

Agenda Item: 5A-1

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS GWIMB 7-0

AGENDA ITEM SUMMARY

R-2023-1733

Meeting Date: November 21, 2023 Consent Regular
 Workshop Public Hearing

Submitted By: Department of Airports

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to:

- (A) **Authorize** the termination of Term Contract 17-032/LC effective December 31, 2023, for Janitorial Services with Triangle Services of Florida, Inc. d/b/a Triangle Services at the Palm Beach International Airport (PBI) by the Purchasing Department; and
- (B) **Approve** Term Contract for Janitorial Services at PBI with Flagship Airport Services, Inc. (Flagship) (Contract No. 23-057/MD), commencing on January 1, 2024, and expiring on December 31, 2025, for an amount not to exceed \$9,500,000 for the initial two-year term with three one-year options to renew.

Summary: A request for proposals (RFP) was issued for janitorial services at PBI. Flagship was recommended for the award of the new contract. This item authorizes the termination of the existing contract for janitorial services with Triangle Services effective December 31, 2023, which was extended on a short-term basis pending finalization of a new contract with Flagship. This item also provides for the approval of the new contract with Flagship effective January 1, 2024. The new contract with Flagship provides for janitorial services at PBI, including, but not limited to, the commercial passenger terminal, public parking garages, general aviation Customs facility and various administrative offices and support spaces. The new contract has an initial term of two-years with three one-year options to renew at the sole discretion of the County. The total not-to-exceed amount for the initial two-year term is \$9,500,000. Expenses, including employee salaries and benefits and supplies, are paid on a reimbursement basis in accordance with an annual budget approved by the Department of Airports. Flagship is located in Southlake, TX. On February 17, 2022, the Goal Setting Committee established a Small Business Enterprise (SBE) Subcontracting Goal of 20%, as well as a Minority/Women Business Enterprise (M/WBE) Subcontracting Goal of 15% for the RFP. Flagship committed to 21% S/MBE participation. Pursuant to changes to Chapter 332, Florida Statutes, effective July 1, 2023, a governing body of a medium hub commercial service airport may not approve purchases of contractual services in excess of \$1,000,000 provided in Section 287.017, Florida Statutes, on a consent agenda. This item exceeds the threshold amount and must be approved on the regular agenda. **Countywide (AH)**

Background and Policy Issues: RFP No. 23-057/MD was issued by the Purchasing Department on April 25, 2023, for janitorial services at PBI. The Selection Committee recommended the award of the contract to Flagship; however, a protest was subsequently filed delaying the award of the contract. The Board approved a short-term extension of the existing contract with Triangle Services for a period not to exceed six months on September 19, 2023.

Attachments:

- 1. Contract (3 originals)

Recommended By: *[Signature]* Department Director 10/27/23 Date

Approved By: *[Signature]* County Administrator 11/16/2023 Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	<u>2024</u>	<u>2025</u>	<u>2026</u>	<u>2027</u>	<u>2028</u>
Capital Expenditures					
Operating Costs	<u>\$3,562,500</u>	<u>\$4,750,000</u>	<u>\$1,187,500</u>		
External Revenues (Grants)					
Program Income (County)					
In-Kind Match (County)					
NET FISCAL IMPACT	<u>\$3,562,500</u>	<u>\$4,750,000</u>	<u>\$1,187,500</u>		
# ADDITIONAL FTE POSITIONS (Cumulative)					

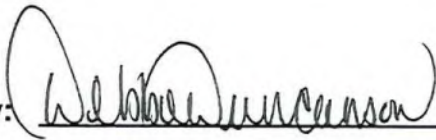
Is Item Included in the Proposed Budget? Yes X No _____
 Does this item include the use of Federal funds? Yes _____ No X
 Does this item include the use of State funds? Yes _____ No X

Budget Account No: Fund 4100 Department 120 Unit Various* Object 3403:5202
 Reporting Category _____

*Various Units (2110, 2280, 2320, 2340, 2410, 2420, 2430).

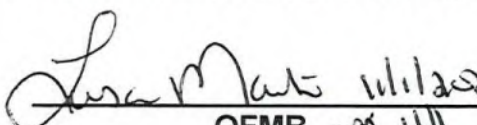
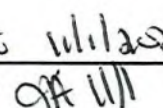
B. Recommended Sources of Funds/Summary of Fiscal Impact:

Actual payments will be made on a reimbursement basis monthly and may vary based on actual costs. The fiscal impact summary above assumes equal monthly payments for a period of 24 months.

C. Departmental Fiscal Review: 

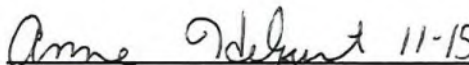
III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Development and Control Comments:

 11/14/23
 OFMB  11-1-23

 11/14/23
 Contract Dev. and Control
 TRO 11/14/23

B. Legal Sufficiency:

 11-15-23
 Assistant County Attorney

C. Other Department Review:

 MELODY
 TIDWELL
 Department Director

REVISED 11/17
 (THIS SUMMARY IS NOT TO BE USED AS A BASIS FOR PAYMENT)

R2023 1733

CONTRACT FOR NOV 21 2023
JANITORIAL SERVICES AT
PALM BEACH INTERNATIONAL AIRPORT
(Contract No. 23-057/MD)

This Contract No. 23-057/MD is made as of this 21st day of November, 2023, by and between Palm Beach County, a political subdivision of the State of Florida, by and through its Board of Commissioners, hereinafter referred to as the COUNTY, and Flagship Airport Services, Inc., 405 S. Kimball Ave., Southlake, TX 76092, a corporation, authorized to do business in the State of Florida, hereinafter referred to as the CONTRACTOR.

In consideration of the mutual promises contained herein, the COUNTY and the CONTRACTOR agree as follows:

ARTICLE 1 - SERVICES

The CONTRACTOR's responsibility under this Contract is to provide janitorial services to the COUNTY's Department of Airports (hereinafter referred to as the "Department") in accordance with Exhibit A, Scope of Work/Services/Special Conditions, Exhibit D, Operations and Procedures Manual, and Exhibit B, CONTRACTOR's proposal dated May 25, 2023, all of which are attached hereto and incorporated herein.

The COUNTY's representative/liaison during the performance of this Contract shall be Shawna Larose, Director of Airport Properties, telephone number (561) 471-7472 or designee, as further defined in Section 1.1.g of Exhibit A, Scope of Work/Services/Special Conditions.

The CONTRACTOR's representative/liaison during the performance of this Contract shall be Courtney Wright, Vice President, Business Development, Aviation, telephone number (817) 999-9295.

Either party may update the designated representative(s)/liaison(s) upon three (3) days' prior written notice to the other party.

ARTICLE 2 - ORDER OF PRECEDENCE

Conflicting provisions hereof, if any, shall prevail in the following descending order of precedence: (1) the provisions of the Contract, including Exhibits A, C, D, and E; (2) the provisions of RFP No. 23-057/MD and all Amendments thereto, which are incorporated into and made a part of this Contract; (3) Exhibit B, CONTRACTOR's proposal dated May 25, 2023; and (4) all other documents, if any, cited herein or incorporated herein by reference.

ARTICLE 3 - SCHEDULE

The CONTRACTOR shall commence services on January 1, 2024, and complete all services by December 31, 2025 ("Initial Term"). The COUNTY shall have the option to renew this Contract in its sole discretion for up to three (3) additional Contract Years, which may be exercised by the COUNTY as annual renewal options for up to three (3) consecutive years or as a single renewal option for three (3) consecutive years (each a "Renewal Term").

Reports and other items shall be delivered and/or completed in accordance with Exhibit A.

ARTICLE 4 - PAYMENTS TO CONTRACTOR

- A. The total amount to be paid by the COUNTY under this Contract for all services and materials shall not exceed a total contract amount of Nine Million Five Hundred Thousand Dollars and No Cents (\$9,500,000.00) during the Initial Term. In the event the COUNTY exercises its option to renew this Contract, the total not to exceed amount for each Renewal Term shall be included in the amendment extending the term of this Contract.

The CONTRACTOR shall notify the COUNTY's representative, in writing, when ninety percent (90%) of the "not-to-exceed amount" has been reached. The CONTRACTOR will bill the COUNTY on a monthly basis, or as otherwise provided in Exhibit A, Scope of Work/Services/Special Conditions, at the Fully Burdened Hourly Rates for Services set forth in Exhibit B, (Appendix A - Price Proposal Pages). Items subject to reimbursement hereunder shall be based on actual cost and be reimbursed in accordance with Exhibit A, Scope of Work Services/Special Conditions. Where incremental billings for partially completed items are permitted, the total billings shall not exceed the estimated percentage of completion as of the billing date.

- B. CONTRACTOR shall send **ALL ORIGINAL** invoices to: PALM BEACH COUNTY FINANCE DEPT., P.O. BOX 4036, WEST PALM BEACH, FL 33402-4036, with a complete copy, including all backup documentation required by the COUNTY, to the COUNTY's representative. Invoices received from the CONTRACTOR pursuant to this Contract will be reviewed and approved by the COUNTY's representative, indicating that services have been rendered in conformity with the Contract. Approved invoices will be sent to the Finance Department for payment. Invoices will normally be paid within thirty (30) days following approval by the COUNTY's representative. Invoices submitted on carbon paper shall not be accepted. In order for the COUNTY to make payment, the CONTRACTOR must ensure that the following information included on Appendix B, Business Information, of Exhibit B, CONTRACTOR's proposal, must be exactly the same as it appears on the invoice and in the COUNTY's Vendor Self Service (VSS) System, which can be accessed at <https://pbcvssp.co.palm->

beach.fl.us/webapp/vssp/AltSelfService: Vendor's Legal Name, Vendor's Address, and Vendor's TIN/FEIN Number.

- C. **Final Invoice:** In order for both parties herein to close their books and records, the CONTRACTOR will clearly state "final invoice" on the CONTRACTOR's final/last billing to the COUNTY. This shall constitute CONTRACTOR's certification that all services have been properly performed and all charges and costs have been invoiced to the COUNTY. Any further charges, if not properly included on this final invoice, are waived by the CONTRACTOR.
- D. In order to do business with Palm Beach County, contractors, including CONTRACTOR, are required to create a Vendor Registration Account OR activate an existing Vendor Registration Account through the Purchasing Department's Vendor Self Service (VSS) System, which can be accessed at <https://pbcvssp.co.palm-beach.fl.us/webapp/vssp/AltSelfService>. If CONTRACTOR intends to use subcontractors/subconsultants, CONTRACTOR must also ensure that all subcontractors/subconsultants are registered as contractors/consultants in VSS. All subcontractor/subcontractor agreements must include a contractual provision requiring that the subcontractor/subconsultant register in VSS. COUNTY will not finalize a contract award until the COUNTY has verified that the CONTRACTOR and all of its subcontractors/subconsultants are registered in VSS.

ARTICLE 5 - PALM BEACH COUNTY OFFICE OF THE INSPECTOR GENERAL AUDIT REQUIREMENTS

Pursuant to Palm Beach County Code, Section 2-421 - 2-440, as amended, Palm Beach County's Office of Inspector General is authorized to review past, present and proposed COUNTY contracts, transactions, accounts, and records. The Inspector General's authority includes, but is not limited to, the power to audit, investigate, monitor, and inspect the activities of entities contracting with the COUNTY, or anyone acting on their behalf, in order to ensure compliance with contract requirements and to detect corruption and fraud. Failure to cooperate with the Inspector General or interfering with or impeding any investigation shall be a violation of Palm Beach County Code, Section 2-421 – 2-440, and punished pursuant to Section 125.69, F.S., in the same manner as a second degree misdemeanor.

