. **Title Vi List of Pertinent Nondiscrimination Acts And Authorities**
During the performance of this Contract, the Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

1) Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq*., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);

2) 49 CFR part 21 (Non-discrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);

3) The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);

4) Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq*.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR part 27;

5) The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq*.), (prohibits discrimination on the basis of age);

6) Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);

7) The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, subrecipients and Contractors, whether such programs or activities are Federally funded or not);

8) Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;

9) The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);

10) Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;

11) Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);

12) Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

j. **Procurement of Recovered Materials:**

1) In the performance of this Contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired.

2) Competitively procured within a timeframe providing for compliance with the Contract performance schedule;

3) Meeting Contract performance requirements; or

4) At a reasonable price.

5) Information about this requirement, along with a list of EPA-designated items, is available at EPA's Comprehensive Procurement Guidelines web site, https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program.

6) Awarded Contractors are required to fully comply with all requirements outlined in 2 CFR Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

6.48 Federal Emergency Management Agency (FEMA) Contract Requirements

In the event of a hurricane, civil disturbance, or other declared emergency, the Contractor will be required to begin response within one hour after notification and be on site no later than two hours after notification unless there are circumstances beyond control of the Contractor (roadway damage, etc.). **Cost of the service will be at the standard or non-standard working hours at the discretion of the Aviation Authority**. If State of Florida declares a State of Emergency, Contractor agrees to the terms outlined in the Federal Emergency Management Agency (FEMA) Contract Requirements. **https://www.fema.gov/grants/procurement**

6.49 Additional FEMA Requirements.

The Uniform Rules authorize FEMA to require additional provisions for non - Federal entity Contracts. FEMA, pursuant to this Aviation Authority, may require the following:

1) Access to Records. The following access to records requirements applies to this Contract:

a) The Contractor agrees to provide the Florida Division of Emergency Management, Greater Orlando Aviation Authority, Orlando, Florida, the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this Contract for the purposes of making audits, examinations, excerpts, and transcriptions.

b) The Contractor agrees to permit any of the foregoing parties to

reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

c) The Contractor agrees to provide the FEMA Administrator or his authorized representatives' access to construction or other work sites pertaining to the work being completed under the Contract.

d) In compliance with the Disaster Recovery Act of 2018, the non-federal entity and the Contractor acknowledge and agree that no language in this Contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.

2) Compliance with Federal Law, Regulations, and Executive Orders.

This is an acknowledgement that FEMA financial assistance will be used to fund the Contract only. The Contractor will comply with all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives.

3) No Obligation by Federal Government.

The Federal Government is not a party to this Contract and is not subject to any obligations or liabilities to the non -- Federal entity, Contractor, or any other party pertaining to any matter resulting from the Contract.

4) Program Fraud and False or Fraudulent Statements or Related Acts.

The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this Contract.

The remainder of this page is intentionally blank.

7.0 CONTRACT

7.1 Contract Instructions

The Aviation Authority shall notify the Respondent of the Aviation Authority's intent to make an award and the Respondent shall submit a properly executed Contract within ten (10) calendar days of receipt of notice from the Notice of Intent. Unless such time is extended by the Aviation Authority, the failure of a Respondent to submit a properly executed form within said time period shall be cause for cancellation of the intended award by the Aviation Authority in its sole discretion. In the event that an intended award is cancelled, the award may then be made to the next lowest responsive and responsible Respondent. Unless otherwise agreed by the Aviation Authority in its sole discretion, the Contract shall be executed and notarized as follows:

a. If the Contractor is a corporation, the Contract shall be signed by an authorized corporate officer (i.e., President, Vice President, C.E.O, or C.O.O.).

b. If Contractor is a Partnership, the Contract shall be signed by a general or managing partner.

c. If the Contractor is a Limited Liability Company, the Contract shall be signed by a Manager or Managing Member having Aviation Authority to bind the company.

d. If Contractor is a sole proprietorship, the owner shall sign the Contract

If an aforementioned signatory is not available and a different authorized signatory executes the form, a letter of authorization reflecting the signatory's Aviation Authority shall be submitted on the Contractor's stationery stating that the person who signed the form is duly authorized to enter into such Contract on behalf of the Contractor. Such letter of authorization shall be signed by one of the designated signatories above or such other representative as may be acceptable to the Aviation Authority.

If a Response is accepted by the Aviation Authority, the Contract will be executed by the Aviation Authority with respect to the items awarded and returned to the Contractor evidencing the Aviation Authority's acceptance of the Response. No award shall be final, and no Contractor shall have any entitlement to a Contract or award, until such time as the Aviation Authority has executed the Contract. Upon execution by both parties, the Contract will constitute the formal written Contract between the Aviation Authority and the Contractor.

7.2 Contract

This Agreement/Contract is made and entered into effective as of the _____ day of_____ 20__, by and between the **GREATER ORLANDO AVIATION AUTHORITY**, a public and governmental body, existing under and by virtue of the laws of the State of Florida, hereinafter called the Aviation Authority, and _____, hereinafter called Contractor.

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

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

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

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

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

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

GREATER ORLANDO AVIATION AUTHORITY

By:_____

Title:_____

Date:_____

"CONTRACTOR"

By:_____

Title:_____

Date:_____

Performance Bond No.:_____

Performance Bond Expiration Date: _____

PERFORMANCE BOND FORM

GREATER ORLANDO AVIATION AUTHORITY

KNOW ALL MEN BY THESE PRESENTS that_____ _____, hereinafter called Principal, and _____ _____, a corporation organized under the laws of the State of _____ and licensed to do business in the State of Florida, hereinafter called Surety, are held and firmly bound unto the Greater Orlando Aviation Authority, hereinafter called Aviation Authority, in the Penal Sum of _____ **Dollars ($ 00,000.00)**, for the payment of which sum well and truly made, Principal and Surety bind ourselves, our heirs, personal representatives, successors and assigns, jointly and severally, firmly by these presents.

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

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

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

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

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

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

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

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

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

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

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

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

IN WITNESS WHEREOF, the Principal and Surety have executed this instrument under their several seals on the _____ day of _____, 20____, the name and corporate seal of each corporate party being hereto affixed and these presents fully signed by its undersigned representative, pursuant to the authority of its governing body.

Signed, sealed and delivered in the presence of:

_____
Principal (Name of Contractor)

_____ By: _____
Witness (Signature)

_____ Its: _____
Witness (Title)

(Seal)

_____
Name of Surety

_____ By: _____
Witness (Signature)

_____ Its: _____
Witness (Title)

Address: _____

Telephone No.:_____

Fax No.:_____

E-Mail Address: _____

_____
(Countersignature by
Florida Licensed Agent)

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

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

IMPORTANT:

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

OATH OF SECRETARY

GREATER ORLANDO AVIATION AUTHORITY

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

_____
Secretary

(Corporate Seal)

IRREVOCABLE STAND-BY LETTER OF CREDIT

_____ [Date]

IRREVOCABLE LETTER OF CREDIT NO. _____

EXPIRY DATE: _____

AGGREGATE AMOUNT:**$X00,000.00**

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

Dear Sir or Madam:

On behalf of _____ [Company Name] (the "Company"), we hereby issue this irrevocable stand-by letter of credit in your favor up to the aggregate amount stated above, available by one or more sight drafts drawn by you on us.

Each draft hereunder must state "Drawn on _____ [Bank Name] Irrevocable Letter of Credit No. _____, dated _____," and must be accompanied by a statement in the form attached hereto as Exhibit A (which is incorporated in this letter of credit by this reference). Such statement must be signed by the Chief Executive Officer of the Greater Orlando Aviation Authority (the "Aviation Authority"), or designee, and must provide the following:

A. Certification that the Company has failed to faithfully perform one or more of its obligations to the Aviation Authority under that certain **Contract 23-380-RFP for Terminals A and B Janitorial Maintenance** at Orlando International Airport, as such may be amended from time to time, by and between the Company and the Aviation Authority (the "Agreement"); and

B. Certification of the amount of damages or expenses which, in his belief or determination, the Aviation Authority has suffered or incurred, or is likely to suffer or incur, as a result of such failure by the Company; or

C. Certification (1) that the Company has failed to provide to the Aviation Authority an acceptable surety bond or stand-by letter of credit to replace this letter of credit, on or before the date the same was due under the terms of the Agreement in accordance with such terms, and (2) certification of the amount of the required replacement surety bond or letter of credit.

Additionally, each draft drawn hereunder shall be paid from the funds of _____ [Bank Name]. If a drawing is made by you hereunder at or prior to 11:00 a.m., local time, on a business day, payment shall be made to you or to your designee of the amount specified at our branch where such drawing is made, in immediately available funds, not later than 3:00 p.m., such local time, on the same business day or such later time and business day as you may specify. If a drawing is made by you after 11:00 a.m., such local time, on a business day, payment shall be made to you or to your designee of the amount specified, in immediately available funds, not later than 3:00 p.m., such local time, on the next business day thereafter, or such later time and business day as you may specify.

This letter of credit is subject to the Uniform Customs and Practice for Documentary Credits (2007 Rev.), International Chamber of Commerce Publication No. 600, except that, notwithstanding the provisions of Article 36 thereof to the contrary, if this letter of credit would have otherwise expired by its terms during a period when our business has been interrupted by Acts of God or other causes beyond our control, our obligations hereunder shall continue for thirty (30) days following the date of our resumption of normal business operations.

We hereby engage with you that all drafts drawn hereunder in compliance with the terms of this credit will be duly honored upon presentation to us as provided herein.

_____
(Bank Name)

By: _____
(Signature)

Address: _____

_____

Telephone No.:_____

Fax No.:_____

E-Mail Address: _____

EXHIBIT A

GREATER ORLANDO AVIATION AUTHORITY
STATEMENT FORM

To: _____ [Bank Name]

Date: _____

Re: _____ [Company Name]

Irrevocable Letter of Credit Number: _____

The undersigned, who is the Chief Executive Officer of the Greater Orlando Aviation Authority (the "Aviation Authority"), or the duly authorized designee of same, hereby certifies to _____ [Bank Name] that [A, and either B or C are required]:

A. _____[Company Name] (the "Company") has failed to faithfully perform one or more of its obligations to the Aviation Authority under that certain **Contract, 23-380-RFP Terminals A and B Janitorial Maintenance** at Orlando International Airport, by and between the Company and the Aviation Authority (the "Agreement").

B. In the belief or determination of the undersigned, the amount of damages or expenses which the Aviation Authority has suffered or incurred or is likely to suffer or incur, as a result of such failure by the Company totals $_____; or

C. The Company has failed to provide the Aviation Authority with an acceptable replacement surety bond or stand-by letter of credit on or before the date the same was due under the terms of the Agreement in accordance with such terms, and that the amount of the required replacement bond or letter of credit is $_____.

Dated this _____ day of _____, 20____.

GREATER ORLANDO AVIATION AUTHORITY

By: _____

Title: _____

8.0 RESPONSE SUBMITTAL REQUIREMENTS

Vendors interested in providing the services shall submit their responses via e-Procurement Platform system. Once Vendors register with OpenGov, Vendors will submit their response securely before the solicitation deadline by clicking the **PARTICIPATE BUTTON** under the solicitation using the following link:

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

Responses submitted on the e-Procurement Platform with OpenGov, the response will remain locked and inaccessible by the Aviation Authority's Purchasing Staff until the solicitation deadline.

8.1 Preparing Responses in Required Format

a. The requirements in this section are not to limit the creativity in the presentation of a Response, but rather to list the elements that the Aviation Authority deems most important to its evaluation process.

b. It is the Respondent's responsibility to incorporate all pertinent information effectively, to communicate the Respondent's concept, and meet the requirements listed in Section 3.1 Respondent's Requirements and Section 3.2 Evaluation of Response Award. The Respondent should prepare its Response simply and economically, providing a straightforward, concise description of the Respondent's capability to satisfy the conditions and requirements of this competitive solicitation.

Tab 1 Table of Contents

Please insert a table of contents and a set of tabs to identify each section of the Response to facilitate quick reference.

Tab 2 General Company Information

A. Cover Letter: The cover letter shall be signed by an authorized representative of the Respondent. The letter should indicate the Respondent's commitment to provide the services proposed and include the following:

1. A brief experience statement describing the Proposer's role and supporting airport operations and the traveling public.

2. An executive summary that is a brief overview of the overall strategy for providing large commercial janitorial maintenance services, and why their company is qualified to be selected.

3. An affirmative statement that the Respondent is willing to sign the Contract set forth in this RFP, as amended, within ten (10) days after receipt of the Notice of Intent to Award. The Aviation Authority's goal is that the terms and conditions stated in the Proposal Documents will constitute the terms of the final Contract between the Aviation Authority and the successful Respondent, without significant or material change to such terms or conditions.

B. Provide the name of Respondent 's company (including the name of any parent company):

1. Contact name and complete contact information of individual responsible for account ("Lead Individual").
2. Type of organization (corporation, sole proprietor, partnership, other).
3. Federal employer identification number.

C. Respondent must certify in writing with its Response that Respondent is registered/qualified to do business in the State of Florida. Include a copy of such registration/qualification to the Aviation Authority with their submission.

D. **Financial Statements**

1. Respondent shall provide a statement certifying that they are financially stable and have the necessary resources and financial capabilities to provide the services at the level required by the Aviation Authority.

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

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

NOTE: If the Respondent is a joint venture or partnership, which is not currently in existence, the above requested documentation shall be submitted from each entity of the proposed joint venture or partnership.

Tab 3 **Experience and Qualifications of Respondent and Knowledge and Experience of Key Individuals/Management Team and References**

A. Experience and Qualifications of Respondent

1. Provide details of related experience of Respondent and Site Manager, including services to airports or similar regulated transportation environment as requested in this Invitation to Negotiate that demonstrates the ability to perform this service successfully.

2. Provide a listing of Contracts for airports or other similar regulated transportation environment for which the Respondent has provided terminal janitorial maintenances services within at any time on or after January 1, 2018, and describe those services. If any services were terminated prior to the end of the Contract, the Respondent shall explain why.

B. Respondent's Knowledge and Experience of Key Individuals and Management Team

Respondent shall demonstrate the specialized experience and technical competence of the key individuals and support staff as detailed in Section 5.11. Knowledge, recent experience, and expertise of these key individuals with projects of similar type and complexity will be a material consideration.

1. Identify Site Manager and Assistant Managers that will be committed to the project.

2. Provide an organization chart of the proposed team including the proposed Site Manager and Assistant Managers.

3. Respondent shall provide resumes, which shall include the number of years of experience for the Site Manager and specific experience as a terminal janitorial maintenance services manager in an airport, transportation or other public access facility as large in size and scope to that being proposed in terms of square footage.

4. Respondent understands that the qualifications and experience of key personnel proposed will be factored into the evaluation process; therefore, key personnel must not be replaced without the approval of the Aviation Authority. Any approved substitutions must be with personnel of equal or better qualifications. In addition, any other commitments must not conflict with the level of commitment proposed for this project.

C. References

Respondent's references should demonstrate that the Respondent and the key individuals have the experience required, and reasonably has the reputation to perform the Scope of Services. It is the Respondent's responsibility to provide references and information that most closely demonstrates their experience with services for a transportation facility or public access facility of similar size complexity and risk exposure as the Aviation Authority. **References shall be for work substantially similar in scope and magnitude currently underway or satisfactorily completed and shall be able to validate the Respondent's capabilities and experience.**

1. Provide a minimum of three, but no more than five, references of airports and/or governmental entity clients. Respondent shall provide the following information for each reference:

    a) Organization's Name
    b) Address
    c) Contact person
    d) Telephone number and email address of contact person
    e) Brief Description of Project
    f) Respondent's Role and Identify the Site Manager
    g) Date of Services/Status (current or past client)

2. The Respondent authorizes the Aviation Authority, its staff or consultants to contact any of the references provided in the response and specifically authorizes such references to release either orally or in writing, any appropriate data with respect to the Respondent and its Engagement Team members.

3. **Respondent bears full responsibility for naming references which will respond to the Aviation Authority's reference checks. If the Respondent's references do not respond to the Aviation Authority's reference checks, the Respondent's evaluation will be adversely affected by non-responsive references.**

Tab 4 <u>Approach and Methodology</u>

A. Staffing Plan

Each Respondent shall provide with its Proposal an existing copy of the Respondent's operation and staffing plan currently being utilized or which has been utilized within the last three (3) years at services for a transportation facility or public access facility similar in size and scope to that being proposed.

B. Safety Plan

Each Respondent shall provide with its Proposal an existing copy of the Respondent's safety training plan currently utilized to reduce the risk and liability of workplace hazards and help implement preventative measures to minimize on-the-job injuries.

C. Training Plan

Each Respondent shall provide a detailed training plan that Respondent intends to utilize to train personnel in relation to terminal janitorial maintenance services including customer service and describe how Respondent will track training for all employees. The training plan shall include, but not be limited to, an outline of the training and the type and number of hours of estimated training for each type of personnel, a list of training materials to be provided and how the Respondent will ensure the completeness of the subject matter, and the method through which the training will be provided.

D. Quality Control/Continuous Improvement Plan

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

E. Customer Service Plan

Each Respondent shall provide with its Proposal a detailed customer service plan including how employees are trained and how customer service is gauged and addressed. Respondent shall also provide a Customer Service Plan showing customer complaint handling and procedures to include length of time to respond to complaints and procedures for responding to the complaint.

F. Transition Plan

Each Respondent shall provide with its Proposal a Transition Plan describing how it plans to start operations and bring about a smooth transition of the work to be performed under this Contract, describing the manner in which it will distribute the required labor hours by location as described in the Scope of Work/Specification. Such plan should describe how the Respondent will handle problems which Respondent anticipates will be encountered to begin services under the new Contract and should include the time period needed for hiring and training of employees, planned interface with the Aviation Authority, the processing of I.D. badges, uniforms, and site tours, etc.

For each Plan submitted, please demonstrate how innovation and use of proven technology sets apart your approach to providing the services requested.

G. Equipment

1. Provide a comprehensive list of all equipment, explain how the equipment will be utilized, and demonstrate that sufficient equipment is being provided to meet the objectives of the Solicitation.

2. Describe a plan for when a truck or other major piece of equipment or technology is out of service.

3. Provide an overview of your firms computerized maintenance management program for the Contractor to utilize and support.

Tab 5 Small Business Participation Plan

A. MWBE Participation Plan

The Aviation Authority has set a MWBE participation **goal of twenty percent (20%),** for this solicitation. Describe the level of MWBE participation that will be provided, how and what services will be performed by each firm.

B. LDB/VBE Participation Plan

The Aviation Authority has set a LDB/VBE participation **goal of seventeen percent (17%),** for this solicitation. Describe the level of LDB/VBE participation that will be provided, how and what services will be performed by each firm.

Tab 6 Additional Requirements of the Solicitation

A. Prior or Pending Convictions, Indictments, Investigations, Regulatory Investigations

The Respondent shall provide a description of all prior or pending convictions, indictments, investigations, and regulatory investigations, either civil or criminal that relate to the services listed in Section 5.0 Scope of Services, in which Respondent or its affiliates, subsidiaries, parent company, directors, senior officers, senior regional officers, the Lead Individual, or Engagement Team members have been involved with in the last five (5) years immediately preceding the date of Respondent's response to this RFP. **Or provide an affirmative statement that there are none.**

B. Claims Information

Disclose all lawsuits, arbitrations and claims filed or raised by or against the Respondent over the last five (5) years, specifically identifying the project involved, the parties involved, the nature of the claim(s), amount at issue,

disposition or status and litigation, case style, number, and jurisdiction. **Or provide an affirmative statement that there are none.**

The Respondent shall also list any work their team failed to complete in accordance with any contract in the last five (5) years. Describe details regarding the non-performance, including listing any officer or partner of their team who in the last five (5) years failed to complete a contract handled in his/her name.

C. Conflicts of Interest

Describe any conflicts of interest with the Aviation Authority that the Respondent's firm has or may have, including with any other parties who are potentially involved in any contemplated financings of the Aviation Authority, and how that conflict of interest would be mitigated, **or provide an affirmative statement that there are none.** Please disclose any relationship you have with any commercial service airports within the state of Florida and all relationships with Central Florida governmental entities.

D. Proof of Insurance

The submittal shall contain proof of insurability issued by a company currently authorized to do business in the State of Florida and with an A.M. Best Company rating of at least B+ and a Financial Size Category of "Class VI" or higher according to the most current edition of AM Best Rating for the required insurance(s) listed in Section 3.5 Insurance Requirements.

E. Letter of Bondability

Provide a Letter of Bondability on a surety company letterhead or a letter from a U.S. Bank for a letter of credit confirming that Respondent can obtain one or the other, in an amount equal to **Six Million Five Hundred Thousand Dollars ($6,500,000.00) for Location 1; Four Million Five Hundred Thousand Dollars ($4,500,000) for Location 2; and Four Million Dollars ($4,000,000) for Location 3.**

Tab 7 **<u>Management Fee</u>**

1. The Management Fee shall include all costs as listed in Section 4.2.

2. Reimbursable Expense Budget shall include all costs as outlined in Section 4.4. Contractor's aggregate annual invoices shall not exceed the total as stated above for Years 1 thru 5.

3. Use the pricing table included with this solicitation to provide the Management fees in association with the Scope of Services.

Tab 8 **Additional Information If needed**

If there is no additional information, provide a statement: "No additional information."

Tab 9 **Response Forms to be included with Response**

The Response forms (1 thorough 6) shall be completed and signed by the Respondent's duly authorized representative. Failure to return the forms with the submittal may cause the Proposal to be deemed as non-responsive.

1. Respondent's Certification Form.
2. Conflict of Interest Disclosure Form.
3. Scrutinized Company Certification Form.
4. E-Verification Certification Form
5. MWBE and LDB Forms
6. Respondent's W-9
7. No Solicitation Response

Respondent's Submittals (Without Cost)

LGC Global Facility Management

Proposal for 23-380-RFP Terminals A and B Janitorial Maintenance

Submitted to:

Attention:

Racha El khalil
Senior Purchasing Agent 5855
Cargo Road, Orlando,
FL 32827

Date of Submittal:
October 09, 2023 |
11.00 AM EST

RFP No.: 23-380-RFP

Proposer Name:
LGC Global FM

Address:
4730 NW 2nd Avenue
Suite 100 Boca Raton
FL 33431

GREATER ORLANDO AVIATION AUTHORITY

We Passionately Create an Environment that Makes Travelers Feel Safe, Healthy and Happy!

HEADQUARTERS:

Michigan Office
7310 Woodward Ave.
Suite 500
Detroit, MI 48202

Florida Office
4730 NW 2nd Avenue, Suite 100
Boca Raton, FL 33431

Georgia Office 3340 Peachtree Rd, Suite,1800, Atlanta, Georgia 30326

Illinois Office
55 E. Monroe, Ste 3800.

Texas Office
7047 Twin Hills Ave, Dallas, TX 75231

North Carolina Office
500 N. Main Street
Monroe, NC

Tennessee Office
8001 Volkswagen Dr.
Trailer City
Chattanooga,
TN 37416

Texas Office 7558 Dillion Street, Houston, TX 77601

New Jersey Office
710 Irish Hill Road,
Runnemede New Jersey 08078

Kansas Office
748 Ray Road, Fort Riley KS. 66442

Texas Office 9800 Airport Blvd, San Antonio, Texas 78216

Tab 1 Table of Contents

Tab 2 General Company Information 3
A. Cover Letter 3
Respondent's Mandatory Requirements 5
B. Provide the Name of Respondent 's Company (including the name of any parent company) 17
C. Respondent Must Certify in Writing with its Response that Respondent is Registered/Qualified to do Business in the State of Florida. Include a Copy of such Registration/Qualification to the Aviation Authority with their Submission. 20
D. Financial Statements 21
Tab 3 Experience and Qualifications of Respondent and Knowledge and Experience of Key Individuals/Management Team and References 22
A. Experience and Qualifications of Respondent 22
B. Respondent's Knowledge and Experience of Key Individuals and Management Team 31
C. References 39
Tab 4 Approach and Methodology 46
A. Staffing Plan 52
B. Safety Plan 55
C. Training Plan 58
D. Quality Control/Continuous Improvement Plan 63
E. Customer Service Plan 70
F. Transition Plan 72
G. Equipment 75
Tab 5 Small Business Participation Plan 88
A. MWBE Participation Plan 88
B. LDB/VBE Participation Plan 98
Tab 6 Additional Requirements of the Solicitation 99
A. Prior or Pending Convictions, Indictments, Investigations, Regulatory Investigations 99
B. Claims Information 100
C. Conflicts of Interest 101
D. Proof of Insurance 102
E. Letter of Bondability 104
Tab 7 Management Fee 106
Tab 8 Additional Information if Needed 107

Acknowledgement of Addenda 109
Tab 9 Response Forms to be Included with Response 110
1. Respondent's Certification Form. 110
2. Conflict of Interest Disclosure Form. 111
3. Scrutinized Company Certification Form 112
4. E-Verification Certification Form 113
5. MWBE and LDB Forms 114
Location 1 - Terminals A and B 114
Location 2 - Airsides 1 and 3 119
Location 3 - Airsides 2 and 4 124
6. Respondent’s W-9 129
7. No Solicitation Response 135

Tab 2 General Company Information

A. Cover Letter

LGC Global Facility Management

NMSDC MBE Certified

02 October 2023

Racha El khalil
Senior Purchasing Agent
5855 Cargo Road, Orlando, FL 32827

We would like to thank you for giving LGC Global Energy FM the opportunity to submit our proposal in response to Request for Proposal (Solicitation) 23-380-RFP Terminals A and B Janitorial Maintenance. LGC is interested in submitting a bid for the following locations:

1) Location 1 - Terminals A and B
2) Location 2 - Airsides 1 and 3
3) Location 3 - Airsides 2 and 4

LGC Global, with its Global Headquarters in Detroit, Michigan, and **offices in Orlando, Florida,** is an **MBE-certified** company specializing in providing janitorial and facility management services to a diverse range of international clients. **With 25+ years of successful experience**, we have established ourselves as industry leaders, particularly in the aviation sector. Our team is one of the only **full-service facility management corporations** with a **dedicated Vertical for Aviation** supporting our aviation customers globally and nationwide.

Our expertise in managing **high-traffic environments** and our extensive experience in integrated facility management make us the trusted provider for **20+ airports worldwide**. With an **annual passenger count of 220 million** and a coverage area of **22.4 million+ square feet in airport terminal space**, we have demonstrated our ability to maintain clean and inviting facilities in even the most demanding settings.

LGC Global has **successfully graduated from the 8(a)-certification** program and is currently the Mentor-Protege partner for Nisou Enterprises Inc., an 8 (a) company in managing the integrated facility management services to the **US military installations,** like **MICC Fort Riley.**

Our industry experience positions us to provide innovative facility management solutions in these six specific areas, ensuring top-notch services for our clients.

- Exceptional Quality Resulting from **Top-notch Quality Control**
- Enhanced **Employee Management and Supervision**
- **Innovative Equipment**, **Chemical**, and **Consumable Strategies** that maximize Staff Efficiency.
- Industry-**leading expertise** in **Disinfection and Infectious Disease Control**
- **Superior Staffing Model** to Address **Absenteeism** and **Vacancies**
- **World-Class Diversity** and **Inclusion Mentor Protégé Partner Companies**

At LGC Global, our approach to providing **large commercial janitorial maintenance services** is rooted in our **industry-leading knowledge and experience, and utilization of cutting-edge technology.** Our

commitment to delivering exceptional cleaning solutions and our experience across diverse industries make us the ideal partner to create or contribute to **'The Orlando Experience.'** Additionally, we've conducted a thorough analysis of Orlando International Airport's current janitorial maintenance services to further enhance our service offering. Drawing from our experience at various airports, feedback analysis, and research into your Capital Improvement Plan, we've identified three **key challenges** where we're well-prepared to assist:

- Maintaining high-quality customer service to retain your reputation.
- Ensuring clean and hygienic restrooms for a pleasant and satisfying experience for travelers.
- Leveraging technology for enhanced efficiency and customer experience.

LGC presents the following **solutions** to address the ongoing challenges outlined:

- Clean airport restrooms are a significant contributor to traveler satisfaction. To ensure this, we'll deploy **24/7 staffing**, **synchronize cleaning with airline schedules**, and maintain hygiene product availability. Utilizing a **restroom alert system** for passenger feedback, we aim to continuously enhance the restroom experience, boosting both satisfaction and airport revenue.
- To improve efficiency and elevate the customer experience, we recommend implementing a **customized mobile solution**. This, coupled with advanced **3D cleaning robots** and **Kaivac touchless deep cleaning system** will usher in a new era of airport maintenance. Our approach also includes a **passenger feedback system** for restrooms to ensure continuous service improvement.

Through these solutions and our experience in managing airports of similar size and scope, we ensure that the **outcomes** will be:

- **Enhancing operational efficiency** and **customer satisfaction.**
- Improving efficiency and **customer experience.**
- Elevated **traveler satisfaction** and **increased airport revenue.**

Our program is designed to **adhere to the RFP specifications** and performance requirements, offering an **innovative and cost-effective solution**. Our Pricing Quote reflects our competitive pricing. Thank you for giving us the opportunity to participate in this procurement. We are excited to provide Orlando International Airport with uninterrupted service through our comprehensive approach and look forward to presenting our detailed proposal.

LGC Global complies fully with the requirements outlined in the RFP and has no exceptions to any of its terms and conditions. We affirm our commitment to signing the Contract as outlined in this RFP, as amended, within ten (10) days upon receipt of the Notice of Intent to Award.

Sincerely,

Tushar Patel, Chief Operating Officer
tussharnpatel@lgccorp.com

LGC Global
7310 Woodward Avenue, Suite 500A, Detroit, MI 48202, USA
T: (313) 263-5020 | F: (313)-315-5375

Respondent's Mandatory Requirements

LGC Global Facility Management

NMSDC MBE Certified

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

LGC Global is duly registered and qualified to conduct business in the State of Florida, as confirmed by the attached **Certificate of Good Standing** and **sunbiz.org report.**

State of Florida
Department of State

I certify from the records of this office that LGC GLOBAL ENERGY FM, LLC. is a Michigan limited liability company authorized to transact business in the State of Florida, qualified on May 2, 2019.

The document number of this limited liability company is M19000004527.

I further certify that said limited liability company has paid all fees due this office through December 31, 2023, that its most recent annual report was filed on February 7, 2023, and that its status is active.

I further certify that said limited liability company has not filed a Certificate of Withdrawal.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Eighth day of October, 2023

GREAT SEAL OF THE STATE OF FLORIDA · IN GOD WE TRUST

Secretary of State

Tracking Number: 9424894909CU

To authenticate this certificate,visit the following site,enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

Sunbiz.org Division of Corporations
an official State of Florida website

Department of State / Division of Corporations / Search Records / Search by Entity Name /

Detail by Entity Name

Foreign Limited Liability Company
LGC GLOBAL ENERGY FM, LLC.

