



REQUEST FOR PROPOSALS

Janitorial Services

REQUEST NUMBER: 2403

DUE DATE: March 21, 2024

DUE TIME: 2:00 pm (local)

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INTRODUCTION

The Gerald R. Ford International Airport Authority (GFIAA) is seeking proposals for a Janitorial Services Management Provider to work within a cost-plus management fee contract structure. The scope of services includes but is not limited to the Terminal Concourse, Hold rooms, Ticketing Lobby, Public Restrooms, Baggage Claim, Transportation Security Administration (TSA) Security Checkpoints and Offices, Administrative Offices, and meeting rooms. The work will include approximately 450,000 square feet of interior and exterior spaces.

The initial contract term is for 3 years beginning August 1, 2024. GFIAA Reserves the right to renew the contract for 2 additional 1-year terms following the initial contract term upon mutual agreement of both parties.

The Gerald R. Ford International Airport is the second busiest airport in Michigan, serving business and leisure travelers with nonstop and connecting flights on seven airlines. The Ford Airport is managed and operated by the Gerald R. Ford International Airport Authority. GRR also ranks as one of the area's largest employers with nearly 2,000 professionals currently employed at Gerald R. Ford International Airport.

SOLICITATION AND PROJECT SCHEDULE

| ACTIVITY | DATE |
|---------------------|------------------------|
| RFP Issue Date | February 29, 2024 |
| Question Deadline | March 14, 2024 |
| Submission Due Date | March 21, 2024 at 2 pm |
| Contract Start Date | August 1, 2024 |

GFIAA reserves the right to modify the deadline set forth in the above table in its sole discretion. Any such modifications will be stated in an addendum.

MANDATORY ON-SITE CONFERENCE AND TOUR

| CONFERENCE DETAILS | |
|-------------------------|---|
| Conference Date | March 13, 2024 |
| Conference Time (local) | 1 pm |
| Conference Location | International Room B, 1st floor of the airport terminal building, 5500 44th St. SE, Grand Rapids, MI 49512 |
| Note | <u>RSVP's are required to attend. Send to purchasing@grr.org.</u> <u>Limited to 1 representative per respondent.</u> |

A pre-submission conference is scheduled for this request. Equal opportunity will be provided for all Respondents to ask questions. The conference will be immediately followed by a tour of the facility.

NOTICE: Attendance is mandatory. Attendees should arrive a minimum of five (5) minutes before the scheduled date and time. Attendees will not be allowed to sign in after the conference has commenced. If a firm representative does not sign in prior to the scheduled pre-submission conference, their firm will not be considered.

Attendees requiring special services are asked to provide their requirements to the GFIAA at least forty-eight (48) hours in advance to allow for accommodations.

REQUIRED MINIMUM QUALIFICATIONS:

Proposers (specifically, the Business that will be contractually bound under the contract with the Airport Authority) will be deemed non-responsive and rejected without any further evaluation if they as a Business do not meet the following qualifications:

- a) The Proposer must have a minimum of five (5) years of janitorial experience under its current organizational structure providing cleaning services to a large high traffic facility such as an airport, bus station, train station, transportation center, convention center or retail mall; AND
- b) The Proposer must identify a Site Manager for this agreement who must have at least three (3) years of janitorial contract management experience within the last five (5) years. (You must identify the name of the Site Manager, and show how they meet the required experience); AND
- c) The Proposer must have or had at least one (1) contract that required a minimum staffing level of at least fifty (50) employees providing janitorial services on a three (3) shift basis, 24 hours per day, seven (7) days per week, 365 days per year (Note: on-call services will not be considered in lieu of a 1st, 2nd, or 3rd shift); AND
- d) The Proposer must have experience performing janitorial services in a public/private facility for an organization with at least 400,000 square feet in cleaning area that has a total dollar value of one million (\$1,000,000.00) dollars per year or more.

WORK SCOPE

Contractor shall provide janitorial management services to Gerald R. Ford International Airport Authority (GFIAA) for the Passenger Terminal Building, Concourses, Parking Structure, Restrooms, Car Rental Lobby and Restrooms, Hallways, Restrooms, and Breakroom at Field Maintenance Building, Consolidated Checkpoint, Market Place, GFIAA Administrative Offices, Airport Operations Center, Central Utility Plant, Facilities Area in Building 401, and the Viewing Area according to the following schedule and specifications, which are summarized on Exhibit A. If conflicts are found between the narrative specifications and the Exhibits, the more comprehensive level of effort shall be used. (NOTE the Central Utility Plant, Airport Operations Center, 401, Field Maintenance, and Airport Viewing Park are contracted currently by a third party and managed by the Authority.)

Each Proposer is responsible for establishing their own projected staffing levels for this agreement. All approved reimbursable expenses must be pre-approved in writing by the Facility Manager or Designee, have no markup and be validated by a purchase order, receipt, and proof of payment.

1) MINIMUM REQUIREMENTS/TASKS:

- a) Staff and operate the Airport Authority Janitorial program twenty-four (24) hours per day, seven (7) days a week, 365 days per year in a first-class manner and provide prompt, courteous, safe and efficient service at all times. The Contractor shall be responsible for all Janitorial Services including, but not limited to, staffing, training, material and supplies (unless specified), customer service, janitorial services and all other activities to achieve a high level of cleanliness in facilities as outlined in Exhibits A and B.
- b) The Airport Authority will provide all capital equipment necessary to perform services defined under this contract including, but not limited to, lifts, booms, vacuums, extractors, auto scrubbers, etc.; upon mutual agreement between the Airport Authority and Contractor, the Airport Authority will procure necessary janitorial equipment.
- c) Contractor will provide and maintain all non-capital equipment, supplies, and materials needed to perform the services required under this Agreement, which must be approved by the Airport Authority, and will not be changed, removed, or replaced without prior approval of the Airport Authority. By way of illustration and not limitation, such equipment, materials, and supplies including all Safety Data Sheets (SDS), and other mechanisms necessary for required janitorial service, preparation and cleaning of all general surfaces and types, , cleaning carts, hand trucks, mopping tanks, water hoses, polishing machines, appropriately sized trash barrels, brooms, ladders, dust pans, pails, scrapers, polishing materials, such as waxers, sealers, applicators, putty knives, pad holders and handles or any other equipment, materials and supplies generally used in the industry for providing janitorial services which is not specifically supplied by the Airport Authority.
 - a. Currently the Airport Authority provides all toilet tissue, paper towel, can liners and hand soap, and sanitizer. The contractor may be asked to procure these items on behalf of the Authority in the future.
- d) Pay all operating expenses in accordance with a pre-approved Annual Operating Budget. The Contractor will be reimbursed on a monthly basis for budgeted Reimbursable Expenses. Contractor shall also be reimbursed for other non-budgeted Non-Recurring Expenses providing that the Airport Authority deems such Non-Recurring Expenses necessary for the operation of the airport facilities and approves these expenditures in advance.
- e) Ensure that all equipment is always kept in good operating and clean condition. Equipment found to be dirty, or miss used, by the Facility Manager or Designee, the contractor will incur a \$50 charge per occurrence. Damage to equipment must be reported immediately to the Facility Manager or Designee. Unreported damage to equipment by the contractor will incur an additional \$250 charge per occurrence.
- f) The Contractor is responsible for maintaining all equipment reimbursed by the Authority in accordance with manufacturer's specifications. All equipment damaged or lost due to misuse, abuse, or neglect shall be repaired or replaced at the expense of the Contractor.
- g) With respect to complaints regarding cleanliness or service, the Contractor will furnish to the Airport Authority a full written report of the circumstances involved within 48-hours after Contractor's receipt of said complaint.
- h) Provide a daily report from previous day documenting the number of personnel, hours worked, and checklist of cleaning services performed by time and shift.

2) STANDARDS OF SERVICE:

- a) Quality of Service: Contractor must hold technical competence, personal character, positive image, responsive and informative communication, and appropriate care of property in high priority.
- b) Professional Integrity: The Contractor and its representatives will conduct themselves with the highest moral and ethical standards which will include, but not be limited to, the following:

- Personnel must deal fairly with customers, colleagues, and the general public; will conduct his or her professional business in accordance with the best interests of the Airport Authority; will adhere to honesty and integrity and to generally accepted principles of professional conduct; will conduct business professionally, with truth, fairness and responsibility to all traveling passengers; offering to the public uniform and consistent service; and not engaging in any practice which tends to corrupt the integrity of the Airport Authority.
- c) Customer Service: Contractor must acknowledge that customer service to the traveling public is a primary concern for the Airport Authority and customer service is the shared responsibility of all employees and service providers at the Airport, no matter their role and function. Each contact made with the traveling public is an opportunity to create positive impressions. The Contractor will be expected to be professional and courteous in following areas.
- Operating Policies - The Contractor will have policies and procedures within its Standard Operating Procedures that address courteous and polite behavior and manners.
 - Help ensure that travelers always have a positive Airport experience, behave in a businesslike and professional manner while on Airport property.
 - Smile and use a pleasant tone of voice when conversing with travelers and all other Airport users, be actively working while on duty, refrain from use of non-business cell phones, refrain from sleeping in public areas.
 - Do not utilize public seating and boarding areas within the terminal and concourse.
- d) Staffing Requirements: The Contractor will provide courteous, efficient employees to execute quality service. The Contractor shall employ qualified and trained personnel to assure quality standards of cleanliness to the public. The Contractor shall provide the following employees: Site Manager, Shift Managers/Supervisors, Janitors/Custodians, Floor Care. Proposer is required to provide their proposed hourly rate or salary by position and projected staffing schedule (one week) to meet scope and schedule of work. **Failure of Contractor to provide proper staffing levels may be assessed a \$100 penalty per incident.**
- e) Hiring Standards: The Contractor will not hire or employ any person convicted of a crime involving an element of theft, dishonesty or false statement. The Contractor shall be responsible for verifying to the Airport Authority that all potential employees have been subject to a pre-employment drug screening as well as random drug screening throughout the calendar year, such that every employee is screened bi-annually.
- Management Staff: The Contractor shall provide the following full-time, on-site staff positions to be assigned exclusively to the Gerald R. Ford International Airport Authority and subject to Airport Authority approval:
 - (1) Site Manager
 - (2) 2nd shift Manager
 - (3) Night Manager
 - (4) Administrative Assistant
 - These are subject to change by approval of the Airport Authority.
- f) Uniforms: The Contractor shall provide uniforms (shirts, pants, coat, miscellaneous items) and shall ensure that employees wear the uniforms and Airport Authority issued security/identification badges must be worn at all times while on duty. Contractor's uniforms are subject to written approval by the Airport Authority. **Any Contractor or sub-Contractor employee working without a full complete uniform may result in a \$25.00 penalty per employee per day which will be deducted from the monthly reimbursable statement each month.**

- g) Personnel Records:** The Contractor shall maintain accurate and detailed records on personnel and staffing. These records shall include, but not be limited to, name and address, date of hire, salary and benefits paid, training received, disciplinary actions and performance reviews. The Contractor shall provide to the Airport Authority a monthly employee hire and separation report summary of employment activity. The contractor shall submit to the Airport Authority payroll records for all staff in a format approved by the Airport Authority. This shall be submitted monthly for review.
- h) Operating Expenses:** The Contractor shall pay all operating expenses in accordance with the Annual Operating Budget and will be reimbursed on a monthly basis for approved actual Reimbursable Expenses. All evidence of payment of Reimbursable Expenses and supporting documentation must be submitted in a format approved by the Airport Authority by the 25th of each month for the previous month's expenses. Failure to submit the required proof and supporting documentation by the 25th of each month may result in a penalty of \$50 per day the monthly Reimbursable Expenses and supporting documentation is late. Payment of the Reimbursable Expenses by the Airport Authority will be due no later than 30 days after receipt and approval of the monthly submission by the Contractor.
- i) Contractor's Communication with the Airport Authority:** The Contractor must provide and maintain 24-hour direct communication between Contractor's Management and Airport Authority management, by way of radio, cellular phones or other means as approved by the Airport Authority.
- j) Reporting:** The successful Contractor will meet with the Airport Authority immediately after the contract is awarded to establish, review, approve and implement all reporting requirements and formats. The Airport Authority and or its designee will retain the right to modify, increase or decrease the number of reporting requirements throughout the term of the agreement.
- k) Training:** The Contractor shall provide complete training for all staff positions including but not limited to all MIOSHA required training. The Contractor must be able to provide to the Airport Authority proof of such trainings for all employees within two (2) weeks after the first date of hire.
- l) Operations and Procedures Manual:** The Contractor must provide a Standard Operating Procedures manual to the Airport Authority within 60 days following the execution of the contract. The manual and all revisions thereto, shall be incorporated into and made a part of the Form of Agreement upon approval by the Airport Authority. The manual must be provided to the Airport Authority in hard copy and in electronic format.
- m) Quarterly Corporate Visits:** A company officer(s) must visit quarterly (every 3 months) for a period of at least 24 hours or more per visit to meet with the Airport Authority and review the airport facilities. All travel expenses are a Non-Reimbursable. A monthly meeting between the Airport Authority and the Contractor will be held to discuss issues, costs, equipment, and staff.

3) MAINTENANCE OF FACILITIES

- a) Scheduled Work Types/Frequency/Locations:** The Contractor will provide the cleaning services and materials at the frequency levels specified in Exhibits A and B of this RFP. The interior of certain buildings and exterior areas at Airport for which janitorial services must be provided are set forth in detail in Exhibits A and B of this RFP.
- b) Refuse Disposal/Recyclable Program:** Contractor is responsible for placing all trash/debris/recyclables collected at the Airport into containers in locations designated by the Airport Authority. Contractor will not store on-site any hazardous waste or highly combustible materials. Should the Contractor use such materials in the process of performing janitorial services, Contractor must be in full compliance with environmental regulations, transportation, and disposal of such materials off site from the Airport. Contractor must comply with all current and future Airport Authority recycling programs.
- c) Facilities:** The Contractor is responsible to keep clean, neat and orderly all Airport Authority assigned office areas, store rooms, janitor storage and water closets. The Contractor will be responsible for maintaining all

assigned areas in a clean and safe condition and appearance. The Airport Authority has the right at any time, to change the locations and/or inspect at will the entire janitor storage closets, water closets, office area and storeroom area provided to the Contractor. Contractor will deliver or cause to be delivered to, and must store in the stockroom(s) designated by the Airport Authority, or other area designated, all cleaning materials and supplies used in the performance of janitorial services under this Agreement.

- d) Utilities and Services:** The Contractor must ensure the most effective and efficient operation of all Airport Authority provided utilities by its staff and employees to conserve energy and financial resources while not compromising performance levels.
- e) Unscheduled Work:** The Airport Authority will occasionally require the Contractor to perform Unscheduled Work. Unscheduled Work means work that is needed due to unexpected occurrences, and exceeds the scope of the regular, recurring scheduled janitorial services. For example, cleaning services needed as a result of major overflow of backed up plumbing, or a roof leak. Unscheduled Work will be considered on a per incident basis.
- f) Changes in Services:** The Airport Authority reserves the right to direct changes in the services covered by the contract resulting from this RFP by adding or deleting square footage, any Scheduled or Unscheduled work at the Airport, as well as modifying the frequencies and timing of scheduled services as dictated by changes in circumstances. The Contractor will promptly comply with such requirements. There will be no increase in Management Fee as a result in Change in Services.