ARTICLE 6 - PERFORMANCE BOND

The CONTRACTOR shall furnish, to the COUNTY, a Performance Bond or Clean Irrevocable Letter of Credit (Letter of Credit) in the amount of One Million Seven Hundred Fifty-Five Thousand Eight Hundred Fifty-Six Dollars (\$1,755,856) (each a "Performance Security"), prior to commencement of work, and shall keep the same in full force and effect during the entire term of this Contract.

In the event the CONTRACTOR furnishes a Performance Bond, the Performance Bond shall be in a form and format satisfactory to the COUNTY as security for the faithful performance of the Contract, resulting from the award of RFP No. 23-057/MD and for the payment of all costs incurred by the COUNTY to obtain a replacement contract, in the event the CONTRACTOR fails to perform as required under the Contract. The term "COST" as used herein shall include all fees, costs, and expenses arising out of the CONTRACTOR's failure to perform the Contract whether direct, indirect, actual, consequential, or incidental, and shall include attorney's fees and costs, expert witness fees and expenses, and all time incurred by the COUNTY's staff. In addition, the Performance Bond shall fully comply with the COUNTY's requirements and format as set forth in Palm Beach County PPM #CW-F-056, the terms of which are incorporated herein by reference.

The Performance Bond shall ensure the faithful performance of all the requirements of the Contract (RFP No. 23-057/MD), and be available to save, defend, indemnify, and hold harmless the COUNTY from any and all damages, costs, fees, and expenses either directly or indirectly arising out of any failure to perform the Contract. The Bond shall be issued by a company authorized to do business in the State of Florida and having a currently valid certificate of authority and bonding capacity, as issued by the United States Department of Treasury under 31.U.S.C., sections 9304 through 9308. The CONTRACTOR shall verify with the COUNTY, prior to execution of the Contract, the acceptability of the surety provided thereunder. The attorney-in-fact who signs the Bond must file, with the Bond, a certificate and effective dated copy of power of attorney. The CONTRACTOR must furnish the executed Bond prior to the COUNTY's approval of Contract.

A cashier's check or Letter of Credit, from a financial institution with a rating deemed acceptable by the COUNTY, may be provided in lieu of the Performance Bond provided that the form, format, and terms of coverage are acceptable to the COUNTY. The terms of coverage of a Letter of Credit shall be substantially the same as that required of the Performance Bond, and the Letter of Credit shall be issued by an institution that offers security similar to that of a bonding company. In addition, the Letter of Credit shall fully comply with the COUNTY's requirements set forth in Palm Beach County PPM #CW-F-055; and, the face of the Letter of Credit shall be in the format described in PPM #CW-F-055, the terms of which are incorporated herein by reference. In the event of any conflict between the terms of this Contract and PPM #CW-F-055, the latter shall control.

The Performance Security shall be kept in full force and effect throughout the Term of this Contract and for a period of six (6) months after the expiration or earlier termination of this Contract. The Performance Security shall not be returned to the CONTRACTOR until all obligations under this Contract are performed and satisfied. The CONTRACTOR's failure to provide and maintain current Performance Security shall constitute a material default by the CONTRACTOR and shall be grounds for immediate termination of this Contract.

CONTRACTOR shall furnish a separate, continuous Airport Security Bond payable to the U.S. Bureau of Customs & Border Patrol (CBP), or its successor agency, in the amount in the amount of \$75,000 (or an amount as may be determined by the CBP throughout the term of the Contract) within fifteen (15) calendar days of the award of the Contract. A Customs Bond shall be required to perform services in the Federal Inspection Station (FIS) areas. The bond form must be U.S. Customs Bond Form 301 or an equivalent acceptable to the CBP, or its successor agency.

ARTICLE 7 - TRUTH-IN-NEGOTIATION CERTIFICATE/MOST FAVORED CUSTOMER

Signature of this Contract by the CONTRACTOR shall also constitute the execution of a truth-in-negotiation certificate certifying that the wage rates, over-head charges, and other costs used to determine the compensation provided for in this Contract are accurate, complete, and current as of the date of the Contract and no higher than those charged the CONTRACTOR's most favored customer for the same or substantially similar service.

The said rates and costs shall be adjusted to exclude any significant sums should the COUNTY determine that the rates and costs were increased due to inaccurate, incomplete, or noncurrent wage rates or due to inaccurate representation(s) of fees paid to outside contractors. The COUNTY shall exercise its rights under this Article 7 within three (3) years following final payment.

Furthermore, the CONTRACTOR warrants that the price(s) shall not exceed the CONTRACTOR's price(s) extended to its most favored customer for the same or similar goods or services in similar quantities, or the current market price, whichever is lower. In the event the CONTRACTOR offers more favorable pricing to one of its customer(s), the CONTRACTOR shall extend to the COUNTY the same pricing or the then current market price, whichever is lower.

ARTICLE 8 - TERMINATION

- A. This Contract may be terminated by the CONTRACTOR upon sixty (60) days prior written notice to the COUNTY in the event of substantial failure by the COUNTY to perform in accordance with the terms of this Contract through no fault of the CONTRACTOR.
- B. This Contract may also be terminated, in whole or in part, by the COUNTY, **with cause** upon five (5) business days' written notice to the CONTRACTOR or **without cause** upon ten (10) business days' written notice to the CONTRACTOR. Unless the CONTRACTOR is in breach of this Contract, the CONTRACTOR shall be paid for services rendered to the COUNTY's satisfaction through the date of termination.
- C. After receipt of a Termination Notice, except as otherwise directed by the COUNTY, in writing, the CONTRACTOR shall:

1. Stop work on the date and to the extent specified.
2. Terminate and settle all orders and subcontracts relating to the performance of the terminated work.
3. Transfer all work in process, completed work, and other materials related to the terminated work to the COUNTY.
4. Continue and complete all parts of the work that have not been terminated.

ARTICLE 9 - PERSONNEL

The CONTRACTOR represents that it has, or will secure at its own expense, all necessary personnel required to perform the services under this Contract. Such personnel shall not be employees of or have any contractual relationship with the COUNTY.

All of the services required hereinunder shall be performed by the CONTRACTOR, or under its supervision, and all personnel engaged in performing the services shall be fully qualified and, if required, authorized or permitted under state and local law to perform such services.

Any changes or substitutions in the CONTRACTOR's key personnel, as may be listed in Exhibit B, CONTRACTOR's proposal, attached hereto and incorporated herein, must be made known to the COUNTY's representative and written approval must be granted by the COUNTY's representative before said change or substitution can become effective.

The CONTRACTOR warrants that all services shall be performed by skilled and competent personnel to the highest professional standards in the field.

All of the CONTRACTOR's personnel (and all subcontractors) will comply with all COUNTY requirements governing conduct, safety, and security while on COUNTY premises.

ARTICLE 10 - CRIMINAL HISTORY RECORDS CHECK

The CONTRACTOR agrees to observe all safety and security requirements and other requirements of the Federal Aviation Administration, Transportation Security Administration, COUNTY and Department, and to take such steps as may be necessary or directed by the Department to insure that subcontractors, employees, contractors, agents, invitees and guests observe these requirements. If as a result of the acts or omissions of the CONTRACTOR or its subcontractors, employees, contractors, agents, invitees or guests, the COUNTY incurs any fines or penalties imposed by the Federal Aviation Administration or Transportation Security Administration; any expense in enforcing the regulations of the Federal Aviation Administration or Transportation Security Administration, including, but not limited to, Title 14, Code of Federal Regulations, Part

139 and Title 49, Code of Federal Regulations, Parts 1500, et seq.; or any expense in enforcing the Airport Security Program, then CONTRACTOR shall pay the COUNTY all such costs and expenses, including all costs of administrative proceedings, court costs, and attorneys' fees and all other costs incurred by COUNTY. The CONTRACTOR further agrees to rectify any safety or security deficiency or other deficiency as may be determined by the Federal Aviation Administration, Transportation Security Administration or the Department, the COUNTY may do so at the cost and expense of the CONTRACTOR. The COUNTY reserves the right to take whatever action necessary to rectify any safety or security deficiency or other deficiency.

ARTICLE 11 - SUBCONTRACTING

The COUNTY reserves the right to accept the use of a subcontractor, or to reject the selection of a particular subcontractor, and to inspect all facilities of any subcontractors in order to make a determination as to the capability of the subcontractor to perform properly under this Contract. The CONTRACTOR is encouraged to seek additional small business enterprises (SBEs) for participation in subcontracting opportunities. If the CONTRACTOR uses any subcontractors on this project, the following provisions of this Article shall apply:

- A. If the CONTRACTOR uses subcontractors, CONTRACTOR must ensure that all subcontractors are registered as vendors in the COUNTY's Vendor Self Service System. All subcontractor agreements must include a contractual provision requiring that the subcontractor register in the COUNTY's Vendor Self Service System.
- B. If a subcontractor fails to perform or make progress, as required by this Contract, and it is necessary to replace the subcontractor to complete the work in a timely fashion, the CONTRACTOR shall promptly do so, subject to acceptance of the new subcontractor by the COUNTY.

ARTICLE 12 - EQUAL BUSINESS OPPORTUNITY PROGRAM COMPLIANCE - PENALTIES

It is the policy of the Board of County Commissioners that all segments of its business population including, but not limited to, small, local, minority and women owned businesses, have an equitable opportunity to participate in the COUNTY's procurement process, prime contract and subcontract opportunities. In pursuance of that policy, the Board of County Commissioners adopted an Equal Business Opportunity (EBO) Ordinance which is codified in Sections 2-80.20 through 2-80.30 (as may be amended) of the Palm Beach County Code. The EBO Ordinance sets forth the COUNTY's requirements for the EBO program, and is incorporated herein and made part of this Contract. Non-compliance with the EBO Ordinance must be corrected within fifteen (15) days of notice of non-compliance. Failure to comply with the EBO Ordinance may result in any of the following penalties:

- Suspension of Contract;
- Withholding of funds;

- Termination of the Contract based upon a material breach of contract pertaining to the EBO Program compliance;
- Suspension or debarment of CONTRACTOR from eligibility for providing goods or services to the COUNTY for a period not to exceed three (3) years; and Liquidated damages equal to the difference in dollar value of S/M/WBE participation as committed to in the Contract, and the dollar value of S/M/WBE participation as actually achieved, if applicable.

The CONTRACTOR must adhere to the Affirmative Procurement Initiatives (APIs), if any, as incorporated herein as Exhibit E. Failure to comply with this Article 12 is a material breach of this Contract.

- i. CONTRACTOR shall report all subcontractor payment information on EBO Schedules 3(A) and 4, or as otherwise required by EBO, and, when the EBO portal is available, input subcontractor payment information directly into the COUNTY's contract management system.

CONTRACTOR shall pay subcontractors undisputed amounts within ten (10) days after COUNTY pays the CONTRACTOR. In the event of a disputed invoice, the CONTRACTOR shall send the subcontractor(s) and COUNTY a written notice of the dispute within five (5) days after receipt of the subject invoice.

- ii. CONTRACTOR must notify the Office of EBO of changes in S/M/WBE utilization and get prior approval for any substitutions.