Filing Information

Document Number	M19000004527
FEI/EIN Number	[redacted]
Date Filed	05/02/2019
State	MI
Status	ACTIVE
Last Event	REINSTATEMENT
Event Date Filed	04/01/2022

Principal Address

7310 WOODWARD AVE SUITE 501
DETROIT, MI 48202

Mailing Address

7310 WOODWARD AVE SUITE 501
DETROIT, MI 48202

Registered Agent Name & Address

PATEL, TUSHAR
4730 NW 2nd Avenue, Suite 100
Boca Raton, FL 33431

Name Changed: 04/01/2022

Address Changed: 04/01/2022

Authorized Person(s) Detail

Name & Address

Title MBR

RACHMALE, AVINASH
7310 WOODWARD AVE SUITE 501
DETROIT, MI 48202

Title MBR/AP

PATEL, TUSHAR
7310 WOODWARD AVE SUITE 501
DETROIT, MI 48202

Annual Reports

Report Year	Filed Date
2021	04/01/2022
2022	04/01/2022
2023	02/07/2023

Document Images

02/07/2023 -- ANNUAL REPORT	View image in PDF format
04/01/2022 -- REINSTATEMENT	View image in PDF format
05/02/2019 -- Foreign Limited	View image in PDF format

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

LGC Global has a continuous history of **25+ years** in providing exceptional janitorial maintenance services. We are the trusted provider of janitorial services for more than 20 major airports and International Aviation Hubs, a testament to our industry-leading expertise.

In addition to our extensive airport experience, we extend our professional janitorial services to a diverse array of industries. This includes serving educational institutions, healthcare infrastructure, automotive facilities, and municipalities, and delivering excellence in janitorial services for federal government facilities. Below is a list of projects that demonstrate our recent experience:

Contract Name	Contract Start Date	Description of Services Provided
Complete management and operation of custodial services at O'Hare International Airport (ORD) **Total FTE - 270**	July 2017	**Floor and Carpet Maintenance** • Maintaining different types of flooring, including terrazzo, vinyl, mosaic, marble, concrete, clay tile, rubber tile, and more. • Spot cleaning. • Carpet cleaning, shampooing, and regular vacuuming. • Periodically strip, scrub, seal, and wax floors. • Collect, transport, and compact waste efficiently. **Terminal Area Cleaning** • Cleaning of Checkpoint/Security Screening - at minimum 20-minute intervals. • Cleaning of Public Circulation - Every 20-minute intervals. • Cleaning of Curb - Every 20-minute intervals. • Cleaning of Sidewalk/Entrance Vestibule - 20-minute intervals. • Cleaning of Ticketing and Baggage Claims at 20-minute intervals. • Sanitize elevators, escalators, and moving walkways. **Restroom and Disinfection** • Restock restroom supplies and keep them readily available. • Restroom cleaning at minimum 20-minute intervals.
Complete Facility Management at Mumbai International Airport, India (BOM)	March, 2018	**Floor and Carpet Maintenance** • Maintaining different types of flooring, including terrazzo, vinyl, mosaic, marble, concrete, clay tile, rubber tile, and more. • Spot cleaning. • Carpet cleaning, shampooing, and regular vacuuming. • Periodically strip, scrub, seal, and wax floors.

Total FTE - 2870		• Collect, transport, and compact waste efficiently. **Terminal Area Cleaning** • Cleaning Ticketing/Baggage Claim - Every 15 minutes. • Cleaning Public Circulation - Every 20 minutes. • Cleaning Sidewalk - Every 15 minutes. • Cleaning Entrance Vestibule - Every 20 minutes. • Cleaning Restrooms - Every 15 minutes. • Cleaning Checkpoint/Security Screening - Every 20 minutes. • Cleaning Moving Sidewalk/Escalator/Elevator - Every 15 minutes. • Cleaning Multi-Purpose Utility Room/Mechanical Equipment Room - Every 20 minutes. • Cleaning Curb - Every 15 minutes **General Cleaning Tasks** • Disinfecting porcelain and metal surfaces. • Emptying and sanitizing trash containers. • Ensuring restroom supplies are stocked. • Policing and adjusting cleaning frequencies.
Integrated Facility Management at Detroit Metropolitan Wayne County Airports - Wayne County Aviation Authority (DPW) **Total FTE - 120**	June, 2023	**Integrated Facility Management** • Complete facility management • HVAC maintenance • Electrical and plumbing maintenance • Energy management • Mechanical services • Fire safety and security management • Asset management • Security access control • Utility management • Janitorial Services like: **Policing** • Daily cleaning and waste collection at maintenance complex, admin offices, and maintenance complex. • Regular cleaning of the ground transportation center. • Multi-Purpose Utility Room and Mechanical Equipment Room cleaning. **Cycle cleaning** • Deep cleaning of surfaces and disinfection. • Dusting, mopping, and sweeping. • Refilling consumables and paper products. • Sanitization of surfaces. • Cleaning elevators, stairways and escalators.

		Restroom Cleaning: • Daily cleaning of restrooms using touchless cleaners with a downtime of less than 10 minutes. • Frequent sanitization of restroom surfaces. • 24/7, 365 days a year services with multiple shifts to ensure restroom cleanliness. **Floor and Carpet Cleaning:** • Terrazzo, vinyl, clay paver, and stone restoration. • Regular cleaning of different floor types. • Periodic carpet cleaning. • Maintenance and restoration of various floor surfaces as needed.
Integrated Facility Management Services at King Khalid International Airport, Riyadh (RUH) **Total FTE - 425**	August, 2017	**Integrated Facility Management** • Construction • Electrical and plumbing maintenance • Mechanical services • Lighting maintenance services • HVAC maintenance • Fire safety and security management • Emergency repair services • Asset management • Energy efficiency upgrades • Safety and surveillance system maintenance • Janitorial Services like: **Terminal Area Cleaning** • Continuous cleaning and sanitization of high-traffic zones. • Routine maintenance of terminals and public spaces. • Specialized cleaning of ticketing and baggage claim areas. • Cleaning sidewalks, curbsides, and entrances. **Restroom Maintenance** • Regular cleaning and disinfection of airport restrooms. • Timely restocking of restroom supplies. • Frequent checks to ensure restroom readiness and cleanliness. **Floor and Carpet Care** • Maintenance of various flooring types. • Periodic floor treatments and carpet cleaning. • Spot cleaning and routine floor inspections.

Janitorial and Maintenance of San Antonio Rental Car Centre (SAT) **Total FTE - 10**	January, 2019	**Cycle Cleaning** • Maintenance of carpeted and non-carpeted floors. • Cleanse and sanitize all interior glass surfaces. • Disinfection of fixtures and metal surfaces. • Elevators and escalators cleaning • Restroom cleaning • Replenishment of restroom supplies. **Policing** • Trash collection and disposal • Spot cleaning for swift touch-ups on washable surfaces. **Emergency Cleaning** • Rapidly respond to biohazards, floods, spills, and unexpected cleaning requirements
Janitorial Maintenance Services at Bangalore International Airport, India (BLR) **Total FTE - 212**	January, 2014	**Terminal Area Cleaning:** • Cleaning Ticketing/Baggage Claim every 15 minutes. • Cleaning Public Circulation every 20 minutes. • Cleaning Sidewalk every 15 minutes. • Cleaning Entrance Vestibule every 20 minutes. • Cleaning Restrooms every 15 minutes. • Cleaning Checkpoint/Security Screening every 20 minutes. • Cleaning Moving Sidewalk/Escalator/Elevator every 15 minutes. **Restroom Cleaning:** • Daily cleaning of restrooms with a downtime of less than 10 minutes. • Frequent sanitization of restroom surfaces. • 24/7, 365 days a year services with multiple shifts to ensure restroom cleanliness. • Refilling restroom supplies and paper products. **Floor and Carpet Maintenance:** • Maintaining different types of flooring, including terrazzo, mosaic, marble, concrete, tile, and more. • Periodic strip, scrub, seal, and wax floors. • Carpet cleaning and regular vacuuming. • Spot cleaning as needed. **General Cleaning:** • Cleanse and sanitize all glass surfaces. • Window cleaning • Disinfecting porcelain and metal surfaces and emptying and sanitizing trash containers.

Janitorial Services at Pune International Airport, India (PNQ) **Total FTE - 195**	April, 2017	**Cleaning Ticketing/Baggage Claim every 15 minutes.** • Cleaning Public Circulation every 20 minutes. • Cleaning Sidewalk every 15 minutes. • Cleaning Entrance Vestibule every 20 minutes **Policing Services** • Regular sweeping, mopping, and vacuuming. • Spot cleaning for swift touch-ups on washable surfaces. • Waste collection disposal and recycling management **Restroom Cleaning** • Daily cleaning with minimal downtime (less than 10 minutes). • Frequent surface sanitization. • Nightly deep cleaning for a pristine and hygienic environment. • Refilling restroom supplies, including hand soap, toilet tissue, paper towels, and feminine hygiene products.
Integrated Facility Management at City of Detroit – Great Lakes Water Authority **Total FTE - 225**	September, 2014	**Integrated Facility Management** • Complete property management • Asset management • HVAC maintenance • Electrical and plumbing services • Emergency repair services • Lighting maintenance • Utility management • Furniture upkeep • Equipment maintenance • Fire and safety system maintenance **Cycle Cleaning** • Addressing spot cleaning as needed. • Conducting thorough carpet cleaning, including shampooing and regular vacuuming. • Cleaning and maintaining various floor types • Window and glass cleaning • Replenishment of restroom supplies • Restroom cleaning • Trash collection, removal, and recycling • Pest removing services • Landscaping and grounds maintenance
Healthcare and Janitorial Maintenance Services at	June, 2011	**Cycle Cleaning** • Complete carpet care • Complete floor care of different floor types including terrazzo, concrete, mosaic, marble, and wood. • Complete disinfection of touchpoints and surfaces

Lakeshore Healthcare **Total FTE - 180**		• Sanitization of equipment, furniture, and water fountains **Policing** • Waste collection, disposal, and recycling. • Regular vacuuming, sweeping, and mopping • Restroom cleaning and replenishment of supplies
Janitorial Services at Volkswagen Group of America, Chattanooga **Total FTE - 48**	July, 2021	**Policing** • Disinfection of all surfaces • Regular sweeping, mopping, and vacuuming • Pressure washing of hard floors • Restroom cleaning • Policing the plant and the surrounding area • Complete floor care including stripping and waxing • Waste collection and disposal • Window cleaning

Affirmative Statement: LGC Global Facilities Management has a minimum of five (5) years of continuous, and recent experience providing services of the type described in the Scope of Services above, prior to the deadline of this Solicitation. We acknowledge that, as a Respondent, it is our responsibility to provide documentary proof of such experience with the Response submission, and we are fully prepared to do so in compliance with the requirements of this Solicitation.

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

Name of the Client	Number of Passengers	Types of Buildings	Total Area (Square Feet)	Shift Periods	Number of FTE
O'Hare International Airport (ORD)	84.65 million	• Terminals – 1&2 • Curbside • Entrances • Vestibules • Waiting areas • Jetway • Baggage claim • Administrative offices • Public and private restrooms	3,200,000	All shifts 24x7x365	270

Mumbai International Airport (BOM)	44 million	• Terminals • Entrances • Food vending area • Curbside • Restrooms • Waiting area • Baggage claim • Security screening area	4,951,398	All shifts 24x7x365	2870
Wayne County Airport Authority (DPW)	40 million	• Construction • Integrated Facility Management • Terminals • Non-terminals • Airside • Passenger sider • Curbside • Entrances • Security screening area • Public and private restrooms • Transportation Center	326,092	All shifts 24x7x365	120
King Khalid International Airport, Riyadh (RUH)	31 million	• Construction services • Integrated Facility Management • Terminals • Curbside • Entrances • Waiting area • Ticketing • Security screening area • Baggage claim • Jetway • Restrooms • Parking areas • Equipment maintenance room	3,100,000	All shifts 24x7x365	425
Bangalore International Airport, India (BLR)	31.91 million	• Terminals • Curbside • Entrances • Vestibules • Waiting areas	3,180,000	All shifts 24x7x365	212

		• Jetway • Baggage claim • Restrooms • Food vending Area • Security Screening area • Sidewalk			
City of Detroit – Great Lakes Water Authority	Public access spaces	• Integrated Facility Management Services • Administrative offices • Equipment and maintenance rooms • Office rooms • Public and private restrooms	4,085,000	All shifts 24x7x365	225
Chennai International Airport, India (MAA)	18 million	• Terminals • Concourse areas • Ticketing counters • Baggage claims areas • Check-in desks • Security checkpoints • Waiting lounges • Public restrooms • Private restrooms • Information desks and kiosks	687,168	All shifts 24x7x365	210
Pune International Airport, India (PNQ)	8 million	• Terminals • Entrances • Public restrooms • Baggage claim • VIP and executive lounges • Restaurants and food courts • Sidewalk • Ground transportation Pickup/Drop-off Zones	620,000	All shifts 24x7x365	195

Ahmedabad International Airport, India (AMD)	10.13 million	• Entrances • Waiting areas • Vestibules • Baggage claim • Jetway • Sidewalk • Security check-in area	480,000	All shifts 24x7x365	160
Houston Metro	44,070 (Weekdays average in August 2023)	Public access spaces	1500+ Bus Stops and Shelters	All shifts 24x7x365	35
Volkswagen Group of America	Public access spaces	• Sidewalks • Office rooms • Equipment rooms • Restrooms • Maintenance areas • Conference rooms • Public access and waiting areas	5,000,000	All shifts 24x7x365	48

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

LGC hereby confirms that the required financial documentation has been submitted as a separate attachment via the e-procurement platform. This submission has been clearly labeled as follows: 'Confidential Financial Records Submitted under Seal and Exempt from Florida Public Records Disclosure.'

e. An affirmative statement that the Respondent is willing to sign the Contract set forth in this Solicitation, as amended, within ten (10) days after receipt of the Notice of Intent to Award. The Aviation Authority's goal is that the terms and conditions stated in the Solicitation Documents will constitute the terms of the final Contract between the Aviation Authority and the successful Respondent, without significant or material change to such terms or conditions.

LGC Global complies fully with the requirements outlined in the RFP and has no exceptions to any of its terms and conditions. We affirm our commitment to signing the Contract as outlined in this RFP, as amended, within ten (10) days upon receipt of the Notice of Intent to Award.

f. If the Respondent is a partnership, joint venture, or newly formed entity (e.g. limited liability company or corporation), the minimum requirements set forth in this Section 3.0 (and throughout the Solicitation)

must be satisfied by the entity or individual(s) that owns and controls a majority equity interest (at least 51 %) of the partnership, joint venture or newly formed entity.

Not Applicable.

LGC Global
7310 Woodward Avenue, Suite 500A, Detroit, MI 48202, USA
T: (313) 263-5020 | F: (313)-315-5375

B. Provide the Name of Respondent 's Company (including the name of any parent company)

Company Name: LGC Global Energy FM, LLC
Address: 7310 Woodward Suite 500 Detroit, MI 48202 USA

1. Contact name and complete contact information of individual responsible for account ("Lead Individual").

The individual responsible for the account is Tushar Patel, Chief Operating Officer, who will provide all necessary support from the corporate team.

Dorian Ellis will be our Site Manager for the entire duration of this project, overseeing all on-site operations, including startup and transition management. Additionally, we will deploy Ghahasham as our transition manager exclusively for MCO.

Tushar Patel (Lead Individual)

Designation: Chief Operating Officer
Telephone Number: (313) 263-5020
Fax: (313) 315-5375
E-mail: tussharnpatel@lgccorp.com

Tushar Patel has been an integral part of LGC Global for several years, bringing with him over two decades of experience in managing janitorial and facility services across diverse facilities, including aviation, manufacturing, educational institutions, medical facilities, and Class A office environments.
Tushar is a **Certified PMP (Project Management Professional)**, and prior to joining LGC Global, he led various **global projects and business lines, spanning aviation, automotive, healthcare, and professional education sectors.**

He demonstrated exceptional leadership by managing and overseeing LGC's prominent janitorial projects, including the **Wayne County Airport Authority, O'Hare International Airport, San Antonio Airport, Volkswagen Assembly Plant in Chattanooga, the Houston Metro, and the City of Detroit – Great Lakes Water Authority.**

Ghanahsham Manakikar (Transition Manager)

Ghanahsham, our Transition Manager at LGC, brings **30+ years of experience** in airport operations and business development. He excels in **facilitating smooth transitions, devising effective project strategies, crafting efficient policies, and managing conflicts**, consistently delivering successful results.

Ghanahsham's strategic insights and industry-standard execution shape our aviation projects, such as **O'Hare International Airport and Mumbai International Airport**.

2. Type of organization (corporation, sole proprietor, partnership, other).

LGC Global is a corporation.

3. Federal employer identification number

Tax ID: [redacted]

Corporate Executive Management Support

LGC Global is supported by an efficient core team demonstrating exceptional leadership and strategic decisions, ensuring the success of both the company and our projects throughout.

Avinash Rachmale - CEO

Avinash Rachmale, the founder of Lakeshore Engineering and CEO of LGC Global Energy FM, is a civil engineer with **30+ years of experience**. Holding an M.S. in Engineering from Wayne State University, he's rapidly expanded his organization from a one-person operation to a thriving enterprise with **300+ employees** in just five years.

Avinash is deeply committed to his community, providing essential **construction services to Detroit and military installations**, all while championing education and training opportunities for inner-city youth. His dedication and achievements mark him as a prominent figure in the industry, ensuring an open **channel of communication and guidance** for LGC Global's projects.

Sean Werdlow - CFO

Mr. Werdlow, with **20+ years of public finance experience,** served as the City of Detroit CFO for four years before joining Siebert Cisneros Shank. During his tenure in the city, he **implemented initiatives resulting in $200 million expenditure reductions and $300 million revenue generation**, and strategically improved Detroit's credit ratings. He has **managed over $10 billion in debt issuance,** covering various sectors. Mr. Werdlow holds a **B.S. in Corporate Finance** from Wayne State University and possesses **Series 7, 53, 63, and 79 FINRA licenses.**

LGC's MBE Certificate

THIS CERTIFIES THAT

LGC Global, Inc.

NMSDC
National Minority Supplier Development Council

* Nationally certified by the: **MICHIGAN MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 221310; 221320; 236210; 236220; 237110; 237310; 237990; 238910; 561210; 561720

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

07/31/2023		MI03209
Issued Date		**Certificate Number**
09/01/2024	**Ying McGuire** **NMSDC CEO and President**	**Michelle Sourie Robinson, President & CEO**
Expiration Date		

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

Licenses and Certifications

- Occupational Health & Safety Management Systems 18001: 2007 Certified
- Social Accountability Standards 8000: 2001 Certified
- ISO 14001 Environmental Management Systems Certified Cleaning Management Institute Certified
- International Facility Management Association (IFMA) Certified

C. Respondent Must Certify in Writing with its Response that Respondent is Registered/Qualified to do Business in the State of Florida. Include a Copy of such Registration/Qualification to the Aviation Authority with their Submission.

Please refer to the Section – 'Respondent's Mandatory Requirements' for LGC's Certificate of Good Standing and sunbiz.org report.

Fla. Stat. Section 119.071(1)(c)

Tab 3 Experience and Qualifications of Respondent and Knowledge and Experience of Key Individuals/Management Team and References

A. Experience and Qualifications of Respondent

1. Provide details of related experience of Respondent and Site Manager, including services to airports or similar regulated transportation environment as requested in this Invitation to Negotiate that demonstrates the ability to perform this service successfully.

With 25+ years of unparalleled expertise in the aviation industry, LGC Global proudly serves as the trusted provider of Janitorial Maintenance Services for more than 20 major airports and International Aviation Hubs.

We also deliver professional janitorial services to a diverse array of industries, including educational institutions, healthcare infrastructure, automotive, municipalities, and federal government facilities.

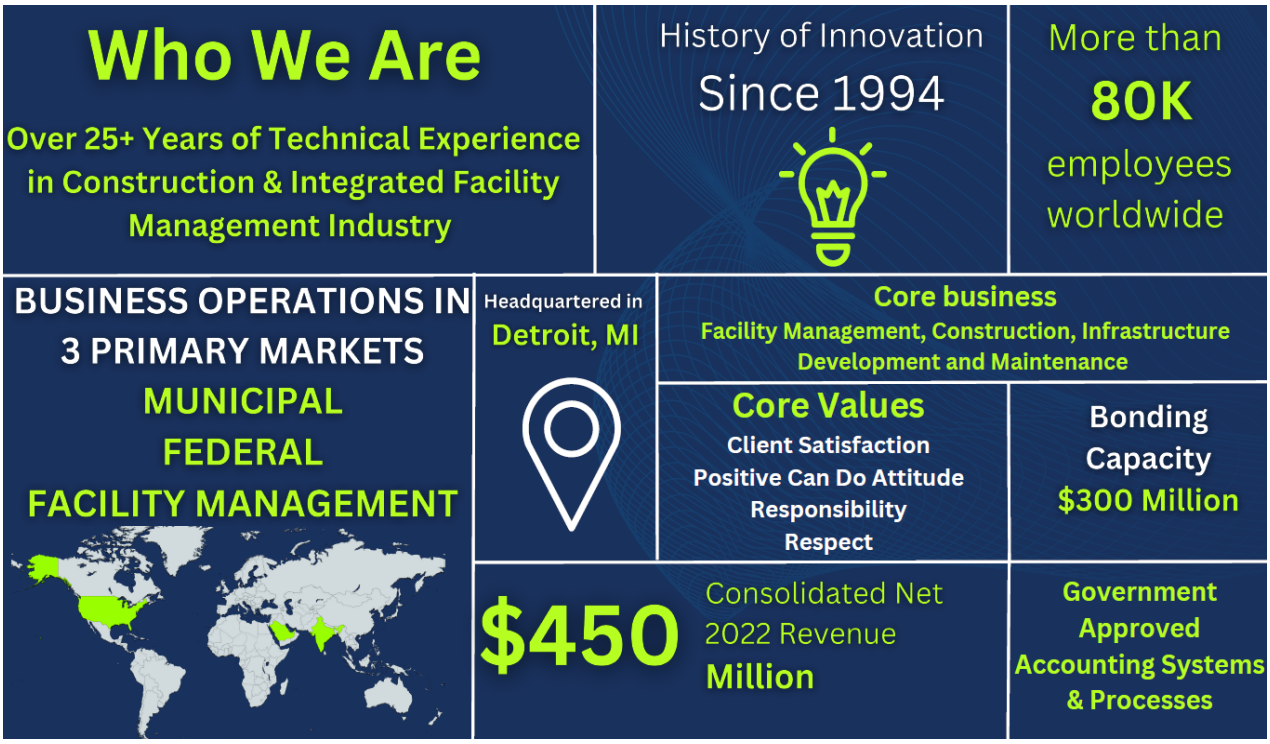
Setting the Skyline Standard: Our Commitment to Excellence

From airport terminals and airside areas to curbside facilities, our expertise spans the entire aviation sector, ensuring the highest standards of cleanliness and maintenance. We possess a profound understanding of the unique demands and regulations inherent to airport environments, enabling us to ensure a secure and inviting atmosphere for both airport staff and passengers.

Our commitment to excellence is reflected in our approach, which includes:

- Latest technological innovations
- 24/7 continuous assistance
- Highly trained and professional staff members
- Tailored solutions to your specific needs
- Eco-friendly practices

Together, LGC will apply our best service practices to enhance and positively contribute to **'The Orlando Experience'.**



Elevating MCO Traveler's Journey: Every Step, Every Experience

Clean and Polished Floors

Welcoming Entrance and Vestibule

Clean Security Screening Areas

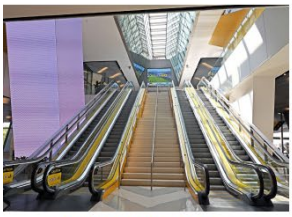
Synchronized Cleaning at Ticketing

Well-maintained Waiting Area

Spotless Restrooms

Seamless cleaning at Baggage Claim

Ambient Multi-purpose Room


Disinfected Escalators

Efficient Trash Management

Well-maintained Curbsides

Happy Travelers

How will LGC assist MCO in creating 'The Orlando Experience'?

1. **Routine floor care** with intervals under 30 minutes

2. Maintaining cleanliness at **Checkpoint/Security Screening areas**, even during peak traffic.

3. Maintaining order and neatness in **Baggage Claim areas** during peak hours.

4. Ensuring **restrooms** are thoroughly sanitized and fully stocked.

5. Hassle-free and spotless experience at **ticketing areas.**

6. Clean and comfortable environment at **entrance vestibule.**

Experience of Our Site Manager

LGC Global introduces Mr. Dorian Ellis, our proposed Site Manager, whose **25+ years of expertise** in airport janitorial maintenance including **17+ years of supervisory and management experience** strengthens our dedication to providing exceptional services to the Aviation Authority. Dorian possesses experience and knowledge in cleaning methods, along with a proven track record in coordinating multiple tasks. Here is an overview of the relevant experience:

Dorian Ellis (Site Manager)

Led 4000+ staff

Positive Customer Experience

Expert in Large-scale Projects

Complete on-site support

Professional Experience

- **25+ Years in Facility Operations & Management**
- **Certified CMI – Train the Trainer**
- **Certified- CIMS Certification Expert**
- **GBAC certification**
- **IFMA Facility Management Professional**

Skills and Value-Driving Innovations

- Implemented **IOTs (Smart Restroom & Trash Management Systems), Autonomous Cleaning Equipment technology**
- Maintaining **KPI and SLA** of any contract
- **Transition Management**
- **Conflict Management**

Service Performed type

- **At Various High Traffic Airports, like SAT, ORD, DPW and more**
- **Facility with Cleanable Sq. Ft > 2,000,000**

Industry Sector Dorian Serviced	Locations	Size of the Building/s Square Feet
Airports	SAT, ORD, DPW	4.5 million
Cities & Counties	Union County City of Dallas City of Sterling Heights	0.6 million 7.0 million 0.8 million
School District	Avondale	0.6 million
Federal	Fort Riley	2.0 million

*Dorian is a **locally based, full-time professional** assigned **exclusively to overseeing** the Aviation Authority's Terminal Janitorial Maintenance Contract. Dorian will **meet weekly with the AAR** or as needed.*

Project Experience: With a notable track record spanning several prominent airports, Dorian's expertise is exemplified through his roles at O'Hare International Airport, Wayne County Airport Authority, San Antonio Airport, and more.

Scope of Work Understanding: Dorian will provide ongoing on-site assistance throughout the project, leveraging his expertise in the following areas:

Seamless Transition: During our recent transition phase at WCAA, Dorian and our Team seamlessly took over cleaning operations without any interruption to airport services. We

have rebadged the employees, including the submission of background checks, I-9 verifications, and drug screenings.

Scheduling: Dorian, through his expertise, made scheduling efficient at Dane County Airport and many other locations by implementing a well-structured cleaning schedule that optimized resource allocation and minimized downtime.

Emergency Response: In emergency situations, Dorian led our team to swiftly mobilize, ensuring the safety and cleanliness of critical airport facilities during recent hurricanes. His decisive actions not only ensured safe evacuation but also provided much-needed relief during this critical moment.

Customer Satisfaction: At ORD, one of the busiest airports, our team consistently garnered praise from both airport authorities and passengers, a testament to Dorian's effective implementation of a customer-centric approach, a cornerstone of our service philosophy.

Daily and Cycle Cleaning Services: Our team demonstrates expertise in comprehensive floor and carpet care across various surfaces such as vinyl, tile, hardwood, and laminate. At ORD and SAT, we employ autonomous machines for janitorial tasks, strategically utilizing Dorian's decision-making expertise to select optimal locations and floor types. This approach allows us to efficiently plan and execute the use of these machines, enhancing our overall cleaning efficiency.

A detailed Resume of Mr. Dorian Ellis is given in provided in the Tab 3, Section B 'Respondent's Knowledge and Experience of Key Individuals and Management Team' (Question – 3)

2. Provide a listing of Contracts for airports or other similar regulated transportation environment for which the Respondent has provided terminal janitorial maintenances services within at any time on or after January 1, 2018, and describe those services. If any services were terminated prior to the end of the Contract, the Respondent shall explain why.

LGC Global provides janitorial maintenance services to numerous airports across the globe. We have successfully executed prominent projects and provided comprehensive services at each of these locations, as detailed in the table below. None of our services have been terminated prior to the end of any contract, emphasizing our commitment to delivering and fulfilling our client's needs effectively.

Additionally, LGC excels in airport construction, maintenance, and management. Our construction experience at KKIA gives us a unique understanding of the environment and requirements, surpassing any competition.

Contract Name	Contract Start Date	Description of Services Provided
Complete management and operation of custodial services at O'Hare International Airport (ORD)	July, 2017	**Floor and Carpet Maintenance** • Maintaining different types of flooring, including terrazzo, vinyl, mosaic, marble, concrete, clay tile, rubber tile, and more. • Spot cleaning. • Carpet cleaning, shampooing, and regular vacuuming. • Periodically strip, scrub, seal, and wax floors. • Collect, transport, and compact waste efficiently. **Terminal Area Cleaning** • Cleaning of Checkpoint/Security Screening - at minimum 20-minute intervals.

		• Cleaning of Public Circulation - Every 20-minute intervals. • Cleaning of Curb - Every 20-minute intervals. • Cleaning of Sidewalk/Entrance Vestibule - 20-minute intervals. • Cleaning of Ticketing and Baggage Claims at 20-minute intervals. • Sanitize elevators, escalators, and moving walkways. **Restroom and Disinfection** • Restock restroom supplies and keep them readily available. • Restroom cleaning at minimum 20-minute intervals.
Complete Facility Management at Mumbai International Airport, India (BOM)	March, 2018	**Floor and Carpet Maintenance** • Maintaining different types of flooring, including terrazzo, vinyl, mosaic, marble, concrete, clay tile, rubber tile, and more. • Spot cleaning. • Carpet cleaning, shampooing, and regular vacuuming. • Periodically strip, scrub, seal, and wax floors. • Collect, transport, and compact waste efficiently. **Terminal Area Cleaning** • Cleaning Ticketing/Baggage Claim - Every 15 minutes. • Cleaning Public Circulation - Every 20 minutes. • Cleaning Sidewalk - Every 15 minutes. • Cleaning Entrance Vestibule - Every 20 minutes. • Cleaning Restrooms - Every 15 minutes. • Cleaning Checkpoint/Security Screening - Every 20 minutes. • Cleaning Moving Sidewalk/Escalator/Elevator - Every 15 minutes. • Cleaning Multi-Purpose Utility Room/Mechanical Equipment Room - Every 20 minutes. • Cleaning Curb - Every 15 minutes **General Cleaning Tasks** • Disinfecting porcelain and metal surfaces. • Emptying and sanitizing trash containers. • Ensuring restroom supplies are stocked. • Policing and adjusting cleaning frequencies.
Integrated Facility Management at Detroit Metropolitan Wayne County Airports -	June, 2023	**Integrated Facility Management** • Complete facility management • HVAC maintenance • Electrical and plumbing maintenance • Energy management

Wayne County Aviation Authority (DPW)		• Mechanical services • Fire safety and security management • Asset management • Security access control • Utility management **Policing** • Daily cleaning and waste collection at maintenance complex, admin offices, and maintenance complex. • Regular cleaning of the ground transportation center. • Multi-Purpose Utility Room and Mechanical Equipment Room cleaning. **Cycle cleaning** • Deep cleaning of surfaces and disinfection. • Dusting, mopping, and sweeping. • Refilling consumables and paper products. • Sanitization of surfaces. • Cleaning elevators, stairways and escalators. **Restroom Cleaning:** • Daily cleaning of restrooms using touchless cleaners with a downtime of less than 10 minutes. • Frequent sanitization of restroom surfaces. • 24/7, 365 days a year services with multiple shifts to ensure restroom cleanliness. **Floor and Carpet Cleaning:** • Terrazzo, vinyl, clay paver, and stone restoration. • Regular cleaning of different floor types. • Periodic carpet cleaning. Maintenance and restoration of various floor surfaces as needed.
Integrated Facility Management Services at King Khalid International Airport, Riyadh (RUH)	August, 2017	**Integrated Facility Management** • Construction • Electrical and plumbing maintenance • Mechanical services • Lighting maintenance services • HVAC maintenance • Fire safety and security management • Emergency repair services • Asset management • Energy efficiency upgrades • Safety and surveillance system maintenance **Terminal Area Cleaning** • Continuous cleaning and sanitization of high-traffic zones.