3) AIRPORT AUTHORITY RESPONSIBILITIES

For the term of this agreement and including any/all extensions, the Airport Authority shall provide the following:

- **Support Staff:** A representative designated by the Airport Authority to manage and interface with the Contractor in all elements of the contract or Contractor performance, delivery of all reporting requirements, audits, deficiencies or corrective actions required by the Contractor.
- **Facilities:** The Airport Authority will provide, at no cost to Contractor, for Contractor's use, office, storeroom, janitor, and water closets which will be identified.
- **A one-time charge of \$1.00 for Airport parking privileges** (decal provided by GFIAA) shall be charged for each Contractor employee utilizing the GFIAA employee parking lot. The parking decal shall be returned to the Airport when Contractor's employees are no longer assigned to work at the Airport.
- **Performance Meetings:** The Airport Authority and local Contractor representatives will meet at least weekly or as needed to discuss performance. Discussions shall be directed toward resolving issues pertaining to Contractor's performance, discrepancies in performance, and differences in performance ratings issued by Airport Authority inspectors and Contractor's inspectors.

4) FINANCIAL INFORMATION:

- a) Annual Operating Budgets:** The Contractor will be required to submit an Annual Operating Budget for each budget year (January 1 to December 31 of every year), during the contract. Each shall detail all projected operating expenses. The proposed Annual Operating Budget shall be submitted by July 1st, except for the first budget year, for which the proposed Annual Operating Budget must be submitted within 30 days of the start date of the contract. After receipt of the proposed Annual Operating Budget, the Airport Authority shall approve a final Annual Operating Budget under which the Contractor must perform in that applicable budget year.
- b) Reimbursable Expenses:** The Airport Authority will reimburse Contractor for direct costs actually incurred in the operation of the Janitorial Management Services, less any interest or late charges generated by the late payment by the Contractor, including the following:

- **Management Salaries and Benefits:** The salary(s) of the onsite management team shall be subject to advance approval by the Airport Authority. These shall include all related payroll costs including payroll taxes, health insurance costs, and other related fringe costs (including bonus or other incentives).
- **Employee's Salaries/Wage and Benefits:** Staff costs for all on-site employees for the direct operation of the Janitorial Management Services. Corporate and staff travel are a Non-Reimbursable Expense items. A wage and salary summary sheet showing employee name, current pay rate, hours (where applicable) and related earnings; year to date hours and earnings; employee before tax deductions – current and year to date; employee paid benefits (such as medical, dental, vision, life insurance, long term disability insurance and all other employer paid benefits) showing current year to date for each employee; employee net pay – current and year to date. Individual payroll records will be maintained on file for review when requested. All Contractor employees must adhere to company policy and procedures and contracts. The Proposing Contractor shall submit, with this RFP, all proposed benefits and associated costs to employees.
- **Employee Training:** Acceptable training approved by the Authority for management and employees related to their work.
- **Payroll Taxes:** The Airport Authority will reimburse Contractor for direct labor costs for all local payrolls. Support for Federal Insurance Contributions Act (FICA) taxes paid will include proof of payment at the appropriate intervals required by the Internal Revenue Service (IRS) and quarterly 941's submitted, listing all employees related to the operations at the Airport and the reconciliation of deposits and final taxes for the quarter. Contractor must include in any reconciliation payments support associated with the facilities. Contractor must make available salaried personnel's W-2 Summaries and W-3 related to the airport staff when reimbursement requests are made for review. Federal Unemployment Tax Act (FUTA) and State Unemployment Tax Act (SUTA) taxes paid will include support for installment payments where applicable and quarterly statements submitted. Contractor must submit to the Airport Authority copies of periodic rate notification received from the State of Michigan for SUTA (Michigan) unemployment taxes. If Contractor fails to provide the Payroll Tax information in the monthly books the Contractor may be subject to liquidated damages of \$1,000 per month.
- **Capital Equipment:** Equipment purchased (as approved by and purchased in a method approved by the Airport Authority) will be the property of the Airport Authority and shall be added to the Airport Authority's inventory control system.
- **Subcontracted Services:** Specific elements of this service may be subcontracted only with prior written approval from the Airport Authority. The Contractor shall provide the Airport Authority with a copy of all subcontracts within 30-days of execution of the contract.
- **Payment of Approved Reimbursable Expenses:** The Airport Authority agrees to reimburse the Contractor for all approved Reimbursable Expenses, as defined in the Form of Agreement without mark-up or adjustment of any kind. All Reimbursable Expenses must be part of a line item in the Annual Operating Budget.
- **Worker's Compensation:** Worker's compensation reimbursements will be based on actual premiums paid related for the operations of the Janitorial Management Services at Airport. Evidence of compliance with the applicable workers' compensation laws in the State of Michigan should be provided to the Airport Authority. The Contractor is required to provide a copy of Form WC-400 – Insurer's Notice of Issuance of Policy. If Contractor is self-insured, a copy of Form WC-402 will be provided to Airport Authority. Any modifications to the status of the Contractor as submitted to the Michigan Department of Labor and Economic Growth will be submitted to the Airport Authority within 30 days of the modification.

- c) **Fixed Management Fee:** As compensation for operation of the Janitorial Management Services, the Airport Authority will pay to Contractor on a monthly basis, a Fixed Management Fee proposed by the Contractor and approved by the Airport Authority. The Fixed Management Fee will not be adjusted for any change, alteration or addition to the Janitorial Management Services or Contractor's responsibilities. The Fixed Management Fee will be paid in twelve equal monthly payment from the proposed annual management fee from the Price Form. This compensation is the firm's sole mechanism for profiting on the contract.
- d) **Financial Reporting:** The Contractor will be required to submit the following reports to the Airport Authority throughout the term of this Agreement. The Airport Authority reserves the right to request the Contractor to provide additional reports.
 - Hours worked by position by day, week, month, and annually.
 - Daily checklist of work completed.
 - Scope and scheduled scope not completed per outlined scope and schedule of services.
- e) **Monthly Invoices:** The Contractor shall pay all costs and expenses connected with the operations when due. On a monthly basis Contractor will submit for reimbursement to the Airport Authority a written report of all approved Reimbursable Expenses incurred. Each report must detail Reimbursable Expenses incurred for the immediately preceding month; report shall also include original invoices, purchase order and proof of payment. The Contractor will also provide an electronic copy of all "lead sheets" (summary sheets) outlining each category of reimbursement requested.

5) WORK SCHEDULE

See Exhibits A and B

REQUESTS FOR INFORMATION

Questions regarding this solicitation are to be submitted in writing to purchasing@grr.org prior to 2 p.m. on March 14, 2024.

GFIAA reserves the right to publish and respond to an inquiry, respond directly to the inquirer without publishing or not respond to the inquiry at its sole discretion. Unless otherwise indicated, all questions will be compiled into one document and answers will be issued as a Questions & Answers document within 4 days after the question deadline.

It is the firm's responsibility to become familiar with and fully informed regarding the terms, conditions, and specifications of this solicitation. Lack of understanding or misinterpretation of any portions of this solicitation shall not be cause for withdrawal after opening or for subsequent protest of award.

Addendums will only be published by the GFIAA Purchasing Department and available for review at www.grr.org.

SUBMISSION FORMAT AND EVALUATION CRITERIA

Submissions should include and will be evaluated on the elements outlined below:

Executive Summary – One (1) page maximum

Summarize the Respondent's strong points and how experience, particularly with similar responsibilities, will benefit the stakeholders.

Business Organization – One (1) page maximum

State the full name and address of the organization and, if applicable, the branch office, consultants, or other subordinate elements that will provide or assist in providing the service. Include phone number(s), email address(s) and Respondent's website address.

Custodial Services Methodology – Five (5) pages maximum

State in succinct terms the Respondent's understanding of the major issues of this request. Describe specifically the Respondent's intended process and responsibilities. Identify important steps that will be taken to meet the GFIAA's expectations and identify deliverables.

Transition Plan – Three (3) pages maximum

Describe the proposed transition plan to progressively take over duties from the current custodial firm including recruitment, hiring, pre-assignment/general training, Airport specific training, procurement of uniforms, progressive responsibility takeover, etc. Include a schedule showing both Owner and Agency responsibilities.

Project Staffing – Five (5) pages maximum

Provide a chart with the staff you are committing to the solicitation. Show lines of authority and communication, and provide a brief role description with responsibilities for each person as they relate to the solicitation as well as each staff member's key credentials.

References – Five (5) page maximum

Provide a minimum of five (5) relevant references, preferably for projects of similar scope and complexity. Include the names of the projects, location, completion date, project cost, and specific challenges; identify project team members and references for each project including telephone numbers and email addresses.

Pricing Plan – Two (2) pages maximum

Provide a pricing plan with attention to detail and understandability that includes a properly designed and implemented all-inclusive response which addresses hourly rates and staff counts for all positions, as well as the Fixed Management Fee. Also include planned increases for the three-year (Possibly 5) contract period. Do not include supply costs.

REQUEST FOR PROPOSAL SUBMISSION

Responses may be delivered physically or electronically. To be considered, complete submissions must be received prior to the due date and time specified (local time).

- Hard copy responses can be mailed or otherwise delivered to the address below.

Submission address:

Attn: AJ Nye, Procurement Specialist

Gerald R Ford International Airport Authority

5500 44th St SE

Grand Rapids, MI 49512

- Electronic responses can be securely uploaded as a single pdf document to:

<https://www.dropbox.com/request/dURecSm38bPmOqqOliZA>

Electronic submissions shall be named with a form or portion of the firm's name as part of the document name.

The firm certifies the response submitted has not been made or prepared in collusion with any other respondent and the prices, terms or conditions thereof have not been communicated by or on behalf of the respondent to any other respondent prior to the official opening of this request. This certification may be treated for all purposes as if it were a sworn statement made under oath, subject to the penalties for perjury. Moreover, it is made subject to the provisions of 18 U.S.C. Section 1001, relating to the making of false statements.

Submissions may be withdrawn by written request only if the request is received on or before the opening date and time.

Submissions not meeting these criteria may be deemed non-responsive.

GFIAA is not liable for any costs incurred by any prospective firm prior to the awarding of a contract, including any costs incurred in addressing this solicitation.

AIRPORT SECURITY

It is essential that during the performance of this contract that airport security be maintained and that operations under this agreement conform to Airport security requirements.

Airport-Issued Identification Badges -

Identification badges are issued by the Airport Police Department to provide unescorted access to authorized employees performing job duties within the airport. Contractors assigned to this account must be badged to provide services within the Secure Area. GRFIAA will not provide escort. The Contractor assumes responsibility for the conduct of all personnel working on airport property. All personnel within the Secured Area must display an airport-issued identification badge or be escorted by personnel with a badge who has been granted escort privileges. Identification badges must be worn on an individual's outermost garment and above the waist at all times.

The Airport encourages all Contractor personnel to be badged. **An unbadged person is to be under escort at all times.** This will be strictly enforced.

Badges are the property of the Airport and must be returned promptly upon fulfillment of this agreement, an individual's termination or at the request of the GRFIAA. Failure to return badges may result in the Contractor being declared nonresponsive and ineligible for future Airport contracts.

Pre-Badging Requirements for General Contractor -

Contractor should coordinate badge requirements with the Airport Project Manager. DO NOT WAIT UNTIL THE LAST MINUTE. The following documents are required before the Contractor begin the badging process for themselves, their subcontractors or their employees:

1. Project Letter from Contractor – Letter must include the Project Name with Start Date and estimated End Date, PLUS a list of all Subcontractors (if any).
2. Authorized Signer Letter(s) – Contractors/subcontractors will designate one or more individuals to be Authorized Signers for badge enrollments. The Authorized Signer letter must be on company letterhead. An Authorized Signer must obtain an airport badge prior to attending signatory training which is administered by the Airport Security Coordinator. The badging process is outlined below.

Badging Process –

The badging process requires two visits to the Airport Police office for each applicant.

1. Badge Application and Background Checks

The process is initiated with the Authorized Signatory. They will be enrolling the applicant in the airport's SAFE Signatory Portal. Once enrolled and submitted, each applicant must make an initial appointment with the airport badging office. (www.grrbadging.as.me)

As outlined in the appointment information, each individual is required to provide 2 pieces of acceptable ID, as well as provide a completed GRR Fingerprint Application. Information about acceptable IDs and the GRR Fingerprint Application can be found on the badging services page: <http://www.grr.org/badging-services.php>

The airport will perform two background checks on the applicant:

- a. A security threat assessment (STA) is a name verification background check conducted by the Transportation Security Administration (TSA).
- b. A criminal history records check (CHRC) is a fingerprint-based background check to determine if personnel have been convicted of a felony within the last ten (10) years. Background check results can take anywhere from two days to two weeks to be completed.

The Contractor's Authorized Signatory will be notified once the background checks have been completed and approved. The Authorized Signatory will notify the individual and have them schedule their assigned appointment for Badge Training and Issuance.

2. Training and Badge Issuance

The applicant will make an appointment at www.grrbadging.as.me for their assigned training and badge issuance. Training may include the following depending on which privileges the Authorized Signatory assigned during enrollment:

- a. SIDA training
- b. Non-movement driver's training

Each training takes approximately 45 minutes to complete. Once completed and passed, the individual will receive their ID.

Training/Badging must be completed within 30 days from date of approval. Applicants who fail to complete badging within the allotted time will be assessed a resubmission fee.

3. Authorized Signatory Training (IF APPLICABLE)

If an individual will be designated as an Authorized Signatory for their company, they will need to schedule an appointment for Authorized Signatory Training with the Airport Security Coordinator. This is typically handled through communication with the original Authorized Signatory and can only be completed after they have received their badge.

All initial badging fees will be at no cost to the Contractor. If an ID badge is lost, stolen, or otherwise unaccounted for immediate notify Airport Communications at 616.233.6055. The ID badge replacement fee is \$50.00. The badge holder is responsible for the ID badge replacement fee.

TERMS AND CONDITIONS

GFIAA reserves the right to require that its standard terms and conditions apply to any actual order placed in response to a firm's submission. No attempt to modify GFIAA's Standard Terms and Conditions shall be binding, absent agreement on such modification in writing and signed by GFIAA.

No payment shall be made to the Respondent for any extra material or services, or of any greater amount of money than stipulated to be paid in the contract, unless changes in or additions to the contract requiring additional outlay by the Respondent shall first have been expressly authorized and ordered in writing by contract amendment or otherwise furnished by the GFIAA.

The intent of these specifications is to solicit a properly designed and all-inclusive response. Any requirements not in the specifications, but which are needed for such a response, are to be included in the submission.

The Gerald R Ford International Airport Authority, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will

affirmatively ensure that for any contract entered into pursuant to this advertisement, disadvantaged business enterprises and airport concession disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

The Respondent shall not discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight, marital status, or disability that is unrelated to the individual's ability to perform the duties of a particular job or position.