The CONTRACTOR agrees to pay its subcontractors/subconsultants in compliance with the Florida Prompt Payment Act. In the event CONTRACTOR fails to comply with payments(s) to its subcontractors/subconsultants in accordance with the Florida Prompt Payment Act, CONTRACTOR shall be subject to any and all penalties and sanctions available under the terms of the EBO Program, its contract with the COUNTY, or any other applicable law.

The Office of EBO has the right to review CONTRACTOR's records and interview subcontractors/subconsultants.

Failure to comply with this Article 12 is a material breach of this Contract.

ARTICLE 13 - FEDERAL AND STATE TAX

The COUNTY is exempt from payment of Florida State Sales and Use Taxes. The COUNTY will provide an exemption certificate submitted by the CONTRACTOR. The CONTRACTOR shall not be exempted from paying sales tax to its suppliers for materials used to fulfill contractual obligations with the COUNTY, nor is the CONTRACTOR authorized to use the COUNTY's Tax Exemption Number in securing such materials.

The CONTRACTOR shall be responsible for payment of its own and its share of its employees' payroll, payroll taxes, and benefits with respect to this Contract.

ARTICLE 14 - AVAILABILITY OF FUNDS

The COUNTY's performance and obligation to pay under this Contract is contingent upon an annual appropriation by the Board of County Commissioners for subsequent fiscal years.

ARTICLE 15 - INSURANCE REQUIREMENTS

Prior to execution of this Contract, the CONTRACTOR shall provide evidence of the following minimum required insurance coverage and limits (such as through a Certificate of Insurance) to COUNTY, c/o Purchasing Department, 50 South Military Trail, Suite 110, West Palm Beach, FL 33415, Attention: David Juhe, Senior Buyer, until otherwise notified by the COUNTY.

The CONTRACTOR shall maintain at its sole expense, in force and effect, at all times during the term of this Contract, insurance coverage and limits (including endorsements) as described herein. Failure to maintain the required insurance shall be considered default of the Contract. The requirements contained herein, as well as COUNTY's review or acceptance of insurance maintained by CONTRACTOR, are not intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by CONTRACTOR under the Contract. CONTRACTOR agrees to notify the COUNTY at least ten (10) days prior to cancellation, non-renewal or material change to the required insurance coverage. Where the policy allows, coverage shall apply on a primary and non-contributory basis.

- A. **Commercial General Liability:** CONTRACTOR shall maintain Commercial General Liability at a limit of liability not less than **\$5,000,000** Each Occurrence. Coverage shall not contain any endorsement(s) excluding Contractual Liability or Cross Liability.
- B. **Additional Insured Clause:** The Commercial General Liability policy shall be endorsed to include, "Palm Beach County Board of County Commissioners" as an Additional Insured. A copy of the endorsement shall be provided to COUNTY upon request.
- C. **Business Auto Liability:** CONTRACTOR shall maintain Business Auto Liability at a limit of liability not less than **\$1,000,000** Each Occurrence for all owned, non-owned, and hired automobiles. In the event CONTRACTOR owns no automobiles, the Business Auto Liability requirement shall be amended allowing CONTRACTOR to maintain only Hired & Non-Owned Auto Liability and shall provide either an affidavit or a letter on company letterhead signed by the CONTRACTOR indicating either the CONTRACTOR does not own any vehicles, and if vehicles are acquired throughout the term of the Contract, CONTRACTOR

agrees to purchase "Owned Auto" coverage as of the date of acquisition. This amended requirement may be satisfied by way of endorsement to the Commercial General Liability, or separate Business Auto coverage form.

- D. **Workers' Compensation Insurance & Employer's Liability:** CONTRACTOR shall maintain Workers' Compensation & Employer's Liability in accordance with Florida Statute Chapter 440.
- E. **Third Party Commercial Fidelity Bond:** CONTRACTOR shall maintain a Commercial Fidelity Bond for Employee Dishonesty on a Blanket Basis with a minimum limit of **\$250,000**. The bond shall be endorsed to cover "Third-Party" liability including a third-party beneficiary clause in favor of "Palm Beach County Board of County Commissioners, a Political Subdivision of the State of Florida, its Officers, Employees and Agents." The bond shall include a minimum twelve (12) month "Discovery Period" when written on a Loss Sustained basis.
- F. **Waiver of Subrogation:** CONTRACTOR hereby waives any and all rights of Subrogation against the COUNTY, its officers, employees and agents for each required policy. When required by the insurer, or should a policy condition not permit an insured to enter into a pre-loss agreement to waive subrogation without an endorsement, then CONTRACTOR shall notify the insurer and request the policy be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent. This Waiver of Subrogation requirement shall not apply to any policy which includes a condition to the policy specifically prohibiting such an endorsement or voids coverage should CONTRACTOR enter into such an agreement on a pre-loss basis.
- G. **Certificates of Insurance:** Prior to each subsequent renewal of this Contract, within forty-eight (48) hours of a request by COUNTY, and subsequently, prior to expiration of any of the required coverage throughout the term of this Agreement, the CONTRACTOR shall deliver to the COUNTY a signed Certificate(s) of Insurance evidencing that all types and amounts of insurance coverage required by this Contract have been obtained and are in force and effect. The Certificate Holder shall read:

Palm Beach County Board of County Commissioners
Insurance Compliance
PO Box 100085 - DX
Duluth, GA 30096

- H. **Umbrella or Excess Liability:** If necessary, CONTRACTOR may satisfy the minimum liability limits required above for Commercial General Liability and Business Auto Liability under the Umbrella or Excess Liability policy. There is no minimum Per Occurrence limit of liability under the Umbrella or Excess Liability policy; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for either Commercial General Liability or Business Auto Liability. CONTRACTOR agrees to endorse COUNTY as an "Additional Insured"

on the Umbrella or Excess Liability policy, unless the Certificate of Insurance notes the Umbrella or Excess Liability provides coverage on a pure/true "Follow-Form" basis.

- I. **Deductibles, Coinsurance, & Self-Insured Retention:** CONTRACTOR shall be fully and solely responsible for any deductible, coinsurance penalty, or self-insured retention; including any losses, damages, or expenses not covered due to an exhaustion of limits or failure to comply with the policy.
- J. **Subcontractor's Insurance:** CONTRACTOR shall cause each subcontractor employed by CONTRACTOR to purchase and maintain Business Automobile Liability insurance of the type and amount specified herein, unless CONTRACTOR's insurance provides coverage on behalf of the subcontractor. When requested by the COUNTY, the CONTRACTOR shall obtain and furnish copies of certificates of insurance evidencing coverage for each subcontractor.
- K. **Right to Revise or Reject:** COUNTY, by and through its Risk Management Department in cooperation with the contracting/monitoring department, reserves the right to review, modify, reject, or accept any required policies of insurance, including limits, coverages, or endorsements, herein from time to time throughout the term of this Contract. COUNTY reserves the right, but not the obligation, to review and reject any insurer providing coverage because of its poor financial condition or failure to operate legally.

ARTICLE 16 - INDEMNIFICATION

CONTRACTOR shall protect, defend, reimburse, indemnify and hold COUNTY, its agents, employees and elected officials harmless from and against any and all claims, liability, loss, expense, cost, damages, or causes of action of every kind or character, including attorney's fees and costs, whether at trial or appellate levels or otherwise, arising during and as a result of their performance of the terms of this Contract or due to the acts or omissions of CONTRACTOR.

ARTICLE 17 - SUCCESSORS AND ASSIGNS

The COUNTY and the CONTRACTOR each binds itself and its partners, successors, executors, administrators and assigns to the other party of this Contract and to the partners, successors, executors, administrators and assigns of such other party, in respect to all covenants of this Contract. Except as above, neither the COUNTY nor the CONTRACTOR shall assign, sublet, convey, or transfer its interest in this Contract, without the prior written consent of the other. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of the COUNTY, nor shall it be construed as giving any rights or benefits hereunder to anyone other than the COUNTY and the CONTRACTOR.

ARTICLE 18 - REMEDIES

This Contract shall be governed by the laws of the State of Florida. Any and all legal action necessary to enforce the Contract will be held in a court of competent jurisdiction located in Palm Beach County, Florida. No remedy herein conferred upon any party is intended to be exclusive of any other remedy, and each and every such remedy shall be cumulative and shall be in addition to every other remedy given hereunder now or hereafter existing at law, or in equity, by statute or otherwise. No single or partial exercise by any party of any right, power, or remedy hereunder shall preclude any other or further exercise thereof.

No provision of this Contract is intended to, or shall be construed to, create any third party beneficiary or to provide any rights to any person or entity not a party to this Contract, including but not limited to any citizen or employees of the COUNTY and/or CONTRACTOR.

ARTICLE 19 - CONFLICT OF INTEREST

The CONTRACTOR represents that it presently has no interest and shall acquire no interest, either direct or indirect, which would conflict in any manner with the performance or services required hereunder, as provided for in Chapter 112, Part III, F.S. and the Palm Beach County Code of Ethics. The CONTRACTOR further represents that no person having any conflict of interest shall be employed for said performance or services.

The CONTRACTOR shall promptly notify the COUNTY's representative, in writing, by certified mail, of all potential conflicts of interest for any prospective business association, interest or other circumstance which may influence, or appear to influence, the CONTRACTOR's judgment or quality of services being provided hereunder. Such written notification shall identify the prospective business association, interest or circumstance, the nature of work that the CONTRACTOR may undertake and request an opinion of the COUNTY as to whether the association, interest or circumstance would, in the opinion of the COUNTY, constitute a conflict of interest if entered into by the CONTRACTOR. The COUNTY agrees to notify the CONTRACTOR of its opinion by certified mail within thirty (30) days of receipt of notification by the CONTRACTOR. If, in the opinion of the COUNTY, the prospective business association, interest or circumstance would not constitute a conflict of interest by the CONTRACTOR, the COUNTY shall so state in the notification and the CONTRACTOR shall, at its option, enter into said association, interest or circumstance and it shall be deemed not in conflict of interest with respect to services provided to the COUNTY by the CONTRACTOR under the terms of this Contract.

ARTICLE 20 - PERFORMANCE DURING EMERGENCIES / EXCUSABLE DELAYS

The CONTRACTOR shall not be considered in default by reason of any failure in performance if such failure arises out of causes reasonably beyond the control of the CONTRACTOR, or its subcontractor(s), and without their fault or negligence. Such causes include, but are not limited to: acts of God; force majeure; natural or public health

emergencies; labor disputes; freight embargoes; and abnormally severe and unusual weather conditions.

Upon the CONTRACTOR's request, the COUNTY shall consider the facts and extent of any failure to perform the work; and, if the CONTRACTOR's failure to perform was without it or its subcontractors' fault or negligence, the Contract Schedule and/or any other affected provision of this Contract shall be revised accordingly, subject to the COUNTY's rights to change, terminate, or stop any or all of the work at any time.

Notwithstanding anything in the foregoing to the contrary, the CONTRACTOR agrees and promises that, immediately preceding, during and after a public emergency, disaster, hurricane, flood, or act of God, the COUNTY shall be given "first priority" for all goods and services under this Contract. CONTRACTOR agrees to provide all goods and services to the COUNTY immediately preceding, during and after a public emergency, disaster, hurricane, flood, or act of God, at the terms, conditions, and prices as provided in this Contract on a "first priority" basis. CONTRACTOR shall furnish a 24-hour phone number to the COUNTY. Failure to provide the goods or services to the COUNTY on a first priority basis immediately preceding, during and after a public emergency, disaster, hurricane, flood, or act of God, shall constitute breach of Contract and subject the CONTRACTOR to sanctions from doing further business with the COUNTY.