		• Routine maintenance of terminals and public spaces. • Specialized cleaning of ticketing and baggage claim areas. • Cleaning sidewalks, curbsides, and entrances. **Restroom Maintenance** • Regular cleaning and disinfection of airport restrooms. • Timely restocking of restroom supplies. • Frequent checks to ensure restroom readiness and cleanliness. **Floor and Carpet Care** • Maintenance of various flooring types. • Periodic floor treatments and carpet cleaning. Spot cleaning and routine floor inspections.
Janitorial and Maintenance of San Antonio Rental Car Centre (SAT)	January, 2019	**Cycle Cleaning** • Maintenance of carpeted and non-carpeted floors. • Cleanse and sanitize all interior glass surfaces. • Disinfection of fixtures and metal surfaces. • Elevators and escalators cleaning • Restroom cleaning • Replenishment of restroom supplies. **Policing** • Trash collection and disposal • Spot cleaning for swift touch-ups on washable surfaces. **Emergency Cleaning** • Rapidly respond to biohazards, floods, spills, and unexpected cleaning requirements
Janitorial Maintenance Services at Bangalore International Airport, India (BLR)	January, 2014	**Terminal Area Cleaning:** • Cleaning Ticketing/Baggage Claim every 15 minutes. • Cleaning Public Circulation every 20 minutes. • Cleaning Sidewalk every 15 minutes. • Cleaning Entrance Vestibule every 20 minutes. • Cleaning Restrooms every 15 minutes. • Cleaning Checkpoint/Security Screening every 20 minutes. • Cleaning Moving Sidewalk/Escalator/Elevator every 15 minutes. **Restroom Cleaning:** • Daily cleaning of restrooms with a downtime of less than 10 minutes. • Frequent sanitization of restroom surfaces.

		• 24/7, 365 days a year services with multiple shifts to ensure restroom cleanliness. • Refilling restroom supplies and paper products. **Floor and Carpet Maintenance:** • Maintaining different types of flooring, including terrazzo, mosaic, marble, concrete, tile, and more. • Periodic strip, scrub, seal, and wax floors. • Carpet cleaning and regular vacuuming. • Spot cleaning as needed. **General Cleaning:** • Cleanse and sanitize all glass surfaces. • Window cleaning • Disinfecting porcelain and metal surfaces, emptying and sanitizing trash containers.
Janitorial Services at Pune International Airport, India (PNQ)	April, 2017	**Cleaning Ticketing/Baggage Claim every 15 minutes.** • Cleaning Public Circulation every 20 minutes. • Cleaning Sidewalk every 15 minutes. • Cleaning Entrance Vestibule every 20 minutes **Policing Services** • Regular sweeping, mopping and vacuuming. • Spot cleaning for swift touch-ups on washable surfaces. • Waste collection disposal and recycling management **Restroom Cleaning** • Daily cleaning with minimal downtime (less than 10 minutes). • Frequent surface sanitization. • Nightly deep cleaning for a pristine and hygienic environment. • Refilling restroom supplies, including hand soap, toilet tissue, paper towels, and feminine hygiene products.
Integrated Facility Management at City of Detroit – Great Lakes Water Authority	September, 2014	**Integrated Facility Management** • Complete property management • Asset management • HVAC maintenance • Electrical and plumbing services • Emergency repair services • Lighting maintenance • Utility management • Furniture upkeep • Equipment maintenance • Fire and safety system maintenance **Cycle Cleaning**

		• Addressing spot cleaning as needed. • Conducting thorough carpet cleaning, including shampooing and regular vacuuming. • Cleaning and maintaining various floor types • Window and glass cleaning • Replenishment of restroom supplies • Restroom cleaning • Trash collection, removal, and recycling • Pest removing services • Landscaping and grounds maintenance
Healthcare and Janitorial Maintenance Services at Lakeshore Healthcare	June, 2011	• Cycle Cleaning • Daily cleaning • Policing • Restroom cleaning • Window cleaning • Disinfection services
Janitorial Services at Volkswagen Group of America, Chattanooga	July, 2021	• Cycle Cleaning • Daily cleaning • Policing • Restroom cleaning • Window cleaning

B. Respondent's Knowledge and Experience of Key Individuals and Management Team

1. Identify Site Manager and Assistant Managers that will be committed to the project.

LGC has handpicked the best managers for the janitorial maintenance services at MCO. Our carefully selected team comprises seasoned professionals with over a decade of experience in managing and overseeing complex operations in various large-scale facilities, including airports and transit hubs.

LGC will appoint a Site Manager and a minimum of four (4) Assistant Managers per Location, who will assist the Site Manager in overseeing our operations at the North Terminal, in accordance with the specified requirement.

Our Site Manager will be:

- Full-time employee
- Locally based
- Dedicated exclusively to manage Terminal Janitorial Maintenance Contract for GOAA.
- Responsible for work performed under the Contract.

Our Assistant Managers will be:

- Full-time employee
- Locally based
- With significant supervisory experience
- Dedicated exclusively to assisting the Site Manager
- Ensure twenty-four (24) hour coverage through their work schedule.

LGC's dedicated team of professionals is committed to maintaining the highest standards of safety, quality, and customer experience in our janitorial maintenance services at MCO. Their responsibilities include and not limited to:

- Recommend policy and procedure changes to enhance safety and prevent incidents.
- Investigate incidents, identify root causes, and suggest preventive measures.
- Ensure all services meet established standards of quality and performance.
- Identify and organize training to meet quality standards.
- Develop and implement Quality Assurance and Quality Control Programs

Our proposed Site Manager and Assistant Managers for MCO are:

Dorian Ellis
(Site Manager)

With over **25 years** of experience, Dorian has managed janitorial staff in large-scale aviation projects, overseeing **4000+** janitorial staff.

Domains of Excellence:

- **17+ years of supervisory and management experience** in airport operations.
- Experience and knowledge in **cleaning methods**, along with a proven track record in **coordinating multiple tasks.**
- Exceptional performance in **vendor relations**.
- Profound knowledge in **technical solutions.**
- Outstanding **communication skills.**
- Expertise in overall business operations.
- Implemented **IoTs (Smart Restroom & Trash Management Systems).**
- Expertise in **Autonomous Cleaning Equipment technology**.

Krysteen Harbert (Assistant Manager)

With **10+ years of experience** in facility management including **5+ years supervisory experience** and **vendor management**, Krysteen excels in coordinating projects, obtaining quotes, scheduling, and **maintaining inventory and supply/equipment needs.**

Domains of Excellence:

- Excels in **managing cleaning, turnover, and maintenance staff,** ensuring both interior and exterior cleanliness standards are consistently met.
- Strong ability to **forecast client requirements and optimize staffing levels**, ensuring efficient operations.
- Skilled in **effective fiscal budget management.**
- Krysteen contributed to our projects such as **Houston Metro,**

Latwan Wesely (Assistant Manager)

Latwan has **15+ years of experience** including **8+ years supervising** large teams, addressing customer concerns promptly, and ensuring timely resolution of issues.

Domains of Excellence:

- **Inspection, evaluation, and monitoring of operations, equipment, and processes.**
- Effective **management of janitorial staff**.
- **Rapid resolution** of customer concerns.
- Innovative operations strategies leading to significant **improvements in cleanliness scores.**
- Successfully oversaw large-scale cleaning operations in critical **24/7 facilities** at **O'Hare International Airport and Lakeshore Healthcare**.

Jonathan Crosby (Assistant Manager)

With **14+ years in facilities management** including **9+ years of supervisory experience.** Jonathan excels in leadership, team management, and effective communication of organizational goals

Domains of Excellence:

- Optimizing employee performance and ensuring top-notch service quality.
- Designing and executing **tailored training programs**.
- Assisting in **quality control inspections** and ensuring established standards of quality service and performance through **regular cleaning reports.**
- Providing guidance and support to staff, including clients like **San Antonio Airport** and the **City of Wayne**, **identifying development needs**, and managing the **reciprocal relationship** between staff and

Orville Palmer
(Assistant Manager)

Orville has over **17+ years of hands-on experience** in managing daily janitorial services, including **9+ years of supervisory experience,** across a portfolio of 15+ public access buildings.

Domains of Excellence:

- Enhancing **workplace safety and quality control** through policy recommendations and employee education
- Skilled at **implementing autonomous technology** and adeptly m**anaging conflicts.**
- Orville has experience working with diverse clients such as the **Dane County Airport, Wayne County Airport Authority, Union County, City of Detroit – Great Lakes Water Authority** and more.

Matilde Mauricio
(Assistant Manager)

With **27+ years of experience**, Matilde Mauricio started her career as a Hospitality Supervisor, and she now holds the position of **Director of Operations at Age Wise.**

Matilde has extensive **experience in the aviation industry**, where she **supervised airline cleaning contracts and managed public area contracts at MCO for 20+ Years**

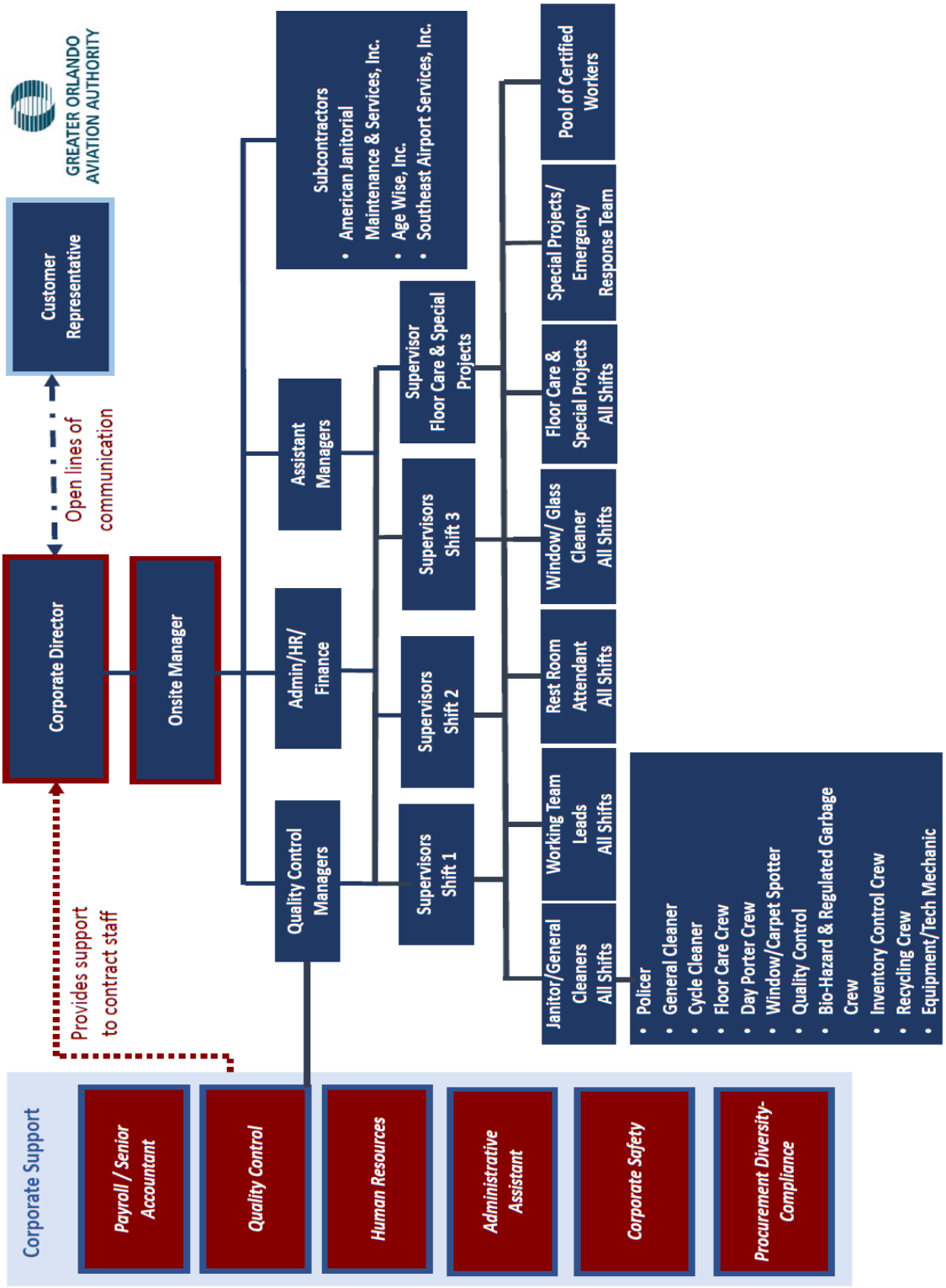
Domains of Excellence:

- Manages **logistics, special projects, and promptly responds to requests.**
- **Allocates resources across multiple contracts, ensuring safety compliance and comprehensive training**
- Extensive experience in customer satisfaction and handling special requests.

Certifications:

- **OSHA** Safety Certification
- **IWCA** Certification
- **Payroll Certifications**

2. Provide an organization chart of the proposed team including the proposed Site Manager and Assistant Managers.



LGC's Staffing Plan for MCO

After a thorough analysis of staffing requirements, LGC presents a comprehensive plan that not only meets but exceeds the needs for MCO.

Category	Location 1 Terminal A & B	Location 2 Airside 1 and 3	Location 3 Airside 2 and 4
On-Site Manager	1	1	1
Assistant Managers	5	4	4
Administrative Staff: Admin, Payroll, Invoicing, Human Resources	2	1	1
Supervisors	9	9	9
Supervisors - Cycle Cleaning - 3rd Shift	2	3	3
Quality Control	5	5	5
Policer	111	75	58
General Cleaners	68	38	30
Window Cleaner/Carpet Spotter/ERT	3	3	3
Floor Care	17	6	5
Cycle Cleaner/ERT	5	8	9
Recycling/ERT	3	2	2
Bio-Hazard & Regulated Trash	1	1	1
Supervisor - Inventory Control	1	1	1
Inventory Control	1	1	1

Our Governance Process

Clear communication is the key to our success. Responding to client demand and supporting the dynamic growth of facilities have always been key elements of our development philosophy. To create an immersive customer experience, we have developed the following governance program between GOAA and LGC:

	Participants	Purpose	Tools	
Site Governance	FM, Site Team and GOAA counterparts	Review outstanding activities and progress on SLAs	SLA & Site Management Tracker	Weekly
Internal Operational review	Site Manager, FM QA /QC with team	Review KPIs, Safety Performance Matric Budget, training & site-specific outstanding issues	MIS, BPR	Monthly
GOAA Account Review	Contract Manager and GOAA counterparts	Review Progress & Sign-off Scorecards, Scope expansion, Challenges, Compliances, etc.	BPR dashboard	Monthly
LGC & GOAA Leadership Review	Director of operation & GOAA senior leadership	Check contract status,open items Innovation, overview, etc.	BPR dashboard	Bi-Monthly
Regional Review	Regional Review Committee	Map service levels related to benchmarks & action plan	Action plan & service level review	Quarterly
Executive Review	Executive review committee	Strategic review, closure of pending tasks, review of innovation pipeline & knowledge sharing	Specific dashboard	Annual

SLA: Service Level Agreement; MIS: Management Information Systems; BPR: Business Performance Review; KPI: Key Performance Indicators; w.r.t: With Respect to

3. Respondent shall provide resumes, which shall include the number of years of experience for the Site Manager and specific experience as a terminal janitorial maintenance services manager in an airport, transportation or other public access facility as large in size and scope to that being proposed in terms of square footage.

Dorian Ellis (Site Manager)

Led 4000+ staff

Positive Customer Experience

Expert in Large-scale Projects

Complete on-site support

Professional Experience

- **25+ Years in Facility Operations & Management**
- **Certified CMI – Train the Trainer**
- **Certified- CIMS Certification Expert**
- **GBAC certification**
- **IFMA Facility Management Professional**

Skills and Value-Driving Innovations

- Implemented **IOTs (Smart Restroom & Trash Management Systems), Autonomous Cleaning Equipment technology**
- Maintaining **KPI and SLA** of any contract
- **Transition Management**
- **Conflict Management**

Service Performed type

- **At Various High Traffic Airports, like SAT, ORD, DPW and more.**
- **Facility with Cleanable Sq. Ft > 2,000,000**

Industry Sector Dorian Serviced	Locations	Size of the Building/s Square Feet
Airports	SAT, ORD, DPW	4.5 million
Cities & Counties	Union County City of Dallas City of Sterling Heights	0.6 million 7.0 million 0.8 million
School District	Avondale	0.6 million
Federal	Fort Riley	2.0 million

*Dorian is a **locally based**, **full-time professional** assigned **exclusively to overseeing** the Aviation Authority's Terminal Janitorial Maintenance Contract. Dorian will **meet weekly with the AAR** or as needed*

Dorian Ellis has **over 25 years of experience** in providing top-notch janitorial services for **large-scale facilities,** beginning his career as a front-line worker. Since 2010, he has successfully worked with **LGC's airport operations** and various vendors across the United States. Dorian's qualifications surpass the minimum standards for the Site Manager position as specified in the contract**. With 17+ years of experience as an Operations Manager** at LGC, he has effectively managed janitorial services contracts similar in size and scope to the work expected under this Contract.

His background includes management and expertise in continuous improvement metric software, providing a solid foundation for our team. Dorian excels in guiding business

operations, with a particular focus on collaborating with airports to address their unique challenges, identify optimal solutions, and prioritize their needs.

Industry Proficiency: Dorian possesses experience in overseeing aviation facilities as well as various other industry sectors. As MCO ranks among the top airports in the US, Dorian's expertise in airport accreditations and recognitions will be valuable asset for this project. **Below is an overview of his industrial experience:**

Name of the Client	Years of Experience	Size of the Buildings (SF)	Roles and Responsibilities as the Key Personnel
Wayne County Airport Authority	4+ months	0.33 million	• Transition management • Strategic/Tactical Planning • Conflict Resolution • System Integration • Safety Compliance • KPI and SLA integration
O'Hare International Airport	6+ Years	3.2 million	• Overall Management • Continuous Improvement • Vendor Management • KPI and SLA integration
San Antonio Airport	4+ Years	4.0 million	• Start-up /Turnaround Management • Managing Autonomous Technology • Vendor/Union Negotiations/Relations • Lean Maintenance/QS-9000
Union County	3+ Years	0.6 million	• Conflict Resolution • Continuous Improvement • System Integration
City of Dallas	3+ Years	7.0 million	• Team Mentoring and Development • Vendor Management • Strategic/Tactical Planning • Conflict Resolution
City of Sterling Heights	4+ Years	0.8 million	• Regulatory Compliance • Regulatory Compliance • Strategic/Tactical Planning
Avondale School District	5+ Years	0.6 million	• Quality and Safety Compliance • Continuous Improvement • KPI and SLA compliance
MICC Fort Riley (Federal)	3+ Years	2.0 million	• KPI and SLA integration • Conflict Management • Vendor Management

4. Respondent understands that the qualifications and experience of key personnel proposed will be factored into the evaluation process; therefore, key personnel must not be replaced without the approval of the Aviation Authority. Any approved substitutions must be with personnel of equal or better qualifications. In addition, any other commitments must not conflict with the level of commitment proposed for this project.

Agreed and acknowledged.

C. References

Reference - 1

Organization's Name: Wayne County Airport Authority

Address: 11050 Rogell Drive #602, Detroit Metropolitan Wayne County Airport, Detroit, Michigan 48242

Contact Person: Nicole Martin, Director, Procurement
Telephone Number: Office: 734-247-1260
Mobile: 313-268-7114
E-mail Address: Nicole.Martin@wcaa.us

Brief Description: LGC serves as the **integrated facility management** service provider for **terminal and non-terminal facilities within Detroit Metropolitan and Willow Run Airports**. Our dedicated team is entrusted with cleaning the essential areas, including the Public Safety Building, Fire Stations, Airport Maintenance Complex, Airport Authority Administration Building, Central Deice Pad Building, Northline Maintenance Complex, and numerous other locations.

We provide the services at the airside, passenger side, and security side ensuring that these facilities consistently meet the highest standards of cleanliness and maintenance. Additionally, we stand ready to promptly respond to unforeseen situations or special events.

Key Services:

- Complete facility management
- Construction services
- HVAC maintenance
- Electrical and plumbing maintenance
- Energy management
- Mechanical services
- Fire safety and security management
- Asset management
- Security access control
- Utility management
- Emptying trash containers
- Restroom cleaning
- Replenishment of restroom supplies
- Window and glass cleaning
- Scrubbing floors with autonomous scrubber
- Carpet extraction
- Graffiti removal
- Sanitizing high-touch areas
- Landscaping and lawn maintenance
- Snow removal
- Pest control

LGC Global Added Value:

- Autonomous sweepers and scrubbers
- Customized mobile solution for reporting and monitoring

LGC's Role: LGC provides labor, equipment, tools, supervision, uniforms, consumables and supplies at the location.

Site Manager: Sylvia Elison

Date of Services/Status (current or past client): From June 1, 2023, to May 31, 2026 (Current client)

DETROIT METRO • WILLOW RUN
WAYNE COUNTY AIRPORT AUTHORITY

Reference - 2

Organization's Name: Mumbai International Airport

Address: Mumbai, India

Contact Person: Dhananjay Dave
Telephone Number: 313-284-8564
E-mail Address: Dhananjay.dave@bvgindia.com

Brief Description:
LGC Global provides janitorial maintenance services at Mumbai International Airport, India. Our commitment extends to key service areas within the airport, including entrances, terminals, curbside areas, checkpoints, kitchen facilities, conveyor areas, restrooms, common spaces, and baggage areas.

Additionally, our management and administration teams are available around the clock, 24/7, ensuring seamless coordination and supervision of our staff to maintain the airport's exceptional standards of cleanliness and service excellence.

Key services:
- Cleaning interior glass surfaces.
- Vacuuming and spot cleaning various floor types.
- Dusting horizontal and vertical surfaces.
- Cleaning elevators and escalators.
- Cleaning public ashtray urns.
- Disinfecting porcelain and metal surfaces.
- Emptying and sanitizing trash containers.
- Cleaning carpets and light fixtures.
- Ensuring restroom supplies are stocked.
- Policing and adjusting cleaning frequencies.
- Stripping, scrubbing, sealing, and waxing floors.
- Washing and cleaning vertical surfaces.
- Collecting and recycling cardboard.

LGC Global Added Value:
- Smooth transition process
- Digitization of checklists, SLA/KPI, and dashboards in coordination with the client
- Continuous satisfactory passenger feedback about services, and ensuring 100% ownership with cost leadership
- Customized mobile solution for reporting and monitoring

LGC's Role: LGC provides labor, equipment, tools, and supplies at the location.

Site Manager: Yogisha Rao

Date of Services/Status (current or past client): From March,2018 to Ongoing (Current client)

Reference - 3

Organization's Name: Chicago O'Hare International Airport

Address: Ohare Ave, Chicago, IL

Contact Person: Jamie Cruz
Telephone Number: 312-515-2176
E-mail Address: jcruz@vargasgroupinc.com

Brief Description:
LGC Global provides 24/7 janitorial maintenance services at Chicago O'Hare Airport, accommodating an average of 84.65 million passengers across Terminal 1 (Second Shift) and Terminal 2 (Third Shift). Our comprehensive services span critical areas throughout the airport, encompassing entrances, terminals, vestibules, office spaces, checkpoints, baggage areas, AIT zones, restrooms, and common areas.

We prioritize maintaining an immaculate and uncontaminated environment, upholding stringent cleanliness standards by utilizing autonomous machines. This results in a clean and inviting atmosphere, fostering traveler confidence while ensuring the well-being of all airport visitors. Our mission is clear: to provide an exceptionally pristine setting that reflects our steadfast devotion to passenger health and satisfaction.

Key Services:
- Maintain both carpeted and non-carpeted floors.
- Spot clean or shampoo carpets
- Clean all glass surfaces
- Disinfect and polish metal surfaces, including water fountains.
- Dust or wipe down horizontal and vertical surfaces.
- Sanitize elevators, escalators, and moving walkways.
- Clean restrooms and restock supplies and keep them available.
- Scrub and maintain restroom floors.
- Periodically strip, scrub, seal, and wax floors.
- Efficiently collect, transport, and compact waste.

LGC Global Added Value:
- Autonomous cleaning machines
- Covid-19 disinfection plan

LGC's Role: LGC provides labor, supervision, vehicles, equipment, tools, paper products, consumables, and supplies at the location.

Site Manager: Denise Wiley

Date of Services/Status (current or past client): From July 2017 to Ongoing (Current client)

Reference - 4

Organization's Name: Chennai International Airport

Address: Chennai, India

Contact Person: E. Bobby Dorin, Dy. General Manager (Ops)
Telephone Number: +91 737-395-5117
E-mail Address: agmops.vomm@AAI.AERO

Brief Description:
LGC oversees janitorial services at Chennai International Airport, efficiently managing a substantial area of 687,168 square feet. Our dedicated team operates in three shifts, offering comprehensive services including janitorial maintenance, and janitorial support. We prioritize cleanliness and maintenance across key areas, delivering exceptional service and maintaining high cleanliness standards in common areas, baggage areas, conveyor belts, terminals, cafeterias, checkpoints, and restrooms throughout the airport premises.

Key Services:
- Clean glass surfaces inside.
- Dust both horizontal and vertical surfaces.
- Maintain elevators and escalators.
- Attend to public ashtray urns.
- Restroom cleaning and restocking supplies
- Vacuum and spot-clean various floor types.
- Disinfect high-touch surfaces
- Collect and recycle cardboard materials.
- Wash and clean vertical surfaces.
- Clean carpets and light fixtures.
- Perform floor stripping, scrubbing, sealing, and waxing.
- Maintain for non-carpeted floors.
- Dust and vacuum surfaces regularly.
- Restock restroom supplies.
- Clean and sanitize restrooms.
- Policing and enforcing cleaning routines.

LGC Global Added Value:
- Covid-19 disinfection program
- Autonomous floor cleaners
- 24/7 essential services

LGC's Role: LGC provides labor, equipment, supervision, consumables, and supplies at the location.

Site Manager: Raj Kumar

Date of Services/Status (current or past client): From 2016 to Ongoing (Current client)

Reference - 5

Organization's Name: Houston METRO

Address: All METRO stops and shelters: 1900 Main Street, Houston, TX 77002

Contact Person: Capricia M. Ross, Contract Planning Coordinator
Telephone Number: 713-615-6157 or 281-851-1091
E-mail Address: Capricia.Ross@ridemetro.org

Brief Description:
LGC is responsible for delivering custodial and maintenance services at over 1500 Stops and Shelters located in the Southeast District. This comprehensive contract encompasses various essential tasks, including janitorial services, and efficient trash management.

In order to ensure service excellence, we implement our robust Quality Control Program, which involves conducting regular daily and weekly inspections to evaluate performance. These inspections are seamlessly recorded and reported through our customized mobility solutions, allowing for effective monitoring and accountability.

Key Services:
- Sweeping and debris removal from platforms and walkways.
- Cleaning and sanitizing seating areas.
- Restocking and maintaining trash receptacles.
- Clearing snow and ice during inclement weather.
- Monitoring and replenishing public information materials.
- Inspecting and reporting maintenance issues.
- Routine maintenance of lighting fixtures.
- Cleaning and disinfecting public information boards.
- Routine inspections for safety hazards.

LGC Global Added Value:
- Covid disinfection plan
- Customized mobile technology is utilized for reporting and monitoring.

LGC's Role: LGC provides labor, equipment, vehicles, and cleaning supplies at the location.

Site Manager: Juan Deleon

Date of Services/Status (current or past client):
From December 2019 to Ongoing (Current client)

Additional Reference - MICC Fort Riley

Project Name: Integrated Facility Management at MICC Fort Riley

Address: Fort Riley, Kansas - 66442

Contact Person: Johnny D Webb, Municipal Services Branch Chief - DPW O&M
Telephone Number: 785-240-0577
Mobile: 785-307-1236
E-mail Address: Johnny.d.webb.civ@army.mil

Brief Description: Since November 2020, LGC with our Mentor Protégé Partner, Nisou has proudly served as the custodial service provider for the U.S. Army Garrison Fort Riley covering approximately 119 buildings and over 1 million square feet of floor area. This extensive project encompasses a diverse range of facilities, including administrative, educational, community, and headquarters buildings.

Our commitment to excellence includes providing labor, supplies, equipment, and supervisory personnel to maintain these spaces. We prioritize safety, compliance, and adaptability in our approach. Our adherence to federal, state, and local regulations, along with comprehensive training programs, ensures security and environmental compliance. Our proactive and well-trained cleaning crew operates during convenient hours to deliver efficient and high-quality cleaning services, utilizing technology for prompt issue resolution.

Key Services:

- Integrated facility management services
- Construction
- Electrical maintenance
- Plumbing
- Lighting maintenance
- HVAC maintenance
- Emergency repairs
- Mechanical services
- Vacuuming
- Cleaning walk-off mats
- Furniture cleaning
- Interior and exterior window cleaning
- Non-carpeted floor maintenance
- Spray cleaning and buffing
- Shampooing carpets
- Metal and glass cleaning
- Restroom services
- Grounds maintenance
- Walkways cleaning
- Snow/ice cleaning

LGC Global Added Value:

- Autonomous floor cleaning machines

LGC's Role: LGC provides labor, equipment, vehicles, supervisory personnel and cleaning supplies at the location.

Site Manager: Krysteen Harbert

Date of Services/Status (current or past client): From December 2020 to Ongoing (Current client)

2. The Respondent authorizes the Aviation Authority, its staff or consultants to contact any of the references provided in the response and specifically authorizes such references to release either orally or in writing, any appropriate data with respect to the Respondent and its Engagement Team members.

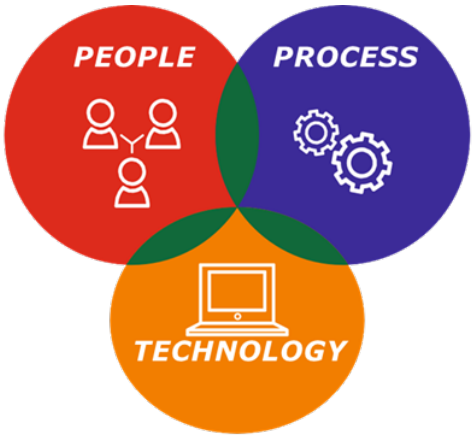
Agreed and acknowledged.