The Respondent shall observe and comply with all applicable federal, state, and local laws, ordinances, rules and regulations at all times during the completion of any contract with the GFIAA.

The terms of this request shall be interpreted, construed and enforced pursuant to the laws of the State of Michigan, and the Parties irrevocably consent to the jurisdiction of the federal and state courts presiding in Michigan.

The GFIAA is tax-exempt and a regional airport authority organized under 2015 P.A. 95, being MCL 259.137 et. seq.

Vendor Representation and Warranty Regarding Federal Excluded Parties List: The Respondent acknowledges that the GFIAA may be receiving funds from or through the Federal Government; such funds may not be used to pay any Respondent on the Federal Excluded Parties List (EPLS). The Respondent represents and warrants to the GFIAA that it is not on the Federal EPLS. If the Respondent is in non-compliance at any time during execution or term of this agreement (including any extensions thereof), the Respondent shall be in breach and the GFIAA shall be entitled to all remedies available to it at law or equity, specifically including but not limited to recovery of all moneys paid to the Respondent, all consequential damages (including the loss of grant funding or the requirement that grant funding be returned), and attorney fees (including the costs of in-house counsel) sustained as a result of the Respondent's non-compliance with this warranty and representation.

Pursuant to the Michigan Iran Economic Sanctions Act, 2012 P.A. 517, by submitting a bid, proposal or response, Respondent certifies, under civil penalty for false certification, that it is fully eligible to do so under law and that it is not an "Iran linked business," as that term is defined in the Act.

Insurance requirements are posted on the Documents and Forms page of the GFIAA website within the Purchasing Terms and Conditions document.

Termination For Cause: Should the firm fail to perform the Work as required by and in accordance with the schedule or time requirements, or otherwise violate any of the terms set forth in the Solicitation Request, it shall constitute breach of the Contract. Other than in force majeure situations, Respondent shall have five (5) calendar days to cure a breach of the Contract (the "Cure Period") following issuance of GFIAA written notice. Failure to cure a breach of the Contract within said Cure Period shall allow the GFIAA to, without further notice to the Respondent, declare the Contract terminated and proceed with the replacement of the Respondent and the GFIAA shall be entitled to all remedies available to it at law or in equity including a claim against any required payment/performance bonds.

Termination Without Cause: Notwithstanding any other provision, at any time and without cause, GFIAA shall have the right, in its sole discretion, to terminate the contract by giving sixty (60) days written notice.

Although it is the intent to contract with one provider, the GFIAA reserves the right to contract with alternate sources if the Respondent is unable or unwilling to service its obligation, or it is deemed by GFIAA to be in its best interest to use alternate sources.

Assignment: Neither party shall assign or delegate any of its rights or obligations under this Agreement without the prior written consent of the other party.

Respondent warrants that they are an authorized provider of products or services of his/her submission.

MICHIGAN FREEDOM OF INFORMATION ACT

Information submitted in this solicitation is subject to the Michigan Freedom of Information Act and may not be held in confidence after the Respondent's submission is opened. A submission will be available for review after the project has been awarded.

GFIAA cannot assure that all of the information submitted as part of or peripheral to the Respondent's submission will be kept confidential. Any Respondent submission language designated as confidential is considered automatically invalid and void. GFIAA is subject to the Michigan Freedom of Information Act, which prohibits it from concealing information on or associated with responses, successful or unsuccessful, once they are opened.

EVALUATION, STATUS UPDATES/AWARD NOTIFICATION

The Authority reserves the right to request additional information it may deem necessary after the submissions are received.

As part of the evaluation process, Respondents may be requested to make an oral presentation, at the Respondent's expense, to an evaluation committee. Key staff to be assigned to this project must participate in this presentation unless otherwise waived by the Authority. The presentation may be followed by a question-and-answer session.

The Authority reserves the right at its discretion to waive irregularities of this solicitation process.

In the event of extension errors, the unit price shall prevail and the Respondent's total offer will be corrected accordingly. In the event of addition errors, the extended totals will prevail and the Respondent's total will be corrected accordingly. Respondent must check their submission where applicable. Failure to do so will be at the Respondent's risk. Submissions having erasures or corrections must be initialed in ink by the Respondent. Respondents are cautioned to recheck their submissions for possible errors.

The Respondent shall not be allowed to take advantage of error, omissions or discrepancies in the specifications.

The Authority, at its sole discretion, reserves the right to award to the Respondent whose response is deemed most advantageous to the Authority. The Authority, at its sole discretion, shall select the most responsive and responsible

Respondent and evaluate all responses based on the requirements and criterion set forth in this solicitation while reserving the right to weigh specifications and other factors in the award. The Authority reserves the right to reject any and all submissions as a result of this solicitation.

The Authority reserves the right to award by line item when applicable and to accept or reject any or all parts of a submission.

Accelerated discounts should be so stated at the time of submission. If quick-pay discounts are offered, The Authority reserves the right to include that discount as part of the award criterion. Prices must, however, be based upon payment in thirty (30) days after receipt, inspection, and acceptance. In all cases, quick-pay discounts will be calculated from the date of the invoice or the date of acceptance, whichever is later.

Award notifications are posted on the Authority website. It is the Respondent's responsibility to monitor the website for status updates.

EXHIBITS

Exhibit A – GFIAA Specific Locations and Requirements

See next page.

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| RESTROOMS | |
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| <i>Location: Baggage Claim, The Grand Hall, Concourses A & B, Car Rental Lobby, FIS</i> | |
| Daily | |
| <p>Daily (operational hours normally 4:00 a.m. – 11:30 p.m.)</p> | <ol style="list-style-type: none"> 1. All restrooms shall be inspected each day to ensure cleanliness, that all dispensers are stocked and all fixtures (flushers, faucets, soap dispensers, hand dryers) are working properly. Any issues shall be reported to the Airport Communication Center or Facilities Dept. This task must be completed prior to 4am each morning. 2. Remove all paper and litter from floors, counter tops, and other surfaces and ensure all surfaces are clean and presentable for passengers, tenants, employees, and other users. Ensure all areas remain clean and presentable throughout the day. 3. Check all trash receptacles, empty as needed throughout the day. 4. Ensure all soap, toilet tissue and paper towel dispensers are stocked and working properly, refill as needed, ensure surfaces are wiped clean and remain so throughout the day. 5. Ensure all mirrors remain clean throughout the day. Clean all partitions, doors and walls as needed throughout the day. 6. Ensure all basins, toilet bowls and urinals are clean and toilet seat cover dispensers are fully stocked. 7. Ensure all diaper changing stations are clean, disinfected and liner dispensers fully stocked. 8. Clean and disinfect touch points regularly throughout the day. 9. Ensure floors remain clean and free of water throughout the course of the day, respond to spills promptly. 10. Report any problems in the restrooms to the Airport's Communication Center. <p>It is the intent of these specifications to ensure all restrooms are thoroughly cleaned and fully operational for all visitors of the airport prior to the first departures of the day, as well as provide continuous coverage of all restrooms in bag claim/ticketing area, the Grand Hall and on Concourse A & B from the hours of 4am-11pm in order to ensure they remain clean, problem free and provide for disinfecting throughout the course of the day in an effort to provide the best possible customer experience for all passengers, tenants, employees and other users of GRR. Contractor staff in these positions will have frequent interaction with members of the public and are expected to do so in a courteous and professional manner.</p> |

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| <p>Nightly (non-operational hours normally 11:30 p.m. – 4:00 a.m.)</p> | <ol style="list-style-type: none"> 1. Thoroughly clean and disinfect all dispensers and fixtures, including underneath urinals and toilet bowls with approved cleaner. 2. Thoroughly clean and disinfect all stainless-steel partitions and polish to high shine, removing all fingerprints, smudges, etc. Thoroughly clean and polish all stainless-steel entry doors where applicable. 3. Empty all trash receptacles, clean outside of receptacles with approved cleaner. 4. Thoroughly clean and disinfect all countertops and sinks. 5. High dust all vents, grills, ledges, lights, etc. 6. Thoroughly mop entire floor in accordance with approved floor care program. |
| | <ol style="list-style-type: none"> 7. Disinfect all surfaces in restrooms with approved products and application methods. 8. Once monthly, machine scrub all floors to clean grout lines as part of approved floor care program. |
| <p align="center">Notes</p> | |
| | <p>All restroom floors and walls are ceramic tile. All contractor personnel must adhere to the following provisions before entering opposite sex restrooms: Be certain restroom is unoccupied by announcing loudly three (3) times, "Maintenance, is there anyone in this restroom?" If there is a positive reply, do not enter until all occupants have left. If restrooms are unoccupied, place restroom closed signs in plain sight and leave that way until finished with assignments. Closure signs must remain in place the entire time contractor personnel are in the restroom.</p> |
| <p><i>Location: Second floor Terminal</i></p> | |
| <p>Daily (operational hours – 4:00 a.m. – 11:30 p.m.)</p> | <p>Restrooms shall be inspected each day in accordance with #1 in daily instructions above. Restrooms are to be monitored regularly throughout the day in accordance with #'s 2-9 in daily instructions above. If restrooms need service during operational hours, ensure all personnel follow entry procedures listed in notes in preceding section.</p> |
| <p>PUBLIC ENTRANCES</p> | |
| <p><i>Location: First floor throughout terminal building and parking garage vestibules (4 levels), second floor skybridges from/to parking garage, car rental lobby area.</i></p> | |

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| <p>Daily (operational hours 4:00a.m. -1:00 a.m.)</p> | <p>Entrances must be inspected at beginning of shift each day and monitored throughout the day to ensure they remain clean. Clean and disinfect touch points in public entrances. Frequency of monitoring/service may increase during daily operational hours in inclement weather (rain or snow). The following will be done as needed upon monitoring during operational hours:</p> <ol style="list-style-type: none"> 1. Empty all trash receptacles (located at entrance areas on exterior of building as well as at parking garage entrances/exits) and cigarette receptacles as needed. 2. Monitor front sidewalk and garage entrances/exits and sweep as needed during operational hours. 3. Vacuum areas as needed (treat terrazzo at entrance #1 and on skybridges in accordance with floor care program) 4. Clean glass with approved glass cleaner as needed. 5. Dust ledges, baseboards and any fixtures in the entrances if needed. 6. Respond to any calls for service. |
| <p>Nightly (non-operational hours 1:00 a.m. – 4:00 a.m.)</p> | <ol style="list-style-type: none"> 1. Wipe down all walls where applicable using appropriate equipment and approved cleaner. 2. Vacuum entire area (clean terrazzo at entrance #1, #4 all garage vestibules and at skybridges in accordance with floor care program). Sweep stairwells on all levels at each entrance. 3. Wipe clean and dry all reachable metal door and window frames. 4. Clean interior glass in doors using approved glass cleaner. Clean exterior glass on first floor when weather permits. Clean both sides in skybridges and garage vestibules. 5. Clean interior glass immediately adjacent to doors with approved glass cleaner. Clean exterior when weather permits. Clean both sides in skybridges |
| | <p>and garage vestibules. 1X weekly, clean all interior glass in entrances and skybridges, using appropriate equipment to reach high areas.</p> <ol style="list-style-type: none"> 6. Thoroughly sweep sidewalk in front of terminal building, on median and at exits from parking garage first floor each night (not during inclement weather). 7. Empty all trash receptacles in front of terminal and at bus shelters and replace can liners. Be sure to empty cigarette butt receptacles and replace extinguishing material as needed. Remove all trash to compactor located on the apron. No trash is to be removed off site. 8. Once monthly, thoroughly clean and polish all metal door and window frames with approved cleaner, removing all dirt, prints and smudges, leaving a clean, polished surface. 9. Disinfect all touchpoints in entrances with approved products and application methods. |
| <p>PUBLIC AREAS</p> | |
| <p><i>Location: Ticketing Lobbies, Baggage Claim, The Grand Hall, Car Rental Lobby, FIS</i></p> | |

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| <p>Daily (operational hours 4:00 a.m. – 1:00 a.m.)</p> | <p>All areas must be inspected at the beginning of shift to ensure cleanliness and monitored throughout the course of the day. The following will be done as needed during operational hours:</p> <ol style="list-style-type: none"> 1. Check with Visitor Information Desk personnel to see if servicing is required. 2. Wipe clean and disinfect seating and tables throughout entire area, ensure seating remains clean throughout the day. Disinfect all touch points in public areas regularly throughout the day. 3. Empty trash and recycling receptacles, removing bags to designated area, and replace can liners. Wipe clean and disinfect exterior of receptacles after servicing. Service receptacles as needed throughout the day. Wipe clean and disinfect receptacle exteriors regularly. 4. Pick up all trash from floors, counters (including airline counters) and furniture. 5. Clean spills and snowmelt on any area of the terrazzo floors as needed immediately in accordance with floor care program. 6. Ensure water fountains and bottle filling stations are clean and disinfected and remain so throughout the day. 7. Ensure Business Center is cleaned and presentable at start of shift and remains so throughout the day. Wipe clean and disinfect touch points regularly throughout the day. 8. Ensure children's play area is clean and presentable at start of shift and remains so throughout the day. Wipe clean and disinfect touch points regularly throughout the day. 9. Ensure meet and greet room is clean and presentable at start of shift and remains so throughout the day. Wipe clean and disinfect touch points regularly throughout the day. 10. Ensure Military Welcome Center is clean and presentable at start of shift and remains so throughout the day. Wipe clean and disinfect touch points regularly throughout the day. 11. Respond to all calls for service. |
| <p>Nightly (non- operational hours 1:00 a.m. – 4:00 a.m.)</p> | <ol style="list-style-type: none"> 1. Pick up all trash from floors, seating and tables. 2. Empty all trash receptacles and wipe down outsides of cans with approved cleaning solution. Replace liners. 3. Thoroughly clean and disinfect all chairs (including armrests, backs and legs), tables, and counters (including airline counters) with approved cleaning solution. Clean and polish all stainless-steel surfaces at ticket |

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| | <p>counters and Military Welcome Center and meet and greet room with approved cleaner. Vacuum carpet in all areas. Thoroughly clean interior and exterior glass in all areas.</p> <ol style="list-style-type: none"> Clean terrazzo flooring in accordance with floor care program. Do not move or clean TSA equipment at security checkpoint unless otherwise notified. Clean floors behind ticket counters in accordance with manufacturer instructions. Clean floors in common area hallways behind ticket counters in accordance with manufacturer instructions. Completely clean and disinfect water fountains and bottle filling stations. Clean door hardware and door frames in public areas with disinfectant wipes. Clean all exterior glass at baggage service offices. High dust light fixtures, ductwork, vents, fire alarm fixtures, display screens (including those in Military Welcome Center) and any other fixtures weekly. Cloths used for this purpose must trap dust and dirt as much as possible. Dust ledges along baseboards where applicable. Using a vacuum wand, remove dust from behind display screens (including those in Military Welcome Center) monthly. Clean tile walls where applicable with dusting cloths weekly. Clean and thoroughly polish all stainless-steel surfaces in public areas. Disinfect all surfaces in public areas using approved products and application methods. |
| ESCALATORS | |
| Daily (operational hours 4:00 a.m. – 1:00 a.m.) | <p>Escalators must be inspected at the start of daily shift to ensure cleaning from previous night has been accomplished and monitored throughout the day to clean and disinfect touch points (handrails) and to ensure they remain clean. Personnel will also need to respond to all calls for service throughout daily operational hours. Contact Facilities Manager if escalators need to be shut down during the day for any servicing issues.</p> |
| Nightly (non- operational hours 1:00 a.m. – 4:00 a.m.) | <ol style="list-style-type: none"> With escalators off (to be turned off by airport personnel), thoroughly clean glass walls on all units, removing any dirt, smudges and fingerprints. Use appropriate equipment to safely clean outside glass walls. Clean and disinfect handrails using approved cleaner. Vacuum floor plates completely, damp mop with solution suitable for use on steel treads. Use appropriate equipment and cleaning solution to clean in between the grooves on the floor plates to ensure all dirt and debris have been removed. With escalator on, use escalator cleaning machine (provided by airport) as instructed to clean and polish treads monthly (or as otherwise scheduled by Facilities Manager.) |
| ELEVATORS | |