ARTICLE 21 - ARREARS

The CONTRACTOR shall not pledge the COUNTY's credit or make it a guarantor of payment or surety for any contract, debt, obligation, judgment, lien, or any form of indebtedness. The CONTRACTOR further warrants and represents that it has no obligation or indebtedness that would impair its ability to fulfill the terms of this Contract.

ARTICLE 22 - DISCLOSURE AND OWNERSHIP OF DOCUMENTS

The CONTRACTOR shall deliver to the COUNTY's representative for approval and acceptance, and before being eligible for final payment of any amounts due, all documents and materials prepared by and for the COUNTY under this Contract.

The CONTRACTOR agrees that copies of any and all property, work product, documentation, reports, computer systems and software, schedules, graphs, outlines, books, manuals, logs, files, deliverables, photographs, videos, tape recordings or data relating to this Contract which have been created as a part of the CONTRACTOR's services or authorized by the COUNTY as a reimbursable expense, whether generated directly by the CONTRACTOR or by or in conjunction or consultation with any other party whether or not a party to this Contract, whether or not in privity of contract with the COUNTY or CONTRACTOR, and wherever located shall be the property of the COUNTY.

To the extent allowed by Chapter 119, F.S., all written and oral information not in the public domain or not previously known, and all information and data obtained, developed, or supplied by the COUNTY, or at its expense, will be kept confidential by the

CONTRACTOR and will not be disclosed to any other party, directly or indirectly, without the COUNTY's prior written consent, unless required by a lawful court order. All drawings, maps, sketches, programs, data bases, reports and other data developed or purchased under this Contract for the COUNTY, or at the COUNTY's expense, shall be and remain the COUNTY's property and may be reproduced and reused at the discretion of the COUNTY.

All covenants, agreements, representations and warranties made herein, or otherwise made in writing by any party pursuant hereto, including but not limited to any representations made herein relating to disclosure or ownership of documents, shall survive the execution and delivery of this Contract and the consummation of the transactions contemplated hereby.

ARTICLE 23 - INDEPENDENT CONTRACTOR RELATIONSHIP

The CONTRACTOR is, and shall be, in the performance of all work, services, and activities under this Contract, an Independent Contractor and not an employee, agent, or servant of the COUNTY. All persons engaged in any of the work or services performed pursuant to this Contract shall at all times, and in all places, be subject to the CONTRACTOR's sole direction, supervision, and control. The CONTRACTOR shall exercise control over the means and manner in which it and its employees perform the work, and in all respects the CONTRACTOR's relationship, and the relationship of its employees, to the COUNTY shall be that of an Independent Contractor and not as employees or agents of the COUNTY.

The CONTRACTOR does not have the power or authority to bind the COUNTY in any promise, agreement, or representation other than specifically provided for in this Contract.

ARTICLE 24 - CONTINGENT FEE

The CONTRACTOR warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the CONTRACTOR, to solicit or secure this Contract and that it has not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for the CONTRACTOR, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award or making of this Contract.

ARTICLE 25 - PUBLIC RECORDS, ACCESS AND AUDITS

The COUNTY shall have the right to request and review CONTRACTOR's books and records to verify CONTRACTOR's compliance with this Contract, adherence to the EBO Program and its proposal. The COUNTY shall have the right to interview subcontractors and workers at the work site to determine Contract compliance. The CONTRACTOR shall maintain records related to all charges, expenses, and costs incurred in estimating and performing the work for at least five (5) years after completion or termination of the Contract. CONTRACTOR shall retain all books and records pertaining to this Contract,

including, but not limited to, subcontractor payment records, for five (5) years after project completion date, The COUNTY and the Palm Beach County Inspector General shall have access to such records as required in this Article for the purpose of inspection or audit during normal business hours, in Palm Beach County at any reasonable time during the five (5) years.

Notwithstanding anything contained herein, as provided under Section 119.0701, F.S., if the CONTRACTOR: **(i) provides a service; and (ii) acts on behalf of the COUNTY as provided under Section 119.011(2), F.S.**, the CONTRACTOR shall comply with the requirements of Section 119.0701, F.S., as it may be amended from time to time. The CONTRACTOR is specifically required to:

- A. Keep and maintain public records required by the COUNTY to perform services as provided under this Contract.
- B. Upon request from the COUNTY's Custodian of Public Records (COUNTY's Custodian) or COUNTY's representative/liaison, on behalf of the COUNTY's Custodian, provide the COUNTY with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 or as otherwise provided by law. The CONTRACTOR further agrees that all fees, charges and expenses shall be determined in accordance with Palm Beach County PPM CW-F-002, Fees Associated with Public Records Requests, as it may be amended or replaced from time to time.
- C. Ensure that public records that are exempt, or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the Contract, if the CONTRACTOR does not transfer the records to the public agency. Nothing contained herein shall prevent the disclosure of or the provision of records to the COUNTY.
- D. Upon completion of the Contract, the CONTRACTOR shall transfer, at no cost to the COUNTY, all public records in possession of the CONTRACTOR unless notified by COUNTY's representative/liaison, on behalf of the COUNTY's Custodian, to keep and maintain public records required by the COUNTY to perform the service. If the CONTRACTOR transfers all public records to the COUNTY upon completion of the Contract, the CONTRACTOR shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the CONTRACTOR keeps and maintains public records upon completion of the Contract, the CONTRACTOR shall meet all applicable requirements for retaining public records. All records stored electronically by the CONTRACTOR must be provided to COUNTY, upon request of the COUNTY's Custodian or the COUNTY's representative/liaison, on behalf of the COUNTY's Custodian, in a format that is compatible with the information technology systems of COUNTY, at no cost to COUNTY.

CONTRACTOR acknowledges that it has familiarized itself with the requirements of Chapter 119, F. S., and other requirements of state law applicable to public records not specifically set forth herein. Failure of the CONTRACTOR to comply with the requirements of this Article, Chapter 119, F.S. and other applicable requirements of state law, shall be a material breach of this Contract. COUNTY shall have the right to exercise any and all remedies available to it for breach of contract, including but not limited to, the right to terminate for cause.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, PLEASE CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT RECORDS REQUEST, PALM BEACH COUNTY PUBLIC AFFAIRS DEPARTMENT, 301 N. OLIVE AVENUE, WEST PALM BEACH, FL 33401, BY E-MAIL AT RECORDSREQUEST@PBCGOV.ORG OR BY TELEPHONE AT 561-355-6680.

ARTICLE 26 - NON-DISCRIMINATION

A. Employer Non-Discrimination

The COUNTY is committed to assuring equal opportunity in the award of contracts and complies with all laws prohibiting discrimination. Pursuant to Palm Beach County Resolution R-2017-1770, as may be amended, the CONTRACTOR warrants and represents that throughout the term of the Contract, including any renewals thereof, all of its employees are treated equally during employment without regard to race, color, religion, disability, sex, age, national origin, ancestry, marital status, familial status, sexual orientation, gender identity or expression, or genetic information. Failure to meet this requirement shall be considered default of the Contract.

B. Commercial Non-Discrimination

As a condition of entering into this Contract, the CONTRACTOR represents and warrants that it will comply with the COUNTY'S Commercial Nondiscrimination Policy as described in Resolution 2017-1770, as amended. As part of such compliance, the CONTRACTOR shall not discriminate on the basis of race, color, national origin, religion, ancestry, sex, age, marital status, familial status, sexual orientation, gender identity or expression, disability, or genetic information in the solicitation, selection, hiring or commercial treatment of subcontractors, vendors, suppliers, or commercial customers, nor shall the CONTRACTOR retaliate against any person for reporting instances of such discrimination. The CONTRACTOR shall provide equal opportunity for subcontractors, vendors and suppliers to participate in all of its public sector and private sector subcontracting and supply opportunities, provided that nothing contained in this clause shall prohibit or limit otherwise lawful efforts to remedy the effects of marketplace discrimination that have occurred or are occurring in the COUNTY's relevant marketplace in Palm

Beach County. The CONTRACTOR understands and agrees that a material violation of this clause shall be considered a material breach of this Contract and may result in termination of this Contract, disqualification or debarment of the company from participating in COUNTY contracts, or other sanctions. This clause is not enforceable by or for the benefit of, and creates no obligation to, any third party. CONTRACTOR shall include this language in its subcontracts.

C. Federal Non-discrimination Requirements.

The CONTRACTOR shall comply with the Federal Non-discrimination Requirements set forth in Exhibit C, Federal Non-discrimination Provisions.

ARTICLE 27 - AUTHORITY TO PRACTICE

The CONTRACTOR hereby represents and warrants that it has, and will continue to maintain, all licenses and approvals required to conduct its business; and, that it will, at all times, conduct its business activities in a reputable manner. Proof of such licenses and approvals shall be submitted to the COUNTY's representative upon request.

ARTICLE 28 - SEVERABILITY

If any term or provision of this Contract or the application thereof to any person or circumstances shall, to any extent, be held invalid or unenforceable, the remainder of this Contract, or the application of such terms or provision to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected, and every other term and provision of this Contract shall be deemed valid and enforceable to the extent permitted by law.

ARTICLE 29 - PUBLIC ENTITY CRIMES

As provided in F.S. 287.132-133, by entering into this Contract or performing any work in furtherance hereof, the CONTRACTOR certifies that it, its affiliates, suppliers, subcontractors and consultants who will perform hereunder, have not been placed on the convicted vendor list maintained by the State of Florida Department of Management Services within the thirty-six (36) months immediately preceding the date hereof. This notice is required by F.S. 287.133(3)(a).

ARTICLE 30 - SCRUTINIZED COMPANIES

A. As provided in F.S. 287.135, by entering into this Contract or performing any work in furtherance hereof, the CONTRACTOR certifies that it, its affiliates, suppliers, subcontractors and consultants who will perform hereunder, have not been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel, pursuant to F.S. 215.4725. Pursuant to F.S. 287.135(3)(b), if CONTRACTOR is found to have been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel, this Contract may be terminated at the option of the COUNTY.

- B. **When contract value is greater than \$1 million:** As provided in F.S. 287.135, by entering into this Contract or performing any work in furtherance hereof, the CONTRACTOR certifies that it, its affiliates, suppliers, subcontractors and consultants who will perform hereunder, have not been placed on the Scrutinized Companies With Activities in Sudan List or Scrutinized Companies With Activities in The Iran Petroleum Energy Sector List created pursuant to F.S. 215.473 or is engaged in business operations in Cuba or Syria.

If the COUNTY determines, using credible information available to the public, that a false certification has been submitted by CONTRACTOR, this Contract may be terminated and a civil penalty equal to the greater of \$2 million or twice the amount of this Contract shall be imposed, pursuant to F.S. 287.135. Said certification must also be submitted at the time of Contract renewal.

ARTICLE 31 - MODIFICATIONS OF WORK

The COUNTY reserves the right to make changes in Scope of Work, including alterations, reductions therein, or additions thereto. Upon receipt by the CONTRACTOR of the COUNTY's notification of a contemplated change, the CONTRACTOR shall, in writing: (1) provide a detailed estimate for the increase or decrease in cost due to the contemplated change; (2) notify the COUNTY of any estimated change in the completion date; and (3) advise the COUNTY if the contemplated change shall affect the CONTRACTOR's ability to meet the completion dates or schedules of this Contract.