3. Respondent bears full responsibility for naming references which will respond to the Aviation Authority's reference checks. If the Respondent's references do not respond to the Aviation Authority's reference checks, the Respondent's evaluation will be adversely affected by non-responsive references.

Agreed and acknowledged.

Tab 4 Approach and Methodology

At LGC Global, we are consistent in our approach to delivering outstanding results for our clients. We understand that success comes from focusing on three key elements - **People, Processes, and Technology.**



Our systematic approach and focus on best practices in every aspect of our work means that our team is always operating at peak performance. With LGC Global, you can have confidence that you're partnering with a team that is dedicated to delivering the very best outcomes.

In addition to these policies, LGC Global places a strong emphasis on **sustainability and environmental responsibility.** We understand the importance of minimizing our impact on the environment and strive to achieve this through the use of environmentally friendly products and practices. Our commitment to sustainability extends to every aspect of our operations, from the selection of cleaning solutions and equipment to waste reduction and recycling programs.

People	Process	Technology
➢ Regular staff training & awareness sessions ➢ Excellent professional skills and qualifications ➢ Competent resources ➢ Accountability of roles and responsibilities ➢ Complete business process understanding	➢ Modern management system ➢ Governance frameworks ➢ Best practices in all solutions ➢ Regular audits and reviews ➢ Efficient policies, procedures, and reporting with clients	➢ Seamless CMMS implementation ➢ Mobility Solutions for quality monitoring ➢ Autonomous equipment ➢ Predictive maintenance system ➢ KPI tracking and analysis

Methodology – Our People

People are our most vital assets and an integral part of our service. The number one cost factor of delivering services to our customers is the cost of our people. Thus, to commit to excellent service, we invest in our people – from onboarding to retirement. This includes comprehensive training programs and a retention and benefits program, strengthening our commitment to delivering exceptional service and achieving long-term success.

Our Employee Retention Methods

We prioritize employee retention by fostering a positive work environment, providing ongoing training and development opportunities, and offering competitive compensation and benefits packages. By attracting and retaining top talent,

we ensure a capable and dedicated workforce to successfully execute our projects. Additionally, we value open communication and encourage employee feedback to continuously improve our workplace and enhance employee satisfaction.

Our Recruitment Process

We hire local recruits to boost employment and ensure employees retain knowledge and skills through onboarding and training. Our recruitment process includes the following steps:

- Identifying the right candidates
- In-person interviews to assess their skills and attitude
- Offer letter based on their experience
- The onboarding process by the HR team
- On-site training on health and safety, LGC's policies, and job-related solutions

External Candidates: Recruiting Talent

We connect with industry-specific talent using social media, job boards, resume databases, corporate websites, and employee referrals. In addition, we are committed to ensuring equal employment opportunities by enforcing federal Affirmative Action policies in our hiring and advancement processes.

Employee Uniform

We adhere to GOAA's policy, ensuring our employees wear distinctive uniforms bearing the LGC logo, accompanied by photo ID badges. Personal grooming is vital for maintaining a professional appearance, and our staff is expected to uphold a well-groomed and presentable look while on duty.

Our uniforms also comply with OSHA requirements and follow color coordination guidelines as specified by the Aviation Authority.

Methodology – Our Process

By implementing solid processes, we ensure the delivery and maintenance of best-in-class services with quality and consistency, allowing our new employees to be successful from their very first day. As part of our strategic approach, we also integrate efficient cleaning task schedules to optimize productivity and ensure effective utilization of resources.

Demand-Driven Approach: We employ a demand-driven approach by closely monitoring passenger activity levels, foot traffic patterns, and other relevant factors to accurately anticipate cleaning requirements and adjust schedules accordingly.

Customized Cleaning Plans for MCO: We tailor our cleaning plans to the specific needs of each location of the airport, conducting thorough assessments to determine the cleaning frequency, intensity, and duration required for different spaces.

Real-Time Monitoring and Communication: We utilize advanced monitoring and communication systems to stay informed about customer demand and activity levels in real time, enabling us to quickly identify areas that require immediate attention and adjust cleaning schedules accordingly.

Flexible Workforce Management: Our flexible and scalable workforce management system allows us to adjust staffing levels based on

customer demand and activity, optimizing productivity and responsiveness while maintaining high cleaning standards.

Scope of Work Execution

To effectively carry out the scope of work, LGC adheres to our work schedule that places a strong emphasis on meeting SLAs and KPIs in our service delivery. Our comprehensive janitorial maintenance program, developed by industry experts, ensures that all locations will meet and exceed the highest standards of cleanliness.

We ensure sufficient staffing coverage for all airport areas throughout the day, with adaptable schedules during busy travel times. We closely monitor FID screens and flight banks to schedule staff effectively and monitor weather forecasts for timely staff deployment

Operational Strategies

Building upon our experience, we have developed staffing and operational strategies that are specifically designed to excel in projects demanding continuous, round-the-clock, 24-hour per day, 7 days a week service.

Our experienced team will assess each building to determine the appropriate cleaning frequencies and standards. Following the classification process, our dedicated contract supervisor will deploy our skilled employees to their designated locations. Our employees will adhere to the outlined shifts, ensuring a well-coordinated workflow and adequate coverage throughout the day. While performing work, our team will ensure all security requirements are met. Additionally, we have a pool of trained workers available for immediate mobilization in case of emergencies or events.

Daily Cleaning

Our janitorial cleaning team will be deployed to handle daily cleaning, in multiple shifts, and perform the following services without any gap or failure. LGC will have on-site personnel trained in floor covering water extraction and the operation of special equipment (scissor lift, pressure washers, etc.) on each shift.

LGC

Delivering comprehensive cleanliness strategies for clean and inviting airport spaces, we enhance passenger engagement and boost your revenue.

Superior Floor Care: We have a specialized floor care team prepared to maintain all types of floor surfaces with precision, ensuring your floors consistently present a top-tier appearance, free from dirt, debris, scuff marks, and stains. Our services encompass hard floors, including grout, baseboards, corners, and edges, to achieve a uniform, glossy appearance.

In addition to our expert floor care, we utilize advanced autonomous machines like Cobi 18 and EMMA to meet stringent cleaning standards. To enhance passenger experience, service areas are clearly marked with caution signs, preventing inconvenience.

Furthermore, we prioritize rapid response to emergencies such as spills or accidents. Our team swiftly restores affected areas to their original condition, minimizing disruptions and upholding the overall cleanliness of your facility.

Trash Collection and Recycling: Our team will manage trash collection by ensuring that all trash containers are regularly emptied, returned to their designated locations, and left clean and odor-free. Recycling containers will be emptied at regular intervals in accordance with the Aviation Authority's recycling program and handle recyclable materials, including cardboard, as required.

Spot Cleaning: Our spot cleaning regimen is designed to maintain a consistently clean and

pristine environment throughout the facility. This proactive approach includes spot cleaning at the following locations and areas:

- High-touch surfaces in common areas, including handrails, elevator buttons, and seating areas
- Jetways and passenger waiting areas
- Signage and directional markers to ensure information is clear and unobstructed for passengers and visitors.
- Washable surfaces on walls, partitions, vents, grillwork, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, fixtures, and furnishings.
- Escalators and moving sidewalks
- All floor surfaces
- Restrooms and reflection rooms, targeting surfaces such as sinks, countertops, mirrors, and fixtures.

Carpet Cleaning: At LGC, we are fully equipped to meet the specified requirements for carpet cleaning and maintenance. Our approach utilizes innovative technology to provide exceptional carpet cleaning services.

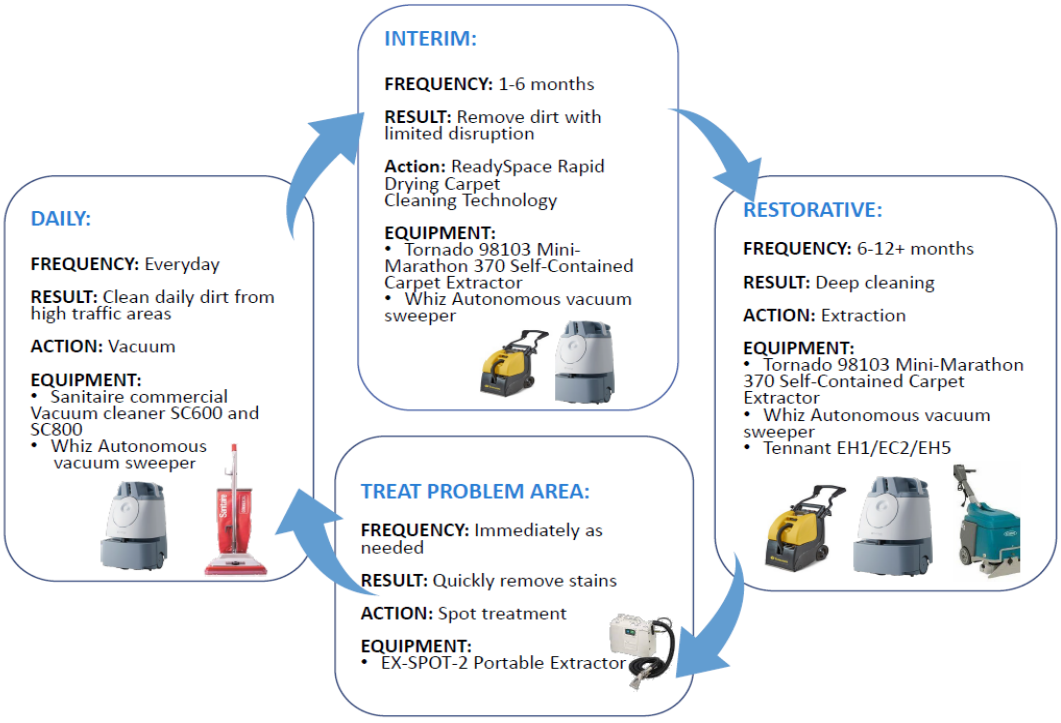
We combine daily vacuuming and spot cleaning with specialized cleaning solutions to capture and remove dirt from deep within the carpet fibers. This ensures that carpets remain clean and presentable.

Our truck-mounted cleaning system is a cutting-edge solution that combines power and efficiency. This system involves a robust cleaning machine mounted within our specialized vehicles. The cleaning machine is powered by the vehicle's engine, ensuring a consistent supply of heat, water pressure, and suction. This high-powered setup facilitates deep and thorough carpet cleaning, making it particularly advantageous for extensive areas.

The benefits of our truck-mounted system include:

- Powerful cleaning
- Efficient suction
- Enhanced extraction
- Large-scale capability

Diagrammatic representation of our carpet cleaning plan:

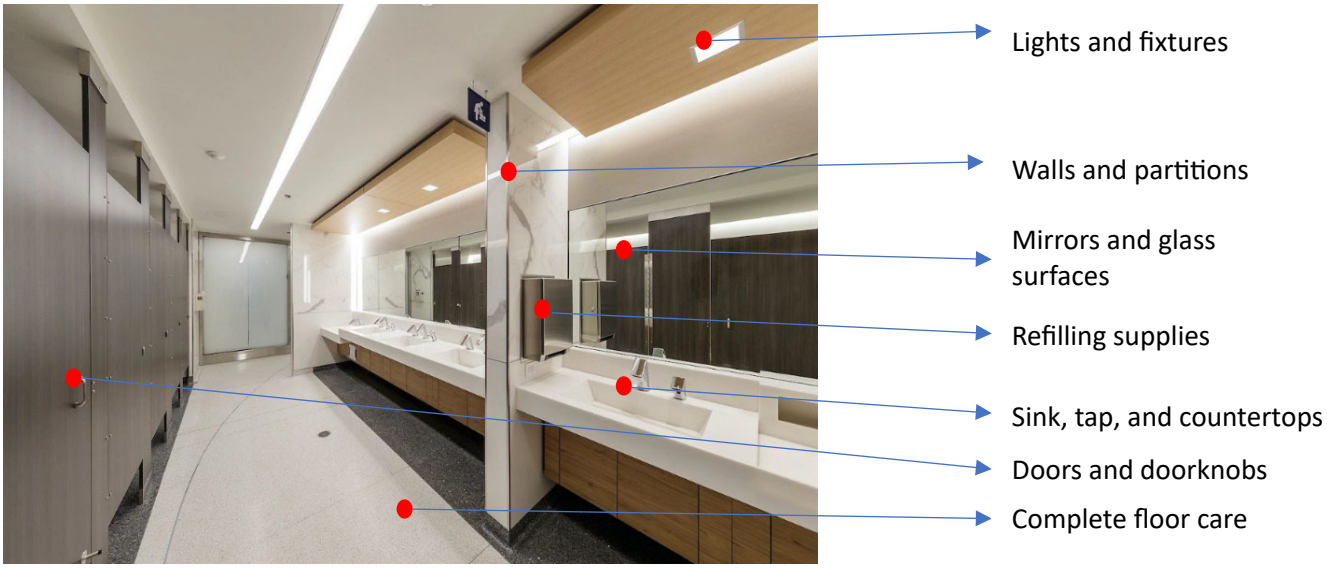


Restroom cleanliness is our key to enhancing the passenger experience: In the eyes of your passengers, the cleanliness of your restrooms is the first and last place they experience before takeoff. To leave a lasting positive impression and inspire return flights, we're here to help you achieve just that.

Our team recognizes the importance of providing a clean and sanitary environment in public and private restrooms at the airport. Our approach emphasizes efficiency and minimal disruption. Restrooms are carefully managed to ensure they are not closed for more than 10 minutes during the cleaning process, allowing visitors and staff to utilize the facilities conveniently.

To uphold strict hygiene standards and prevent cross-contamination, we utilize specialized disinfection techniques, equipment and supplies that are exclusively designated for each area. This includes separate sets of cleaning tools, disinfectants, and sanitizers tailored specifically for the female restrooms. Our high-tech restroom management ensures spotless facilities and instant improvements. Your comfort, our commitment.

Following is the diagrammatic representation of our restroom cleaning areas:

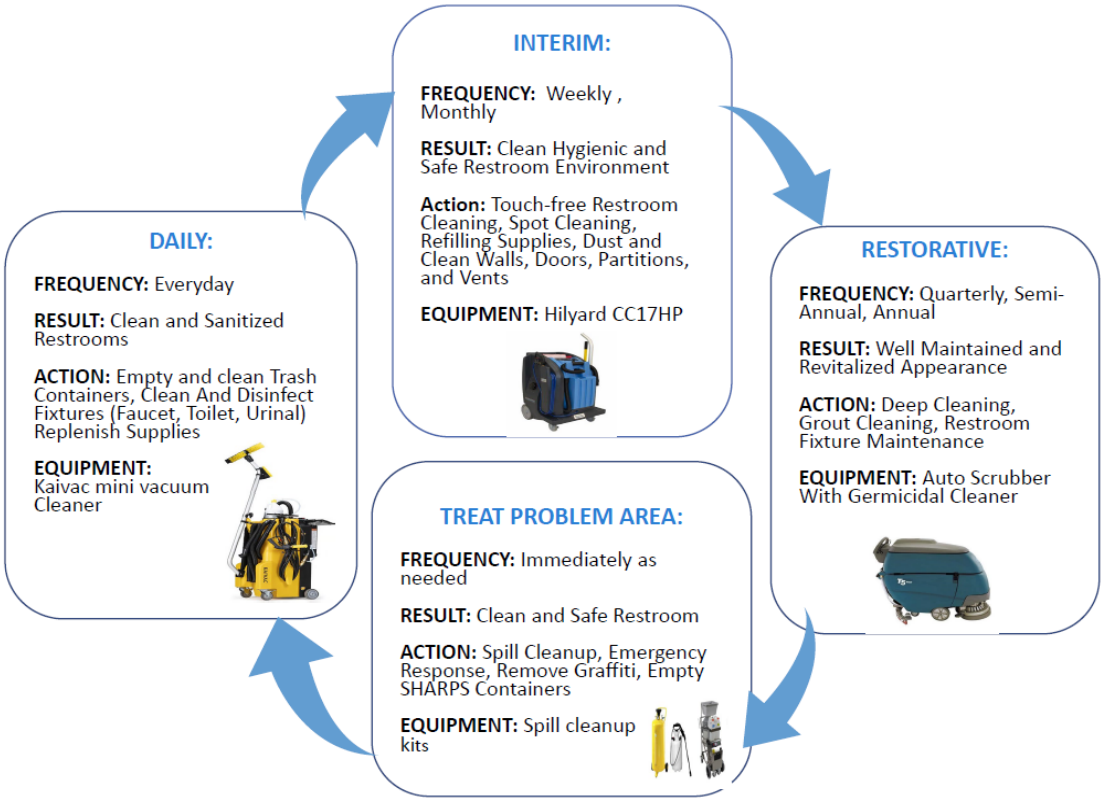


After discussion and approval from GOAA, LGC will exclusively employ cutting-edge touchless technology for restroom cleaning, deploying autonomous machines such as Kaivac Mini and 3D Cleaning Robots. These efficient solutions eliminate the need for manual scrubbing and mopping.

Restroom Alert System

Our Restroom Alert System allows visitors to provide anonymous feedback via SMS. It also offers cleaning checklists and reference cards. This system notifies our cleaning staff and management immediately when travelers send comments, and they receive an instant acknowledgment and apology from our front-line staff for the inconvenience.

Diagrammatic representation of our restroom cleaning plan:



Policing

Our Policing services primarily focus on adjusting cleaning frequencies to maintain cleanliness standards. These frequencies will be dynamically adapted to accommodate changing conditions and usage patterns at the North Terminal. Our commitment is to ensure the North Terminal consistently presents a clean image to the traveling public and users, free of dust, dirt, debris, scuff marks, stains, soil, film, and odors.

Cycle Cleaning

LGC employs a dedicated team trained in Cycle Cleaning services. We strategically schedule these tasks to restore areas to a "like new" condition, going beyond daily cleaning or policing. Tasks under LGC's Cycle Cleaning Services:

- Strip, scrub, seal, and wax floors for a glossy, scuff-free appearance.
- Clean carpets for a spotless, uniform look.
- Wash elevators, polish stainless steel, and ensure spotless floors.
- Clean escalators, polish stainless steel, and maintain a flawless appearance.
- High cleaning of all piping.
- Dust and clean light fixtures.
- Wash and clean vertical surfaces.

Window Cleaning

LGC's window cleaning services encompass areas up to twelve (12) feet, including Elevators, Escalators, and designated Vertical Glass areas. We prioritize safety and unwaveringly adhere to rigorous safety standards, particularly when operating at elevated heights.

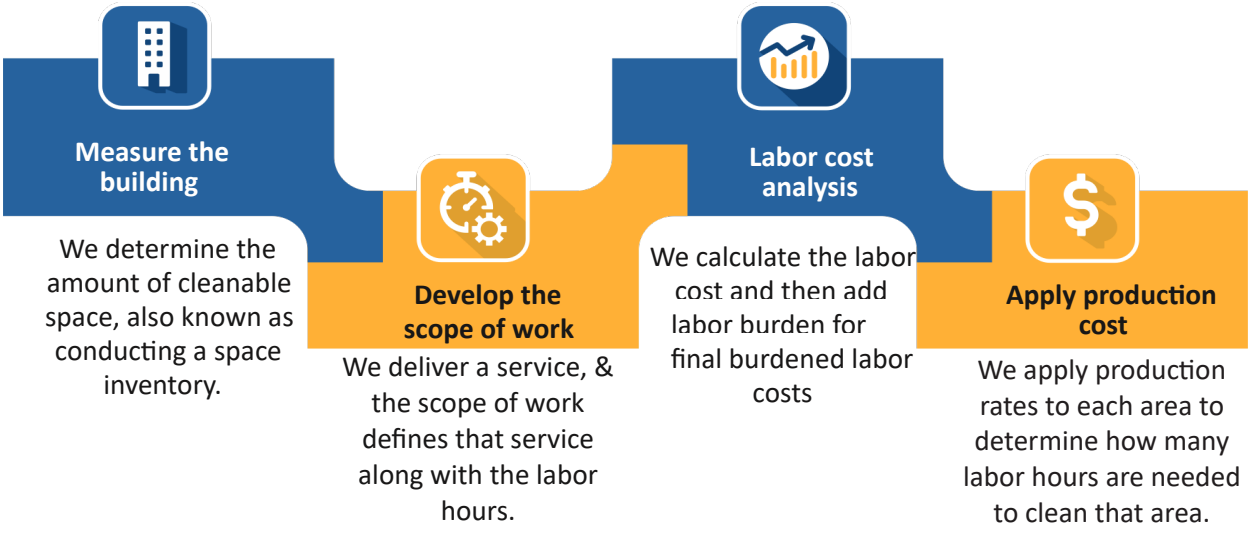
Our cleaning methods include removing all soil from windows, sills, structures, and fixtures. We will also use approved processes and chemicals to ensure moisture-free, streak-free, and spotless windows, leaving no foreign substances behind.

A. Staffing Plan

Each Respondent shall provide with its Proposal an existing copy of the Respondent's operation and staffing plan currently being utilized or which has been utilized within the last three (3) years at services for a transportation facility or public access facility similar in size and scope to that being proposed.

By carefully assessing the scope of work, facility layout, and operational demands, we can optimize staffing levels, minimize downtime, and deliver exceptional janitorial services while maintaining budgetary considerations.

Following is the diagrammatic representation of our step-by-step strategic plan for efficient staffing at MCO:



Our comprehensive four-step plan not only focuses on meeting high standards of service but also emphasizes cost efficiency. Once the facility requirements have been evaluated, our team will match the staffing levels accordingly. We **carefully align the determined facility needs with the appropriate number of janitorial/cycle cleaning staff, and day porter members.** Our employees engaged to perform work will be **regular, full-time personnel.** This ensures that each facility has sufficient coverage and resources to deliver effective and efficient services.

Leveraging our prior experience in providing **24*7 services at airports and aviation facilities**, we assign the appropriate personnel to designated terminals. This skill-based allocation maximizes efficiency and productivity, allowing our staff to perform their duties with expertise and precision. We also gather feedback from travelers, supervisors, and staff members to assess the effectiveness of our staffing approach. This ongoing evaluation enables us to identify areas for improvement, make necessary adjustments, and refine our staffing levels to ensure the efficient delivery of services.

LGC

LGC prioritizes diversity, empowering local businesses from corporate to mentor-protégé staff.

Please refer to the following staffing plan employed by LGC at O'Hare International Airport, where we provide 24/7 services in multiple shifts:

Name of the Client – O'Hare International Airport

Location	Daily FTE			Daily Man Hours	Daily FTE's
	First Shift	Second Shift	Third Shift		
Terminal 1	15	15	39	552	69
Terminal 2	19	19	39	616	77
Terminal 3	35	35	46	928	116
CTA Tunnel: Lower Level	2	2	4	64	8
Total	**71**	**71**	**128**	**2160**	**270**

Terminal		Offices/Mezzanine	Rest Rooms	Concourse	Outside/Walkways/Tunnel parking/Warehouse/Equipm	FTS-Elevators, Escalators & Stairs & Moving Walkways	Glass/Windows	Trash / Floaters/Policing	High Touch Disinfecting	Projects	Total Daily Man Hours	Total Daily FTE's
	Level	**Daily Man Hours**										
1	**Lower**		101.1	49.75	23.76	23.76	18.33	50	18.82	10.82	296	**37**
	Upper		74.17	36.36	17.45	17.45	14.18	36.82	21.03	8	224	**28**
	Mezzanine	18.63							4.69		24	**3**
2	**Lower**		115.15	56.26	27.1	27.1	20.4	56.97	23.61	12.24	336	**42**
	Upper		84.31	41.33	20.05	20.05	15.91	41.85	20.29	8.94	256	**32**
	Mezzanine	21.15							7.38		24	**3**
3	**Lower**		182.29	89.17	43.06	43.06	30.09	90.3	26.93	19.29	528	**66**
	Upper		121.4	63.14	28.58	28.58	21.1	60.07	18.08	12.71	360	**45**
	Mezzanine	32.22							13.28		40	**5**
CTA Tunnel			64.02								72	**9**

Total Daily Man Hours	**72**	**744**	**336**	**160**	**160**	**160**	**36**	**160**	**72**	**2160**	**270**
Total FTE's Per Day	**9**	**93**	**42**	**20**	**20**	**20**	**42**	**20**	**9**	**270**	

Position	FTE	Annual Man Hours
Site/Project Manager	1	2080
Assistant Site/Project Manager	4.5	9360
Quality Assurance & Control	4.5	9360
Shift Supervisors	14	29,120
Team Leads	14	29,120
Admin	3	6420

B. Safety Plan

Each Respondent shall provide with its Proposal an existing copy of the Respondent's safety training plan currently utilized to reduce the risk and liability of workplace hazards and help implement preventative measures to minimize on-the-job injuries.

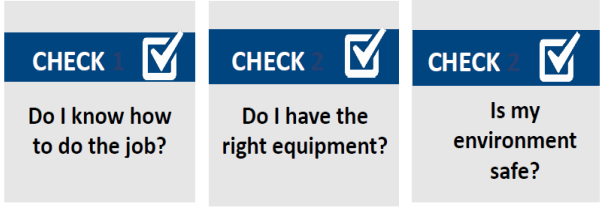
Safety is a crucial Key Performance Indicator (KPI) for us. We aim to create a work environment where **"No one gets hurt. Everyone Goes Home Safely."** We prioritize it through rigorous analysis and monitoring of on-site safety measures, accident tracking, work loss assessment, and staff-driven floor safety initiatives. For this project, LGC will take full responsibility for **initiating, maintaining, and supervising a comprehensive safety program** throughout the project's duration.

Our primary objective is to prioritize the safety of all individuals involved, including employees, subcontractors, and the general public. Adherence to **OSHA 1970** is a non-negotiable aspect of our approach, ensuring a hazard-free work environment.

LGC has had zero workplace accidents throughout these years of service and projects. We provide customized training modules to address specific potential hazards at each site. We proactively monitor and enforce safety compliance for our team and subcontractors, with the primary aim of delivering a secure and efficient project at Orlando International Airport while minimizing potential risks and disruptions.

Three Checks for Safety

Before starting a task, all LGC employees must stop and think:



Jay Shah (Corporate Quality and Safety Compliance Officer)

Jay Shah, with **20+ years of experience**, leads LGC's corporate workplace safety culture and drives the implementation of our safety programs, drawing from a background in **field investigation, safety, chemicals, restoration, remediation, construction methods, and supervision**.

Proactive Training Methods for Employee Safety

Our priority at LGC is the safety and well-being of our employees, which ultimately translates into the benefit of our clients. Each class or learning opportunity, including on-the-job training, is structured with specific, measurable, attainable, relevant, and time-bound objectives. Our training methods and delivery systems are carefully selected to meet the learning needs of each participant, ranging from traditional classroom techniques to the use of audio-visual aids.

Safety Training Program

Our team undergoes a comprehensive training program that helps to minimize risk and keep everyone involved safe. Each class or learning opportunity, including on-the-job training, is structured with specific, measurable, and time-bound objectives. Our safety training program includes:

- First Aid/CPR
- OSHA 10 & 30-hour training
- Operational Security (OPSEC)

- Lead Awareness
- Ladder Safety
- Scaffolding Safety
- Accident Prevention Plan (APP)
- Hazardous Material Safety
- Infection Control
- Basic General Cleaning Procedures
- Material Safety Data Sheets
- Hard Floor Care
- Lock-out/Tag-out
- Methicillin-resistant Staphylococcus Aureus (MSRA) Sanitizing
- Personal Grooming
- Sexual Harassment
- Cleaning Standards
- Confined Spaces
- Handbook/Policy Review
- Hazardous Substances
- Slips/Trips/Falls

Site-specific Safety Training

In every facility we manage, we collaborate with the client to comprehend their distinct safety requirements and concerns. We then implement necessary measures to address them, including adhering to designated safety protocols and procedures, performing periodic safety evaluations, and furnishing routine reports to the client on safety-related matters.

Occupational Safety and Health

Our unique safety-enabling tools and systems aim to mitigate key risk factors within LGC businesses and ensure compliance with OSHA and other regulatory requirements. Our occupational safety and health tools and systems include:

- Safe **STEP** (Slip, Trip, Elimination Process) to avoid a hazardous scene or injuries.
- **TEC** (Targeted Exposure Control) process to reduce exposure to ergonomic risks leading to musculoskeletal injuries.
- [redacted]
- [redacted]
- SOPs, checklists, training processes, quick start guides, and self-assessment processes.

5-Whys process of incident investigation is another simple root cause analysis tool that we practice. The process involves defining a problem and questioning the cause until it is found. Locations must report accidents within 48 hours and managers must complete the **5-Whys Analysis.**

LGC

Safety first, always: LGC's commitment to 'everyone goes home safely'

LGC's Approach to Meeting and Guaranteeing Safety Compliance

LGC has achieved a remarkable safety record with zero work-related injuries and illnesses in the past five years. This is a testament to our consistent commitment to maintaining a safe and healthy work environment for all employees. LGC has implemented a range of workplace safety strategies including:

- Conduct regular safety training sessions for all employees to ensure that they are equipped with the necessary knowledge and skills to work safely and avoid workplace injuries and illnesses.
- Providing employees with the appropriate personal protective equipment (PPE) to mitigate the risk of workplace hazards and injuries.
- Maintaining a robust safety management system that promotes proactive hazard identification, risk assessment, and control measures.

- Conduct regular safety audits to evaluate the effectiveness of the safety management system and identify areas for improvement.

Personal Protective Equipment

LGC provides the following PPE for our employees at work:

Gloves

Masks

Safety Goggles

Safety Harness

Anti-skid Shoes

Boots

Reflective Jackets

Safety Hat

Safety Management System

At LGC we have a comprehensive Safety Management System (SMS) that focuses on various aspects of safety, including management/leadership involvement, employee involvement, hazard prevention, hazard control, worksite analysis, and safety and health training. Our SMS is benchmarked against the Occupational Safety and Health Administration (OSHA) regulations, and we ensure compliance with these standards. Our approach to implementing and executing the SMS includes the following:

- **Management/Leadership Involvement:** Our management team is actively involved in the development and implementation of our SMS. They provide leadership, set goals and expectations, and allocate necessary resources to ensure the success of the SMS
- **Active employee Involvement:** We make sure that our employees actively participate in the SMS, by reporting any potential hazards, providing feedback, and suggesting improvements.
- **Site-specific Analysis:** We conduct regular worksite analysis to identify potential hazards, and we implement preventive and corrective actions to mitigate risks.

Risk Management System

At LGC, we believe in putting our people first and using safety as a foundation for meaningful engagement at all levels, because we understand that a safe and secure workplace is essential for our team's well-being and success. To achieve this, we employ a comprehensive Risk Management System (RMS), which involves proactive risk identification, impact and likelihood assessment, strategic risk management, and stringent control measures, ensuring a safe environment for all within our organization.