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| Daily (operational hours 4:00 a.m. – 1:00 a.m.) | Elevators must be inspected at the start of daily shift to ensure cleaning from previous night has been accomplished and monitored throughout the day to clean and disinfect touch points and to ensure they remain clean. Personnel will also need to respond to calls for service throughout daily operational hours. Contact Facilities Manager if elevators need to be shut down during the day for any servicing issues. |
| Nightly (non- operational hours 1:00 a.m. – 4:00 a.m.) | <ol style="list-style-type: none"> 1. Thoroughly polish all stainless-steel surfaces (including exterior), removing fingerprints and smudges, leaving a streak free finish. Clean and polish wood wall surfaces with approved wood cleaner. |
| | <ol style="list-style-type: none"> 2. Vacuum carpeted elevator floors. Mop those with hard surface/rubberized flooring. 3. Thoroughly clean elevator tracks and thresholds, removing all dirt/dust in grooves and clean with cleaning solution. 4. Dust ceilings. 5. Disinfect all touch points in elevators and on exterior of elevators using approved products and application methods. |
| JET BRIDGES | |
| Daily (operational hours 4:00 a.m. – 1:00 a.m.) | <p>Jet bridges must be inspected at start of daily shift to ensure cleaning from previous night has been accomplished and monitored at various intervals (flight schedule dependent, times will vary). Personnel will need to respond to calls for service throughout daily operational hours.</p> <ol style="list-style-type: none"> 1. Pick up any trash in walkways and cab areas. 2. Clean glass in cab area and exit door. 3. Wipe down operator console with disinfectant cleaning wipes. 4. Wipe clean light switches and handrails with disinfectant cleaning wipes. 5. Clean and disinfect other touch points in jet bridges. |
| Nightly (non- operational hours 1:00 a.m. – 4:00 a.m.) | <ol style="list-style-type: none"> 1. Vacuum carpet. Clean gum and spills as needed. 2. Mop any hard floor surfaces in the bridges with approved solution and allow to air dry. 3. Mop gutters in B and C tunnels in accordance with facility manager's instructions and schedule. 4. Clean operator console in cab with approved cleaner. 5. Clean doors and door frames in jet bridges. 6. High dust lights and vents. |
| Once weekly, all jet bridges will be extended by facilities maintenance personnel for the purposes of cleaning. Facilities Manager will schedule this activity with site | <ol style="list-style-type: none"> 1. Vacuum carpet full length of bridge using vacuum wand to clean the edge of the carpeting. 2. Thoroughly clean gutters on both sides of B & C tunnels. 3. Wipe down walls on both sides of bridges with approved cleaning solution. Thoroughly clean and disinfect handrails. 4. Thoroughly clean all glass in bridges. 5. Thoroughly clean all doors and door frames. 6. Disinfect all jet bridge interiors using approved product and application process. 7. Once quarterly, clean carpets in jet bridges using approved |

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| manager. | equipment and process. |
| <i>Location: Security checkpoint and recollection area in Marketplace, concourses A&B</i> | |
| Daily (operational hours 4:00 a.m. – 1:00 a.m.) | <p>All areas must be inspected at the start of daily shift to ensure cleaning from previous night has been accomplished and monitored throughout the day to ensure they remain clean. Personnel will need to respond to all calls for service throughout daily operational hours. Do not touch TSA equipment unless instructed to do so by Facilities Manager.</p> <ol style="list-style-type: none"> 1. Clean and disinfect seating and tables throughout entire area as needed, ensure furniture remains clean throughout the day. 2. Empty trash and recycling receptacles, removing bags to designated area, and replace can liners. Wipe clean and disinfect exterior receptacles after servicing. Service receptacles as needed throughout the day. 3. Pick up all trash from floors, counters and furniture as needed. 4. Clean spills on any area of the terrazzo floors as needed immediately in accordance with floor care plan. |
| | <ol style="list-style-type: none"> 5. Ensure water fountains and bottle filling stations are clean and disinfected and remain so throughout the day. 6. Ensure Business Centers are cleaned and presentable at start of shift and remain so throughout the day. Disinfect touch points regularly throughout the day. 7. Ensure children's play areas are clean and presentable at start of shift and remain so throughout the day. Disinfect touch points regularly throughout the day. 8. Ensure all holdrooms are clean and presentable at start of shift and remain so throughout the day. Disinfect touchpoints regularly throughout the day. |

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| Nightly | <ol style="list-style-type: none"> 1. Pick up all trash from floors, seating and tables, do not touch TSA equipment unless otherwise notified. 2. Empty all trash receptacles and wipe clean and disinfect outsides of receptacles. Replace liners. 3. Thoroughly clean and disinfect all furniture in recollection area. 4. Thoroughly clean and disinfect all furniture and counter surfaces in Business Centers and children's play areas. Vacuum carpet in both areas. Thoroughly clean interior and exterior glass in both areas. 5. Clean terrazzo flooring in accordance with floor care program. Do not move or clean TSA equipment at security checkpoint unless otherwise notified. 6. Completely clean and disinfect water fountains and bottle filling stations. 7. Clean door hardware and door frames in public areas with disinfectant wipes. 8. High dust light fixtures, ductwork, vents, fire alarm fixtures, display screens and any other fixtures weekly. Cloths used for this purpose must trap dust and dirt as much as possible. 9. Using a vacuum wand, remove dust from behind display screens monthly. 10. Clean tile walls where applicable with dusting cloths weekly. 11. Thoroughly clean and disinfect all furniture in holdrooms along both concourses. 12. Thoroughly vacuum carpets in all hold rooms. Remove gum and clean spills as needed. 13. Disinfect areas using approved product and application process. 14. Thoroughly polish all stainless-steel surfaces. 15. 4X annually, thoroughly clean all carpets on concourses using approved equipment and process. (or as directed by the Facility manager) |
| OFFICES | |
| <i>Location: TSA office and break areas</i> | |
| Daily | <p>Service schedule in this area will be formulated in conjunction with TSA management. No work in these areas will be done during non-operational hours. Contractor personnel are not to enter these areas without TSA personnel present.</p> <p>Clean area in accordance with TSA checklist (included as part of these specs).</p> |
| <i>Location: 2nd Floor Administrative Offices (Including Hallway), admin breakroom, observation deck, HR office</i> | |
| Daily (business hours 6:00 a.m. – 11:30 p.m.) | <p>All areas must be inspected at the start of daily shift to ensure cleaning from previous night has been accomplished and monitored throughout the day to ensure they remain clean. Personnel will need to respond to all calls for service throughout daily operational hours.</p> |

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| <p>Nightly (5:30 p.m. - 6:00 a.m. Admin office areas to be cleaned at times designated by Facilities Manager)</p> | <ol style="list-style-type: none"> 1. Vacuum all floors, using a wand to sweep near baseboards, under counter edges, and around and under desks in office areas. Vacuum under and around furniture and plantings in the observation deck area. 2. Clean all glass thoroughly. 3. Dust all bookshelves, file cabinets, furniture, etc. Do not disturb any paperwork, computers, etc. on desks. 4. Wipe clean and disinfect all counter tops. 5. Empty trash receptacles and recycling bins and wipe clean and disinfect inside and out, remove trash to designated containers on the apron. 6. Wipe clean and disinfect all telephones. 7. Clean furniture in all rooms, using vacuum wands to clean cloth chairs and couches (be sure to clean chair and table legs). Disinfect all furniture using approved product and application process. 8. Clean and disinfect sink in break room and in administration office. 9. Wipe clean and disinfect all appliances and countertops in break room (Interior and exterior of microwave oven). Polish stainless-steel exteriors removing all fingerprints and smudges. 10. Mop hard surface floor in break room completely, including under furniture, use a corner brush to clean corners. 11. High dust all lights, vents and grills weekly. 12. Clean all doors with approved wood polish (where applicable) and wipe clean door frames top to bottom. 13. Dust picture frames, plaques, fixtures, etc. with approved dusting cloths. 14. Clean and disinfect breakroom furniture. 15. 4X annually thoroughly clean all carpets using approved equipment and process. Or as deemed necessary by the Facility manager. |
| <p><i>Location: 2nd Floor Police Department Offices, first floor locker room (area must be serviced under escort)</i></p> | |

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| <p>Daily (service area per facility managers schedule)</p> <p>Service 1st floor area nightly after 6pm</p> | <p>Respond to all calls for service throughout daily operational hours.</p> <ol style="list-style-type: none"> 1. Vacuum all carpet, using wands to vacuum near baseboards, around and under desks. 2. Empty all trash receptacles and recycling bins and wipe clean, replace liners. 3. Clean all glass thoroughly, wipe clean window and door frames. 4. Mop tile floor in front of sink/coffee station. 5. Clean all counter tops and tables with approved solution. 6. Clean and disinfect sink in break area. 7. Wipe clean all appliances (interior and exterior of microwave) in break room. 8. High dust all lights, vents and grills weekly. 9. Dust all bookshelves, file cabinets, furniture, etc. Do not disturb any paperwork, computers, etc. on desks. 10. Clean phones with disinfectant solution or wipes. 11. Clean all doors, wipe clean door frames. 12. Sweep floors in locker room. Empty trash receptacles. 13. Clean all doors, wipe clean door frames. 14. Clean restrooms (in office and locker rooms) in accordance with nightly restroom cleaning instructions in previous sections. 15. Thoroughly disinfect restrooms and workout area and all equipment therein using approved product and processes. |
| <p><i>Location: Basement level corridor, basement level restrooms, first floor loading dock access corridor</i></p> | |

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| <p>Daily (operational hours 4:00 a.m. – 11:30 p.m.)</p> | <ol style="list-style-type: none"> 1. Ensure restrooms are stocked. 2. Ensure restrooms are clean. 3. Monitor restrooms for cleanliness. 4. Respond to calls for service. 5. Sweep corridor and elevator lobby. |
| <p>Nightly (non-operational hours 11:30 p.m. – 4:00 a.m.)</p> | <ol style="list-style-type: none"> 1. Clean and disinfect restrooms in accordance with facility manager's instructions. 2. Mop corridor and elevator lobby. 3. High dust vents, light fixtures, fire alarm devices, painted piping, and any other fixtures in the corridor. 4. Thoroughly polish stainless steel FAA elevator exterior. 5. 1X weekly, buff corridor to maintain surface shine. 6. 1X annually strip and wax corridor floor. 7. 2X annually, machine scrub floors in all restrooms with approved machinery and processes. 8. Sweep and thoroughly mop loading dock hallway. 9. Clean walls of spots and spills in loading dock hallway. |

Location: Stairwells

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| <p>Daily (operational hours 4:00 a.m. – 11:30 p.m.)</p> | <p>Ensure stairwells are cleaned at start of shift. Monitor stairwells throughout the day to ensure they remain clean. Landings at each floor are to be considered part of the stairwells.</p> <ol style="list-style-type: none"> 1. Disinfect handrails and door handles in stairwells regularly throughout the day. 2. Pick up any trash in stairwells as needed. 3. Respond to calls for service as needed. |
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| <p>Nightly (non-operational hours 11:30 p.m. – 4:00 a.m.)</p> | <ol style="list-style-type: none"> 1. High dust all lights, exit signs, emergency lighting, etc. weekly. 2. Sweep stairs and landings and pick up all trash. 3. Thoroughly clean and disinfect all handrails. 4. Clean walls monthly, using appropriate equipment to reach high areas. 5. Mop stairs and landings where applicable, removing all dirt from corners and where floors meet walls. <p>*When mopping stairwells, always place wet floor signs at entrances to the stairwells. Remove only after stairs and landings are completely dry.</p> |
| <p><i>Location: 2nd floor conference rooms</i></p> | |
| <p>Daily. Area will also need to be serviced at times designated by Facilities Manager for GFIAA Authority Board meetings and before and after other meetings and special events. Site manager will be notified ahead of time by Facilities Manager of events. Board meeting schedule will be provided.</p> | <ol style="list-style-type: none"> 1. Vacuum floors, using wand to clean near baseboards and corners. 2. High dust lights, vents, grills, etc. 3. Dust fire alarm fixtures, fire extinguisher boxes, etc., using appropriate equipment to reach high areas. 4. Polish tables and clean table legs. 5. Pick up any trash/debris. 6. Empty trash receptacles and wipe clean inside and out. Replace liners. 7. Clean all chairs completely. 8. Wipe clean and disinfect counter tops. 9. Clean interior and exterior of glass throughout area. 10. Clean all doors, wipe clean door frames. 11. Remove any stains in carpet. 12. Respond to calls for service. 13. 2X annually thoroughly clean all carpets using approved equipment and process. Or as deemed necessary by the Facility manager. |

| <p>JANITORIAL CLOSETS</p> | |
|----------------------------------|--|
| | <p>Contractor responsible for cleanliness, organization, and stocking of janitorial closets. Each closet must have all containers clearly labeled with what is inside, SDS information, hazardous communication information, and general use information. Closets must remain clean and organized. Contractor is also required to keep a master SDS book with all chemicals being used for cleaning. The master book must be updated regularly when new chemicals are introduced to the Airport. SDS information will be a part of regular reviews/inspections. Container labels must also have any emergency contact numbers. Poison control hotline numbers must be visible in every closet.</p> |

4X annually (to be scheduled by the Facilities Manager), thoroughly clean all exterior and interior glass (including concourses) at the Terminal Building, on the skybridges and in the parking garage. Contractor to provide all necessary equipment to accomplish this task.

Each proposer must submit a floor care program with its proposal to include equipment, products, process and schedule for cleaning and maintaining terrazzo flooring, carpeting, Nora flooring, VCT tile, and concrete. Each submittal shall also include equipment type and processes for machine scrubbing of ceramic tile in restrooms as well as equipment, product and processes for cleaning and



Gerald R. Ford International Airport Authority
Janitorial Specifications for
Gerald R. Ford International Airport

maintaining carpet. Note backpack vacuums are not to be used, only upright beater bar style vacuums.

Each proposer must submit its program for cleaning and maintaining stainless steel surfaces and must also demonstrate its effectiveness at leaving a highly polished surface free of prints, smudges, water spots and streaks. Additionally, provide a schedule for ensuring these surfaces remain clean throughout the course of the day.