If the COUNTY so instructs, in writing, the CONTRACTOR shall suspend work on that portion of the Scope of Work affected by a contemplated change, pending the COUNTY's decision to proceed with the change.

If the COUNTY elects to make the change, the COUNTY shall initiate a Contract Amendment, and the CONTRACTOR shall not commence work on any such change until such written amendment is signed by the CONTRACTOR and approved and executed on behalf of Palm Beach County.

ARTICLE 32 - NOTICE

All notices required in this Contract shall be sent by certified mail (return receipt requested), hand delivered, or sent by other delivery service requiring signed acceptance. If sent to the COUNTY, notices shall be addressed to:

Melody Thelwell, Director
Purchasing, Palm Beach County
50 South Military Trail, Suite 110
West Palm Beach, FL 33415

With a copy to:

Laura M. Beebe, Director of Airports
Palm Beach County Department of Airports
846 Palm Beach International Airport
West Palm Beach, FL 33406

If sent to the CONTRACTOR, notices shall be addressed to:

Courtney Wright, Vice President, Business Development, Aviation
Flagship Airport Services, Inc.
405 S. Kimball Ave
Southlake, TX 76092

ARTICLE 33 - ENTIRETY OF CONTRACTUAL AGREEMENT

The COUNTY and the CONTRACTOR agree that this Contract sets forth the entire agreement between the parties, and that there are no promises or understandings other than those stated herein. None of the provisions, terms, and conditions contained in the Contract may be added to, modified, superseded, or otherwise altered, except by written instrument executed by the parties hereto in accordance with Article 31 - Modifications of Work.

ARTICLE 34 - REGULATIONS; LICENSING REQUIREMENTS

The CONTRACTOR shall comply with all laws, ordinances and regulations applicable to the services contemplated herein, to include those applicable to conflict of interest and collusion. CONTRACTOR is presumed to be familiar with all federal, state and local laws, ordinances, codes and regulations that may in any way affect the services offered.

ARTICLE 35 - COUNTERPARTS

This Contract, including the exhibits referenced herein, may be executed in one or more counterparts, all of which shall constitute collectively but one and the same Contract. The COUNTY may execute the Contract through electronic or manual means. CONTRACTOR shall execute by manual means only, unless the COUNTY provides otherwise.

ARTICLE 36 - E-VERIFY – EMPLOYMENT ELIGIBILITY

CONTRACTOR warrants and represents that it is in compliance with section 448.095, Florida Statutes, as may be amended, and that it: (1) is registered with the E-Verify System (E-Verify.gov) and uses the E-Verify System to electronically verify the employment eligibility of all newly hired workers; and (2) has verified that all of CONTRACTOR's subconsultants performing the duties and obligations of this Contract are registered with the E-Verify System and use the E-Verify System to electronically verify the employment eligibility of all newly hired workers.

CONTRACTOR shall obtain from each of its subconsultants an affidavit stating that the subconsultant does not employ, contract with, or subcontract with an Unauthorized Alien, as that term is defined in section 448.095(1)(k), Florida Statutes, as may be amended. CONTRACTOR shall maintain a copy of any such affidavit from a subconsultant for, at a minimum, the duration of the subcontract and any extension thereof. This provision shall not supersede any provision of this Contract which requires a longer retention period.

COUNTY shall terminate this Contract if it has a good faith belief that CONTRACTOR has knowingly violated Section 448.09(1), Florida Statutes, as may be amended. If COUNTY has a good faith belief that CONTRACTOR's subconsultant has knowingly violated section 448.09(1), Florida Statutes, as may be amended, COUNTY shall notify CONTRACTOR to terminate its contract with the subconsultant and CONTRACTOR shall immediately terminate its contract with the subconsultant. If COUNTY terminates this Contract pursuant to the above, CONTRACTOR shall be barred from being awarded a future contract by COUNTY for a period of one (1) year from the date on which this Contract was terminated. In the event of such contract termination, CONTRACTOR shall also be liable for any additional costs incurred by COUNTY as a result of the termination.

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IN WITNESS WHEREOF, the Board of County Commissioners of Palm Beach County, Florida has made and executed this Contract on behalf of the COUNTY and CONTRACTOR has hereunto set its hand the day and year above written.

ATTEST:
JOSEPH ABRUZZO
CLERK AND COMPTROLLER

BY: *Nancy P. Miller*
Deputy Clerk



R2023 1733

PALM BEACH COUNTY NOV 21 2023
BOARD OF COUNTY COMMISSIONERS:

BY: *[Signature]*
Mayor **Maria Sachs**

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY: *Anne Welford*
County Attorney

APPROVED AS TO TERMS
AND CONDITIONS

BY: *Laura Beebe*
Laura Beebe, Director of Airports

WITNESS:

[Signature]
Signature

Joe Ligan
Name (type or print)

Courtney Wright
Signature

Courtneywright
Name (type or print)

CONTRACTOR:

Flagship Airport Services, Inc.
Company Name

[Signature]
Signature

Greg Bogdanovich
Typed Name

Chief Financial Officer
Title

EXHIBIT A
**SCOPE OF WORK/SERVICES/
SPECIAL CONTITIONS**
Contract No. 23-057/MD

1. GENERAL REQUIREMENTS

- 1.1 Definitions. The following words, terms, and phrases wherever used in the Contract shall have the meanings set forth in this Section 1 and the meanings shall apply to both singular and plural forms of such words, terms and phrases. For purposes of this RFP, "CONTRACTOR" means the successful proposer that is awarded the Contract.
- a. Additional Services shall have the meaning set forth in Section 1.4.a.
 - b. Additional Services Authorization shall have the meaning set forth in Section 1.4.b.
 - c. Assigned Premises shall have the meaning set forth in Section 2.3.
 - d. Concourse B Expansion Area shall have the meaning set forth in Section 1.3.a.13.
 - e. Corporate Representative shall have the meaning set forth in Section 2.8.c.
 - f. Cost Estimate shall have the meaning set forth in Section 1.4.b.
 - g. COUNTY Representative means the individuals designated by the Department to administer, manage and oversee this Contract on behalf of Palm Beach County (COUNTY). COUNTY's Director of Airport Properties shall serve as the COUNTY Representative regarding contract compliance, financial, operational and budgeting issues, programs/plans required hereunder, Quality Control Reviews, approval of uniforms/badges and other similar contractual requirements, which require the approval of COUNTY; provided, however, Additional Services Authorizations and the annual budget shall be required to be approved by the COUNTY's Director of Airport Properties and Airport Deputy Director of Finance and Administration. COUNTY's Airport Custodial Contract Coordinator, shall act as designated COUNTY Representative to oversee the day-to-day activities and operations of CONTRACTOR, and to provide coordination and general contract oversight. The term COUNTY Representative shall also include the Airport Director, Senior Deputy Director, Deputy Director of Real Estate and Concessions who may all serve in the capacity as the COUNTY Representative in the absence of the COUNTY Representative or as

may be required by the Department. All reports or notifications required to be provided to COUNTY by CONTRACTOR shall be provided to both the Airport Custodial Contract Coordinator with a copy to the Director of Airport Properties.

- h. Contract Year means each twelve (12) month period beginning on December 1, 2023, and each twelve (12) month period thereafter until the expiration or earlier termination of the Contract.
- i. Department means the Palm Beach County Department of Airports, the COUNTY department responsible for the operation and management of the Airport. Wherever the Contract requires COUNTY or the Department's consent or approval, or permits COUNTY or the Department to act, such consent, approval or action may be given or performed by the Airport Director, which shall include, but shall not be limited to, making revisions to the Operations and Procedures Manual and assessing liquidated damages.
- j. Designated Work Areas shall have the meaning set forth in Section 1.3.a.
- k. Employee includes CONTRACTOR's managers, administrators, supervisors, project workers, custodians and any other person providing Services to the Airport for, or on behalf of, CONTRACTOR, whether or not such person is an independent contractor or receives compensation directly from CONTRACTOR.
- l. Fully Burdened Hourly Rates means the "Fully Burdened Hourly Rates" proposed by CONTRACTOR for Services as set forth on Appendix A, Price Proposal Page(s) and includes all costs of the provision of labor and non-reimbursable equipment/supplies necessary for the provision of Routine Services, including, but not limited to, payroll costs, employee benefits, insurance, payroll taxes, general and administrative costs, and contractor's profit.
- m. Public Areas shall have the meaning set forth in Section 1.3.a.1.
- n. Quality Control Contractor shall have the meaning set forth in Section 3.9.b.
- o. Quality Control Reviews shall have the meaning set forth in Section 3.9.b.
- p. Routine Services shall have the meaning set forth in Section 1.3.a.
- q. Services shall have the meaning set forth in Section 1.2.i., and shall include Routine Services and Additional Services.

- r. Supplies shall have the meaning set forth in Section 2.6.h.
- s. Terminal Building shall have the meaning set forth in Section 1.3.a.1.
- t. Training Program shall have the meaning set forth in Section 3.5.a.
- u. Transition Plan shall have the meaning set forth in Section 2.2.a.

1.2 CONTRACTOR Service Obligations.

- a. CONTRACTOR, its subcontractors, and all their employees shall be subject to all rules, regulations, policies and procedures pertaining to security at Palm Beach International Airport. Any violation or disregard for rules, regulations or policies may be cause for immediate termination.
- b. All personnel, vehicles, materials, tools, packages, etc., brought onto and/or removed from Airport property may be subject to inspection by a Security Officer. Firearms, explosives, and prohibited items defined by The Department of Homeland Security shall NOT be brought onto the Airport's property. **VIOLATORS WILL BE PROSECUTED.**
- c. All CONTRACTOR's employees shall have in their possession a valid security badge. CONTRACTOR shall be responsible for, at its own expense, obtaining proper security clearance, fingerprinting, training, badges required to access the restricted areas of the airport including the Air Operations Area (AOA), Security Identification Display Area (SIDA), Identification badges issued by the Airport must be visibly worn above the waist on the outer most garment at all times while in the SIDA. CONTRACTOR's employees, including new hires, must be legal to work in the United States. CONTRACTOR shall confirm citizenship of all foreign-born employees and alien numbers (Green Card), if not a US citizen. PBI Security Office is located on level two in the main terminal facility (561-471-7481). All employees must pass a comprehensive background check in accordance with all PBIA badging requirements, rules, regulations and policies, as may be amended.
- d. CONTRACTOR acknowledges and accepts full responsibility for the security and protection of the Assigned Premises and all inventory, equipment and facilities now existing or hereafter assigned to CONTRACTOR, and for the prevention of unauthorized access to its facilities and expressly agrees to comply with all rules and regulations of COUNTY and of any and all other governmental entities that now or may hereafter have jurisdiction over such security. CONTRACTOR fully understands that the police security protection provided by COUNTY is limited to that provided by the Palm Beach County Sheriff's Office, to

any other business situated at the Airport, and expressly acknowledges that any special security measures deemed necessary or desirable for additional protection shall be the sole responsibility of CONTRACTOR and shall involve no cost to COUNTY.