Record Keeping

We share detailed, precise and transparent records on the CMMS platform for 24/7, 365 days access. Our record-keeping procedures include:

- OSHA records
- Emergency Protocols
- Schedules (work, maintenance, etc.)
- Daily Routines & SOP
- Training & Maintenance Manuals

C. Training Plan

Each Respondent shall provide a detailed training plan that Respondent intends to utilize to train personnel in relation to terminal janitorial maintenance services including customer service and describe how Respondent will track training for all employees. The training plan shall include, but not be limited to, an outline of the training and the type and number of hours of estimated training for each type of personnel, a list of training materials to be provided and how the Respondent will ensure the completeness of the subject matter, and the method through which the training will be provided.

At LGC, our commitment to training is a fundamental aspect of our approach. Aligned with the contractual requirements, we are dedicated to equipping our employees with the essential training needed to excel in their roles with skill and confidence.

LGC's comprehensive training program covers, among other topics:

- General orientation regarding our areas of responsibility
- Introduction to specific assignments
- Proper use of cleaning chemicals and workplace safety precautions
- Training on the safe operation of tools and equipment in accordance with OSHA standards
- OSHA 1970 Compliance
- Ensuring safety when working with equipment and at heights in accordance with OSHA standards

Our training sections are a combination of direct classroom learning facilitated by our **Learning Management System (LMS)** with **hands-on on-site training** to ensure our employees are well-prepared to meet customer service standards. The training process involves continuous direct monitoring and evaluation, with comprehensive records maintained in our mobile solutions.

Our Training Overview

- **Learning is an ongoing process**, especially in today's fast-changing environment.
- At LGC, we're committed to providing the **educational and training resources to every employee,** to ensure top performance.
- Our training is always provided through our LMS
- Industry Best Practice Training Program
- Cleaning for Infection Prevention
- Bio Hazzard handling Training:

- ✓ **Cleaning** and **Disinfection** of **Environmental Surfaces**
- ✓ **Cleaning Spills or Splashes of Blood or Body Fluids**
- ✓ **Monitoring Compliance with Infection Control**
- ✓ **Tuberculosis Screening**
- ✓ **QAPI – Role of Environmental Services (Janitorial Maintenance Services)**

Our Assistant Managers will serve as the authorized individuals responsible for developing, continuously monitoring, and evaluating the training process.

LGC's Three Essential Training Approaches

At LGC, we understand that our most valuable asset is our skilled workforce. To ensure our employees are equipped to deliver exceptional facility management solutions, we provide them with three distinct types of training.

Introductory Training: When our team members step into a new site, they start on a journey of discovery and adaptation through our introductory training program. **Why?** Because every site we serve is unique, with its own set of requirements, services, and frequency needs. This training is the foundation that empowers our staff to understand the site's nuances comprehensively. It includes specific instructions mandated by airport authorities, such as SIDA training. By imparting this knowledge, we ensure our employees are not just familiar with the site but fully equipped to meet its demands effectively.

Annual or Refresher Training: At LGC, we believe in the power of continuous improvement. That's why we conduct annual or refresher training sessions for all our employees. **But why?** It's simple. To stay ahead in the ever-evolving janitorial maintenance industry, our team needs to remain updated with the latest innovative solutions and adaptive techniques. These annual sessions equip our staff to deliver the highest quality service and meet the evolving needs of our clients.

Retraining: In the pursuit of excellence, we understand that quality can never be compromised. This is where retraining comes into play. If any aspect of an employee's performance triggers quality concerns, be it attendance, scope of work execution, maintaining KPIs or SLAs, or safety, we take immediate action. We withdraw the employee from the site and provide intensive retraining to address these concerns. **Why?** We are committed to delivering nothing but the best, and this commitment includes ensuring that every member of our team meets our stringent quality standards before returning to their duties.

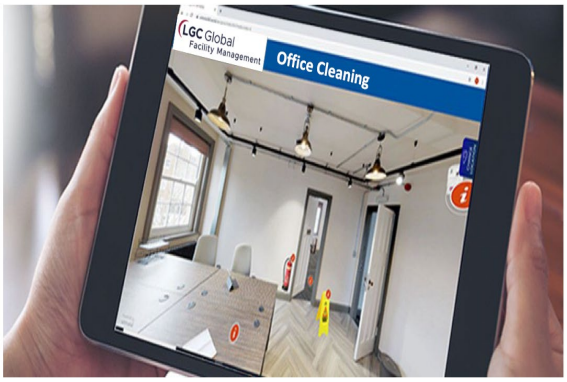
LGC

Our cleaning staff undergo one-on-one training in cleaning skills, procedures, and hospitality to ensure a positive impression and customer satisfaction among travelers.

Our Training is provided through our LMS Industry Best Practice Training Program:

- Project introduction and responsibilities of each role
- Cleaning for infection prevention
- Monitoring compliance with infection control
- Proper usage and safety precautions for cleaning chemicals
- Cleaning spills or splashes of blood or body fluids
- Cleaning and disinfection of environmental surfaces
- Compliance with OSHA standards for equipment use
- Safety at heights
- QAPI – Role of Environmental Services (Maintenance, Housekeeping, and Laundry Services)
- All janitorial maintenance training
- Emergency security protocols and procedures
- Customer service includes familiarizing with airport layout, effective communication,

security protocols, crisis management, cultural sensitivity, conflict resolution, service standards, passenger assistance, etc.



Additionally, our team members comprise individuals who have undergone SIDA Training and demonstrated proficiency in all Airport Operations Instructions (AOIs) relevant to secured access to airfield and aircraft ramp and apron areas. Our employees also receive thorough training on monitoring airline schedules and efficiently managing frequent cleaning schedules, ensuring that your airport operates seamlessly

Our employees will also engage in the training sessions facilitated by the Aviation Authority, which include a records check, a security training class, and driving safety sessions for those operating vehicles within the Airport Operating Area.

Given below is the list of initial and ongoing training programs and the duration of the training:

Topic	Frequency	Duration of Training per Session
Customer Service	Yearly	2 hours
Blood Borne Pathogen	Yearly	12 hours
First Aid	Yearly	12 hours
Fire Extinguisher	Yearly	12 hours
Hazard Communication	Yearly	12 hours
Slips, Trips, and Falls	Yearly	12 hours
Chemical Safety	Yearly	12 hours
Infection Control	Yearly	12 hours
Right to Know MSDS Sheets	Yearly	12 hours
Ladder Safety	Yearly	2 hours
Personal Grooming	Yearly	1 hour
Sexual Harassment	Yearly	12 hours
Lock-out/ Tag-out Procedures	yearly	1 hour
MIOSHA/ OSHA Asbestos Operations and Maintenance	Yearly	12 hours
Stripping and Waxing (General Janitorial)	Yearly	12 hours
Sweeping Floor Areas (General Janitorial)	Quarterly	1.5 hours
Wet Mopping (General Janitorial)	Yearly	12 hours
Cleaning Classrooms (General Janitorial)	Quarterly	1.5 hours
Applying a Sealer/Finish (General Janitorial)	Yearly	12 hours
Dust Mopping a Corridor (General Janitorial)	Yearly	12 hours
Sweeping Stairways (General Janitorial)	Quarterly	1.5 hours
Vacuuming Stairwells (General Janitorial)	Quarterly	1.5 hours
Damp Mop Stairwells (General Janitorial)	Yearly	12 hours

Topic	Frequency	Duration of Training per Session
Wash Walls/Painted Surfaces (General Janitorial)	Quarterly	1.5 hours
Cleaning and Disinfecting a Toilet Bowl and Seat (General Janitorial)	Yearly	12 hours
Cleaning and Disinfecting a Urinal (General Janitorial)	Yearly	12 hours
Cleaning a Washbowl (General Janitorial)	Quarterly	1.5 hours
Washing, Disinfecting, and Deodorizing a Restroom Floor (General Janitorial)	Yearly	12 hours
Dry Vacuuming Clean Rugs (General Janitorial)	Yearly	12 hours
Spray Buffing	Yearly	12 hours
Equipment Check/ Usage	Yearly	12 hours
Ergonomics	Yearly	12 hours
Confined Spaces	Yearly	12 hours
Office Cleaning	Yearly	12 Hours
Team Cleaning	Yearly	12 hours
Window Blind Cleaning/ Window Washing	Yearly	12 hours
Washing and Polishing Furniture, Countertops, and Tables (General Janitorial)	Yearly	12 hours
Washing Doors and Frames (General Janitorial)	Quarterly	1.5 hours
Cleaning Fluorescent Light Fixtures (General Janitorial)	Quarterly	1.5 hours
Cleaning Incandescent Light Fixtures (General Janitorial)	Quarterly	1.5 hours
Cleaning Metal Surfaces (General Janitorial)	Quarterly	1.5 hours
Cleaning Shelves and Storage Bins (General Janitorial)	Quarterly	1.5 hours
Cleaning Glass, Mirrors, and Acrylic Surfaces (General Janitorial)	Quarterly	1.5 hours
Cleaning Concrete Floors (General Janitorial)	Quarterly	1.5 hours
Basic Technology Training	Quarterly	2 hours
Advanced Technology Training	Quarterly	2 hours
System-Specific Training	Quarterly	2 hours
Operator Level Training	Quarterly	2 hours
Supervisor Level Training	Quarterly	2 hours
Manager Level Training (General Janitorial)	Quarterly	2 hours
Electrical Training	Quarterly	2 hours
Instrumentation Training	Quarterly	2 hours
Air Quality Measurement Training	Quarterly	2 hours
Pressure/Level/Flow/Temperature Measurement/Valves	Quarterly	2 hours
Powered Vehicles (forklifts, etc.)	Quarterly	2 hours
Unpowered Vehicles (dollies, etc.)	Quarterly	1 hour
Safety (lifting, proper usage of PPE, etc.)	Quarterly	1 hour
ADHERA	Yearly	12 hours
ADA	Yearly	12 hours

Our Key Personnel Training

At LGC, we prioritize extensive training programs aimed at equipping our employees with the essential skills and knowledge to thrive in their respective positions. Whether it's aspiring to become a Local Manager at the supervisory level or starting as an Entry-Level Custodian, our training modules are designed to empower our team members with the expertise required for success. Below, we outline the key components of these training programs, highlighting the essential areas of focus and development for our dedicated staff.

Training to be an On-site Manager

Supervisory Level: LGC's Leadership and Processes Module focuses on developing essential skills for optimal operations, maintaining strong client relationships, and uplifting performance to generate success.

Leadership: This module will focus on enriching initiatives like Conflict Resolution and team building.

Process and Procedures: This module focuses on elevating work efficiency through inventory management, cost-effective innovation, organizing cleaning assignments for maximum productivity, managing deadlines, production rates, quality control, and assurance and effective staffing plan.

Training to be a General Cleaner and Cycle Cleaner

There are four key modules taught to entry-level custodial employees.

Job Readiness: Topics for this module include job performance, communication, professionalism, team participation, time allocation, customer service, and problem-solving.

Equipment Tutorial: This module focuses on daily cleaning techniques, equipment training, Personal Protective Equipment, cleaning carts and contents, mopping systems, chemicals, and operating machinery.

Procedures: The third module of the class emphasizes Green Cleaning practices. Topics include chemical handling, progressive cleaning techniques, appropriate APPA cleaning standards, trash removal, and location-specific cleaning procedures.

Bio-hazard Management Plan: Staff will receive additional training on Asbestos, Blood-borne Pathogens, the Exposure Control Plan, and Hazard Communication.

D. Quality Control/Continuous Improvement Plan

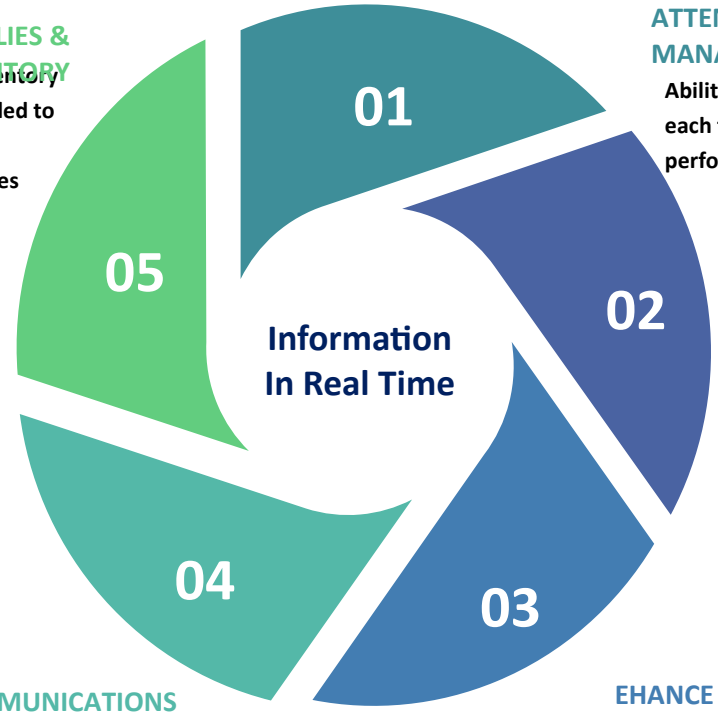
Each Respondent shall provide a detailed quality control/continuous improvement plan that Respondent intends to maintain and improve required performance.

LGC is committed to establishing a robust Quality Control Plan (QC Plan) to identify, prevent, and address any deviations from the desired service quality before they reach an unsatisfactory level. It encompasses several critical elements, including procedures to prevent service deficiencies, comprehensive inspection protocols covering all locations, methods for early detection and prevention of quality issues, and meticulous record-keeping of inspections and corrective action plans. These records will be available to the Aviation Authority throughout the contract term, demonstrating our dedication to delivering top-notch services.

In our commitment to maintaining high cleaning standards, we have implemented a user-friendly solution that enhances our ability to monitor and evaluate the quality of our janitorial services. Following is an overview of our technology:

Real Time 24/7 360 View of Operation

MANAGING OUR CLIENT'S EXCEPTATIONS 24/7



ATTENDENCE & TIME MANAGEMENT

Ability to track who is present at each facility and amount of time to perform each given task

SOP & WORK INSTRUCTIONS

Ability to train and instruct each employee as to what, how and in what frequency each cleaning task is to be performed in that facility and specific area in that facility

EHANCE QUALITY ASSURANCE

Ability to perform quality performance audit.
Create reports, maintain quality records (KPI's)
Lesson learned register, to use for re-training process

REAL TIME COMMUNICATIONS

Ability to communicate with employees and customers in real time & instantly.
Ability to respond to issues and to monitor our team's progress.
Provide all work being performed at each facility in real time

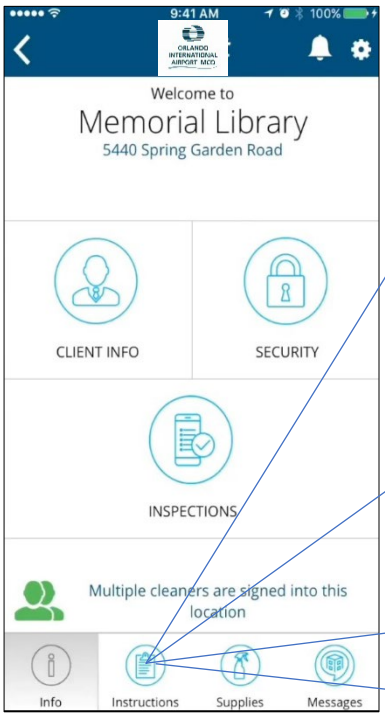
SUPPLIES & INVENTORY

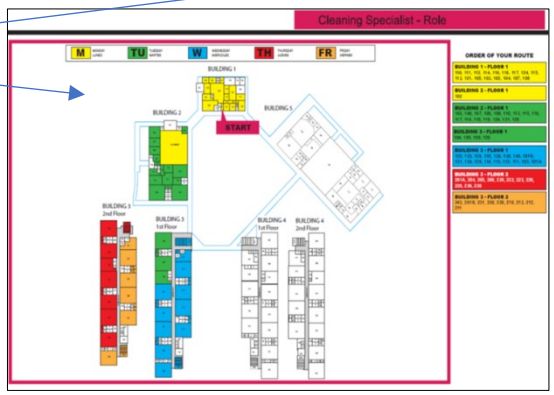
Ability to manage inventory and equipment's needed to perform the job.
Ability to order supplies
Manage Consumables

In our commitment to maintaining high cleaning standards, we have implemented a user-friendly mobile solution. This helps us in:

SOP and Work Order Instructions

Our app offers janitorial and cycle cleaning staff a range of benefits. It provides them with clear Standard Operating Procedures (SOPs) and work order instructions for their tasks. Additionally, each assigned route is mapped, and instructions are given in both written and pictorial formats for specific areas. This not only helps our employees understand their cleaning tasks, standards, and time limits but also enhances efficiency, ensures consistent quality, and promotes a safer work environment.





All assigned routes are **mapped** out for every **janitorial staff** with **Standardized Operating Sheets**.

These **step-by-step instructions** will explain how to perform the service in a specific area. This system allows even the **newest employee** to be **successful** on their **first day.**

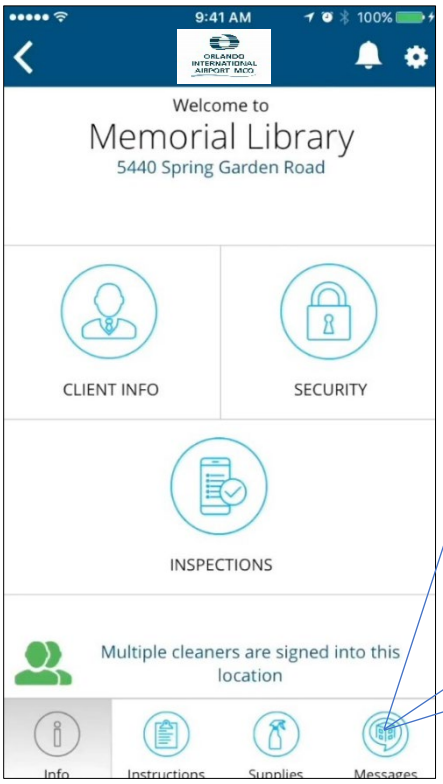
Real-Time Communications – 24*7

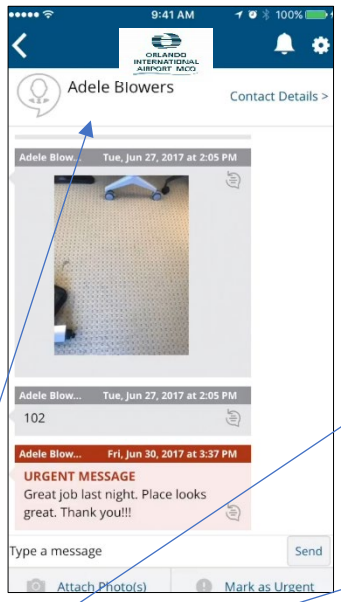
Through this system, our general cleaning and cycle cleaning crew can easily upload task completion pictures, granting supervisors and clients real-time visibility into the cleaning tasks. It also allows stakeholders to report issues promptly, notifying supervisors and cleaning staff immediately, ensuring rapid problem resolution and a seamless cleaning process.

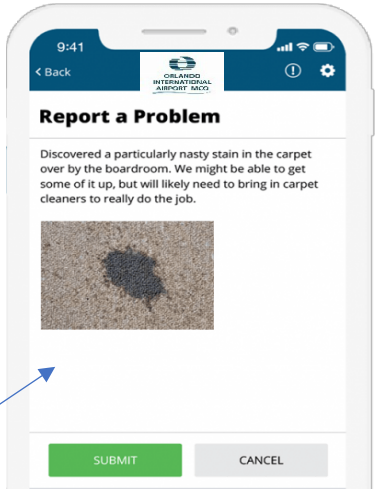
The prompt sharing of these pictures enables supervisors and stakeholders to efficiently assess the completed work, promptly identifying any issues or discrepancies that may arise. This streamlined process allows us to address concerns promptly and implement immediate corrective actions when necessary.

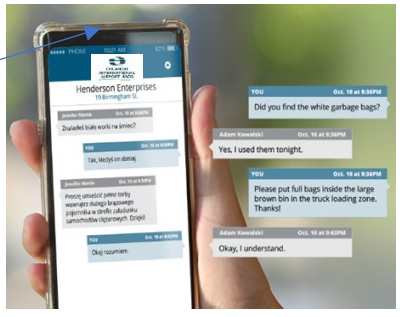
Summary

- **Clear communication is at the heart of delivering any quality cleaning service.**
- **Increase client trust**
- **Enhanced translations capabilities our team can have concise communication in their native language.**









From the moment we start on the project, our Site Manager and Quality Control Manager will be committed to upholding the highest level of quality. They will perform internal evaluations on a daily and weekly basis, leaving no room for gaps in service. To ensure the best possible service, we monitor the fulfillment of quality and quantity objectives, operational performance metrics, conformance to standards/SLAs/KPIs & specifications, and adherence to schedules & milestones. This is accomplished through:

- ✓ Regular Inspections
- ✓ Customer Feedback/Surveys
- ✓ Observations
- ✓ Reports
- ✓ Audits
- ✓ Regular Meetings
- ✓ Cost Monitoring
- ✓ Tests

Quality Inspections

In addition to the direct inspections, our supervisors and managers can review the real-time data captured by the general/cycle cleaning crew and day porter crew and analyze any deviations from the established quality standards. This data is then integrated into our quality control system, triggering immediate notifications and enabling prompt corrective actions. This streamlined approach, combined with our dedicated workforce, guarantees that each facility receives the attention and care it deserves.

Unplanned inspections are performed sporadically, while inspections are also scheduled on at least a monthly basis to ensure we are constantly monitoring performance quality. Inspections are conducted for each task we perform analyzing:

- ✓ How it is performed
- ✓ Quality of the performance
- ✓ Efficiency of the performance
- ✓ Facility Cleanliness
- ✓ Customer Satisfaction

As our cleaning crew gears up for their daily tasks, our supervisors, managers, and stakeholders can review the staffing plan and schedule with just a few taps on their mobile devices. This ensures that the right number of team members is assigned to complete the work efficiently.

Additionally, they can quickly check the equipment requirements, guaranteeing that our crew has everything they need to carry out their duties effectively. At the end of each task, supervisors evaluate it and record the cleaning standards on the cleaning inspection forms.

Deficiencies are identified using the mobile app or during inspections. By having regular inspections, and ensuring our janitorial staff take time-stamped photos for review by management, supervisors are aware of what is and isn't being completed according to the service guidelines.

Following is the sample format of our cleaning inspection form:

LGC Global Energy FM

Powered by **swept**

CLEANING INSPECTION

INSPECTION PLAN:
O'Hare International Airport

COMPLETED BY:
Latwan Wesely
(Supervisor)
Mon, Dec 14, 2020

COMPLETED FOR:
Amanda Opalewski

4.70% Exceeds Standard	56.47% Meets Standard	0.00% Below Standard	38.83% Not Inspected

Terminal 1:

Inspection Point	Exceeds	Meets	Below	N/A
Empty/clean trash/recycling receptacles	★			
All windows	★			
Damp mop non-carpeted floors	★			
Terrazzo - clean floors	★			

Public Seating Area:

Inspection Point	Exceeds	Meets	Below	N/A

Preventive Action Plan

Our quality control plan takes a holistic approach to address performance failures, supply management challenges, equipment maintenance issues, and emergency staffing level concerns. To proactively prevent such failures, we have implemented a range of preventive measures.

1. Hiring and Training Additional Staff

LGC prioritizes the completion of all necessary services as scheduled and in accordance with the specified frequencies. To ensure a swift and effective response during emergencies, we maintain a proactive approach. Our recruitment process includes having 15% more labor than the required amount, which we train and equip to handle janitorial task emergencies. We have dedicated emergency response and floor care teams available 24/7, ready to address any critical situations, such as flooding, fire, or building maintenance issues.

2. 3D Equipment Tagging

We employ cutting-edge technology to optimize our preventive maintenance procedures. Each piece of our equipment will be affixed with distinct 3D barcodes, granting immediate access to thorough records encompassing historical data, warranties, maintenance schedules, operation logs, and weekly inspection reports. This streamlined system not only simplifies record-keeping for our team but also empowers us to keep our equipment in prime condition. This, in turn, enhances overall preventive maintenance efforts, ensuring superior operational efficiency, and delivering top-tier outcomes to our clients.

Advantages of the 3D Barcode System are:

- Enhances efficiency of maintenance operations
- Ensures compliance with government regulations and standards
- Improves the overall credibility and trustworthiness of operations.
- Improved accuracy of data tracking
- Real-time tracking and reporting of maintenance activities

Corrective Action Plan

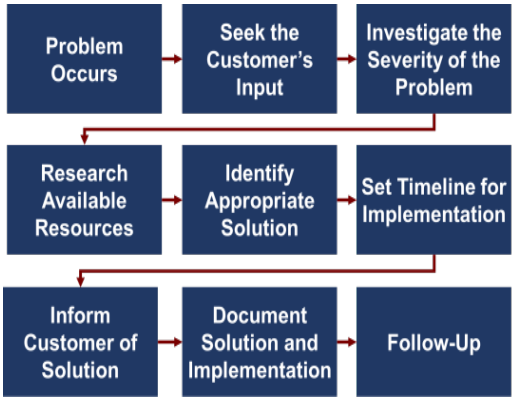
Our corrective action plan encompasses various strategies tailored to the specific nature of the problem at hand. These may include:

- Retraining
- Re-assessment of roles and responsibilities
- Conflict resolution
- Evaluating the efficiency of tools and equipment used
- Strengthening communication channels

After implementing the necessary corrective actions, we closely monitor and review the progress to ensure the problem has been resolved satisfactorily. This allows us to validate the effectiveness of the corrective measures taken and make further adjustments if needed.

However, in cases where the problem persists or remains unresolved, we may need to implement disciplinary actions, such as formal warnings, suspension, or, as a last resort, termination. These measures are taken with careful consideration and adherence to relevant policies and procedures.

Following is a flow-chart representation of our plan of action:



Scope of Continuous Improvement

For LGC, the relentless pursuit of continuous improvement isn't just a philosophy; it's a cornerstone of our core principles. We firmly believe that a clean airport environment should consistently exceed the expectations of stakeholders, staff, and passengers. Our commitment to delivering exceptional cleaning and maintenance services goes hand-in-hand with our dedication to enhancing your facility's overall performance.
To tangibly measure our progress in this, we have implemented Key Performance Indicators (KPIs) as an integral part of our operations. These KPIs serve as vital benchmarks, enabling the Aviation Authority to systematically evaluate our performance in relation to your operational and strategic objectives.

1. Quality Standards: We measure the quality of services through audit reports highlighting areas that need more attention, services being provided as per standards, and the performance of personnel working on-site. All this will determine the quality of services delivered at the airport facilities.

2. Meeting GOAA's Expectations: We monitor our performance through feedback, surveys, and tasks that are accomplished according to the special demands of the Aviation Authority.

3. Safety Measures Taken On-site: Analyzing and monitoring safety measures, accidents that took place at the work site, work loss that occurred due to accidents, and lastly, identifying floor safety measures taken by our staff.

4. Staff's Productivity and Perseverance: Our general and cycle cleaning team's productivity on-site and time utilized to complete the task, absenteeism, and employee retention determine our overall success in providing the best quality services.

On-site Communications

Communication is the cornerstone of our responsiveness. LGC has 24/7 direct communication between our Managers and GOAA. Our communication system includes:

- Mobile-based solution
- List of key personnel to be contacted
- Telephone availability
- Emergency response

All our team members will be equipped with smartphones and tablets featuring internet connectivity, facilitating effective communication. With support for over 100 languages, language barriers are eliminated, fostering seamless interaction.

In adherence to the GOAA's regulations, our personnel will be equipped with two-way radios during their duty hours. These radios, provided by LGC, not only meet compliance standards but are also programmable for seamless integration with the designated radio frequency. Furthermore, in managing computer needs beyond EAMS Maximo access, LGC takes full responsibility for IT equipment and connectivity infrastructure. Notably, we specialize in EMAS Maximo management and are open to discussing the exclusive integration of our operations through Maximo with GOAA.

E. Customer Service Plan

Each Respondent shall provide with its Proposal a detailed customer service plan including how employees are trained and how customer service is gauged and addressed. Respondent shall also provide a Customer Service Plan showing customer complaint handling and procedures to include length of time to respond to complaints and procedures for responding to the complaint.

Through our exceptional services, LGC is dedicated to enhancing "The Orlando Experience" by creating, operating, and maintaining world-class facilities that enrich the experience for travelers and the local community. At LGC, we firmly believe that the conduct, attitude, and performance of our staff will play a pivotal role in achieving this shared vision. Our unwavering dedication to ensuring that travelers and employees alike will receive services of unparalleled quality is the cornerstone of our mission. We eagerly embrace the responsibility of adhering to these lofty standards, with a resolute commitment to making a powerful and positive contribution to MCO's distinguished reputation.

Our services for MCO include:

Airport facility subject-matter experts design a proposed program and operational plan.

Deliver RFP-mandated service requirements.

Ensure reduced cost of services.

Embrace best practices in organizational design, airport grid scheduling, operational & procurement procedures.

Emphasis on safety, security, quality, and customer satisfaction.

Seasoned aviation professionals who understand airport operations' unique characteristics

Employee Training for Positive Customer Relations

At LGC, we consider our employees as brand ambassadors, and as such, we invest significantly in their training to ensure positive interactions with travelers and clients. This comprehensive training program encompasses the following key elements:

Aligning with GOAA's Goals: We meet GOAA's objectives to identify traveler needs and expectations, working collaboratively to define service standards and develop a partnership plan.

Induction Program: We conduct an extensive induction program for all employees, emphasizing the critical role of enhancing airport customer service. This includes:

- Warmly greeting passengers and guests.
- Offering immediate assistance when needed.
- Implementing restroom attendants for a heightened service experience.
- Providing well-informed and courteous staff.
- Proactively responding to guests' needs.
- Actively seeking feedback through surveys to continually improve.
- Demonstrating flexibility to accommodate unique passenger requirements.

Client Relations and On-Site Management:

Prioritizing strong client relations and effective on-site management is central to our approach. Our site manager, along with the Quality Assurance Manager and Supervisors, will maintain an on-site presence and stay in daily communication with GOAA leadership. Additionally, our management team will engage with GOAA leadership as needed to ensure a seamless partnership. Regular site visits, both quarterly and as necessary, will be conducted to provide direct support and maintain open lines of communication with our valued clients.

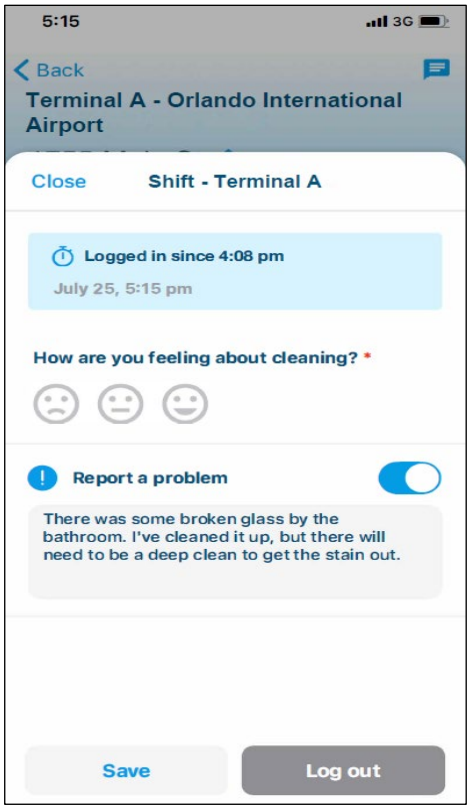
Addressing Complaints Proactively

At LGC, we prioritize customer service excellence, and this commitment extends to our proactive approach to addressing complaints. We firmly believe that swiftly resolving concerns is key to maintaining the highest service standards.