These specifications are written with the expectation that porter service (light cleaning, response to requests for service, stocking of dispensers, etc...) will be provided at the Airport during daily operational hours to minimize, as much as possible, disruptions to its passengers and other users. Cleaning tasks are to be carried out after operational/business hours as specified to present the cleanest possible facility every day, while service during daily operational/business hours is intended to maintain the highest level of cleanliness.



Gerald R. Ford International Airport Authority
Janitorial Specifications for
Gerald R. Ford International Airport

Contractor to be responsible for supplying of all cleaning supplies and equipment to carry out tasks as specified including but not limited to:

1. Glass cleaner
2. Furniture Polish
3. General Cleaning solution
4. Floor cleaner
5. Stainless Steel Polish
6. Cleaning Cloths
7. Paper Towels
8. Dusters
9. Mops
10. Vacuums
11. Floor machines (scrubbers, polishers, large area vacuums, etc.) and supplies necessary for their operation
12. Restroom cleaners
13. Cleaning Carts
14. All other supplies and materials that may be necessary to accomplish tasks according to company procedures.

Contractor is responsible for proper use of all equipment/supplies. Technical information on all supplies/equipment contractor plans to use to accomplish tasks as specified at this site shall be supplied with the proposal.

Gerald R. Ford International Airport Authority will supply all consumable goods to carry out tasks as specified including:

1. Bath tissue for use in all restrooms
2. Hand soap for use in restrooms
3. Hand towels
4. Trash Bags
5. Hand sanitizer

All proposers recognize they are the airport's response personnel for cleanup of hazardous materials. As such, each proposer is to provide with their submittal, a copy of its entire Hazardous Communication/Right to Know plan, as well as companywide safety plan.

Approximate total square footage is 355,000 Sq. Ft.

Exhibit B – TSA Specific Locations and Requirements

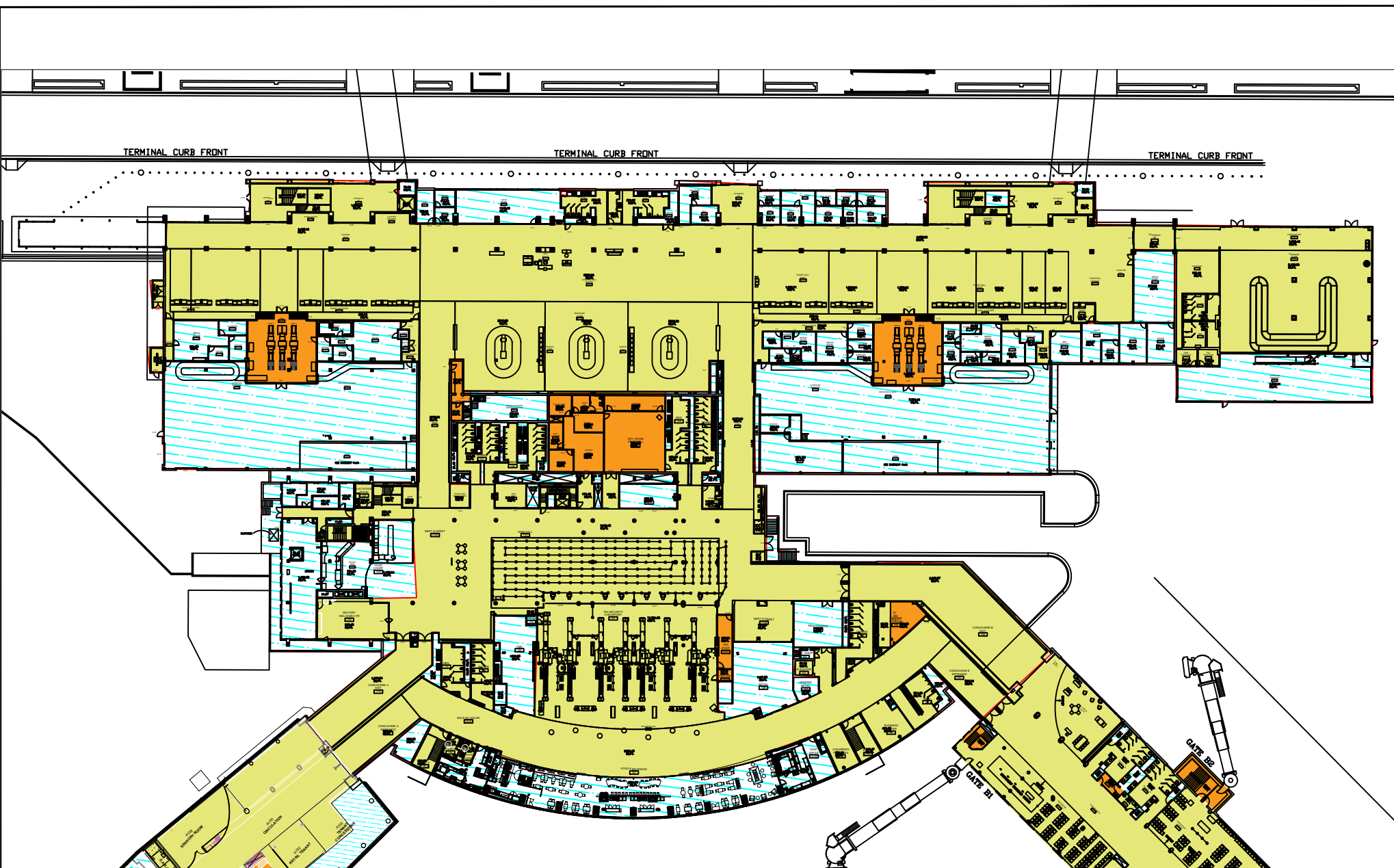
See next page.

EXHIBIT B TSA offices and breakroom

| Janitorial Services Checklist | |
|---|----------------|
| Location/Service | Frequency |
| Break Room / Kitchen | |
| Empty and clean all trash receptacles. Waste can plastic liners when visibly used shall be changed. | Daily |
| Replenishment of all paper towels/napkins within breakroom space. | Daily |
| Sweep entrances and corridors. Spot sweep floors, and spot vacuum carpets. | Daily |
| Wash inside and out or steam clean cans used for collection of food remnants from snack bars and vending machines. | Daily |
| Wipe down all vending machines. | Daily |
| Dust horizontal surfaces, including vents, that are readily available and visibly require dusting. | Daily |
| Sweep entrances and corridors. Spot sweep floors, and spot vacuum carpets. | Daily |
| Damp mop and spray buff all resilient floors in break room. | Weekly |
| Thoroughly dust furniture. | Monthly |
| Spot clean all wall surfaces within 70 inches of the floor including thresholds, edges, and baseboards. | Monthly |
| Strip and refinish floors in breakroom. | Annually |
| Hallway/Corridor | |
| Sweep entrances and corridors. Spot sweep floors, and spot vacuum carpets. | Daily |
| Dust horizontal surfaces, including vents, that are readily available and visibly require dusting. | Daily |
| Spot clean all wall surfaces within 70 inches of the floor including thresholds, edges, and baseboards. | Monthly |
| Training Room | |
| Sweep entrances and corridors. Spot sweep floors, and spot vacuum carpets. | Daily |
| Dust horizontal surfaces, including vents, that are readily available and visibly require dusting. | Daily |
| Remove carpet stains. | Daily |
| Thoroughly dust furniture. | Monthly |
| Completely sweep and/or vacuum carpets. | Monthly |
| Spot clean all wall surfaces within 70 inches of the floor including thresholds, edges, and baseboards. | Monthly |
| Team Room, Supervisor Office, TSM-S Office, AFSD-S Office & TSM Office | |
| Empty and clean all trash receptacles. Waste can plastic liners when visibly used shall be changed. | Daily |
| Sweep entrances and corridors. Spot sweep floors, and spot vacuum carpets. | Daily |
| Dust horizontal surfaces, including vents, that are readily available and visibly require dusting. | Daily |
| Remove carpet stains. | Daily |
| Thoroughly dust furniture. | Monthly |
| Completely sweep and/or vacuum carpets. | Monthly |
| Spot clean all wall surfaces within 70 inches of the floor including thresholds, edges, and baseboards. | Monthly |
| Storage Room | |
| Sweep storage space. | Monthly |
| Spot clean all wall surfaces within 70 inches of the floor including thresholds, edges, and baseboards. | Monthly |
| Secured Room | |
| Spot clean all wall surfaces within 70 inches of the floor including thresholds, edges, and baseboards. | Monthly |
| Coordination Center | |
| Empty and clean all trash receptacles. Waste can plastic liners when visibly used shall be changed. | Daily |
| Sweep entrances and corridors. Spot sweep floors, and spot vacuum carpets. | Daily |
| Dust horizontal surfaces, including vents, that are readily available and visibly require dusting. | Daily |
| Remove carpet stains. | Daily |
| Thoroughly dust furniture. | Monthly |
| Completely sweep and/or vacuum carpets. | Monthly |
| Spot clean all wall surfaces within 70 inches of the floor including thresholds, edges, and baseboards. | Monthly |
| Open Offices | |
| Empty and clean all trash receptacles. Waste can plastic liners when visibly used shall be changed. | Daily |
| Sweep entrances and corridors. Spot sweep floors, and spot vacuum carpets. | Daily |
| Dust horizontal surfaces, including vents, that are readily available and visibly require dusting. | Daily |
| Remove carpet stains. | Daily |
| Thoroughly dust furniture. | Monthly |
| Completely sweep and/or vacuum carpets. | Monthly |
| Spot clean all wall surfaces within 70 inches of the floor including thresholds, edges, and baseboards. | Monthly |
| General | |
| Dispose of all trash and garbage generated in or about the building. | Daily |
| Spray buff resilient floors in main corridors, entrances, and lobbies. | Daily |
| Clean glass entry doors to the Government-demised area. | Daily |
| All handprints and spots on walls, woodwork, and glass will be removed/cleaned. | Daily |
| Spray buff resilient floors in secondary corridors, entrance, and lobbies. | Every 2 Weeks |
| Clean air conditioning grills, to include air filters, if applicable. | Monthly |
| Damp wipe wastepaper receptacles, partitions, doors, window sills, and frames. | Every 2 Months |
| Dust wall surfaces within 70 Inches of the floor, vertical surfaces and under surfaces. | 3 Times a Year |
| Wash all interior and exterior windows and other glass surfaces. Strip and refinish main corridors and other heavy traffic areas. | Twice a Year |
| Wash all venetian blinds, and dust 6 months from washing. | Annually |
| Shampoo carpets in all TSA leased space. | Every 2 Years |
| Replace worn floor coverings (this includes the moving and returning of furnishings). | As Required |


Exhibit C – Airport Map

See next page.



TERMINAL MAIN LEVEL - CLEANING AREA 108,673 SQ. FT.

| | |
|---|------------------------|
| PRIVATE AREA | 6,991 SQ. FT. |
| PUBLIC AREAS | 101,682 SQ. FT. |
| DO NOT CLEAN | N/A |
| TOTAL | 108,673 SQ. FT. |

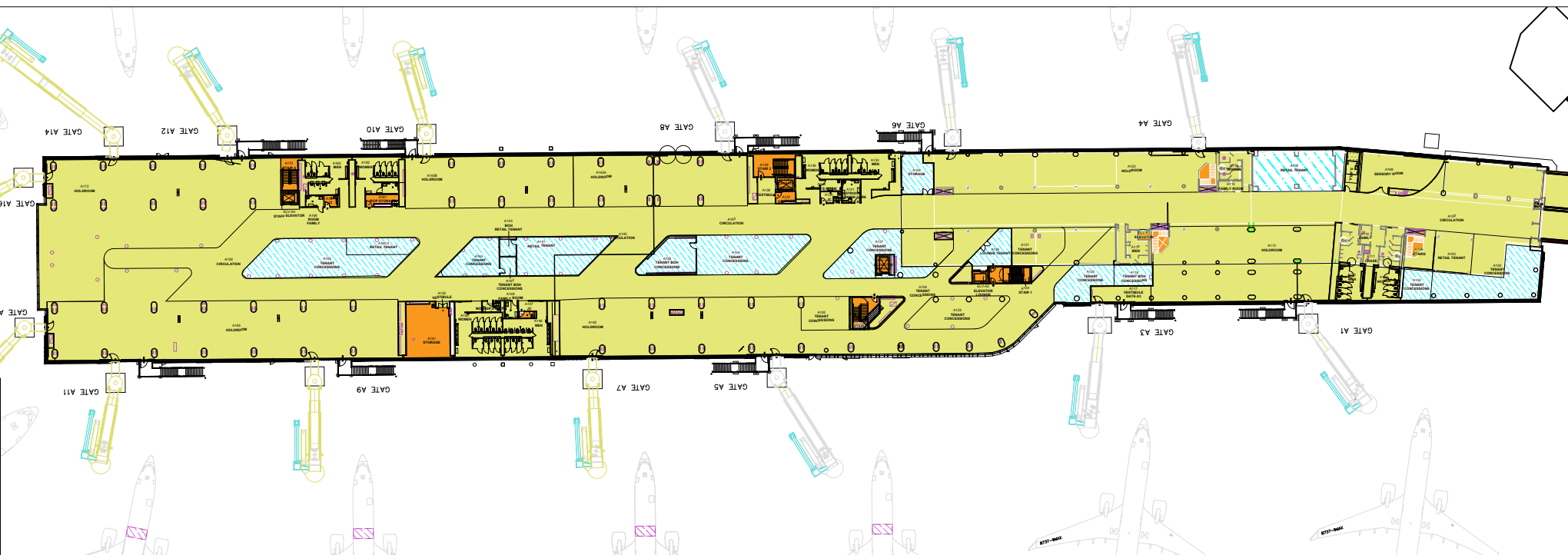


FORD Airport

GERALD R. FORD INTERNATIONAL AIRPORT
6900 JACOB BY THE GRAND RAPIDS, MICHIGAN 49518
 GERALD R. FORD INTERNATIONAL AIRPORT AUTHORITY


JANITORIAL CLEANING MAP
TERMINAL - MAIN FLOOR

| | |
|--------------------------|---------|
| 24-11011-Janitor-Map.dwg | DWG NO. |
| 3-00-00-00 | 1 |
| 1-00-00-00 | 1 |
| DATE REVISION | NAM |



CONCOURSE A MAIN LEVEL - CLEANING AREA 87,745 SQ. FT.