- e. CONTRACTOR agrees to observe all safety and security requirements and other requirements of the Federal Aviation Administration (FAA), Transportation Security Administration (TSA) and Department, and to take such steps as may be necessary or directed by the Department to ensure that subcontractors, employees, contractors, agents, invitees and guests observe these requirements. If as a result of the acts or omissions of CONTRACTOR or its subcontractors, employees, contractors, agents, invitees or guests, COUNTY incurs any fines or penalties imposed by the FAA or TSA; any expense in enforcing the regulations of the FAA or TSA, including, but not limited to, Title 14, Code of Federal Regulations, Part 139 and Title 49, Code of Federal Regulations, Parts 1500, et seq.; or any expense in enforcing the Airport Security Program, then CONTRACTOR shall pay COUNTY all such costs and expenses, including all costs of administrative proceedings, court costs, and attorney's fees and all other costs incurred by COUNTY. CONTRACTOR further agrees to rectify any safety or security deficiency or other deficiency as may be determined by the FAA, TSA or the Department, the Department may do so at the cost and expense of CONTRACTOR. The Department reserves the right to take whatever action necessary to rectify any safety or security deficiency or other deficiency.
- f. CONTRACTOR acknowledges that the Palm Beach International Airport and other critical operational and security initiatives and materials are confidential and exempt from disclosure as public records under Sections 331.22 and 281.301 Florida Statutes. CONTRACTOR agrees not to divulge, furnish, or make available to any third person, firm, or organization, without COUNTY's prior written consent, any information regarding the Airport security system or the contents of the Airport security plan or any other sensitive security or operational material or information concerning Services provided by CONTRACTOR under the Contract, and shall require all of its employees, agents, and subcontractors to comply with the provisions of this paragraph. Violation of this requirement will be grounds for immediate termination of the Contract.
- g. Any employee of CONTRACTOR or its subcontractor(s) found outside their area of work shall be removed from that area. CONTRACTOR or its subcontractor may not be permitted to utilize the individual for any further work on Airport property, as deemed appropriate by COUNTY.

- h. Any CONTRACTOR-badged employee found outside their work area by an FAA or TSA Security Inspector causing a fine to be assessed against the Airport is responsible for payment of the fine. CONTRACTOR is jointly liable for payment of any fine assessed and the Contract may be subject to termination.
- i. CONTRACTOR shall be responsible for providing janitorial services for the Airport, which shall include the provision of all labor, supervision, materials equipment, tools, chemicals, consumables, supplies and incidentals required to perform janitorial services and project work, in accordance with the Contract and Operations and Procedures Manual ("Services"). CONTRACTOR shall be required to perform the Services twenty-four (24) hours per day, seven (7) days per week, including holidays. All Services performed by CONTRACTOR pursuant to the Contract are subject to review and approval of COUNTY.
- j. COUNTY reserves the right to add, remove or modify the areas and/or buildings for the provision of Services hereunder on a temporary or permanent basis at its sole discretion. Reimbursement for Services shall be paid at the Fully Burdened Hourly Rates. COUNTY shall provide CONTRACTOR with prior written notice of any additions, removals or modifications. The Operations and Procedures Manual may be modified and revised from time-to-time by COUNTY upon prior written notice to CONTRACTOR. CONTRACTOR acknowledges that COUNTY shall be the sole judge of CONTRACTOR's compliance with this Contract and the Operations and Procedures Manual.
- k. COUNTY shall have the right to approve any employee, supplier or subcontractor hired, or contracted, to perform any of the Services required to be performed by CONTRACTOR pursuant to the Contract. In addition, COUNTY shall have the right to reasonably require the removal and/or replacement of any employee, supplier, subcontractor or other agent of CONTRACTOR. CONTRACTOR shall respond immediately to all urgent or emergency calls by COUNTY, which may be in areas outside of the Designated Work Areas on the Airport. All urgent and emergency calls completed by the normally assigned staff within the Designated Work Areas shall be at no additional cost to COUNTY. Urgent or emergency calls by COUNTY outside the Designated Work Areas shall be treated as Additional Services and be documented through a written Additional Services Authorization as soon as reasonably practicable under the circumstances.
- l. CONTRACTOR shall not bring on to the Airport any food or beverage catering trucks or other serving facilities. A vending machine for soda and snacks will be allowed in the designated break room area.

- m. Employees shall be stationed at the Airport in specific work areas as designated by COUNTY in accordance with the Operations and Procedures Manual.
- n. CONTRACTOR shall not perform any Services at the Airport for another COUNTY tenant and/or contractor at the Airport, unless approved in advance by the COUNTY Representative in writing.
- o. CONTRACTOR shall promptly notify COUNTY of any needed repairs or damages to fixtures, building and appurtenances within the Designated Work Areas or other areas of the Airport where Services are being performed.
- p. CONTRACTOR shall at all times guard against damage or loss to the property of COUNTY, CONTRACTOR's own property, and that of other tenants, employees, and contractors at the Airport. COUNTY, in its sole discretion, may elect to deduct costs incurred by COUNTY resulting from damages caused by CONTRACTOR or its employees through the abuse, neglect or misuse of COUNTY-owned property, including, but not limited to tools, equipment and Supplies, from amounts due to CONTRACTOR under the Contract, or COUNTY may elect to invoice CONTRACTOR for such costs, and CONTRACTOR shall reimburse COUNTY within thirty (30) days of the date of COUNTY's invoice.
- q. CONTRACTOR shall not engage in any activity on any area of the Airport that is not specifically authorized by the Contract.
- r. CONTRACTOR shall provide a time keeping system, acceptable to the Department, furnished by CONTRACTOR, and placed in a location conveniently accessible by all hourly employees, who shall clock-in not more than five (5) minutes prior to the beginning of their scheduled shift and shall clock-out no more than five (5) minutes after their scheduled shift. Time allowances are only for the purpose of changing shifts.

1.3 Designated Work Areas for Routine Services.

- a. Routine Services means those Services provided on a regularly scheduled basis, as further detailed in the Operations and Procedures Manual, in the work areas designated for the performance of Routine Services set forth below ("Designated Work Areas"):
 1. Public Areas of the PBI Commercial Terminal Building ("Terminal Building") - all areas of the Terminal Building where the public has the ability to access, excluding concession areas under control of a third-party concessionaire and airline club/VIP spaces (except as may be required as Additional Services), ("Public Areas"), including,

but not limited to the Public Areas located on: Ticketing (Level 3); Main Terminal (Level 2); Concourses (B/C - Level 2); Concourse A (Level 1), and Baggage Claim (Level 1). Public Areas include, but are not limited to, restrooms, shared hallways, circulation areas, elevators, elevator lobbies, escalators, stairwells, passenger holdrooms, passenger loading bridges, seating areas, ticketing/gate queue and lobby areas, meeter/greeter areas, breast-feeding stations, sensory room(s), indoor pet relief areas, lounge/seating areas, McCampbell and art display areas, entrances, public telephone areas, and pedestrian bridges to/from the Long Term Garage. The Public Areas shall include the expanded public restrooms to be completed in the first phase of the Concourse B expansion, which are anticipated to be completed in the First Contract Year of the Term.

2. Designated Airline Support Areas Ticketing (Terminal Building, Level 3) - common use ticket counter areas; ticketing queue/lobby areas; shared ticket office hallways, shared restrooms and breakrooms; and hanging "wave" feature above ticket counters.
3. Designated Exterior Airside Areas (Terminal Building, Level 1 - Exterior Airside) - exterior sidewalks to 10 feet from the perimeter of the sidewalk, and exterior airside parking lots/hold areas.
4. Concourses B & C (Terminal Building, Level 1) - shared interior hallways and Department-occupied office spaces and restrooms.
5. Terminal Building Stairwells - interior and exterior stairwells and decks.
6. Baggage Makeup Area (Terminal Building, Level 1) - walkways, tug lanes and circulations areas.
7. Terminal Building Conference Rooms - including the McCampbell Conference Room on Level 3, Operations and Maintenance Conference Room on Level 2 and West Executive Conference Room on Level 3 and associated the entry hallways.
8. Designated Security Areas - security checkpoints, including queue, screening and re-composure areas (Terminal Building, Level 2), and checked baggage resolution area (Terminal Building, Level 1).
9. Federal Inspection Services (FIS) Areas - Terminal Building FIS (Level 1) and General Aviation FIS Facility Building, including, but not limited to, all offices, conference rooms, restrooms, hallways,

elevators, lobbies, breakroom, work spaces, copy rooms and file rooms, unless otherwise directed by COUNTY.

10. Terminal Building Exterior/Support Areas - sidewalks/walkways adjacent to the Terminal Building (outside Ticketing, Level 3; Baggage Claim, Level 1), East/West end ground transportation breeze ways and sidewalks, pet relief areas and sidewalks (outside Baggage Claim, Level 1); East loading dock and compactor area (Level 1); and Administration Building (Building 846) recycling and dumpster area.
11. Terminal Building Parking Areas - long term and short term parking garages, including elevators, elevator lobbies and stairwells.
12. Department Offices - Terminal Building Operations and Security Offices (Level 2); Administration Building (Building 846), including up to 10 feet from the exterior of the building; and Maintenance Compound Buildings B, C, D1, D2 and E, including, but not limited to, all offices, conference rooms, restrooms, hallways, elevators, lobbies, breakroom, work spaces, copy rooms and file rooms.
13. Concourse B Expansion Area (Terminal Building, Levels 1 and 2) - includes all expanded Public Areas on Level 2; elevator; stairwells (interior and exterior); Operations Office Space (Level 1) and shared hallways (Level 1). The Concourse B Expansion Areas will not require Services until the completion of the expansion project. COUNTY shall issue a written Notice to Proceed when CONTRACTOR shall be required to commence the provision of the Services within the Concourse B Expansion Area.
14. Guard Booths - three (3) guard facilities.
15. Transportation Network Company/Ground Transportation Remote Parking Area - restroom facilities and parking area - includes all trash receptacles and extends 10 feet from the perimeter of the parking area.

1.4 Additional Services.

- a. In addition to Routine Services, COUNTY may require additional services that are not within the scope of Routine Services on a temporary, permanent or project basis, which may include services to areas on the Airport outside the Designated Work Areas ("Additional Services"). Requests by the County for additional or modified staffing within Designated Work Areas shall be considered Routine Services.

- b. In the event COUNTY requires Additional Services, CONTRACTOR shall provide a written estimate based on the scope of work provided by COUNTY for prior written approval by the COUNTY's Director of Airport Properties and Airport Deputy Director of Finance and Administration, which shall include: (i) the number/type of staff hours required to perform the Additional Services at the Fully Burdened Hourly Rates, (ii) any necessary subcontractor costs based on the scope of work provided by COUNTY; and (iii) any other reimbursable expenses ("Cost Estimate"). Subcontractor and reimbursable costs shall be paid based on actual costs incurred by CONTRACTOR with no markup by CONTRACTOR. The Cost Estimate shall be in a form and substance acceptable to COUNTY. With the exception of requests for urgent or emergency Services, CONTRACTOR shall not commence work until the Cost Estimate is approved in writing by the COUNTY's Director of Airport Properties and Airport Deputy Director of Finance and Administration ("Additional Services Authorization"). Except as otherwise provided for herein, any costs incurred prior to receipt of an approved Additional Services Authorization shall be at CONTRACTOR's sole risk and may not be subject to payment by COUNTY hereunder. Requests by COUNTY for urgent or emergency Additional Services shall be documented through a written Additional Services Authorization as soon as reasonably practicable under the circumstances.
- c. CONTRACTOR shall invoice COUNTY for Additional Services in accordance with Article 4 of the Contract.
- d. CONTRACTOR shall be required to provide coverage before, during and after natural or man-made disaster events, such as tropical storms or hurricanes. Janitorial staff shall remain on site until COUNTY determines Services are no longer required. Services shall be returned to the Airport as required by COUNTY for post-recovery activities. Additional and/or replacement staff may be required after a disaster has passed to assist with post operation. Additional Services may be required before, after or during disaster event, which may also require employee(s), including the Local Manager and/or Assistant Local Manager, and/or approved subcontractors to stage at hotel(s) near (or adjacent to) the Airport to ensure a rapid return of Airport operations. The approved cost(s) of staging employees and specialized equipment shall be reimbursable expenses.