Proactive Problem Reporting and Resolution: Our streamlined procedures for handling complaints are driven by our innovative mobile app, which empowers our staff to rapidly report problems, preventing potential escalation. This system allows us to **'solve a problem before it even becomes a problem',** fostering better communication and mitigating incidents that may require resolution.

As soon as an issue is reported, our managers are immediately notified, enabling swift response and resolution. This proactive approach ensures that problems are managed, tracked, and resolved efficiently, resulting in improved communication and a reduction in critical issues.

Direct Communication and Resolution: We prioritize direct communication as the foundation of our proactive complaint resolution strategy. Through regular interactions between personnel, supervisors, and assistant managers, we swiftly address issues, ensuring that customer concerns are resolved effectively, and fostering a culture of service excellence.



Effective Record Keeping for Proactive Solutions

After the resolution of all issues, we generate and securely store comprehensive reports in our database. This data serves as a foundation for implementing preventive measures in the event of similar issues arising in the future. To ensure transparency and open communication, records and reports are readily shared with stakeholders through our app, email, or in the preferred format upon request.

LGC

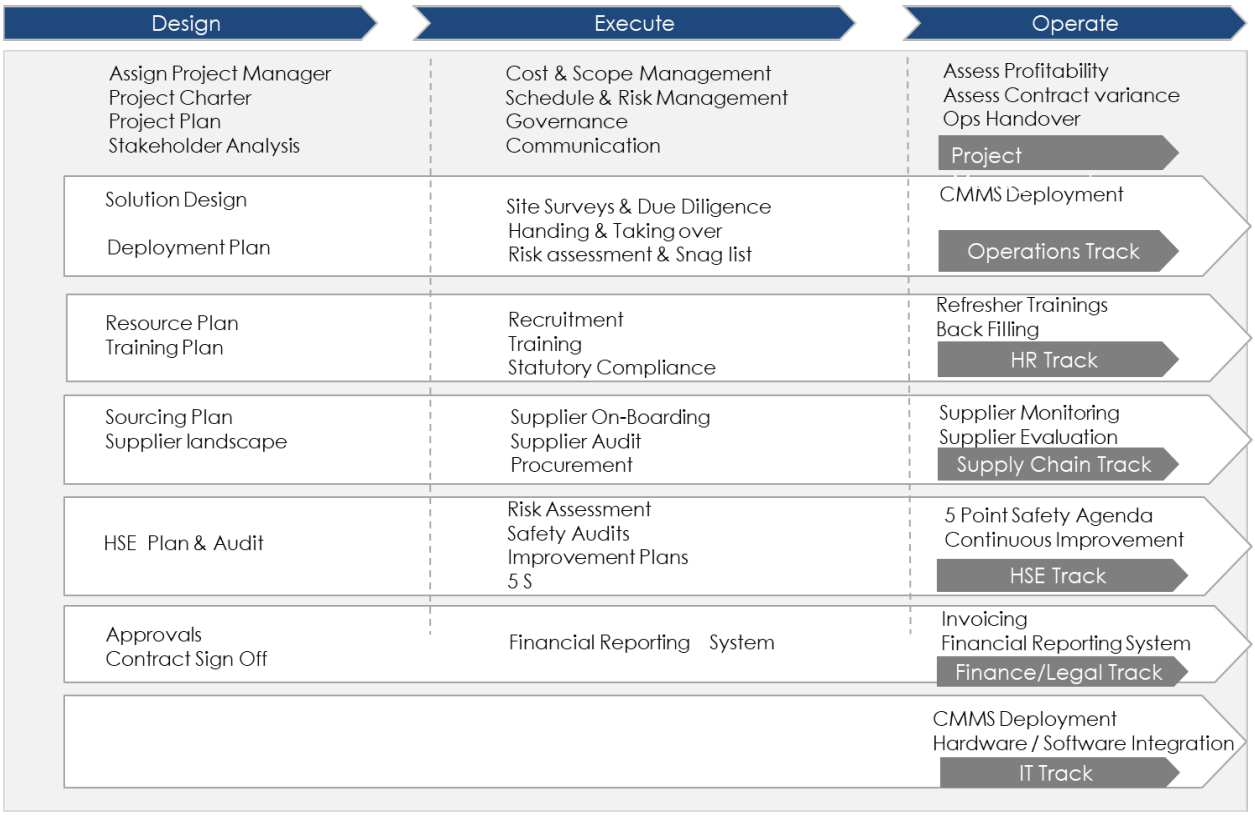
The Orlando experience expects the best; LGC provides unparalleled customer service, setting the standard sky high.

F. Transition Plan

Each Respondent shall provide with its Proposal a Transition Plan describing how it plans to start operations and bring about a smooth transition of the work to be performed under this Contract, describing the manner in which it will distribute the required labor hours by location as described in the Scope of Work/Specification. Such plan should describe how the Respondent will handle problems which Respondent anticipates will be encountered to begin services under the new Contract and should include the time period needed for hiring and training of employees, planned interface with the Aviation Authority, the processing of I.D. badges, uniforms, and site tours, etc.

LGC specializes in creating seamless transitions from incumbent contractors to our systems. **Our typical aviation transition process is efficiently completed in just 30 days.** During this period, we will collaborate closely with the GOAA team to review and transfer all necessary operational information, including detailed site plans, schedules, and specific requirements. Our team will also conduct comprehensive on-site assessments, validate existing inventories, and ensure a smooth transfer of responsibilities, allowing for a swift and uninterrupted continuation of janitorial maintenance.

Our due diligence process starts from day one after the contract award, ensuring that all personnel, systems, and preparations are in order before we begin. During the transition phase, our team uses our 7-track transition step process, which will guarantee success for our launch at GOAA facilities. The primary activities to be accomplished during the transition are included below:



Refer to the detailed transition plan outlined below for MCO, which will be adjusted as per real-time requirements.

Site Name:	RFP 23-380-RFP Terminals A and B Janitorial Maintenance
Location:	Jeff Fuqua Boulevard, Orlando, FL 32827
Last Updated on:	10/6/2023
Go-Live Date	1-May-24

Terminals A and B Janitorial Maintenance		START	END	# of Working Days	Mon, 4/1/2024	Tue, 4/2/2024	Wed, 4/3/2024	Thu, 4/4/2024	Fri, 4/5/2024	Sat, 4/6/2024	Sun, 4/7/2024	Mon, 4/8/2024	Tue, 4/9/2024	Wed, 4/10/2024	Thu, 4/11/2024	Fri, 4/12/2024	Sat, 4/13/2024	Sun, 4/14/2024	Mon, 4/15/2024	Tue, 4/16/2024	Wed, 4/17/2024	Thu, 4/18/2024	Fri, 4/19/2024	Sat, 4/20/2024	Sun, 4/21/2024	Mon, 4/22/2024	Tue, 4/23/2024	Wed, 4/24/2024	Thu, 4/25/2024	Fri, 4/26/2024	Sat, 4/27/2024	Sun, 4/28/2024	Mon, 4/29/2024	Tue, 4/30/2024
Contractual Documentation	Receive signed contract copy	4/1/24	4/1/24	1																												
	Initiate documentation to legal team	4/1/24	4/1/24	1																												
	License & Regulations	4/1/24	4/1/24	1																												
	Submit Insurance Certificates	4/2/24	4/2/24	1																												
	Obtain Performance Bond if applicable	4/2/24	4/2/24	1																												
Transition Plan	Discuss Transition plan with GOAA	4/1/24	4/3/24	3																												
Internal Transition	Establish Start up Team	4/1/24	4/3/24	3																												
	Meeting with Subcontractors	4/2/24	4/4/24	3																												
	Evaluate current work schedules	4/2/24	4/4/24	3																												
	Proposal Group hand over to Operations group	4/1/24	4/8/24	6																												
	HSE Risk Assessment	4/9/24	4/12/24	4																												
	Issuance of Keys and Access Cards	4/16/24	4/19/24	4																												
HSE	Site specific QA/Safety plan	4/15/24	4/23/24	7																												
	Setup OSHA log	4/15/24	4/23/24	7																												
	Sharing the risk register with site teams	4/24/24	4/26/24	3																												
Staff Recruitment /Training	Total staff to be recruited / onboarded / transition from incumbent	4/1/24	4/19/24	15																												
	Union agreement coordination if applicable																															
	Background check and hiring process																															
	Receive Updates on recruitment																															
	Uniform issue to all staff																															
	Duty Roster & Work Schedule	4/10/24	4/30/24	15																												
	New roles & responsibilities meeting	4/15/24	4/16/24	2																												
	Train managers and frontline staff on new contract scope	4/15/24	4/16/24	2																												
	Training new hires on-site specific training	4/15/24	4/16/24	2																												
	Training on Inspection system	4/17/24	4/19/24	3																												
	Equipment's, chemicals, timekeeping, use of software if any, job walk etc.	4/18/24	4/19/24	2																												
QA/QC Process - Technology interface	Create QA/QC modules, inspection reports, frequencies, draft inspection reports and check list	4/17/24	4/30/24	10																												
	Technology Interface	4/22/24	4/30/24	7																												
	Purchase of cleaning equipment	4/22/24	4/26/24	5																												
	Finalize vendor and ordering process	4/22/24	4/26/24	5																												

Terminals A and B Janitorial Maintenance		START	END	# of Working Days	Mon, 4/1/2024	Tue, 4/2/2024	Wed, 4/3/2024	Thu, 4/4/2024	Fri, 4/5/2024	Sat, 4/6/2024	Sun, 4/7/2024	Mon, 4/8/2024	Tue, 4/9/2024	Wed, 4/10/2024	Thu, 4/11/2024	Fri, 4/12/2024	Sat, 4/13/2024	Sun, 4/14/2024	Mon, 4/15/2024	Tue, 4/16/2024	Wed, 4/17/2024	Thu, 4/18/2024	Fri, 4/19/2024	Sat, 4/20/2024	Sun, 4/21/2024	Mon, 4/22/2024	Tue, 4/23/2024	Wed, 4/24/2024	Thu, 4/25/2024	Fri, 4/26/2024	Sat, 4/27/2024	Sun, 4/28/2024	Mon, 4/29/2024	Tue, 4/30/2024
Supply Chain	Housekeeping Chemicals, Cleaning aids Consumables	4/22/24	4/26/24	5																												
	Assess and organize supply storage	4/22/24	4/26/24	5																												
	Printing and Stationary	4/26/24	4/30/24	3																												
	Identify and Inform team-location for	4/22/24	4/22/24	1																												
	QHSE Requirements	4/15/24	4/19/24	5																												
Deployment of Soft Services	Supply-equipment Management	4/15/24	4/24/24	8																												
	Data Management	4/22/24	4/26/24	5																												
	Biometric	4/22/24	4/30/24	7																												
	Setup QR Codes	4/22/24	4/30/24	7																												
	Payroll and timekeeping	4/22/24	4/30/24	7																												
Finance & Billing	New equipment forecast	4/22/24	4/30/24	7																												
	Tags for assets	4/22/24	4/30/24	7																												
	Vehicle Purchase	4/22/24	4/30/24	7																												
	Operations -vendor set up management	4/17/24	4/19/24	3																												
	Meet with finance regarding billing to ensure all is setup as per contract	4/22/24	4/24/24	3																												
Stabilization	Mapping SLAs per the agreed SOW	4/11/24	4/26/24	12																												
	Joint review	4/22/24	4/30/24	2																												
	Re-evaluation current communication plan, change as needed	4/22/24	4/30/24	2																												
Submission of Required Plans	Review existing recycling plan and provide suggestions/ideas, discuss it with GOAA and after approval implement	4/24/24	4/30/24	5																												
Existing Condition Survey	Perform existing site condition survey	4/3/24	4/5/24	3																												
	Prepare an existing site condition report	4/10/24	4/12/24	3																												
	Assess if additional transportation is required	4/15/24	4/19/24	5																												
	Submit the report to client with recommendation of efficiency	4/19/24	4/19/24	1																												
Progress Monitoring	Submit rectification plan for area of improvement /discuss with client for feedback and implementation	4/22/24	4/26/24	5																												
	Weekly transition plan internal meeting	4/1/24	4/30/24	4																												
	Transition plan update meeting with GOAA	4/1/24	4/30/24	4																												

G. Equipment

1.Provide a comprehensive list of all equipment, explain how the equipment will be utilized, and demonstrate that sufficient equipment is being provided to meet the objectives of the Solicitation.

LGC is fully equipped to deliver the outlined scope of work at Orlando International Airport (MCO). We provide the necessary equipment and ensure compliance with environmental and performance standards, ranging from safeguards for building surfaces to ergonomically designed machinery. Our commitment extends to utilizing environmentally preferable batteries and certified equipment for vacuuming and carpet extraction. Our powered floor maintenance equipment adheres to noise level standards and features efficient cleaning fluid use.

Additionally, our on-site personnel are trained to operate specialized equipment, and they undergo proactive training in equipment maintenance to ensure maximum durability, contributing to our comprehensive and seamless approach to facility maintenance at MCO.

Following is our proposed list of equipment to be used at MCO:

Location-1 Terminals A & B		
Type-Use	**Make-Model**	**Quantity**
Autonomous Floor Scrubber	Ice Robotics - iS 1100 L+ or iS32L+ or iS26L+	1
Carpet Cleaning Ride-on 28" with back-up alarm.	Tennant R14 Ride-On Carpet Extractor	8
Ride-on Scrubber for Hard Floors	Tenant T681/T981 -T17 and similar	6
Deep Cleaning Carpet Extractor	Tennant/Nobles EX-SC-1020 Mid-Size Deep Cleaning Carpet Extractor Carpet Extractor and 1610 ReadySpace Dual Technology Extractor	6
Portable Deep Cleaner Carpet Extractor, preferable battery operates. (Carpet Spotter)	Bissell or similar	6
Power Scrubber 17"	Tenant T1/T2 or T300 or similar	4
Power Scrubber 20"	Tenant T300 or similar	4
High Speed Floor Burnished 2000 rpm	Tenant Br-2000 DC or similar	4
Pile Lifter	Klee rite 70000 X-vac Carpet Pile Lifter MA29 1630-2844	1
Walk- Behind Floor Scrubber	Tenant 260 or CS16 or similar	6
Wet/Dry Vacuum	TENNANT V-WD-9, V-WD-24, V-WD-24P WET/DRY VACUUMS	6
Upright Vacuum	Sanitaire TRADITION® Wide Track® Upright Vacuum SC899Hor similar	8
Ride-on Vacuum	Tenant or similar	6
Backpack Vacuums with HEPA level-Filtration/Stick Vacs	Tennant V-BP-6B Battery Backpack Vacuum	10

Walk-Behind Outdoor Sweeper	Tomahawk Power TOS38 38" Walk Behind Push Sweeper w/ Triple Power Side Brooms or similar	4
Air blowers	Tenant Commercial Dryer/ Air Mover	8
Commercial Washer /Dryer	Whirlpool WPWADREW2745 or similar	1 each
Mobil Hydro Tech Pressure Washer with Hot water 4000psi or more , with water tank.	Hydro Tek SH27003VH Hot Pressure Washer or similar	2
Portable Pressure Washer cool / Hot water 4000PSI or less.	Simpson 65105 or similar	4
F 150 Truck - P/W	GM,. Ford, Dodge or similar	1
Box Truck - Supplies /Misc.	GM - Ford or similar	1
Scissor lifts	Rubbermaid® Structural Foam Utility Tilt Truck	1
Tilt Carts	Rubbermaid® Structural Foam Utility Tilt Truck	8
Flatbed- 4 Wheel Cart	Rubbermaid® FG443600BLA	3
Janitorial Cleaning Carts & Accessories	Rubbermaid or equal	as required
Air Compressor	DeWalt or Huskie	2
Steam Cleaner	US Steam US6100 Eagle Vapor Commercial Steam Cleaner with Cart or similar	3
Power tools - complete set	Makita or DeWalt	3
Disinfection	Victory Professional Cordless Electrostatic Backpack Sprayer	2
Bathroom Cleaning System	Hillyard CC17HP or Kaivac	8
Additional autonomous and smart equipment (the list of equipment we offer/use will be determined during the transition phase).		
Cell Phone -Tablets-Laptop	At a minimum, each full-time or part-time employee will be provided with a company-paid smartphone and a swept system	
Ice Robotics - Cobi 18	Autonomous Scrubber 18.8" Cleaning Path	
Ice Robotics - iS 1100 L+ or iS32L+ or iS26L+	Intelligent Ride on Sweeper	1
Ice Robotics - iS 1100 L+	Intelligent Ride Carpet Cleaner	
Ice Robotics i32BTL+ or i28BTL+ or i20NBTL+	Intelligent Walk Behind Scrubber	
Whiz	Autonomous Vacuum Cleaning	2
Whiz Scrubber 50 Pro	Autonomous Scrubber	1
Smart Technology we offer (A value proposition) -additional cost or Capital Expense		
Restroom Alert System	A smart technology that is used to assist users in locating available stalls	

Touch Screen Feedback Device	Installed in restrooms and heavily visited areas, to collect feedback data.	
Smart Toilet paper -paper napkin alert system	Used to notify staff when replenishment of the item is needed,	
Smart Trash System	Compacts trash and alerts when it's filled	

Location-2 Airsides 1 & 3		
Type-Use	**Make-Model**	**Quantity**
Autonomous Floor Scrubber	Ice Robotics - iS 1100 L+ or iS32L+ or iS26L+	3
Carpet Cleaning Ride-on 28" with back-up alarm.	Tennant R14 Ride-On Carpet Extractor	4
Ride-on Scrubber for Hard Floors	Tenant T681/T981 -T17 and similar	4
Deep Cleaning Carpet Extractor	Tennant/Nobles EX-SC-1020 Mid-Size Deep Cleaning Carpet Extractor Carpet Extractor and 1610 ReadySpace Dual Technology Extractor	3
Portable Deep Cleaner Carpet Extractor, preferable battery operates. (Carpet Spotter)	Bissell or similar	4
Power Scrubber 17"	Tenant T1/T2 or T300 or similar	2
Power Scrubber 20"	Tenant T300 or similar	2
High Speed Floor Burnished 2000 rpm	Tenant Br-2000 DC or similar	2
Pile Lifter	Klee rite 70000 X-vac Carpet Pile Lifter MA29 1630-2844	1
Walk- Behind Floor Scrubber	Tenant 260 or CS16 or similar	2
Wet/Dry Vacuum	TENNANT V-WD-9, V-WD-24, V-WD-24P WET/DRY VACUUMS	3
Upright Vacuum	Sanitaire TRADITION® Wide Track® Upright Vacuum SC899Hor similar	4
Ride-on Vacuum	Tenant or similar	2
Backpack Vacuums with HEPA level-Filtration/Stick Vacs	Tennant V-BP-6B Battery Backpack Vacuum	5
Walk-Behind Outdoor Sweeper	Tomahawk Power TOS38 38" Walk Behind Push Sweeper w/ Triple Power Side Brooms or similar	1
Air blowers	Tenant Commercial Dryer/ Air Mover	8
Commercial Washer /Dryer	Whirlpool WPWADREW2745 or similar	1 each
Mobil Hydro Tech Pressure Washer with Hot water 4000psi or more , with water tank.	Hydro Tek SH27003VH Hot Pressure Washer or similar	2

Portable Pressure Washer cool / Hot water 4000PSI or less.	Simpson 65105 or similar	2
F 150 Truck - P/W	GM,. Ford, Dodge or similar	1
Box Truck - Supplies /Misc.	GM - Ford or similar	1
Scissor lifts	Rubbermaid® Structural Foam Utility Tilt Truck	1
Tilt Carts	Rubbermaid® Structural Foam Utility Tilt Truck	4
Flatbed- 4 Wheel Cart	Rubbermaid® FG443600BLA	2
Janitorial Cleaning Carts & Accessories	Rubbermaid or equal	as required
Air Compressor	DeWalt or Huskie	1
Steam Cleaner	US Steam US6100 Eagle Vapor Commercial Steam Cleaner with Cart or similar	2
Power tools - complete set	Makita or DeWalt	2
Disinfection	Victory Professional Cordless Electrostatic Backpack Sprayer	1
Bathroom Cleaning System	Hillyard CC17HP or Kaivac	4
Additional autonomous and smart equipment (the list of equipment we offer/use will be determined during the transition phase).		
Cell Phone -Tablets-Laptop	At a minimum, each employee full time or part time will have a company paid smart phone & swept system	
Ice Robotics - Cobi 18	Autonomous Scrubber 18.8" Cleaning Path	
Ice Robotics - iS 1100 L+ or iS32L+ or iS26L+	Intelligent Ride on Sweeper	1
Ice Robotics - iS 1100 L+	Intelligent Ride Carpet Cleaner	
Ice Robotics i32BTL+ or i28BTL+ or i20NBTL+	Intelligent Walk Behind Scrubber	
Whiz	Autonomous Vacuum Cleaning	1
Whiz Scrubber 50 Pro	Autonomous Scrubber	
Smart Technology we offer (A value proposition) -additional cost or Capital Expense		
Restroom Alert System	A smart technology that is used to assist users in locating available stalls	
Touch Screen Feedback Device	Installed in restrooms and heavily visited areas, to collect feedback data.	
Smart Toilet paper -paper napkin alert system	Used to notify staff when replenishment of the item is needed,	
Smart Trash System	Compacts trash and alerts when it's filled	

Location-3 Airsides 2 & 4		
Type-Use	**Make-Model**	**Quantity**
Autonomous Floor Scrubber	Ice Robotics - iS 1100 L+ or iS32L+ or iS26L+	3
Carpet Cleaning Ride-on 28" with back-up alarm.	Tennant R14 Ride-On Carpet Extractor	3
Ride-on Scrubber for Hard Floors	Tenant T681/T981 -T17 and similar	3
Deep Cleaning Carpet Extractor	Tennant/Nobles EX-SC-1020 Mid-Size Deep Cleaning Carpet Extractor Carpet Extractor and 1610 ReadySpace Dual Technology Extractor	3
Portable Deep Cleaner Carpet Extractor, preferable battery operates. (Carpet Spotter)	Bissell or similar	4
Power Scrubber 17"	Tenant T1/T2 or T300 or similar	2
Power Scrubber 20"	Tenant T300 or similar	2
High Speed Floor Burnished 2000 rpm	Tenant Br-2000 DC or similar	2
Pile Lifter	Klee rite 70000 X-vac Carpet Pile Lifter MA29 1630-2844	1
Walk- Behind Floor Scrubber	Tenant 260 or CS16 or similar	2
Wet/Dry Vacuum	TENNANT V-WD-9, V-WD-24, V-WD-24P WET/DRY VACUUMS	3
Upright Vacuum	Sanitaire TRADITION® Wide Track® Upright Vacuum SC899Hor similar	4
Ride-on Vacuum	Tenant or similar	2
Backpack Vacuums with HEPA level-Filtration/Stick Vacs	Tennant V-BP-6B Battery Backpack Vacuum	5
Walk-Behind Outdoor Sweeper	Tomahawk Power TOS38 38" Walk Behind Push Sweeper w/ Triple Power Side Brooms or similar	1
Air blowers	Tenant Commercial Dryer/ Air Mover	8
Commercial Washer /Dryer	Whirlpool WPWADREW2745 or similar	1 each
Mobil Hydro Tech Pressure Washer with Hot water 4000psi or more , with water tank.	Hydro Tek SH27003VH Hot Pressure Washer or similar	2
Portable Pressure Washer cool / Hot water 4000PSI or less.	Simpson 65105 or similar	2
F 150 Truck - P/W	GM, Ford, Dodge or similar	1
Box Truck - Supplies	GM - Ford or similar	1
Box Truck FIS Trash	GM - Ford or similar	1
Scissor lifts	Rubbermaid® Structural Foam Utility Tilt Truck	1
Tilt Carts	Rubbermaid® Structural Foam Utility Tilt Truck	4
Flatbed- 4 Wheel Cart	Rubbermaid® FG443600BLA	2

Janitorial Cleaning Carts & Accessories	Rubbermaid or equal	as required
Air Compressor	DeWalt or Huskie	1
Steam Cleaner	US Steam US6100 Eagle Vapor Commercial Steam Cleaner with Cart or similar	2
Power tools - complete set	Makita or DeWalt	2
Disinfection	Victory Professional Cordless Electrostatic Backpack Sprayer	1
Bathroom Cleaning System	Hillyard CC17HP or Kaivac	4
Additional autonomous and smart equipment (the list of equipment we offer/use will be determined during the transition phase).		
Cell Phone -Tablets-Laptop	At a minimum, each employee full time or part time will have a company paid smart phone & swept system	
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Ice Robotics - iS 1100 L+	Intelligent Ride Carpet Cleaner	
Ice Robotics i32BTL+ or i28BTL+ or i20NBTL+	Intelligent Walk Behind Scrubber	
Whiz	Autonomous Vacuum Cleaning	1
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Revolutionizing Cleanliness: LGC's Innovative Automated Machines

Over the past decade, facility management has emerged as a pivotal element in visitors' experience at federal or commercial establishments. The COVID-19 crisis has propelled cleanliness to the forefront, compelling us to continuously optimize the operational efficiency of the facilities we serve.

During this period, the facility management industry encountered significant challenges, including:

- Higher cleaning demands
- Rising labor challenges
- Overextended cleaning teams
- Absenteeism and turnover

To effectively address these challenges, LGC introduced cleaning robots and automated cleaning machines as a game-changing solution. Our robotic technology has revolutionized our operations, effectively tackling operational challenges associated with cleaning, logistics, and costs. Here's how our cutting-edge robotic technology has transformed our operations:

Focus staff on high-touch cleaning: Automated machines relieve staff, allowing focus on critical tasks like disinfection. Optimization of resources leads to increased productivity and better utilization of staff skills, ultimately enhancing the overall efficiency of the cleaning operations.

Clean more frequently and consistently: Our cleaning robots enhance cleaning frequency, ensure consistent performance, and foster client confidence in maintaining meticulous facility cleanliness.

Provide proof of coverage: Real-time performance data from our state-of-the-art machines underscores our proactive measures to mitigate health and safety risks, bolstering client trust.

From advanced sensors for precise navigation to smart algorithms that optimize cleaning patterns, our machines are equipped with innovative features that deliver exceptional results. By programming our machines to operate during off-peak hours, we ensure that your facility receives efficient cleaning without disrupting normal operations, offering you the utmost flexibility.

Following are some of the automated machines LGC provides, which we find suitable for the MCO facilities:

Cobi 18

In the demanding environment of airport facilities, where cleanliness and efficiency are paramount, the Cobi 18 stands as a necessary and highly suitable equipment choice for MCO.

With its compact design, the Cobi 18 adeptly navigates even the tightest spaces, effectively eliminating dirt, grime, and stubborn stains, ensuring thorough cleaning in every corner of the facility. This ensures that no area is left untouched, guaranteeing comprehensive cleaning on a wide range of hard flooring surfaces, including hardwood, ceramic, concrete, PVC, marble, granite, and more. It operates safely around these elements, ensuring that they remain protected during the cleaning process.

In conjunction with Ice Robotics, LGC has implemented Cobi at Detroit Public Library's locations, which gave us:

80%
Improvement in cleanliness

2 Hours
are saved by the cleaning team each day

24 Hours
Uninterrupted Cleaning Services

Autonomous Floor Sweeper

Whiz is a cutting-edge autonomous vacuum sweeper, that offers increased cleaning frequency, enhanced staff efficiency and productivity, and the maintenance of consistent cleaning routes. Equipped with HEPA filters, Whiz also improves indoor air quality, providing a healthier atmosphere.

The advanced safety features of Whiz, including cameras, sensors, and alerts, enable precise navigation, ensuring optimal safety by avoiding obstacles and protecting our employees and visitors. Whiz is programmed to follow a set

route, minimizing the likelihood of missing spots that human operators might overlook. With its meticulous cleaning approach, Whiz covers more area in quicker timeframes, significantly increasing the floor space cleaned each day.

LGC has successfully implemented Whiz at locations such as the San Antonio Airport, City of Sterling Heights, etc. which resulted in:

10 Hours

are saved per week

90%

Cleanliness Score

+1

Minute/room gained in cleaning time

Autonomous Floor Scrubber

LGC uses EMMA, the RS26-AU Scrubber an advanced autonomous and ride-on machine that transforms the way commercial and industrial cleaning is done. Designed to simplify cleaning operations and deliver remarkable outcomes, EMMA is equipped with state-of-the-art technology to ensure efficient and safe navigation in even the most complex environments.

EMMA's user-friendly interface and intuitive controls make it a seamless addition to our cleaning team. With EMMA's data-driven approach, we can proactively identify areas that require attention, allocate resources efficiently, and create a healthier and more comfortable environment for everyone.

One of the standout features of EMMA is its ability to fully disinfect floor surfaces, effectively reducing the amount of toxins that are typically stirred up into the air during the cleaning process. By killing germs and removing dirt and debris through its scrubbing mechanism, EMMA not only achieves cleaner floors but also contributes to fresher and healthier air. EMMA delivers consistent cleaning outcomes every time, as it follows predefined routes, ensuring that every inch of your facility receives thorough cleaning, without any variations or missed spots.

Autonomous UV Light Disinfection Unit

In conjunction with ALTA Equipment and Aitheon Robotics, we introduced a UV Light Disinfection Unit to two of our current clients, City of Sterling Heights, and Avondale Schools. UV Light eradicates airborne germs and effectively fights pathogens in indoor spaces without chemicals.

By implementing this, we aim to provide a safe and hygienic environment by effectively eliminating airborne germs and combating pathogens without the use of chemicals, ensuring the well-being of employees and travelers.

Kaivac Mini

LGC implements Kaivac Mini, the cutting-edge touchless cleaner utilized by LGC in our restroom cleaning services. By leveraging touchless cleaning technology and automated disinfectant application, Kaivac Mini streamlines our cleaning process, reducing manpower needs and cleaning times.

With an integrated interior power washer, Kaivac Mini ensures thorough cleaning of faucets, sinks, and other fixtures. Kaivac Mini ensures the dignity of our cleaning personnel by providing a highly effective and efficient solution for restroom cleaning, eliminating the need for manual scrubbing and mopping.

LGC's robotic marvels redefine cleanliness, leaving no spot untouched. Our smart tech ensures precision, allowing our experts to focus on what they do best.

3D Cleaning Robot

LGC deploys an advanced 3D Cleaning Robot, equipped with self-developed cleaning tools and innovative self-washing/disinfecting features. From mirrors and washbasins to floors and countertops, the 3D Cleaning Robot autonomously tackles each task, meticulously sanitizing every surface it encounters. Its adaptability and customization options allow for seamless integration with our specific workflow.

Equipped with intelligent sensors, the robot intelligently assesses the initial conditions, autonomously performing a comprehensive cleaning of the entire restroom area, leaving no corner untouched. It then evaluates the results, addressing any remaining stains or debris through spot cleaning, ensuring an impeccable finish.