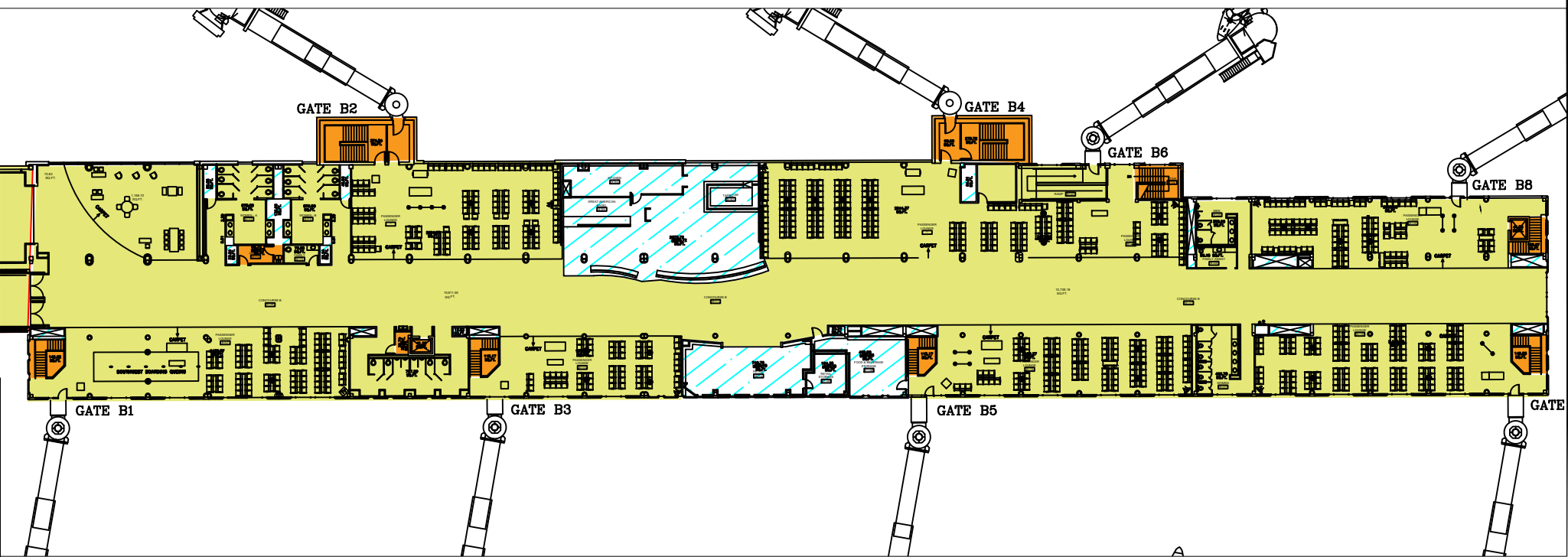
| | | |
|---|--------------|----------------|
| | PRIVATE AREA | 2927 SQ. FT. |
| | PUBLIC AREAS | 84,818 SQ. FT. |
| | DO NOT CLEAN | N/A |
| TOTAL | | 87,745 SQ. FT. |




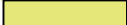

GERALD R. FORD INTERNATIONAL AIRPORT
6600 44TH ST SE GRAND RAPIDS, MICHIGAN 49515
 GERALD R. FORD INTERNATIONAL AIRPORT AUTHORITY


JANITORIAL CLEANING MAP
CONCOURSE A - MAIN FLOOR

| | |
|---------------------------|--------|
| 2013-1314 Janitor Map.dwg | |
| 1. 01-01-00 | REV 00 |
| 2. 06-08-00 | 2 |
| 1. 06-28-24 | NAM |
| DATE REVISION | NAM |



CONCOURSE B MAIN LEVEL - CLEANING AREA 34,926 SQ. FT.

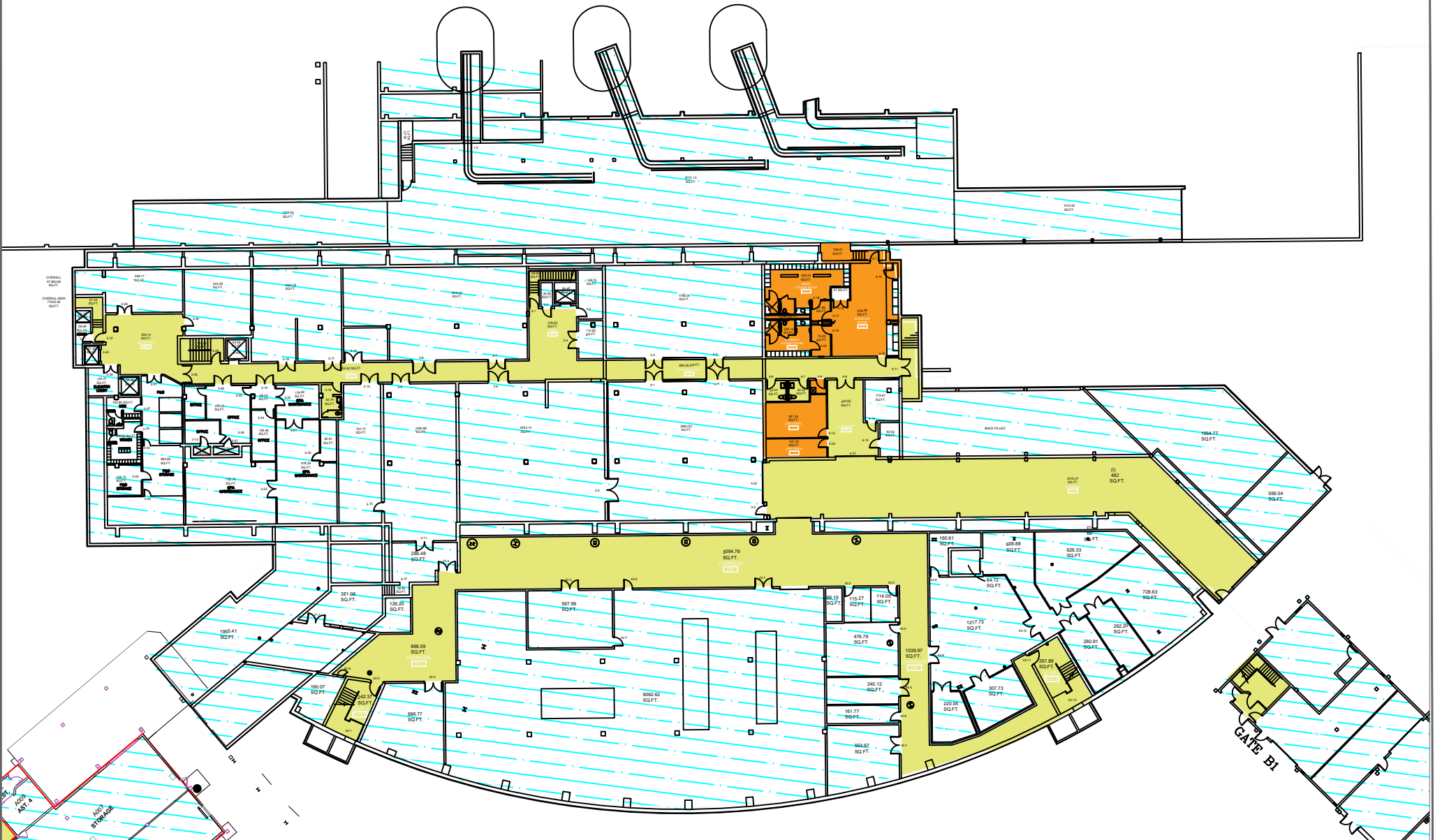
| | | |
|--|--------------|----------------|
|  | PRIVATE AREA | 1,761 SQ. FT. |
|  | PUBLIC AREAS | 33,165 SQ. FT. |
|  | DO NOT CLEAN | N/A |
| TOTAL | | 34,926 SQ. FT. |



GERALD R. FORD INTERNATIONAL AIRPORT
6600 44TH ST SE GRAND RAPIDS, MICHIGAN 49515
GERALD R. FORD INTERNATIONAL AIRPORT AUTHORITY

JANITORIAL CLEANING MAP
CONCOURSE B - MAIN FLOOR

| | |
|-------------|--------|
| 1. 01-01-00 | REV 00 |
| 2. 00-00-00 | 3 |
| 1. 00-00-00 | N/A |



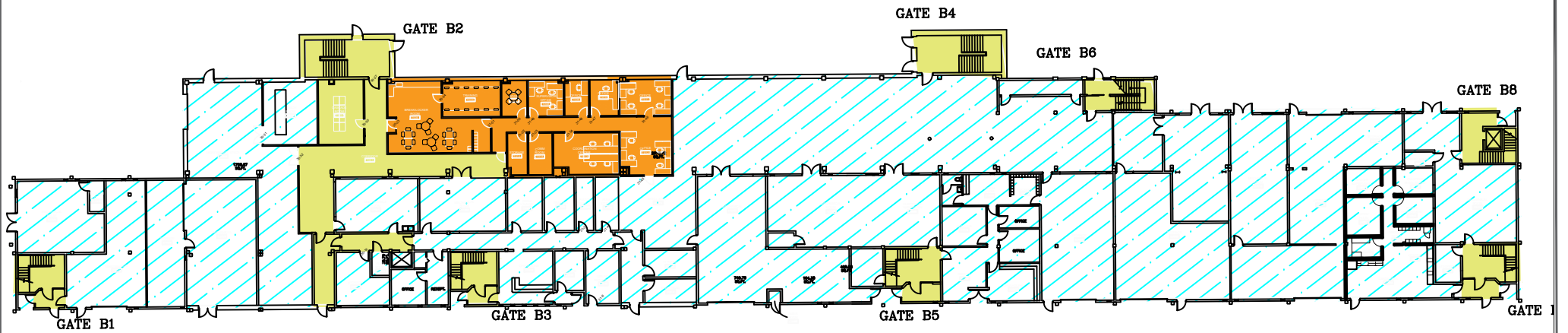
TERMINAL BASEMENT - CLEANING AREA 14,968 SQ. FT.

| | | |
|-------|--------------|----------------|
| | PRIVATE AREA | 1,998 SQ. FT. |
| | PUBLIC AREAS | 12,970 SQ. FT. |
| | DO NOT CLEAN | N/A |
| TOTAL | | 14,968 SQ. FT. |

GERALD R. FORD INTERNATIONAL AIRPORT
8800 46TH ST OF GRAND RAPIDS, MICHIGAN 49511
GERALD R. FORD INTERNATIONAL AIRPORT AUTHORITY

JANITORIAL CLEANING MAP
TERMINAL - BASEMENT

24-Basement-Janitor-Map.dwg
00-00-00
00-00-00
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DATE REVISION
4
NAM



CONCOURSE B BASEMENT - CLEANING AREA 6,472 SQ. FT.

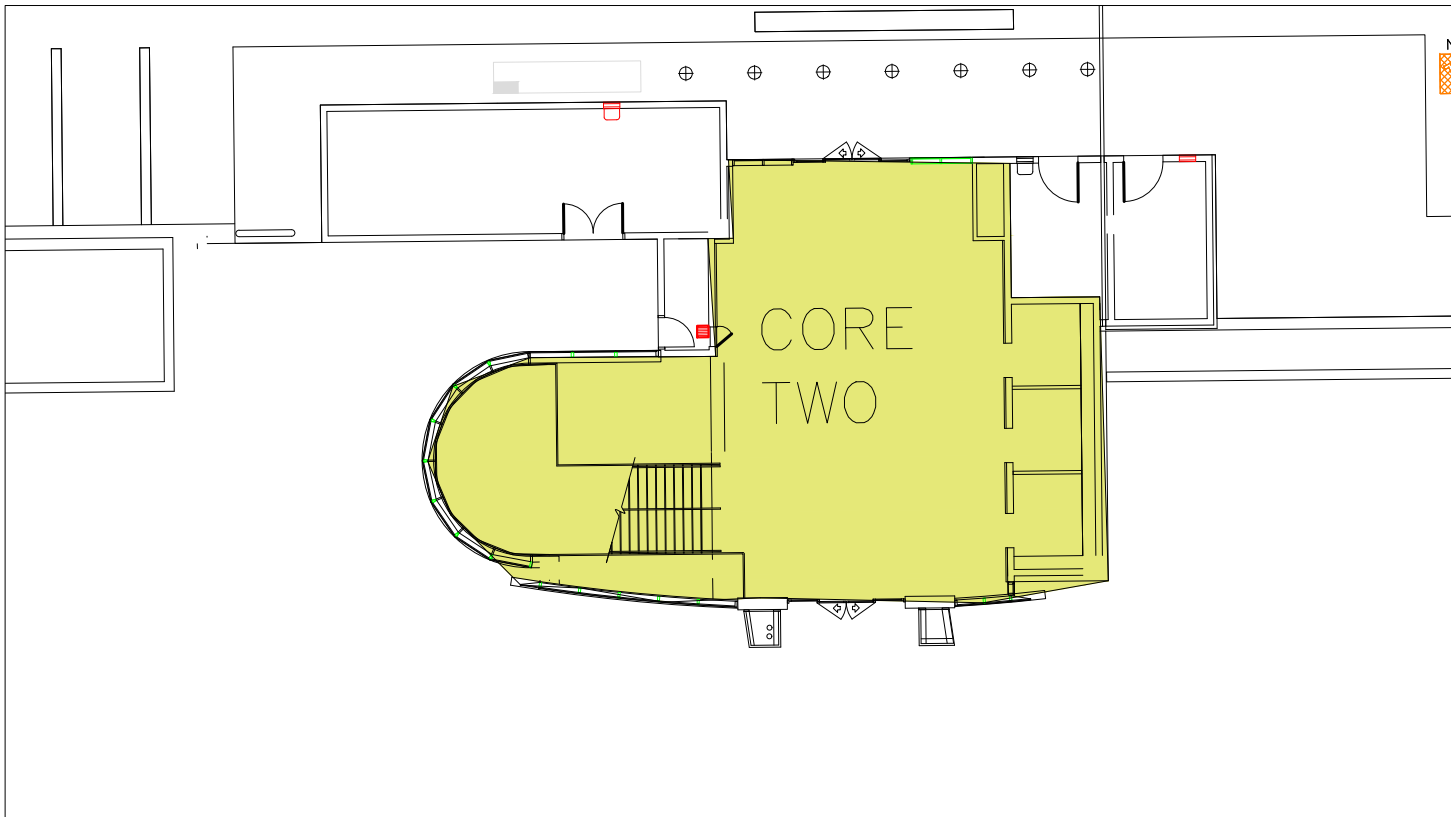
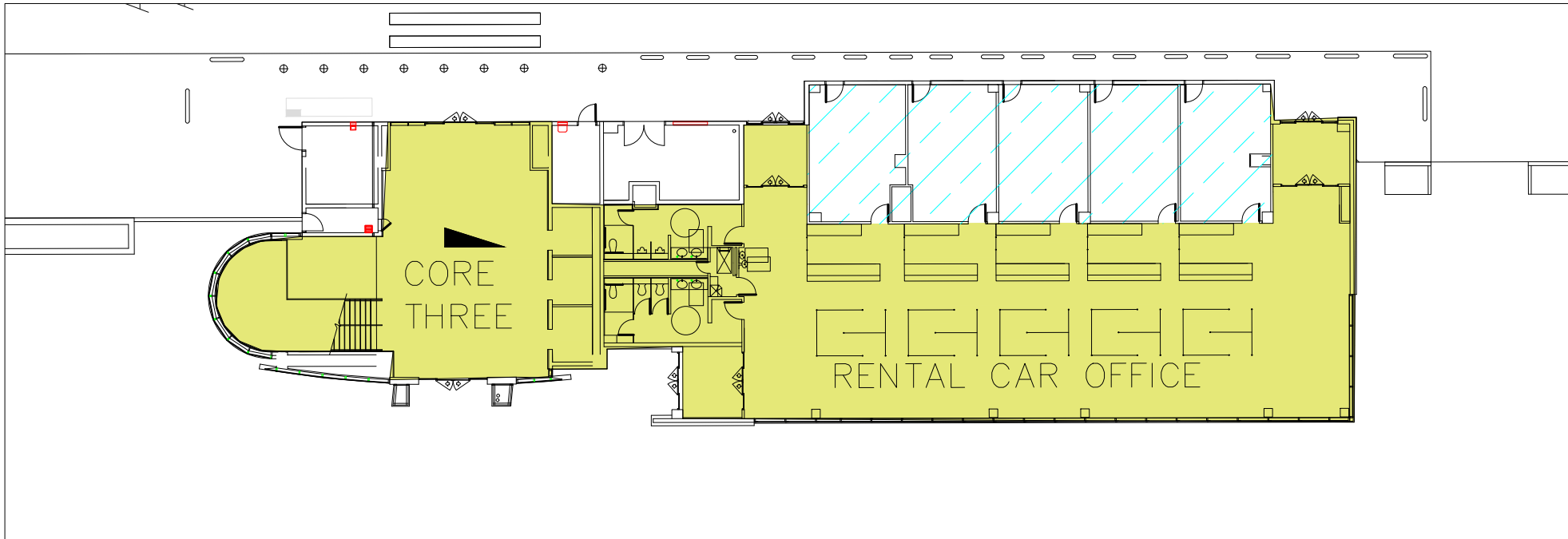
| | | |
|-------|--------------|---------------|
| | PRIVATE AREA | 2,525 SQ. FT. |
| | PUBLIC AREAS | 3,947 SQ. FT. |
| | DO NOT CLEAN | N/A |
| TOTAL | | 6,472 SQ. FT. |