2. **SERVICE STANDARDS**

- 2.1 Service and Operating Standards. CONTRACTOR shall comply with the requirements of the Contract and Operations and Procedures Manual in the provision of the Services. The Operations and Procedures Manual may be revised from time-to-time by COUNTY upon prior written notice to CONTRACTOR.

2.2 Transition Plan.

- a. Within ten (10) days following COUNTY's issuance of a "Notice of Intent to Award," CONTRACTOR shall furnish COUNTY with a transition plan describing how CONTRACTOR plans to start operations and ensure a smooth transition of Services from the incumbent contractor providing janitorial services to the Airport ("Transition Plan"). The Transition Plan must permit adequate time for the hiring of staff and subcontractors, processing of identification badges, allowing employees to attend a two-part security training program, providing the necessary equipment and supplies to COUNTY, issuance and tracking of keys, orientation and site tours, and other required activities necessary to ensure a smooth transition. Identification badges and security training shall be required for all employees, which generally takes a minimum of fourteen (14) business days to process applications for the badges, complete security training, provide site tours and Airport orientation, and issue keys.
- b. CONTRACTOR agrees to cooperate with COUNTY in ensuring a seamless transition from the incumbent contractor providing janitorial services to the Airport and attend a reasonable number of coordination meetings no less than thirty (30) days before, and no more than thirty (30) days after the Commencement Date of the Contract, and again, before and after the termination of the Contract, if upon termination, a third party has been selected to perform the Services.
- c. Evidence shall be provided to County that written notice of agreement/contract termination/non-renewal was provided to each employee, including subcontractors and their employees, no less than fourteen (14) days prior to the end of the agreement/contract.
- d. The cost of producing and implementing the Transition Plan shall be at CONTRACTOR's sole cost and expense.

2.3 Assigned Premises.

- a. COUNTY will assign certain areas on the Airport for use by CONTRACTOR for the provision of the Services, including office space(s) and areas for storage of equipment and Supplies as such locations and facilities may be modified from time to time by COUNTY ("Assigned Premises"). The parties agree that the Contract is an agreement for services and nothing in the Contract shall be construed as granting CONTRACTOR any title, interest or estate in the Assigned Premises. COUNTY may require CONTRACTOR to relocate its operations from time to time during the Term of the Contract from all or part of the Assigned Premises. COUNTY shall notify CONTRACTOR in writing in the event that it becomes necessary or desirable to relocate CONTRACTOR's operations hereunder. Upon written notice from COUNTY, CONTRACTOR shall relocate its operations to the location(s) designated by COUNTY at no cost to COUNTY.

- b. CONTRACTOR shall use the Assigned Premises exclusively in the performance of the Services. CONTRACTOR shall keep the Assigned Premises in a neat, clean and orderly condition at CONTRACTOR's sole cost and expense at all times.
 - c. CONTRACTOR shall store Supplies, materials and equipment only in those areas of Assigned Premises designated for such purposes by COUNTY. CONTRACTOR shall be fully responsible for the cost of any off-site storage.
 - d. Parking for CONTRACTOR's employees will be designated by COUNTY and shall be utilized by the employees of CONTRACTOR, at no cost to the employees. Employees shall park in the Employee Parking Lot. Parking shall be utilized by employees of CONTRACTOR only during such times as the employee is scheduled to be on-duty for provision of Services under the Contract. Employees shall not be permitted to utilize the designated employee parking area for personal travel.
 - e. Any and all permitted use of COUNTY's facilities, equipment, tools or Supplies, including the Assigned Premises, shall be gratuitous, and CONTRACTOR hereby releases and holds COUNTY harmless from any responsibility arising from claims for personal injuries, including, but not limited to death, arising out of the use of such facilities, equipment, tools or supplies irrespective of the condition thereof or any negligence on the part of COUNTY.
- 2.4 Coordination. CONTRACTOR shall perform all Services in a professional and businesslike manner. CONTRACTOR shall use its best efforts to coordinate its activities with the COUNTY Representative and adjust these activities to meet COUNTY's needs and requirements in a manner so as not to annoy, disturb, endanger, unreasonably interfere with or delay Airport operations or activities.
- 2.5 Modifications. Subject to the terms and conditions of the Contract related to the provision of Additional Services, COUNTY shall have the right to require CONTRACTOR to increase or decrease the number of personnel scheduled during any shift, the number of shifts operated per day and the number of hours during any shift.
- 2.6 Equipment and Supplies.
- a. The equipment, supplies, and materials used to perform the Services shall conform to the requirements of the Contract and Operations and Procedures Manual.

- b. CONTRACTOR shall provide, maintain, repair and replace all tools and equipment necessary to perform the Services. All tools and equipment shall satisfy the minimum specifications, including brand equivalencies, established in the Operations and Procedures Manual, unless otherwise approved by the COUNTY Representative in writing. Except as otherwise provided for herein as it relates to Additional Services, the costs of the required tools and equipment necessary to perform the Services, including, but not limited to, maintenance and repair costs, shall not be subject to reimbursement hereunder and shall be provided at the sole cost and expense of CONTRACTOR. In the event CONTRACTOR fails to timely provide the required equipment and/or tools necessary to perform the Services, COUNTY, in its sole discretion, may elect to provide such equipment and/or tools for use by CONTRACTOR and deduct costs incurred by COUNTY, plus a twenty-five percent (25%) administrative overhead charge, from amounts due to CONTRACTOR under the Contract, or COUNTY may elect to invoice CONTRACTOR for such costs and administrative overhead, and CONTRACTOR shall reimburse COUNTY within thirty (30) days of the date of COUNTY's invoice.
- c. CONTRACTOR shall be required to provide transportation, at CONTRACTOR's sole cost and expense, for its employees to the Designated Work Areas, which includes locations throughout the Airport campus that are not within walking distance to the Terminal; therefore, CONTRACTOR's equipment shall include not less than one (1) service vehicle capable of transporting janitorial crews, equipment and supplies throughout the Airport campus. CONTRACTOR's service vehicles shall only be permitted landside access to the Designated Work Areas and shall not be permitted to be used in secure areas of the Airport. CONTRACTOR's service vehicle(s) shall be stored in locations on the Airport designated by the COUNTY Representative and shall be insured, repaired and maintained at CONTRACTOR's sole cost and expense.
- d. Equipment shall be of the size and type customarily used in the provision of similar services and shall meet all applicable laws and safety standards, including, but not limited to, OSHA. All equipment shall be maintained to original factory specifications. Altering of equipment shall not be permitted.
- e. All tools and equipment shall be either new, or in "like new" condition on the Commencement Date and shall be maintained in safe, clean, and in proper working order. The COUNTY Representative may reject any used tools or equipment that does not, in their sole opinion, meet the criteria listed herein. In that event, CONTRACTOR shall replace such tools or equipment with tools or equipment acceptable to the COUNTY Representative.

- f. The COUNTY Representative may inspect tools and equipment used in the provision of the Services at any time. COUNTY shall have the right to require the replacement of equipment based on appearance, cleaning ability, age and type. Defective tools or equipment shall be removed immediately and replaced with properly working tools or equipment within twenty-four (24) hours. All tools and equipment shall satisfy the minimum specifications established by COUNTY as specified herein, unless otherwise approved by the COUNTY Representative in writing.
- g. Tools and equipment, including, but not limited to, carts, trash containers, brooms, brushes, pans and mops shall not be left unattended in hallways or Public Areas. All equipment will be cleaned on a consistent schedule.
- h. CONTRACTOR shall provide all cleaning products, chemicals and consumables, such as trash can liners, toilet paper, toilet seat covers, paper cups for water fountains, hand sanitizer, hand towels, toilet seat covers, waxed bags, hand soap, paper towels, and all other necessary supplies to perform the Services ("Supplies"). All Supplies, including, but not limited to chemicals and consumables, shall satisfy the minimum product and chemical specifications set forth in the Contract and Operations and Procedures Manual, unless otherwise approved in writing by the COUNTY Representative. Except as otherwise provided for herein, the costs of approved Supplies shall be subject to reimbursement by COUNTY. In the event CONTRACTOR fails to timely provide the required Supplies, COUNTY may provide such supplies and/or chemicals for use by CONTRACTOR. COUNTY, in its discretion, may charge CONTRACTOR an administrative overhead charge of twenty-five (25%) for the cost of procuring supplies directly and deduct the administrative overhead charge from amounts due CONTRACTOR under the Contract, or COUNTY may elect to invoice CONTRACTOR for such administrative overhead, and CONTRACTOR shall reimburse COUNTY within thirty (30) days of the date of COUNTY's invoice.
- i. CONTRACTOR shall schedule deliveries during times that cause minimum disruption to Airport operations in coordination with the COUNTY Representative. COUNTY may prescribe times and locations for acceptance of deliveries.

2.7 Uniforms.

- a. While working at the Airport, all employees of CONTRACTOR shall wear the required uniforms, excluding managerial/administrative staff as set forth below, and shall be neat, clean and professional in appearance. CONTRACTOR shall supply, launder and maintain employee uniforms at no cost to the employee. CONTRACTOR shall provide each

employee performing Services with a freshly laundered uniform for every shift.

- b. CONTRACTOR shall obtain the approval of the COUNTY Representative for all uniforms to be worn at the Airport prior to the commencement of Services at the Airport and prior to any changes to employee uniforms. CONTRACTOR is specifically prohibited from utilizing any uniform styles that closely resemble the approved uniform(s) for COUNTY or any other contractor or tenant at the Airport.
- c. Employee uniforms shall have identification insignia with CONTRACTOR's name and employee's name (or on a badge worn on the uniform). The type and style of badge must be approved by COUNTY Representative in advance, CONTRACTOR's employees must wear only the approved uniform and badge at all times while working.
- d. The Local Manager and Assistant Local Manager shall wear generally accepted business attire such as shirt or polo shirt with CONTRACTOR's logo on the pocket as approved by COUNTY, or business casual attire as may be approved.
- e. Failure of an employee to wear the approved uniform in a proper manner during work hours shall be cause for COUNTY to require the removal or suspension of that employee from the Airport.
- f. Employees assigned to work on the curbside and along the vehicular street, drive lanes and garages shall be issued a bright orange reflective safety vest, which shall be worn by employees at all times while working these areas.
- g. Employees assigned to work outside shall be issued a winter jacket of a color to be approved by COUNTY and conforming to the identification requirements for uniform shirts.
- h. Airport badges shall be prominently displayed at all times and worn above the waist on the outermost garment while performing Services at the Airport.