With its ability to handle disturbances and obstacles seamlessly, the 3D Cleaning Robot operates with unmatched reliability, eliminating the need for human intervention. Implementation of 3D robots results in:

5 mins
to finish cleaning and disinfecting one single toilet bowl

99.5%
the success rate of cleaning

Following is the list of equipment in our warehouse:

T3 Auto scrubber: 20inches with EC-H2O

T7 ride on Auto scrubber: 26 & 32 inch EC-H2O

S9 Large battery walk- behind sweeper

Chariot I Vac ATV stand-on vacuum

6100 rider sweeper

7 3/4" Motor scrubber, Mini battery roto

17" & 20" E-Glide Electric roto

KaiVac No touch cleaning system

Jet Vac Jr. steam vacuum

Bulldog micro floor scrubber

Scissor lift

Articulating Z-Booms

2. Describe a plan for when a truck or other major piece of equipment or technology is out of service.

In the event of a major piece of equipment or technology being out of service, LGC has a robust plan in place to ensure uninterrupted operations. We prioritize the acquisition of durable equipment and technology, sourced from top suppliers within the US, to minimize the likelihood of breakdowns. We have designed our approach to guarantee minimal impact on service delivery, particularly at MCO. Our contingency plan comprises the following key elements:

Backup Equipment and Warehouse Management

LGC, benefitting from an active business presence in Florida, strategically maintains a nearby warehouse with a comprehensive inventory of backup equipment to ensure swift replacement access when needed.

Responsive Mobile Crews

LGC operates dedicated mobile crews specializing in janitorial maintenance services. These mobile crews are equipped with the necessary tools and equipment to address unexpected issues efficiently. They stand ready to respond promptly, minimizing any potential disruptions.

Immediate Corporate Office Response

In times of equipment failure or emergencies, our Corporate intervenes can quickly pool and channel employees, equipment, and trucks as needed to address the situation promptly. This ensures efficient resource allocation and decision-making.

Manual Record Keeping for Resilience

In addition to our sophisticated technological systems, LGC places a strong emphasis on maintaining manual record-keeping processes. These manual records serve as a critical backup in case of technological failures. We document inventory, quality, and other essential data ensuring that we can continue to track and manage crucial information even in challenging situations.

Proactive Preventive Maintenance

Our employees undergo rigorous training in preventive maintenance practices. This significantly reduces the chances of equipment or technology failures. We employ cutting-edge 3D barcoding technology to comprehensively track equipment maintenance records, warranties, and other essential information.

Rest assured, with LGC, none of our projects have ever been disrupted by equipment failure – your operations are in safe hands!

3. Provide an overview of your firm's computerized maintenance management program for the Contractor to utilize and support.

At LGC, we are dedicated to delivering cutting-edge technology solutions to enhance our operations at MCO. Our commitment to technological advancement includes the implementation of a robust Computerized Maintenance Management Program (CMMS) designed to streamline maintenance activities, improve operational efficiency, and ensure seamless support. This system streamlines work order generation, asset management, and preventive maintenance scheduling, ensuring that all maintenance tasks are efficiently tracked and completed. Other key aspects include:

- Data-Driven Decision
- All our Staff and front line to the backend, from Custodians to Skilled Technicians carry mobile devices that allow them to enter data as they are performing their tasks daily.
- Drive efficiency and cost savings
- Real-Time Dashboard & Monitoring

Streamlined Operations and Enhanced Service Quality

To effectively manage the quality and quantity of our operations, we rely on our CMMS in our service and supply processes. Throughout the entire project lifecycle, from award to transition and beyond, we harness technology, including our CMMS dashboard and customized mobile app. This helps our team to identify and maintain optimal minimum inventory levels for supplies and equipment, effectively eliminating zero-stock scenarios.

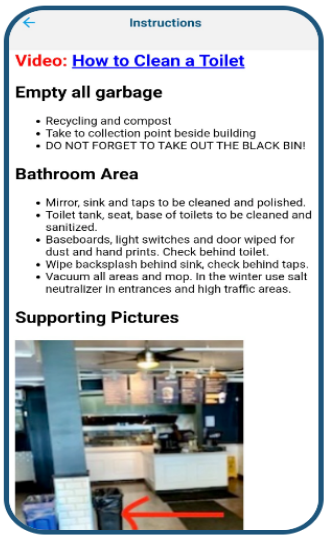
Other processes facilitated through this include:

Work Level Loading: Work Level Loading is efficiently executed through our CMMS and mobile app, where tasks are systematically assigned based on workload analysis. This process minimizes overtime costs and ensures that staffing resources are allocated efficiently, aligning with our commitment to operational excellence.

Route Mapping and Standardized Operating Sheets: All assigned routes are accurately mapped out for employees, following standardized operating sheets.

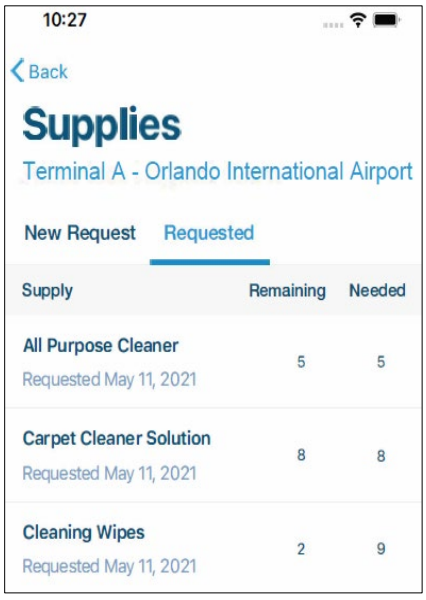
Step-by-Step Work Instructions: We offer step-by-step guidance for employees in performing services in specific areas.

Daily Work Reporting and Analysis: We implement continuous improvement practices into our delivery methodology, enabling even new employees to excel from day one.



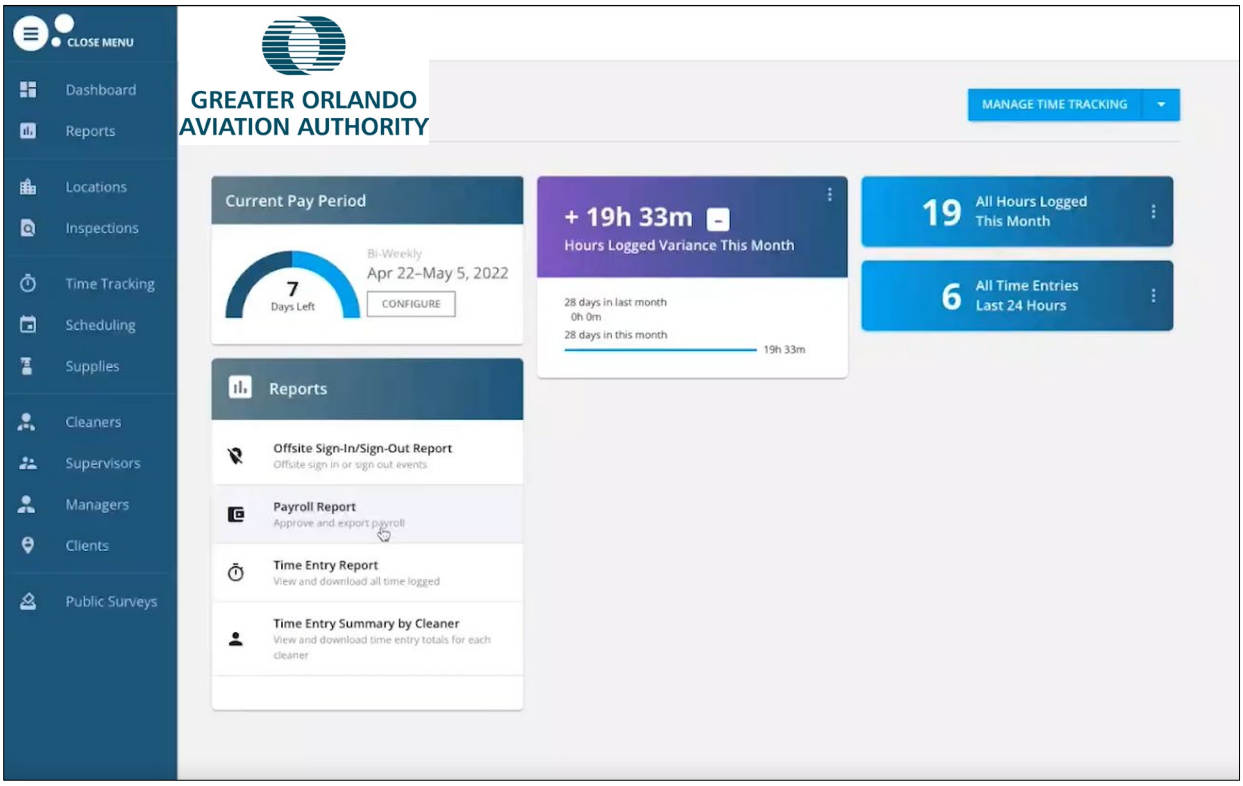
Technology in Supply Management

Supply management is efficiently facilitated through our customized mobility solution. It enables effective tracking and monitoring of cleaning supplies, ensuring timely replenishment and efficient inventory management. Using this mobile application, our janitorial crew can easily track and record the usage of cleaning supplies during their daily tasks. They can quickly update the system with the quantities used or request additional supplies when needed.



Technology to Monitor Absenteeism

Our employees will utilize Kronos for automated time and attendance tracking. Additionally, through our customized mobile solution, we offer accurate time tracking down to the minute. Our mobile app is GPS-enabled and payroll-ready, allowing employees to easily clock in and out. All recorded time is logged in our dashboard for approval, and supervisors and HR personnel can access this data to effectively monitor and manage absenteeism, identify patterns, and take necessary actions to ensure optimal staffing levels and productivity. With this streamlined attendance tracking process, we enhance efficiency and provide accurate records for payroll management.



EAMS Maximo

LGC has extensive experience in leveraging Maximo Software, a powerful tool that enhances asset reliability through AI-powered monitoring, inspections, and predictive maintenance.

Much like our proprietary technology, Maximo is designed to deliver results that include reducing unplanned downtime and maintenance costs, optimizing asset utilization, extending asset life, and enhancing production output. LGC will use the GOAA-provided computer with Maximo to access the Aviation Authority's EAMS Maximo, enter and retrieving work order information, and records keeping.

Tab 5 Small Business Participation Plan

A. MWBE Participation Plan

The Aviation Authority has set a MWBE participation goal of fifteen percent (15%) per location, for this solicitation. Describe the level of MWBE participation that will be provided, how and what services will be performed by each firm.

We will **achieve and exceed the MWBE participation goal of fifteen percent (15%)** for this solicitation through our partnership with subcontracting partners - **American Janitorial Maintenance & Services, Inc.**, **Age Wise Inc** and **Southeast Airport Services, Inc.** - certified MWBE companies by the Greater Orlando Aviation Authority. This achievement raises our **total MWBE participation goal to 25% per location.**

LGC has strong and long-lasting relationships with small businesses, demonstrating our commitment to **inclusion and the success of the local small business community.** As an MBE-certified company, we are dedicated to empowering historically underutilized businesses that offer equitable and diversified solutions in alignment with our mission, strategies, and requirements.

Our Subcontracting Goals

- **Ensuring Inclusion and diversity throughout the contract.**
- **Boosting the local economy by active hiring from local community.**
- **Building Partnerships that lead to shared growth opportunities, beyond the current contracts.**

LGC Global is committed to fulfilling the MWBE and LDB participation goal by providing equipment, supplies, and subcontracted labor. Our relationships with local business ensure that these essential components are seamlessly integrated into our service delivery.

Our subcontractors' employees will collaborate closely with our LGC team under our guidance, benefiting from supervision and quality control. We'll provide them with all our **mandatory training and advanced technology** to ensure top-tier performance across a range of areas, including public circulation, curb, entrance vestibule, restrooms, security screening, escalators, baggage claim, and more.

Our MWBE Participation Plan

LGC is a certified Minority Business Enterprise (MBE), and our spending reflects a 100% commitment to MBE participation. For detailed information regarding our subcontracting goals for the MWBE program, please refer to the table below.

Subcontractor Name	MBE Certification Status	Subcontracting Percentage
American Janitorial Maintenance and Services, Inc.	Yes	10%
Age Wise Inc	Yes	10%
Southeast Airport Services, Inc.	Yes	5%
Total – Team LGC		**25%**

Subcontractor – 1

Entity Name: American Janitorial Maintenance & Services, Inc.
Address: 600 North Thacker Ave, Suite D47 Kissimmee, FL 32741

Contact Person: Ms. Felicita Peguero
Phone: 407-501-0321
Fax: 407-350-5371
E-mail: americanjms@gmail.com

Certification Type: MWBE - Minority/Women Business Enterprise
The firm is LDB or CMAR: LDB

Brief Description:
Based in Florida, American Janitorial & Maintenance Service is **conveniently located just minutes from the Orlando International Airport**. Their expertise spans across professional janitorial services catering to both large and small airports, along with traditional commercial facilities. They are **currently working at the South Trailer Park of MCO.** Their comprehensive service offerings encompass janitorial services, parking garage maintenance, pressure washing, indoor plant maintenance, and more.

Please refer to the MWBE/LDB certificate on the next page.

MWBE/ LDB Certificate

ORLANDO INTERNATIONAL AIRPORT | MCO

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

June 27, 2022

Ms. Felicita Peguero
American Janitorial Maintenance & Services, Inc.
600 North Thacker Ave.
Suite D47
Kissimmee, FL 32741

Local Developing Business (LDB) & Minority/Women Business Enterprise (M/WBE) Certification
Expiration Date: June 19, 2025

Dear Ms. Peguero:

The Small Business Development Department of the Greater Orlando Aviation Authority (Authority) is pleased to announce that your firm, **American Janitorial Maintenance & Services, Inc.** has been certified as both a **Local Developing Business (LDB) & Minority/Women Business Enterprise (M/WBE)**, under the Authority's Local Developing Business (LDB) & Minority/Women Business Enterprise Policies.

LDB & M/WBE certifications are not equivalent and should not be construed as certification under the Authority's Disadvantaged Business Enterprise (DBE) or Airport Concessions Disadvantaged Business Enterprise (ACDBE) Policies promulgated pursuant to the Department of Transportation's regulations, or the Authority's Small Business Enterprise (SBE) or Veteran Business Enterprise (VBE) Policies.

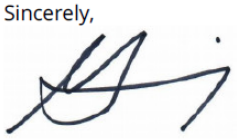
LDB and M/WBE certifications are NOT a guarantee of work, but enable the firm to compete for, and perform, contract work on all Authority projects as an **LDB and/or M/WBE** contractor, sub-contractor, consultant, sub- consultant or material supplier.

Your company's **LDB and M/WBE** certifications with the Authority will be effective through **June 19, 2025.** For re-certification at the end of this period you must reapply for **LDB** and **M/WBE** certification. Your **renewal application** should be submitted ninety (90) days prior to expiration of your current certification. You may complete your renewal application online at https://goaa.diversitycompliance.com. **Failure to submit your renewal application ninety (90) days in advance of your expiration may result in a lapse in your certifications.**

If there is a material change in the firm, including, but not limited to: ownership, officers, directors, scope of work being performed, daily operations, affiliations with other businesses or individuals, physical location of the firm, or the owner's PNW exceeds $750,000 prior to your renewal date you must promptly notify this office in writing. Notification should include supporting documentation.

Congratulations on your **LDB and M/WBE** certifications. Please contact our office at 407-825-7133 or certifications@goaa.org if you have any questions or if we can be of any assistance.

Sincerely,



George I. Morning
Director, Small Business Development Department

DBE Certificate

ORLANDO INTERNATIONAL AIRPORT | MCO

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

July 5, 2023

Ms. Felicita Peguero
American Janitorial Maintenance & Services, Inc.
600 North Thacker Ave.
Suite D47
Kissimmee, FL 32741

Disadvantaged Business Enterprise (DBE) Certification
Anniversary Date: June 19, 2024

Dear Ms. Peguero:

The Small Business Development Department of the Greater Orlando Aviation Authority (Authority) has reviewed the **No Change Declaration (NCD)** along with the supporting documentation, submitted on behalf of **American Janitorial Maintenance & Services, Inc.** to determine whether the entity continues to meet the **Disadvantaged Business Enterprise (DBE)** eligibility requirements of **49 CFR, PART 26.** I am pleased to inform you that your firm remains eligible for **DBE** certification in accordance with **49 CFR, Part 26.**

Your firm has been certified under the North American Industry Classification System (NAICS) Codes listed on page 2 of this letter.

Your firm will be listed in **Florida's Unified Certification Program (UCP) DBE Directory** which can be accessed via the Florida Department of Transportation's (FDOT) website at https://fdotxwp02.dot.state.fl.us/EqualOpportunityOfficeBusinessDirectory. As long as the firm is listed as a **DBE** in Florida's UCP DBE Directory, it is considered **DBE** Certified by all Members of the Florida UCP.

DBE certification is NOT a guarantee of work, but enables the firm to compete for, and perform, contract work on all USDOT Federal Aid (FAA, FTA, and FHWA) projects in Florida as a DBE contractor, sub-contractor, consultant, and sub-consultant or material supplier.

DBE certification is continuing from the date of this letter. However, it is contingent upon the firm renewing its eligibility annually. Your current Anniversary Date is **June 19, 2024.** For continued eligibility, a **No Change Declaration (NCD)** form must be submitted to our office annually. While we will make every attempt to notify you prior to the anniversary date of your certification, it is ultimately your responsibility to provide a NCD to our office. You may complete your NCD online at https://goaa.diversitycompliance.com. To help facilitate the processing of your NCD prior to your anniversary date, **please submit your NCD and all required documentation ninety (90) days in advance of your anniversary date.** Failure to timely submit your annual NCD may result in the removal of your firm as a **DBE.**

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 or physical location of the firm, you must promptly notify this office in writing. Notification should include supporting documentation.

Page - 2

July 5, 2023

Felicita Peguero
American Janitorial Maintenance & Services, Inc.

American Janitorial Maintenance & Services, Inc. is Disadvantaged Business Enterprise (DBE) Certified by the Greater Orlando Aviation Authority under the following NAICS Commodity Codes/Area(s) of Specialty:

NAICS 561720: JANITORIAL SERVICES
NAICS 561730: LANDSCAPE CARE AND MAINTENANCE SERVICES

Congratulations on your certification. Your anniversary date is **June 19, 2024.** Please contact our office at 407-825-7133 or certifications@goaa.org if you have any questions or if we can be of any assistance.

Sincerely,

Yovannie Rodriguez, Esq. AAE
Chief Administrative Officer

Subcontractor – 2

Entity Name: Age Wise Inc.
Address: Age Wise, Inc.
727 Terra Place
Maitland, FL 32751

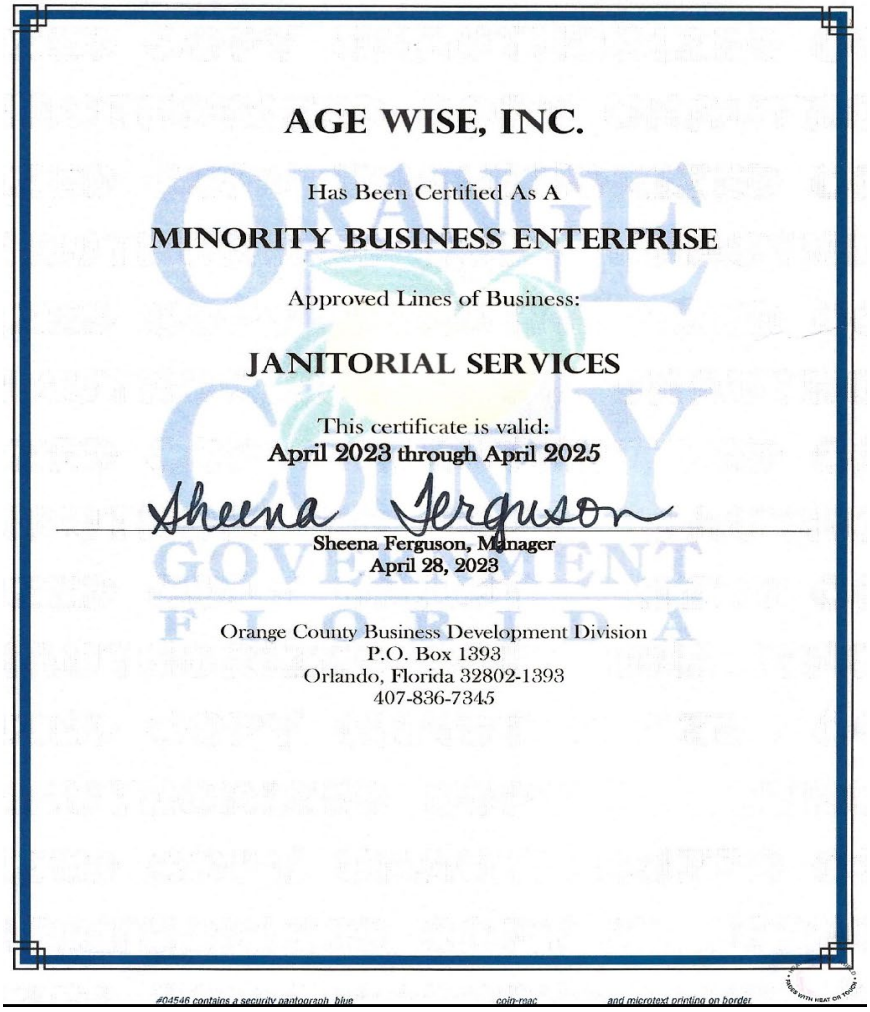
Contact Person: Steven Martin
Phone: 386-212-2778
E-mail: stevenmartin4@yahoo.com

Certification Type: MWBE - Minority/Women Business Enterprise

Brief Description: Age Wise Inc., a well-established leader in Contract Janitorial Services with **26+ years of experience,** has been a trusted partner to clients for decades. Supported by a dedicated **team of over 50 experienced professionals,** they **provide services at key locations within the MCO airport, including Southwest Airlines, Delta Sky Club, and elevator maintenance**.

Their extensive **experience spans 26+ years of service at the Greater Orlando Aviation Authority and an additional 15+ years of service in Orange County.** This history of service excellence has made Age Wise Inc. a reputable choice for clients seeking top-quality janitorial services in the region.

MBE Certificate



AGE WISE, INC.

Has Been Certified As A

MINORITY BUSINESS ENTERPRISE

Approved Lines of Business:

JANITORIAL SERVICES

This certificate is valid:
April 2023 through April 2025

Sheena Ferguson

Sheena Ferguson, Manager
April 28, 2023

Orange County Business Development Division
P.O. Box 1393
Orlando, Florida 32802-1393
407-836-7345

#04546 contains a security pantograph, blue coin-reac and microtext printing on border

BUSINESS DEVELOPMENT DIVISION
400 E. South Street, 2nd Floor * Reply To: P O Box 1393; Orlando, FL 32802-1393
Phone: 407 / 836-7317 Fax: 407 / 836-5477
Website: www.ocfl.net

April 28, 2023

Steven Martin
Age Wise, Inc.
727 Terra Place
Maitland, FL 32751

Dear Steven Martin:

Congratulations! Your Re-certification was approved by the Manager on **April 28, 2023**. Your re-certification is valid for two years. You will need to re-certify your company before **April 30, 2025.** As a courtesy, the B2GNOW system will notify you approximately two months prior to your expiration due date. Do not ignore the request. It is your responsibility to recertify prior to your expiration date and not rely on the automated system. If you do not recertify prior to your expiration date, the file will be closed and you will have to resubmit all paperwork to become certified again as a new cert.

Re-certification is now online and maybe accessed using this link https://ocfl.diversitycompliance.com/?TN=ocfl.

Orange County Government reserves the right to conduct site visits to your company announced and unannounced (as part of compliance). The refusal of these site visits by you or your staff may result in revocation of your certification.

If there are any changes to your contact information (i.e., phone number, fax number, e-mail address, address of office, etc.) or ownership changes please update the B2GNow portal (https://ocfl.diversitycompliance.com/?TN=ocfl) to reflect these changes.

Remember, it is your responsibility to keep our office abreast of any changes.

****Note that your new certificate will be mailed via USPS.**

FINAL REMINDER: DO NOT TAMPER WITH OR ALTER YOUR CERTFICATE IN ANY MANNER, IN SUCH CASES WHERE THIS HAS BEEN DONE, YOU MAY BE SUSPENDED, DEBARRED OR PROSECUTED.

Sincerely,

Solange Dal Santo
Contract Administrator
Solange.DalSanto@ocfl.net
Orange County Business Development Division

MWBE Certificate

ORLANDO INTERNATIONAL AIRPORT | MCO

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

July 2, 2023

Mr. Steven Martin
Age Wise, Inc.
727 Terra Place
Maitland, FL 32751

Expiration Date: April 30, 2025

Dear Mr. Martin:

The Small Business Development Department of the Greater Orlando Aviation Authority (Authority) is pleased to announce that your firm, **Age Wise, Inc.**, has been granted reciprocal **Minority/Women Business Enterprise (M/WBE) Certification** under the Authority's M/WBE policy. The certification is based on your current M/WBE certification from The State of Florida Office of Supplier Diversity, The City of Orlando, or Orange County Government.

M/WBE certification is not equivalent and should not be construed as certification under the Authority's Disadvantaged Business Enterprise or Airport Concessions Disadvantaged Business Enterprise (ACDBE) Policies promulgated pursuant to the Department of Transportation's regulations, or the Authority's Local Developing Business (LDB), Small Business Enterprise (SBE) or Veteran Business Enterprise (VBE) Policies.

M/WBE certification is NOT a guarantee of work, but enables the firm to compete for, and perform, contract work on all Authority projects as an **M/WBE** contractor, sub-contractor, consultant, sub-consultant or material supplier.

Your reciprocal **M/WBE** certification will be effective through **April 30, 2025** and your firm will be listed in our certification directory at https://goaa.diversitycompliance.com. For re-certification at the end of this period you must provide our office with proof of your then current M/WBE certification from The State of Florida, Office of Supplier Diversity, The City of Orlando, or Orange County Government.

If there is a material change in the firm, including, but not limited to: change in M/WBE certification status, ownership, officers, directors, scope of work being performed, daily operations, affiliations with other businesses or individuals or physical location of the firm prior to your renewal date you must promptly notify this office in writing. Notification should include supporting documentation. Please visit our Business Diversity Management System at https://goaa.diversitycompliance.com to renew or inform us of changes in your reciprocal certification.

Please contact our office at (407) 825-7133 or certifications@goaa.org if you have any questions or if we can be of any assistance.

Sincerely,

Yovannie Rodriguez, Esq. AAE
Chief Administrative Officer

Subcontractor – 3

Entity Name: Southeast Airport Services, Inc.
Address: 5734 S Semoran Blvd
Orlando, FL 32822

Contact Person: Gerald Montgomery
Phone: 407-420-8633
Fax: 407-420-8002
E-mail: gmontgomery@seairportservices.com

Certification Type: MWBE - Minority/Women Business Enterprise

Brief Description: Southeast Airport Services, Inc., is a certified **Small and Minority Business Enterprise** with **30+ years of experience in airport services.** They **currently provide their expertise at the Brightline Terminal and South Terminal of MCO**, offering customized services designed to meet the unique needs of aviation and logistics clients.

Their dedicated team strategically position **Checkpoint Support and Terminal Services** within airport terminals, delivering detailed flight information and comprehensive assistance to travelers. **SAS, Inc.'s commitment to customer satisfaction, trust, and integrity** is unwavering, making them a trusted partner in the aviation sector.

Please refer to the MWBE/LDB certificate on the next page.

MWBE/ LDB Certificate

ORLANDO INTERNATIONAL AIRPORT | MCO

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

November 15, 2021

Mr. Gerald Montgomery
Southeast Airport Services, Inc.
5812 South Semoran Blvd.
Orlando, FL 32822

Local Developing Business (LDB) & Minority/Women Business Enterprise (M/WBE) Certification
Expiration Date: November 15, 2024

Dear Mr. Montgomery:

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

LDB & M/WBE certifications are not equivalent and should not be construed as certification under the Authority's Disadvantaged Business Enterprise (DBE) or Airport Concessions Disadvantaged Business Enterprise (ACDBE) Policies promulgated pursuant to the Department of Transportation's regulations, or the Authority's Small Business Enterprise (SBE) or Veteran Business Enterprise (VBE) Policies.

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

Your company's **LDB and M/WBE** certifications with the Authority will be effective through **November 15, 2024.** For re-certification at the end of this period you must reapply for **LDB** and **M/WBE** certification. Your **renewal application** should be submitted ninety (90) days prior to expiration of your current certification. You may complete your renewal application online at https://goaa.diversitycompliance.com. **Failure to submit your renewal application ninety (90) days in advance of your expiration may result in a lapse in your certifications.**

If there is a material change in the firm, including, but not limited to: ownership, officers, directors, scope of work being performed, daily operations, affiliations with other businesses or individuals, physical location of the firm, or the owner's PNW exceeds $750,000 prior to your renewal date you must promptly notify this office in writing. Notification should include supporting documentation.

Congratulations on your **LDB and M/WBE** certifications. Please contact our office at 407-825-7133 or certifications@goaa.org if you have any questions or if we can be of any assistance.

Sincerely,

George I. Morning
Director, Small Business Development Department

B. LDB/VBE Participation Plan

The Aviation Authority has set an LDB/VBE participation goal of ten percent (10%) per location, for this solicitation. Describe the level of LDB/VBE participation that will be provided, how and what services will be performed by each firm.

We will **achieve and exceed the LDB participation goal of ten percent (10%)** for this solicitation through our partnership with subcontracting partners - **American Janitorial Maintenance & Services, Inc**. and **Southeast Airport Services, Inc.** - certified LDB companies by the Greater Orlando Aviation Authority. This achievement raises our **total MWBE participation goal to 15% per location.**

LGC Global is committed to fulfilling the LDB participation goal by providing equipment, supplies, and subcontracted labor. Our partnership ensures that these essential components are seamlessly integrated into our service delivery.

Please refer to the section – 'MWBE Participation Plan' for the Subcontractor Information.

Our MWBE Participation Plan

LGC is a certified Minority Business Enterprise (MBE), and our spending reflects a 100% commitment to MBE participation. For detailed information regarding our subcontracting goals for the LDB program, please refer to the table below.

Subcontractor Name	LDB Certification Status	Subcontracting Percentage
American Janitorial Maintenance and Services, Inc.	Yes	10%
Southeast Airport Services, Inc.	Yes	5%
Total – Team LGC		**15%**

Tab 6 Additional Requirements of the Solicitation

A. Prior or Pending Convictions, Indictments, Investigations, Regulatory Investigations

The Respondent shall provide a description of all prior or pending convictions, indictments, investigations, and regulatory investigations, either civil or criminal that relate to the services listed in Section 5.0 Scope of Services, in which Respondent or its affiliates, subsidiaries, parent company, directors, senior officers, senior regional officers, the Lead Individual, or Engagement Team members have been involved with in the last five (5) years immediately preceding the date of Respondent's response to this RFP. Or provide an affirmative statement that there are none.

None.