GERALD R. FORD INTERNATIONAL AIRPORT
5000 46TH ST IN GRAND RAPIDS, MICHIGAN 49511
GERALD R. FORD INTERNATIONAL AIRPORT AUTHORITY


JANITORIAL CLEANING MAP
CONCOURSE B - BASEMENT

| | | |
|-----------------------------|----------|---------|
| 24-Basement-Janitor-Map.dwg | 00-00-00 | REV 000 |
| | 00-00-00 | |
| | 00-00-00 | |
| DATE REVISOR | NAME | 6 |



PARKING GARAGE - CLEANING AREA 9,052 SQ. FT.

| | | |
|---|--------------|----------------------|
|  | PRIVATE AREA | 0 SQ. FT. |
|  | PUBLIC AREAS | 9,052 SQ. FT. |
|  | DO NOT CLEAN | N/A |
| TOTAL | | 9,052 SQ. FT. |



GERALD R. FORD INTERNATIONAL AIRPORT
6000 44TH ST NW GRAND RAPIDS, MICHIGAN 49515
 GERALD R. FORD INTERNATIONAL AIRPORT AUTHORITY

JANITORIAL CLEANING MAP
PARKING GARAGE - MAIN FLOOR

| | | | |
|---------------------|-----------|------------|--|
| DATE | BY | REV | |
| 1.06-20-24 | 7 | 7 | |
| DATE REVISED | | NAM | |

CORE 2

CORE 3

PARKING GARAGE - CLEANING AREA 11,844 SQ. FT.

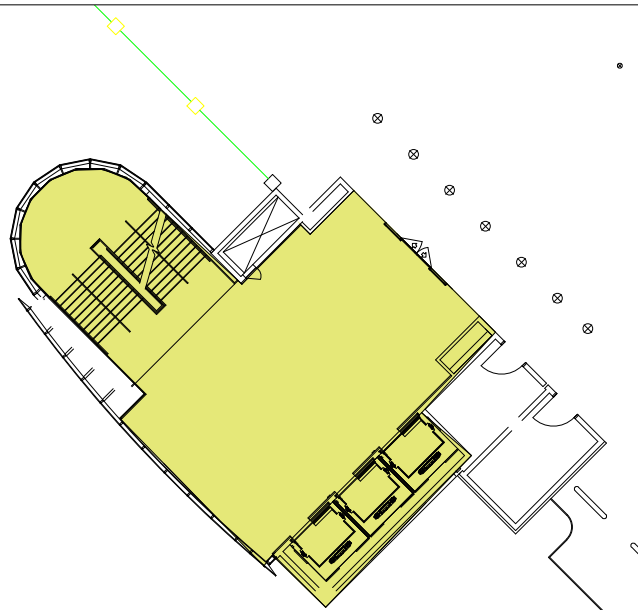
| | | |
|-------|--------------|----------------|
| | PRIVATE AREA | 0 SQ. FT. |
| | PUBLIC AREAS | 11,844 SQ. FT. |
| | DO NOT CLEAN | N/A |
| TOTAL | | 11,844 SQ. FT. |



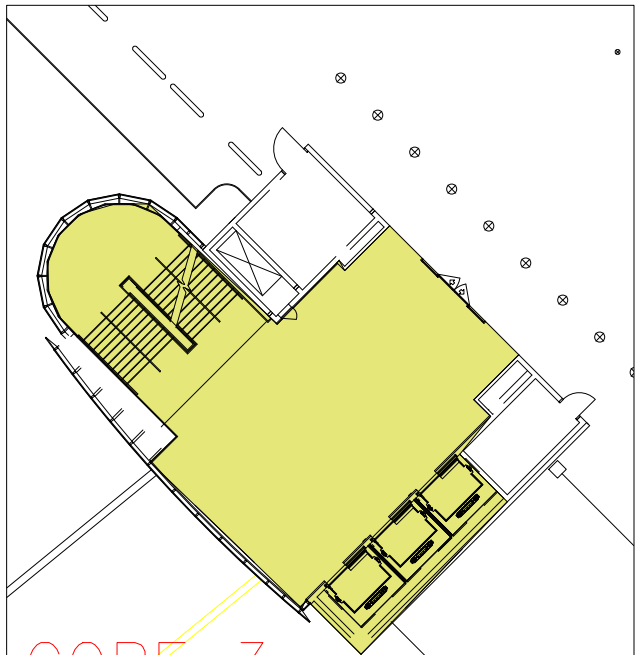
GERALD R. FORD INTERNATIONAL AIRPORT
6000 46TH ST SE GRAND RAPIDS, MICHIGAN 49512
GERALD R. FORD INTERNATIONAL AIRPORT AUTHORITY

JANITORIAL CLEANING MAP
PARKING GARAGE - FLOOR 2

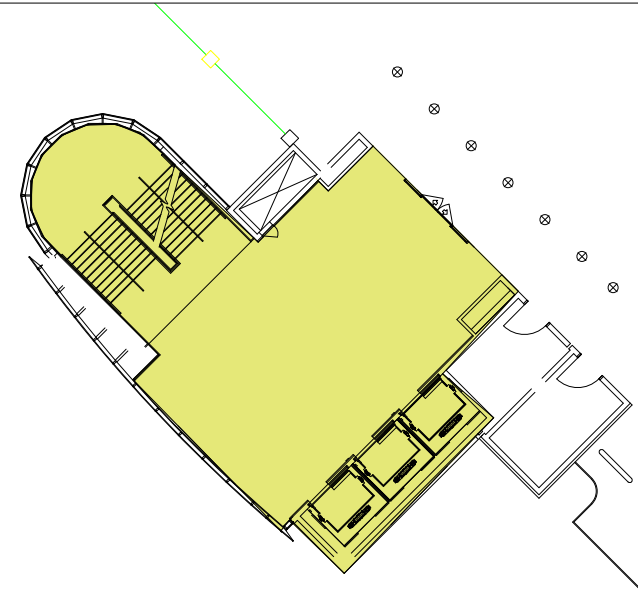
| | |
|-------------------------------|--------|
| 24-ParkingGarage2ndFl-Janitor | |
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| 2. 06-06-20 | 8 |
| 1. 06-25-24 | |
| DATE REVISED | NAME |



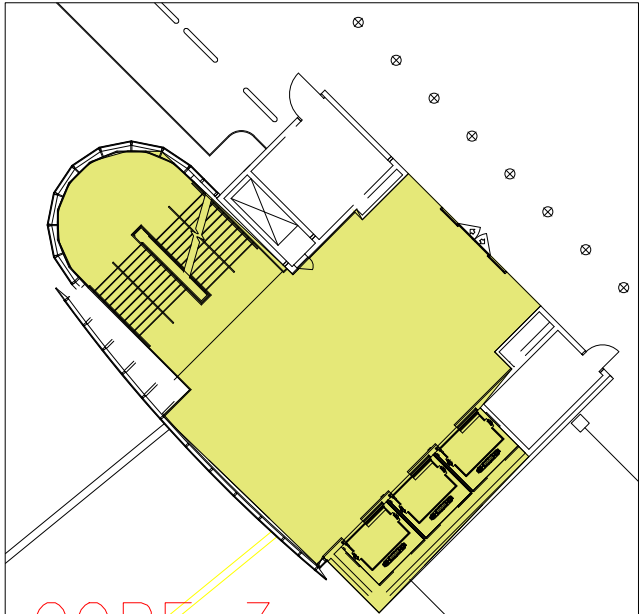
CORE 2
3rd FLOOR





CORE 3
3rd FLOOR




CORE 2
4th FLOOR



CORE 3
4th FLOOR

| | |
|---|----------------------------|
| PARKING GARAGE – CLEANING AREA 8,415 SQ. FT. | |
|  | PRIVATE AREA 0 SQ. FT. |
|  | PUBLIC AREAS 8,415 SQ. FT. |
| | DO NOT CLEAN N/A |



GERALD R. FORD INTERNATIONAL AIRPORT
8500 44TH ST SE GRAND RAPIDS, MICHIGAN 49512
GERALD R. FORD INTERNATIONAL AIRPORT AUTHORITY

| | | |
|----------------|---------|----------------|
| JANITORIAL MAP | | 0104_A2-30.DWG |
| P. 00-00-00 | REV. 00 | |
| P. 00-00-00 | | 9 |
| L. 00-00-00 | | |
| DATE REVISED | NAM | |

PARKING GARAGE –
FLOORS 3 & 4

Exhibit D – Sample Contract

See next page.

SERVICE CONTRACT

THIS SERVICE CONTRACT ("Contract") is entered into this ____ day of __ 20__, by and between the **Gerald R. Ford International Airport Authority**, a regional airport authority organized under 2015 P.A. 95, being MCL 259.137 et. seq. ("Authority"), with a principal place of business at 5500 44th St. SE, Grand Rapids, Michigan 49512 and [____], a [type of legal entity] ("Contractor"), with a principal place of business at [_____].

IT IS HEREBY AGREED AS FOLLOWS:

1. **Exclusive Agreement.** This Agreement, including exhibits attached hereto, constitute the entire Agreement between Contractor and Authority for the scope of services on Exhibit A for the term of this Agreement. The following documents are the entire agreement between the Contractor and the Authority.

The Agreement includes the following documents which are incorporated herein by reference and are deemed to be part of this contract as if set forth in full herein and, in the event of inconsistencies between the documents, shall govern in the order listed:

- a. This Contract
- b. The Request for Proposal (if applicable)
- c. The Information for Proposal Respondents (if applicable)
- d. Contractor's Response to Request for Proposal (if applicable)
- e. All Provisions required by law to be inserted in this contract whether actually inserted or not.

WHEREAS:

- A. The Authority operates the Gerald R. Ford International Airport located in Grand Rapids, Michigan (the "Airport"), and needs various [type of services] regularly provided for the benefit of all users of the Airport.
- B. The Contractor has extensive experience and expertise in providing the Services (as defined below) and in providing certain of the materials and supplies needed therefore.
- C. The parties wish to contract for the Services of the Contractor to provide such Services for the Authority at the Airport.

NOW, THEREFORE, in consideration of the foregoing and the terms and conditions set forth below, the parties agree as follows:

1. INTRODUCTION

- 1.1 **Nature and Scope of Contract.** The Authority hereby contracts with the Contractor as a provider of the Services, and to provide certain materials, supplies and equipment for the efficient performance of the Services as set forth in sections 2, 3 and 4 of this Contract. The Authority agrees to pay the consideration therefore as provided in section 5 of this Contract. Contractor accepts such duties and responsibilities and agrees to provide the Services and to make available to the Authority such materials, supplies and equipment, all as set forth herein.
- 1.2 **Joint Cooperation.** The parties hereto shall collaborate and cooperate to ensure the Services are provided in a timely and efficient manner, and the Authority will be at all times entitled to be advised, at its request, of the status of the work performed by Contractor and of the details thereof.
- 1.3 **Term of Contract.** The term of this Contract shall commence on [] and shall continue, unless earlier terminated pursuant to this Contract for a term of [] () years (the "Initial Term"). [The Initial Term shall then automatically renew for successive one (1) year periods (each, a "Renewal Term", and collectively with the Initial Term, the "Term"), unless either party provides at least 60 days' notice of non-renewal prior to the end of the then current Initial Term or Renewal Term.]

2. SERVICES

- 2.1 **Specific Services.**
- (a) The Authority hereby retains Contractor to furnish the services and related labor, material, equipment, supervision, tools and all other items and personnel necessary to provide the services for the Airport, which services are more particularly described in **Exhibit A** (the "Services"). The Services shall be performed at the Airport, in accordance with the terms of this Contract and Exhibit A. Any changes to the scope of the Services must be approved in writing, by the Authority.
- (b) Contractor agrees to train, manage and direct its employees to provide all required Services to the Authority. Such training, management, and direction shall be provided in the context of the physical areas, job descriptions and duties of the Contractor's employees and the elaboration of Contractor's duties as are set forth in Exhibit A attached hereto.
- (c) To the extent not inconsistent with this Contract, the terms of Contractor's performance contained in its proposal dated [] are incorporated by reference.
- (d) Contractor is an independent contractor and not an agent of Authority. The selection, retention, assignment, direction, and payment of Contractor's employees shall be the sole responsibility of Contractor. Authority shall not attempt to exercise any control over the daily performance of duties by Contractor's employees, except to the extent and in the manner required by law or regulation or in order to meet necessary maintenance, safety or security obligations of the Airport.
- (e) Time is of the essence in Contractor's performance of its obligations (including performance of the Services) under this Contract.
- 2.2 **Training Materials.** Contractor will, at its expense, provide and maintain all necessary training

equipment, films, slides, literature, daily work and project schedule, indices, standard operational procedures, and all material used to train Contractor's employees. Such material shall, at all times, remain the property of Contractor.

- 2.3 **Permits and Licenses; Compliance with Law.** Contractor shall, at its expense, procure all licenses and permits which are or may become required for the lawful rendering of the Services. Contractor agrees to observe and obey all rules and regulations promulgated from time to time by the Authority, the Department of Transportation, and the Michigan Aeronautics Commission, governing the conduct and operation of the Authority and its facilities. The Authority agrees that any rules and regulations promulgated by the Authority shall not be inconsistent with any legally authorized rule or regulation of the Department of Transportation or of the FAA. Contractor shall be advised of and provided copies of any rules and regulations adopted by Authority affecting Contractor's operation on the Authority's property. Contractor agrees to comply with all statutes, ordinances and regulations which are applicable to the conduct of its Services and activities hereunder, including but not limited to, the Authority's Rules and Regulations.
- 2.4 **Sanctions for noncompliance.** In the event of Contractor's non-compliance with any or all of the above, the Authority shall impose such sanctions as it may determine to be appropriate, including but not limited to:
- (a) withholding of payments to Contractor until Contractor complies, and/or
 - (b) cancellation, termination or suspension of the Contract, in whole or in part.
- 2.5 **Costs of Contractor.** Contractor shall pay all direct operating costs incurred in connection with the Services. The term "direct operating costs" means all costs directly attributable to the provisions of the Services hereunder, including, but not limited to the following costs:
- (a) salaries, and benefits, if any of all Contractor personnel;
 - (b) taxes and fees imposed by federal, state and local authorities in connection with the provision of the Services, as well as mandated insurance coverages;
 - (c) training materials described in Section 2.2 of this Contract;
 - (d) certain materials and supplies pursuant to Section 4 of this Contract;

- (e) purchase of additional or replacement equipment necessary to conduct the Services;
and
- (f) any other costs incurred by Contractor in conducting the Services.

3. PERSONNEL

3.1 Contractor Personnel.

(a) Contractor agrees to furnish, at its own expense, all coordinating management personnel which, in its judgment, are required for the proper performance of the Services. One of such persons shall be an "on-site" manager, who shall be Contractor's chief representative in connection with the performance of Contractor's duties under this Contract. Contractor shall provide a contact telephone number to the Authority. Contact is to be a supervisory person and the number provided is not to be a pager, answering machine, or answering service. Cell phone contact with such person is acceptable.

(b) In addition to the management personnel, Contractor will furnish all necessary employees, supervisory, training and technical and special projects personnel as required for the efficient performance of the Services.

(c) The employees of Contractor shall be deemed to be under the sole control and direction of the Contractor, who shall be directly responsible for such employees' acts and/or omissions.

(d) It is understood that the Contractor is obligated to frequently inspect the quality and effectiveness of Contractor's Services and work and, when inspections indicate that there is a deficiency, the Contractor will immediately follow through without hesitation to correct the deficiency.

All of the personnel described in sub-paragraph (b) will be employees of Contractor. Contractor will pay all of their salaries and all payroll and other taxes, fees, worker's compensation insurance and other charges or insurance levied or required by any federal, state or local statute in connection with their employment.

3.2 **Personnel Acceptability.** All Contractor personnel must be acceptable to the Authority. The Authority may require a replacement of personnel deemed not acceptable. The Authority shall have the right at all times to require Contractor to remove and/or replace any personnel working on the Authority's property, including, but not limited to those present in the Airport.

3.3 **Background Checks.** Contractor shall conduct, at its own expense, and ensure that all of its employees and contractors engaged in the Services, or otherwise accessing any premises used in connection with the Services, have undergone successful background screening tests prior to commencement of the Services. Such background screening tests shall include comprehensive federal criminal history, applicable state criminal history and sex offender registry searches with reputable commercial search companies. Such background checks are to be in addition to any background checks required for individuals to receive air operations area (AOA) badges. By assigning any employees and contractors to perform the Services, Contractor represents and warrants that all such individuals have undergone successful background screening tests. Such background screening shall be considered satisfactory if completed by Contractor within thirty (30) days of commencement of the Services. If requested by Authority, Contractor shall provide Authority with evidence of such searches.

- 3.4 **Uniforms.** Contractor shall, at its own expense, furnish uniforms for all non-management personnel. Uniform design shall be approved by the Authority in writing prior to being placed in service.

4. **EQUIPMENT**

- 4.1 **Equipment provided by Contractor.** Contractor shall provide all equipment necessary to fulfill its obligations pursuant to this Contract. All equipment provided by Contractor in connection with the rendering of the Services shall remain in the property of Contractor. Contractor shall be responsible for the repair, maintenance, and replacement of such equipment, at no additional cost to the Authority. All Contractor equipment and vehicles must be clearly marked with the Contractor's name and have an operational beacon light mounted on top.
- 4.2 **Authority Approval for Equipment.** All of Contractor's equipment is expected to be in good repair. All equipment used is subject to approval of the Authority and shall be replaced at Contractor's expense upon request by the Authority.

5. **COMPENSATION**

- 5.1 **Authority's Obligation to Pay Compensation.** In consideration of the satisfactory performance by Contractor of the Services, the Authority agrees to pay to Contractor, the amount set forth in Section 5.2, immediately below, at the times set forth in Section 5.3 of this Contract.
- 5.2 **Amount of Compensation.** Subject to adjustments as provided in subsequent sections of this Section 5, the Contract amount to be paid is set forth in Exhibit A.
- 5.3 **Payment Procedure.** Contractor will submit invoices for the Services, each month on the last day of the month worked. Such invoices shall contain a detailed description of the Services performed during said month. The Authority shall remit payment to the Contractor for all Services that are satisfactorily performed, by the fifteenth (15th) of the following month. If the Authority does not approve Contractor's invoice, the Authority shall pay such amount as it deems owing to Contractor, and give Contractor written notice of why such approval was not given.
- 5.4 **Withholdings.** Contractor agrees that portions, or all, of the monthly contract amount may be withheld for unsatisfactory performance.

6. **INDEMNIFICATION**

- 6.1 **Indemnification of the Authority.** Contractor, for itself and its employees and subcontractors, agrees to indemnify and hold the Authority, the County of Kent, Michigan, and any and all agencies, department, subsidiaries, partners and affiliates of the foregoing; and all of the respective board members, commissioners, directors, officers, partners, members, and employees of all of the foregoing, and anyone else acting for or on their behalf (the "Indemnified Parties") harmless from and against any and all loss, costs, claims, damages, liabilities, suits, liens and expenses (including reasonable attorneys' fees and costs of defense) regardless of whether such losses arise or relate to any third party claims, incurred by or asserted against any of the Indemnified Parties directly or indirectly arising or alleged to arise out of or in connection with or due to (i) Contractor's performance or failure to perform any provisions of this Contract, (ii) the breach of any representation, warranty, or covenant contained in this Contract, or (iii) injury to persons or property caused by Contractor or Contractor's employees or agents. The foregoing indemnity shall specifically include, but shall not be limited to all claims directly or indirectly arising or alleged to arise under any scaffolding, structural work or safe workplace law or any law or regulation with

respect to the protection of adjacent properties or landowners. These indemnification obligations of Contractor shall survive the expiration or earlier termination of the Term of this Contract.

- 6.2 **Indemnification of Contractor.** The Authority shall indemnify and hold Contractor and its partners, directors, officers and employees harmless from any liability imposed against Contractor by reason of gross negligence or willful misconduct of the Authority or its employees. This paragraph does not constitute a waiver or release by the Authority of any legal or equitable defense, such as but not limited to governmental immunity, which shall be fully applicable hereto.

7. **INSURANCE**

Contractor, for itself and all subcontractors, prior to the commencement of any of the Services anticipated hereunder, shall provide Authority, with Certificates of Insurance evidencing the existence of insurance issued by carriers and in amounts and on forms acceptable to the Authority. Insurance required for Contractor is described in Exhibit B attached hereto and incorporated herein.

8. **ACCOMMODATIONS PROVIDED BY THE AUTHORITY**

Authority may, but shall not be required to, designate areas within or around Authority's property for the temporary storage of Contractor's materials, equipment or supplies. From time to time, Authority may relocate such storage areas or terminate Contractor's permission to store any or all materials, equipment or supplies at or around the Authority's property. All materials, equipment and supplies of Contractor which are stored at or around Authority's property shall be at Contractor's sole risk and peril. Upon notice from Authority, or upon termination of this Contract, Contractor shall promptly remove from such designated storage area all of Contractor's materials, equipment and supplies; and any materials, supplies or equipment of Contractor or its employees or subcontractors which remain more than seventy-two (72) hours after such notice or the termination of this Contract may be disposed of by Authority without obligation or liability to Contractor or anyone claiming by, through or under Contractor.

9. **JOINT REVIEW**

At the Authority's request, a representative of the Authority and Contractor will meet for the purpose of reviewing Contractor's performance with respect to the Services and generally to review the results of operations under this Contract in comparison with the expectations of the parties. Additionally, the Authority's representative and Contractor will jointly inspect the grounds, as necessary, to confirm satisfactory performance of the Services by Contractor.

10. **TERMINATION**

- 10.1 **Notice of Breach and Termination.** The Authority may terminate this Contract or any supplement hereto at any time, without forfeiture, waiver or release of any rights of the Authority, upon default or breach by the Contractor in the performance of the Services to be provided by Contractor under this Contract or any supplement hereto, or in the non-observance or non-compliance with any of the terms and conditions of this Contract or of any supplement hereto, or if the Authority determines, in the Authority's sole discretion, that the Services rendered or work performed by Contractor is unsatisfactory in any way. The Authority may give Contractor immediate written notification of such termination at any time. Upon notice of such termination, Contractor shall immediately cease all Services or work under this Contract and any supplement hereto, as applicable. Contractor shall invoice and be paid for only those Services rendered and work performed through the date of termination which are reasonably satisfactory to the Authority.

Notwithstanding the above, Contractor shall not be relieved of liability to the Authority for damages sustained by the Authority by reason of any breach or default of this Contract or supplement hereto by Contractor, and the Authority may withhold any payments to Contractor for the purpose of set off for such damages so sustained by the Authority.

For any other cause whatsoever, or for no cause, the Authority shall have the right to terminate this Contract or any supplements hereto at any time upon thirty (30) days' written notice to Contractor of such termination. Contractor shall cease all Services or work upon those Services rendered and work performed through the date of termination, and shall provide any and all documents and reports relating thereto, to the Authority, as applicable, upon payment to Contractor.

10.2 **Termination by Contractor Based on Authority's Failure to Pay the Net Amount Due.**

Contractor may terminate this Contract upon thirty (30) days' written notice if the Authority fails or refuses to pay Contractor in accordance with the provisions of Sections 5.1, 5.2, 5.3.

11. **NOTICES**

Form of Notice and Delivery. Any notice required or permitted under this Contract shall be in writing and shall be delivered either personally or by certified or registered mail, with proper postage prepaid to:

If to the Contractor:

| |
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| |
| |
| |
| |

If to the Authority:

| |
|--|
| Gerald R. Ford International Airport Authority 5500 44th St SE Grand Rapids, Michigan 49512 Attn: Tom Cizauskas, Purchasing Manager |
|--|

In the event the date of actual receipt of any notice is not recorded, notices shall be deemed to have been received on the third day after post.

12. **GENERAL PROVISIONS**

12.1 **Standard Covenants.** The provisions of Exhibit C attached hereto and as amended from time to time by the Federal Aviation Administration or Authority (the "Standard Covenants") are incorporated herein and made a part of this Contract. Authority shall provide notice to Contractor of any amendment to the Standard Covenants, and such amendments shall be binding upon Contractor.

12.2 **Representations and Warranties.** Contractor represents and warrants to Authority that: (i) Contractor has the right to enter into this Contract, to grant the rights granted herein and to perform fully all of its obligations under this Contract; (ii) Contractor entering into this Contract with Authority and Contractor's performance of the Services do not and will not conflict with or result in any breach or default under any other agreement to which Contractor is subject; and (iii) Contractor and its employees and subcontractors have the required skill, experience and qualifications to perform the Services and shall perform the Services in a professional and workmanlike manner in accordance with best industry standards for similar services and shall devote sufficient resources to ensure that the Services are performed in a timely and reliable manner. These representations shall survive the termination of this Contract.

- 12.3 **Severability.** If a court of competent jurisdiction holds any part, term or provision of this Contract to be unenforceable, the validity of the remaining portions or provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if this Contract did not contain the particular part, term or provision.
- 12.4 **Headings.** The headings that appear in this Contract have been inserted for the purpose of convenience only. They are not intended to, and shall not be deemed to, define, limit or extend the scope or intent of any provision hereof.
- 12.5 **Entire Contract.** This Contract has been negotiated and prepared by and for the parties equally and shall not be construed as having been drafted by one party. When fully executed, it shall supersede any and all prior and existing contracts between the parties hereto, either oral or in writing. To the extent not inconsistent with this Contract, the terms of Contractor's performance contained in its proposal dated [] are incorporated by reference. This Contract contains the entire Contract between the parties hereto with respect to the subject matter hereof.
- 12.6 **Amendments.** Any amendments or modifications to this Contract must be made in writing and signed by both parties.
- 12.7 **Assignments.** This Contract and each provision of it shall operate to the benefit of the parties and to their respective permitted successors in interest, legal representatives and assigns. Contractor may not assign this Contract without the Authority's prior written consent.
- 12.8 **Dispute.** In the event of any dispute or difference of any kind whatsoever, arising out of or in relation to or in connection with the validity or invalidity, construction, execution, meaning, operation or effect, change of or breach of this Contract, which cannot be settled by the individuals who have executed this Contract by signature, such dispute or difference shall be referred to the parties' respective CEOs (or equivalents) who shall meet together with a view to resolving the same within a period of not more than thirty (30) days from the date of the submission. In the event that parties' respective CEOs are unable to amicably resolve such dispute or difference within a reasonable time, the parties shall be free to pursue any and all available remedies at equity or law. Pending resolution of such dispute or difference and without prejudice to their rights, the parties shall continue to respect all their obligations and to perform all their duties under this Contract.
- 12.9 **Choice of Law or Jurisdiction.** This Contract shall be governed by the laws of the State of Michigan and the exclusive venues for all disputes arising out of this Contract shall be the United States District Court for the Western District of Michigan and the 17th Circuit Court, Kent County, Michigan (the "Agreed-Upon Venues"), and no other venues. The parties stipulate that the Contract is an arms-length transaction entered into by sophisticated parties, and that the Agreed-Upon Venues are convenient, are not unreasonable, unfair, or unjust, and will not deprive any party of any remedy to which it may be entitled. The parties agree to consent to the dismissal of any action arising out of this Contract that may be filed in a venue other than one of the Agreed-Upon Venues; the reasonable legal fees and costs of the party seeking dismissal for improper venue will be paid by the party that filed suit in the improper venue
- 12.10 **Non-Waiver.** No waiver of any default of this Contract will be construed to be or constitute a waiver of any subsequent default.
- 12.11 **Counterparts.** This Contract may be executed in one or more counterparts, each of which shall be a separate document but all of which constitute one and the same instrument.

(signature page follows)

DRAFT

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

AUTHORITY:

Gerald R Ford International Airport Authority,
a regional airport authority organized under
2015 P.A. 95, being MCL 259.137 et. seq.

By: _____
Name: _____
Title: _____

CONTRACTOR:

[Name of Contractor]
[Type of Legal Entity]

By: _____
Name: _____
Title: _____

17276514

EXHIBIT A

Scope of Services and Compensation

Services

Compensation

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EXHIBIT B

Insurance Requirements

See attached.

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EXHIBIT C

Standard Covenants

See attached.

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