B. Claims Information

Disclose all lawsuits, arbitrations and claims filed or raised by or against the Respondent over the last five (5) years, specifically identifying the project involved, the parties involved, the nature of the claim(s), amount at issue, disposition or status and litigation, case style, number, and jurisdiction. Or provide an affirmative statement that there are none.

None.

The Respondent shall also list any work their team failed to complete in accordance with any contract in the last five (5) years. Describe details regarding the non-performance, including listing any officer or partner of their team who in the last five (5) years failed to complete a contract handled in his/her name.

None.

C. Conflicts of Interest

Describe any conflicts of interest with the Aviation Authority that the Respondent's firm has or may have, including with any other parties who are potentially involved in any contemplated financings of the Aviation Authority, and how that conflict of interest would be mitigated, or provide an affirmative statement that there are none. Please disclose any relationship you have with any commercial service airports within the state of Florida and all relationships with Central Florida governmental entities.

None.

Fla. Stat. Section 119.071(1)(c)

Fla. Stat. Section 119.071(1)(c)

Fla. Stat. Section 119.071(1)(c)

Fla. Stat. Section 119.071(1)(c)

Tab 7 Management Fee

1. The Management Fee shall include all costs as listed in Section 4.2.
2. Reimbursable Expense Budget shall include all costs as outlined in Section 4.4. Contractor's aggregate annual invoices shall not exceed the total as stated above for Years 1 thru 5.
3. Use the pricing table included with this solicitation to provide the Management fees in association with the Scope of Services.

LGC has submitted the management fee for the following locations, as detailed in the separate Excel workbook titled **"23-380-RFP_-_Pricing_Tables,"** on the portal:

Location 1: Terminals A and B
Location 2: Airsides 1 and 3
Location 3: Airsides 2 and 4

Tab 8 Additional Information if Needed

1. Pandemic Plan

LGC has serviced facilities worldwide amidst the COVID-19 pandemic. We are engaged with our clients to keep their businesses safe and disinfected. Problems posed by a pandemic include:

- Employee Health Risks
- Staffing Issues
- Protecting Staff and other Personnel
- Economic Impact
- Supply Chain Issues
- Shutdown of Non-Essential Services

Our Pandemic Response Plan is geared toward safe, continued service during a pandemic, as well as seamless transition into normal operations afterwards.

On-site safety

LGC emphasizes employee awareness, training, and education to ensure they are informed on virus prevention methods in and out of work, as well as how to recognize symptoms. All training materials that detail pandemic-specific cleaning and disinfection protocols are available for review by our staff on our CMMS dashboard. Proper hygiene protocols we train staff in include:

- Frequent handwashing
- Social distancing
- Masking
- Avoiding contact with the face
- Cough/sneeze etiquette

Because we anticipate our employees washing their hands more frequently, we make sure to have extensive stock of sanitizing hand soap. Following are examples of informational signage we can place in employee-facing areas around MCO facilities:

PPE are provided to staff reduces transmission. These include:

- High-Quality Filtered Masks
- Gloves
- Eye Protection
- Head Coverings, Smocks, etc.

Shift staggering, establishing a minimum staffing level to reduce onsite density, multi-skilling existing staff to perform a variety of work, and doing disinfection between shifts also aids in decreasing the chance of widespread transmission among our staff and passengers.

Disinfection Services

The first line of defense against the spread of COVID-19 in facilities is proper disinfection. We have a significant resource of on-call Disinfection Technicians available for emergency situations. We also prioritize disinfection of high-touch areas including restroom fixtures, handles, railings, doorknobs, water fountains, furniture, etc.

LGC will implement the following three-tiered action plan to control infections like COVID-19.

Tier One	Tier Two	Tier Three
Prevention disinfection plan	Targeted Coronavirus disinfecting plan	Immediate and aggressive eradication plan
Caution to care for patrons and employees	Response to suspected COVID-19 cases onsite	Response to confirmed COVID-19 cases on the premises
One-time project – daily, bi-weekly, weekly cleaning/disinfection	A detailed, 10-ft down disinfection with deep cleaning	

The following is a list of our disinfection equipment that mitigates virus spread:

- Electrostatic Sprayers
- UV Light Disinfection Machines
- CDC-recommended, EPA-registered, or Hospital Grade Disinfectants
- Fogging Machines

Additionally, our autonomous cleaning machines perform thorough cleaning of large areas.

Staffing, Management and Supply Chain

In the event of staff shortages, our pool of trained backflow staff can fill in for absent employees. Our MIS (Management Information System) database provides quick, reliable information for Project Managers to determine personnel availability.

We encourage staff to inform supervisors as early as possible, and not come into work when displaying symptoms of illness. In times of peak transmission, positions that can be performed remotely with GOAA's approval – and without causing a service disruption – will be advised to do so according to CDC guidelines.

To prevent supply chain shortages, we have a network of subcontractors and suppliers that can supply services or products to your facilities.

Business Continuity Plan

Our Local Manager coordinates pandemic-specific training initiatives & continuity planning. This includes:

- Establishing key decisions pertaining to service delivery
- Reviewing project milestones
- Preparing a business continuity plan
- Identifying the schedule of work tasks or personnel needed to meet milestones and KPIs

2. LGC Added Value Services

LGC is fully prepared to offer value-added services for MCO based on your specific requirements, following thorough discussions and consultations. These include:

Environmental Program: We are committed to environmental sustainability and have implemented an extensive program to minimize our ecological footprint, promoting eco-friendly practices throughout our operations.

Technological Advancements: We leverage the latest technologies like automated cleaning machines, waste management system, and disinfection units to enhance productivity and response time, utilizing cutting-edge tools and systems to optimize service delivery.

Event support: In addition to routine operations, we offer comprehensive support for corporate events, ensuring seamless coordination and successful execution.

Passenger Satisfaction: We prioritize continuous passenger feedback to ensure their satisfaction, taking full ownership of our services with cost leadership, delivering exceptional customer experiences.

Acknowledgement of Addenda

LGC acknowledges all the following addenda information published by GOAA.

- Addendum #1 Aug 18, 2023, 12:18 PM
- Addendum #2 Aug 23, 2023, 5:02 PM
- Addendum #3 Sep 12, 2023, 3:20 PM
- Addendum #4 Sep 26, 2023, 10:23 AM
- Addendum #5 Sep 28, 2023, 2:59 PM

Tab 9 Response Forms to be Included with Response

1. Respondent's Certification Form.

1. Respondent's Certification Form

I have carefully examined the Solicitation and any other documents accompanying or made a part of this Solicitation.

I hereby propose to furnish the goods or services specified in this Solicitation at the prices or rates quoted in my submittal. I agree that my submittal will remain firm for a period of up to one-hundred-twenty (120) days in order to allow the Aviation Authority adequate time to evaluate the submittals.

I certify that all information contained in this Solicitation is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this Solicitation on behalf of the Respondent as its act and deed and that the Respondent is ready, willing and able to perform if awarded the Contract.

I certify, under oath, that this Solicitation is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a Solicitation for the same product or service. I further certify that no officer, employee or agent of the Aviation Authority or any other Respondent has a financial interest in this Solicitation. I further certify that the undersigned executed this Respondent's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

Company LGC Global Energy FM,LLC	***Sworn to and subscribed before me by means of:***
	☑ physical presence or ☐ online notarization
Respondent's Signature T patel	***this day of*** 3rd October ***20*** 23
Print Name and Title	***by*** Tushar Patel ***who is***
Tushar Patel,Chief Operating Officer	☐ **Personally Known; or** ☐ **Produced Identification. Type of identification produced:**
Address:	***[Check applicable box to satisfy identification requirement of FLA. Stat. §117.05)***
7310 Woodward Ave., Suite 500, Detroit, MI 48202	**STATE OF** Michigan **Seal**
Date 9/18/203	**COUNTY OF** Wayne Mohammad Aftab
Duns Number [redacted]	MOHAMMAD AFTAB Notary Public - State of Michigan County of Macomb My Commission Expires Mar 15, 2027 Acting in the County of
Federal Tax Id Number [redacted]	**Notary Public My Commission Expires:**
Email: tussharnpatel@lgccorp.com	**Printed, typed or stamped commissioned name of Notary Public)** MOHAMMAD AFTAB

The Aviation Authority only requires Company Federal Tax Id numbers. The Aviation Authority is not requesting individual social security numbers

23-380-RFP Terminals A and B Janitorial Maintenance **BASE REV 08/10/2023**
Page 119 of 128

2. Conflict of Interest Disclosure Form.

2. Conflict of Interest Disclosure Form

The award of this Contract is subject to the provisions of Chapter 112, Florida Statutes. All Respondents must disclose within their Response the name of any officer, director, employee or agent (or their spouse or child) who is also an employee or officer of the Aviation Authority.

By submission of this Response, the undersigned certifies, under penalty of perjury, that to the best of their knowledge and belief, have met the Florida Statute.

Comments:
None

Acknowledged by:
Tushar Patel

Firm Name:
LGC Global Energy FM,LLC

Signature of Authorized Representative:

Name and Title (Print or Type):
Tushar Patel,Chief Operating Officer

Date:
9/18/2023

3. Scrutinized Company Certification Form.

3. Certification Regarding Prohibition Against Contracting with Scrutinized Companies

I hereby certify that neither the undersigned entity, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit have been placed on the Scrutinized Companies that Boycott Israel List created pursuant to s. 215.4725 of the Florida Statutes, or are engaged in a boycott of Israel.

In addition, if this Solicitation is for a Contract for goods or services of one million dollars or more, I hereby certify that neither the undersigned entity, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit are on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to s. 215.473 of the Florida Statutes, or are engaged in business operations in Cuba or Syria as defined in said statute.

I understand and agree that the Aviation Authority may immediately terminate any Contract resulting from this Solicitation upon written notice if the undersigned entity (or any of those related entities of Respondent as defined above by Florida law) are found to have submitted a false certification or any of the following occur with respect to the company or a related entity: (i) it has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or (ii) for any Contract for goods or services of one million dollars or more, it has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or it is found to have been engaged in business operations in Cuba or Syria.

Name of Respondent: LGC Global Energy FM,LLC

By: _____
(Authorized Signature)

Title: Chief Operating Officer

Date: 9/18/2023

4. E-Verification Certification Form

4. E-Verification Certification Form

Effective January 1, 2021, public and private employers, contractors and subcontractors will be required to register with, and use the Employment Eligibility Verification System (E-Verify) to verify the work authorization status of all newly hired employees. The E-Verify system can be obtained at the U.S. Department of Homeland Security website: http://www/dhs.gov/E-Verify.

"Contractor" means a person or entity that has entered or is attempting to enter into a contract with a public employer to provide labor, supplies, or services to such employer in exchange for salary, wages, or other remuneration (also referred to as Respondent or Contractor).

"Subcontractor" means a person or entity that provides labor, supplies, or services to or for a contractor or another subcontractor in exchange for salary, wages, or other remuneration (also referred to as Sub- Vendor or Sub-Contractor).

Vendor/Contractor/Subcontractor acknowledges and agrees to utilize the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of:

- All persons employed by Vendor/Contractor/Sub-Contractor during the term of the contract, (including assigned sub-vendors/sub-contractors/sub-contractors), to perform employment duties within Florida and any work in pursuant to the contract with the Aviation Authority.

By entering into a contract with the Aviation Authority, the Contractor/Contractor becomes obligated to comply with the provisions of Section 2. Section 448.095, Fla. Stat., "Employment Eligibility," as amended from time to time. This includes, but is not limited to, utilization of the E-Verify System to verify the work authorization status of all newly hired employees, and requiring all subcontractors to provide an affidavit attesting that the subcontractor does not employ, contract with, or subcontract with, an unauthorized alien.

The contractor shall maintain a copy of such affidavit for the duration of the contract. *Failure to comply will lead to termination of resulting contract, or if a subcontractor knowingly violates the statute, the subcontract must be terminated immediately. Any challenge to termination under this provision must be filed in the Circuit Court of Orange County, Florida no later than 20 calendar days after the date of termination. If the resulting contract is terminated for a violation of the statute by the Contractor, the Contractor may not be awarded a public contract for a period of 1 year after the date of termination.*

I hereby acknowledge and agree that use of the U.S. Department of Homeland Security's E-Verify System during the term of the contract is a condition of the resulting contract with the Greater Orlando Aviation Authority.

Company Name: LGC Global Energy FM,LLC

Authorized Name: Tushar Patel Title: Chief Operating Officer

Signature: T patel Date 9/18/2023

****

State of Michigan

County of _____

This instrument was acknowledged before me on 10/03/2023 (Date)

MOHAMMAD AFTAB
Notary Public - State of Michigan
County of Macomb
My Commission Expires Mar 15, 2027
Acting in the County of Wayne

Notary Public Signature Mohammad Aftab

5. MWBE and LDB Forms

Location 1 - Terminals A and B

Subcontractor 1 – American Janitorial Maintenance & Services, Inc.

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

Respondent: Name LGC Global Energy FM,LLC
Address 7310 Woodward Ave., Suite 500
City Detroit State MI Zip 48202

LDB/VBE Firm: Name American Janitorial Maintenance & Services, Inc.
Address 600 North Thacker Ave Suite D47
City Kissimmee State FL Zip 32741

LDB/VBE Contact: Name: Ms. Felicita Peguero Phone (407)-501-0321
Email: americanjms@gmail.com

LDB/VBE Certification Agency: Greater Orlando Aviation Authority Expiration Date June 19, 2025

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 Months	$107,314.63	$1,287,775.50
	Year 2	12 months	$109,853.79	$1,318,245.50
	Year 3	12 Months	$113,149.92	$1,357,799.00

Year 1: $ 1,287,775.50
Year 2: $ 1,318,245.50
Year 3: $ 1,357,799.00
Total Term Value: $ 3,963,820 Percent of Total Bid: 10 %

AFFIRMATION:

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

By: _____ Owner 9/27/2023
(LDB/VBE Owner's Signature) (Title) (Date)

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

By: _____ Chief Operating Officer 9/27/2023
(Respondent's Authorized Signature) (Title) (Date)

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

LETTER OF INTENT/AFFIRMATION
Minority/Woman Owned Business Enterprise (MWBE)
(This page shall be submitted for each MWBE Firm)

Respondent: Name LGC Global Energy FM,LLC
Address 7310 Woodward Ave., Suite 500
City Detroit State MI Zip 48202

MWBE Firm: Name American Janitorial Maintenance & Services, Inc.
Address 600 North Thacker Ave Suite D47
City Kissimmee State FL Zip 32741

MWBE Contact: Name: Ms. Felicita Peguero Phone (407)-501-0321
Email: americanjms@gmail.com

MWBE Certification Agency: Greater Orlando Aviation Authority Expiration Date June 19, 2025
Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 Months	$107,314.63	$1,287,775.50
	Year 2	12 Months	$109,853.79	$1,318,245.50
	Year 3	12 Months	$113,149.92	$1,357,799.00

Year 1: $ 1,287,775.50
Year 2: $ 1,318,245.50
Year 3: $ 1,357,799.00

Total Term Value: $ 3,963,820 Percent of Total Bid: 10 %

AFFIRMATION:

The above-named MWBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By: _____ Owner 9/27/2023
(MWBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named MWBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: _____ Chief Operating Officer 9/27/2023
(Respondent's Authorized Signature) (Title) (Date)

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

Subcontractor 2 – Age Wise Inc

LETTER OF INTENT/AFFIRMATION
Minority/Woman Owned Business Enterprise (MWBE)
(This page shall be submitted for each MWBE Firm)

Respondent: Name LGC Global Energy FM, LLC
Address 7310 Woodward Avenue, Suite 500
City Detroit State MI Zip 48202

MWBE Firm: Name Age Wise Inc.
Address 727 Terra Place
City Maitland State FL Zip 32751

MWBE Contact: Name: Steven Martin Phone ( ) 386-212-2778
Email: stevenmartin4@yahoo.com

MWBE Certification Agency: Orange County Expiration Date April 2025
Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 Months	$107,314.63	$1,287,775.50
	Year 2	12 Months	$109,853.79	$1,318,245.50
	Year 3	12 Months	$113,149.92	$1,357,799.00

Year 1: $1,287,775.50
Year 2: $1,318245.50
Year 3: $1,357,799.00

Total Term Value: $3,963,820.00 Percent of Total Bid: 10 %

AFFIRMATION:

The above-named MWBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By: Steven Martin President 10/6/2023
(MWBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named MWBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: _____ Chief Operating Officer 5 October 2023
(Respondent's Authorized Signature) (Title) (Date)

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

Subcontractor 3 – Southeast Airport Services, Inc.

LETTER OF INTENT/AFFIRMATION
Minority/Woman Owned Business Enterprise (MWBE)
(This page shall be submitted for each MWBE Firm)

Respondent: Name LGC Global Energy FM, LLC
Address 7310 Woodward Avenue, Suite 500
City Detroit State MI Zip 48202

MWBE Firm: Name SOUTHEAST AIRPORT SERVICES, INC.
Address 5774 S SEMORAN BLVD.
City ORLANDO State FL Zip 32822

MWBE Contact: Name: GFERALD MONTGOMERY Phone (407) 420-8633
Email: gmontgomery@seairportservices.com

MWBE Certification Agency: GOAA Expiration Date 11/15/2024
Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 Months	$53,657.31	$643,887.75
	Year 2	12 Months	$54,926.90	$659,122.75
	Year 3	12 Months	$56,574.96	$678,899.50

Year 1: $ $643,887.75
Year 2: $ $659,122.75
Year 3: $ $678,899.50

Total Term Value: $ 1,981,910.00 Percent of Total Bid: 5 %

AFFIRMATION:

The above-named MWBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By: _____ CHAIRMAN 10/07/2023
(MWBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named MWBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: _____ Chief Operating Officer 10/06/2023
(Respondent's Authorized Signature) (Title) (Date)

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

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

Respondent: Name LGC Global Energy FM, LLC
Address 7310 Woodward Avenue, Suite 500
City Detroit State MI Zip 48202

LDB/VBE Firm: Name SOUTHEAST AIRPORT SERVICES, INC.
Address 5774 S SEMORAN BLVD.
City ORLANDO State FL Zip 32822

LDB/VBE Contact: Name: GERALD MONTGOMERY Phone (407) 420-8633
Email: gmontgomery@seairportservices.com

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

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 Months	$53,657.31	$643,887.75
	Year 2	12 Months	$54,926.90	$659,122.75
	Year 3	12 Months	$56,574.96	$678,899.50

Year 1: $ $643,887.75
Year 2: $ $659,122.75
Year 3: $ $678,899.50

Total Term Value: $ 1,981,910.00 Percent of Total Bid: 5 %

AFFIRMATION:

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

By: _____ CHAIRMAN 10/07/2023
(LDB/VBE Owner's Signature) (Title) (Date)

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

By: _____ Chief Operating Officer 10/06/2023
(Respondent's Authorized Signature) (Title) (Date)

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

Location 2 - Airsides 1 and 3

Subcontractor 1 – American Janitorial Maintenance & Services, Inc.

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

Respondent: Name LGC Global Energy FM,LLC
Address 7310 Woodward Ave., Suite 500
City Detroit State MI Zip 48202

LDB/VBE Firm: Name American Janitorial Maintenance & Services, Inc.
Address 600 North Thacker Ave Suite D47
City Kissimmee State FL Zip 32741

LDB/VBE Contact: Name: Ms. Felicita Peguero Phone (407)-501-0321
Email: americanjms@gmail.com

LDB/VBE Certification Agency: Greater Orlando Aviation Authority Expiration Date _____

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 months	$72,652.92	$871,835.00
	Year 2	12 months	$74,380.42	$892,565.00
	Year 3	12 months	$76,618.25	$919,419.00

Year 1: $ $871,835.00
Year 2: $ $892,565.00
Year 3: $ $919,419.00

Total Term Value: $ 2,683,819 Percent of Total Bid: 10 %

AFFIRMATION:

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

By: _____ Owner 9/27/2023
(LDB/VBE Owner's Signature) (Title) (Date)

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

By: _____ Chief Operating Officer 9/27/2023
(Respondent's Authorized Signature) (Title) (Date)

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

LETTER OF INTENT/AFFIRMATION
Minority/Woman Owned Business Enterprise (MWBE)
(This page shall be submitted for each MWBE Firm)

Respondent: Name LGC Global Energy FM,LLC
Address 7310 Woodward Ave., Suite 500
City Detroit State MI Zip 48202

MWBE Firm: Name American Janitorial Maintenance & Services, Inc.
Address 600 North Thacker Ave Suite D47
City Kissimmee State FL Zip 32741

MWBE Contact: Name: Ms. Felicita Peguero Phone (407-501-0321
Email: americanjms@gmail.com

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

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 months	$72,652.92	$871,835.00
	Year 2	12 months	$74,380.42	$892,565.00
	Year 3	12 months	$76,618.25	$919,419.00

Year 1: $ $871,835.00
Year 2: $ $892,565.00
Year 3: $ $919,419.00
Total Term Value: $ 2,683,819 Percent of Total Bid: 10 %

AFFIRMATION:

The above-named MWBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By: _____ Owner 9/27/2023
(MWBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named MWBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: _____ Chief Operating Officer 9/27/2023
(Respondent's Authorized Signature) (Title) (Date)

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

Subcontractor 2 – Age Wise Inc

LETTER OF INTENT/AFFIRMATION
Minority/Woman Owned Business Enterprise (MWBE)
(This page shall be submitted for each MWBE Firm)

Respondent: Name LGC Global Energy FM, LLC
Address 7310 Woodward Suite 500
City Detroit State Michigan Zip 48202

MWBE Firm: Name Age Wise Inc.
Address 727 Terra Place
City Maitland State FL Zip 32751

MWBE Contact: Name: Steven Martin Phone ( ) 386-212-2778
Email: stevenmartin4@yahoo.com

MWBE Certification Agency: Orange County Expiration Date April 2025
Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 months	$72,652.92	$871,835.00
	Year 2	12 months	$74,380.42	$892,565.00
	Year 3	12 months	$76,618.25	$919,419.00

Year 1: $871,835.00
Year 2: $892,565.00
Year 3: $919,419.00

Total Term Value: $2,683,819 Percent of Total Bid: 10 %

AFFIRMATION:

The above-named MWBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By: Steven Martin President 10/6/2023
(MWBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named MWBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: Chief Operating Officer 10/05/2023
(Respondent's Authorized Signature) (Title) (Date)

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

Subcontractor 3 – Southeast Airport Services, Inc.

LETTER OF INTENT/AFFIRMATION
Minority/Woman Owned Business Enterprise (MWBE)
(This page shall be submitted for each MWBE Firm)

Respondent: Name LGC Global Energy FM, LLC
Address 7310 Woodward Avenue, Suite 500
City Detroit State MI Zip 48202

MWBE Firm: Name SOUTHEAST AIRPORT SERVICES, INC.
Address 5774 S SEMORAN BLVD.
City ORLANDO State FL Zip 32822

MWBE Contact: Name: GFERALD MONTGOMERY Phone (407) 420-8633
Email: gmontgomery@seairportservices.com

MWBE Certification Agency: GOAA Expiration Date 11/15/2024
Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 Months	$36,326.46	$435,917.50
	Year 2	12 Months	$37,190.21	$446,282.50
	Year 3	12 Months	$38,309.13	$459,709.50

Year 1: $435,917.50
Year 2: $446,282.50
Year 3: $459,709.50

Total Term Value: $1,341,909.50 Percent of Total Bid: 5 %

AFFIRMATION:

The above-named MWBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By: _____ CHAIRMAN 10/07/2023
(MWBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named MWBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: _____ 10/07/2023
(Respondent's Authorized Signature) (Title) (Date)

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

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

Respondent: Name LGC Global Energy FM, LLC
Address 7310 Woodward Avenue, Suite 500
City Detroit State MI Zip 48202

LDB/VBE Firm: Name SOUTHEAST AIRPORT SERVICES, INC.
Address 5774 S SEMORAN BLVD.
City ORLANDO State FL Zip 32822

LDB/VBE Contact: Name: GERALD MONTGOMERY Phone (407) 420-8633
Email: gmontgomery@seairportservices.com

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

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 Months	$36,326.46	$435,917.50
	Year 2	12 Months	$37,190.21	$446,282.50
	Year 3	12 Months	$38,309.13	$459,709.50

Year 1: $435,917.50
Year 2: $446,282.50
Year 3: $459,709.50

Total Term Value: $1,341,909.50 Percent of Total Bid: 5 %

AFFIRMATION:

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

By: _____ CHAIRMAN 10/07/2023
(LDB/VBE Owner's Signature) (Title) (Date)

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

By: _____ 10/07/2023
(Respondent's Authorized Signature) (Title) (Date)

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

Location 3 - Airsides 2 and 4

Subcontractor 1 – American Janitorial Maintenance & Services, Inc.

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

Respondent: Name LGC Global Energy FM,LLC
Address 7310 Woodward Ave., Suite 500
City Detroit State MI Zip 48202

LDB/VBE Firm: Name American Janitorial Maintenance & Services, Inc.
Address 600 North Thacker Ave Suite D47
City Kissimmee State FL Zip 32741

LDB/VBE Contact: Name: Ms. Felicita Peguero Phone (407)-501-0321
Email: americanjms@gmail.com

LDB/VBE Certification Agency: Greater Orlando Aviation Authority Expiration Date June 19,2025

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 months	$61,086.67	$733,040.00
	Year 2	12 months	$62,540.75	$750,489.00
	Year 3	12 months	$64,423.50	$773,082.00

Year 1: $ $733,040.00
Year 2: $ $750,489.00
Year 3: $ $773,082.00

Total Term Value: $ 2,256,611 Percent of Total Bid: 10 %

AFFIRMATION:

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

By: _____ Owner 9/27/2023
(LDB/VBE Owner's Signature) (Title) (Date)

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

By: _____ Chief Operating Officer 9/27/2023
(Respondent's Authorized Signature) (Title) (Date)

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

LETTER OF INTENT/AFFIRMATION
Minority/Woman Owned Business Enterprise (MWBE)
(This page shall be submitted for each MWBE Firm)

Respondent: Name LGC Global Energy FM,LLC
Address 7310 Woodward Ave., Suite 500
City Detroit State MI Zip 48202

MWBE Firm: Name American Janitorial Maintenance & Services, Inc.
Address 600 North Thacker Ave Suite D47
City Kissimmee State FL Zip 32741

MWBE Contact: Name: Ms. Felicita Peguero Phone (407-501-0321
Email: americanjms@gmail.com

MWBE Certification Agency: Greater Orlando Aviation Authority Expiration Date June 19,2025
Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 months	$61,086.67	$733,040.00
	Year 2	12 months	$62,540.75	$750,489.00
	Year 3	12 months	$64,423.50	$773,082.00

Year 1: $ $733,040.00
Year 2: $ $750,489.00
Year 3: $ $773,082.00
Total Term Value: $ 2,256,611 Percent of Total Bid: 10 %

AFFIRMATION:

The above-named MWBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By: _____ Owner 9/27/2023
(MWBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named MWBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: _____ Chief Operating Officer 9/27/2023
(Respondent's Authorized Signature) (Title) (Date)

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

Subcontractor 2 – Age Wise Inc

LETTER OF INTENT/AFFIRMATION
Minority/Woman Owned Business Enterprise (MWBE)
(This page shall be submitted for each MWBE Firm)

Respondent: Name LGC Global Energy FM, LLC
Address 7310 Woodward Suite 500
City Detroit State Michigan Zip 48202

MWBE Firm: Name Age Wise Inc.
Address 727 Terra Place
City Maitland State FL Zip 32751

MWBE Contact: Name: Steven Martin Phone ( ) 386-212-2778
Email: stevenmartin4@yahoo.com

MWBE Certification Agency: Orange County Expiration Date April 2025
Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work		Quantity	Rates	Total
Jnaitorial Services	Year 1	12months	$61,086.67	$733,040.00
	Year 2	12 months	$62,540.75	$750,489.00
	Year 3	12 months	$64,423.50	$773,082.00

Year 1: $733,040.00
Year 2: $750,489.00
Year 3: $773,082.00
Total Term Value: $2,256,611 Percent of Total Bid: 10 %

AFFIRMATION:

The above-named MWBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By: Steven Martin President 10/6/2023
(MWBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named MWBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: Chief Operating Officer 10/05/2023
(Respondent's Authorized Signature) (Title) (Date)

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

Subcontractor 3 – Southeast Airport Services, Inc.

LETTER OF INTENT/AFFIRMATION
Minority/Woman Owned Business Enterprise (MWBE)
(This page shall be submitted for each MWBE Firm)

Respondent: Name LGC Global Energy FM, LLC
Address 7310 Woodward Avenue, Suite 500
City Detroit State MI Zip 48202

MWBE Firm: Name SOUTHEAST AIRPORT SERVICES, INC.
Address 5774 S SEMORAN BLVD.
City ORLANDO State FL Zip 32822

MWBE Contact: Name: GFERALD MONTGOMERY Phone (407) 420-8633
Email: gmontgomery@seairportservices.com

MWBE Certification Agency: GOAA Expiration Date 11/15/2024
Each MWBE Firm shall submit evidence (such as photocopy) of their certification status

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 Months	$30,543.33	$366,520.00
	Year 2	12 Months	$31,270.38	$375,244.50
	Year 3	12 Months	$32,211.75	$386,541.00

Year 1: $366,520.00
Year 2: $375,244.50
Year 3: $386,541.00
Total Term Value: $1,128,305.50 Percent of Total Bid: 5 %

AFFIRMATION:

The above-named MWBE Firm affirms that it will perform the portion of the Contract as describe above for the estimated dollar value as stated above.

By: _____ CHAIRMAN 10/07/2023
(MWBE Owner's Signature) (Title) (Date)

The Respondent affirms it is committed to utilizing the above named MWBE Firm for the portion of the Contract as described above for the estimated dollar value as stated above.

By: _____ 10/07/2023
(Respondent's Authorized Signature) (Title) (Date)

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

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

Respondent: Name LGC Global Energy FM, LLC
Address 7310 Woodward Avenue, Suite 500
City Detroit State MI Zip 48202

LDB/VBE Firm: Name SOUTHEAST AIRPORT SERVICES, INC.
Address 5774 S SEMORAN BLVD.
City ORLANDO State FL Zip 32822

LDB/VBE Contact: Name: GERALD MONTGOMERY Phone (407) 420-8633
Email: gmontgomery@seairportservices.com

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

Scope of Work		Quantity	Rates	Total
Janitorial Services	Year 1	12 Months	$30,543.33	$366,520.00
	Year 2	12 Months	$31,270.38	$375,244.50
	Year 3	12 Months	$32,211.75	$386,541.00

Year 1: $366,520.00
Year 2: $375,244.50
Year 3: $386,541.00
Total Term Value: $1,128,305.50 Percent of Total Bid: 5 %

AFFIRMATION:

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

By: _____ CHAIRMAN 10/07/2023
(LDB/VBE Owner's Signature) (Title) (Date)

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

By: _____ 10/07/2023
(Respondent's Authorized Signature) (Title) (Date)

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

Fla. Stat. Section 119.071(1)(c)

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Fla. Stat. Section 119.071(1)(c)

7. No Solicitation Response

If your firm is unable to submit a response at this time, please provide your firm's reason for not submitting and return to the Senior Purchasing Agent listed within the eprocurement portal.

Not Applicable.