2.8 Communication.

- a. CONTRACTOR shall provide, at no cost to COUNTY, land-line telephone, telephone service and voicemail for the Local Manager and Assistant Local Manager's on-site offices, and shall provide both the Local Manager and Assistant Local Manager with dedicated e-mail addresses for business communications. CONTRACTOR shall also

provide the Local Manager, Assistant Local Manager and each supervisor on duty, at no cost to COUNTY, with cellular telephones to be used at all times when on duty for business-related phone calls. CONTRACTOR shall provide the COUNTY Representative with the contact information the Local Manager and Assistant Local Manager, including their names, addresses, telephone numbers (office and cellular) and e-mail addresses. The Local Manager and Assistant Local Manager shall be considered authorized representatives of CONTRACTOR. CONTRACTOR shall promptly notify COUNTY Representative of any changes to the Local Manager and Assistant Local Manager's contact information.

- b. Employees shall not be permitted to utilize personal cellular telephones except on break periods or to speak to the Local Manager, supervisor and/or representatives of COUNTY while on duty.
- c. CONTRACTOR shall designate, in writing, a representative at the corporate headquarters level whose responsibility includes monitoring CONTRACTOR's compliance with the terms and conditions of the Contract ("Corporate Representative") and assuring adequate support and resources for CONTRACTOR's operations at the Airport.
- d. In the event there are any operational productivity, managerial, or other related issues affecting the provision of the Services, CONTRACTOR shall be prepared to furnish, immediately, and at no additional charge to COUNTY, except as may be provided for herein, corporate support in the form of a corporate or expert representative(s), subcontractor support, equipment and/or material resources in types and quantities, and for a period of time as necessary to proactively resolve or stabilize such issues or situations to the reasonable satisfaction of COUNTY.
- e. If COUNTY has concerns regarding CONTRACTOR's performance under the Contract, the Corporate Representative shall meet with the COUNTY as soon as reasonably practicable, but not more than five (5) business days after a request for a meeting, which may be conducted in person or virtually at COUNTY's option, to discuss and determine the appropriate action needed to respond to or address the conditions or circumstances giving rise to COUNTY's concerns.
- f. The COUNTY Representative may answer any questions that may arise as to the quality of Services performed, the manner of performance, the rate of progress of the Services and the acceptability of chemicals, supplies, tools and equipment furnished by CONTRACTOR.
- g. The COUNTY Representative may respond to questions that may arise as to COUNTY's interpretation of the Scope of Work/Services/Special

Conditions, provisions of the Operations and Procedures Manual, cleanliness standards, and COUNTY's satisfaction with the level of CONTRACTOR's performance under the Contract.

- h. If CONTRACTOR disagrees with the COUNTY Representative's determination regarding any question or issue, CONTRACTOR may request the matter be submitted to the Director of Airports or designee for final determination.

2.9 Key Control/Access.

CONTRACTOR shall:

- a. Keep secure all keys, key cards, codes, and other entry devices provided by COUNTY. In addition, CONTRACTOR shall maintain a record of the key numbers issued to employees.
- b. Not duplicate keys, key cards, codes and other entry devices, or allow these items to be duplicated.
- c. Not permit keys to be taken off Airport property.
- d. Report any missing, lost or stolen keys to the Airport Security Office and COUNTY Representative immediately. COUNTY, in its sole discretion, may elect to deduct costs incurred by COUNTY to change locks and/or replace keys, plus a twenty-five percent (25%) administrative overhead charge, from amounts due to CONTRACTOR under the Contract, or COUNTY may elect to invoice CONTRACTOR for such costs and administrative overhead, and CONTRACTOR shall reimburse COUNTY within thirty (30) days of the date of COUNTY's invoice.
- e. Conduct its operations in strict observation of the access routes and other areas of access that are established. Access routes, entrance gates or doors, parking and storage areas to the Airport facility and any imposed time limitations (i.e., customs) shall be designated by COUNTY.
- f. Ensure that CONTRACTOR's employees do not enter any area of the Airport that they have not been authorized to access.

2.10 Waste Management.

- a. CONTRACTOR shall operate and clean designated waste compactors and recycle bins provided by COUNTY. COUNTY shall provide for removal of the compacted waste and maintenance and utilities for the waste compactors.

- b. CONTRACTOR shall be responsible to police and clean the designated trash disposal area(s) following each trip to deliver and dispose of trash, and activate the compactor as appropriate.
- c. CONTRACTOR shall immediately notify COUNTY any time the compactor(s) are approaching maximum capacity or are not functioning properly, and to report misuses of compactor equipment or poor housekeeping practices of other tenants for corrective action.

3. **REQUIRED REPORTS, RECORDS AND PROGRAMS**

3.1 General.

- a. CONTRACTOR shall furnish a sufficient number of personal computers, tablets, and related devices to managerial and supervisory staff to accommodate administrative, quality control, work requests, accounting and other program functions as necessary to maintain records and data required by the Contract. CONTRACTOR shall provide internet access and e-mail capability to the Local Manager, Assistant Manager, and supervisory staff.
- b. All documentation shall be in a form and detail reasonably acceptable to COUNTY to allow COUNTY to confirm CONTRACTOR's full compliance with all the requirements of the Contract. CONTRACTOR shall furnish COUNTY copies of any such documentation upon request. All data and records shall become the property of COUNTY at the conclusion of the Contract.
- c. CONTRACTOR shall furnish computer generated reports, invoices and documentation as required by the Contract, or as otherwise requested by COUNTY. From time to time additional documentation, reports or changes to their content may be required by COUNTY. CONTRACTOR shall furnish the required information as soon as possible but, in all cases, within thirty (30) days of request unless otherwise agreed in writing by the COUNTY Representative.

3.2 Daily Reports.

CONTRACTOR shall provide the COUNTY Representative with a shift report via e-mail that includes the following information:

- a. A list of names of all employees present for work during each shift.

The area(s) where each employee will be assigned for work during such shift.

- b. A status report on any on-going projects.
- c. A copy of all inspection report(s) for each shift's work.
- d. Any incidents, problems, facilities outages or malfunctions and any other unusual occurrences noted during the previous day.

3.3 Weekly Reports.

CONTRACTOR shall provide the following reports to the COUNTY Representative via e-mail on a weekly basis:

- a. Local and Assistant Manager's Report, which shall include:
 - 1. The Local Manager and Assistant Manager's scheduled work hours for the upcoming week.
 - 2. Employee terminations and hires for the preceding week.
 - 3. Summary of complaints from the preceding week, including name of the individual/entity submitting the complaint and how each complaint was resolved.
- b. Additional Services Progress Report, which shall include:
 - 1. Status of projects initiated as Additional Services assigned and estimated percent of completion.
 - 2. If behind schedule, steps taken to ensure timely completion of Additional Services.
 - 3. Supply, equipment or staffing issues that may impact scheduling.

3.4 Accident, Incident and Damage Reports.

- a. CONTRACTOR shall participate in all accident/incident investigations. Participation shall include dispatching a custodian within fifteen (15) minutes, where applicable, and a maximum response time of one (1) hour, including holidays, for the Local Manager or Assistant Manager to be on site where the accident/incident occurred. CONTRACTOR shall inspect the area as well as all janitorial activities that occurred up until the time of the accident/incident in order to determine if any conditions contributed to the accident/incident. A report shall be provided to the COUNTY Representative and the Airport's Director of Operations within forty-eight (48) hours after the investigation is completed. This report shall provide all of the pertinent information about the accident/incident and the CONTRACTOR's findings.

- b. CONTRACTOR shall promptly notify COUNTY of any incidents or accidents arising out of the performance of Services resulting in property damage or personal injury. Notice will include an assessment of any damage or injury resulting from such incident or accident.
- c. CONTRACTOR shall promptly complete any reporting forms required by COUNTY describing the incident or accident.

3.5 Safety and Job Training Program.

- a. Within thirty (30) days following COUNTY's "Notice of Intent to Award", CONTRACTOR shall provide COUNTY with a comprehensive employee training program ("Training Program") for COUNTY's review and approval. Each employee shall complete initial training as outlined in the Training Program and, at minimum, complete annual refresher training on the duties, responsibilities and technical aspects of their job duties.
- b. CONTRACTOR shall provide each employee engaged in the performance of Services under the Contract with the initial and recurrent training needed to safely, securely, and competently perform the Services hereunder.
- c. CONTRACTOR shall maintain as a part of each employee's employment record an accurate training record, including initial and recurrent training. The training record shall show, at a minimum, the employee's name, date of employment, and the type and date of each training class attended. A copy of the training records shall be made available to COUNTY upon request.
- d. All employee training shall be provided to its employees at CONTRACTOR's sole cost and expense. CONTRACTOR shall give COUNTY a schedule of training classes (before the training is to take place). The COUNTY Representative will provide CONTRACTOR with a room at the Airport (to the extent available) for training activities, and any applicable material regarding Airport rules and regulations, instruction, and procedures for presentation of such information to CONTRACTOR's employees. The COUNTY Representative may attend such classes at their discretion.
- e. At a minimum, each employee shall receive training in the following areas as soon as practical after employment, and when new procedures, methods, equipment or chemicals have been introduced:
 - 1. General orientation, including, but not limited to, the areas of CONTRACTOR's responsibility under the Contract;

2. Introduction to the Designated Work Areas;
 3. Chemicals, safety precautions, Material Safety Data Sheets (MSDS);
 4. Tools and equipment, operations and general safety;
 5. Airport procedures, security, ID badges, keys, passenger assistance;
 6. Restroom cleaning and disinfecting;
 7. Proper use of personal protective equipment (PPE);
 8. Common mistakes;
 9. Floor care and maintenance;
 10. Avoidance of the causes of slips and falls;
 11. Safety issues, compliance with OSHA ACT of 1970;
 12. Blood-borne pathogen safety program;
 13. COUNTY's recycling program and Sustainability Management Plan, as applicable to waste collection and recycling;
 14. Customer service;
 15. Compactor use; and
 16. Requirements related to COUNTY's maintenance of the Airport's Global Bio-risk Advisory Council Accreditation.
- f. CONTRACTOR shall provide, at CONTRACTOR's sole cost and expense, fences, signs, barricades, flashing lights, etc., necessary to protect and secure the work site(s) and ensure that all COUNTY, State of Florida, OSHA, and other applicable safety regulations are met.
- g. CONTRACTOR shall provide, and issue to its employees, all PPE necessary for the performance of the Services at CONTRACTOR's sole cost and expense in accordance with all applicable laws and safety requirements, including, but not limited to gloves, goggles, shoe covers, masks and other similar PPE.

3.6 Inspection Programs.

- a. Quality control inspections and surveillance (announced and unannounced) shall be the responsibility of CONTRACTOR. Inspections shall be performed daily by CONTRACTOR's management and/or supervisory staff to ensure compliance with Contract requirements.
- b. Inspections may also be performed by the COUNTY Representative or other designated representatives of COUNTY. Discrepancies will be reported to CONTRACTOR for correction. In the event CONTRACTOR fails to address a discrepancy on a timely basis, COUNTY, at its sole discretion, may elect to perform the work or solicit for the work to be completed by a third party. COUNTY, in its sole discretion, may elect to deduct costs incurred by COUNTY to perform the work or have it performed by a third party, plus a twenty-five percent (25%) administrative overhead charge, from amounts due to CONTRACTOR under the Contract, or COUNTY may elect to invoice CONTRACTOR for such costs and administrative overhead and CONTRACTOR shall reimburse COUNTY within thirty (30) days of the date of COUNTY's invoice.
- c. All shall be documented by CONTRACTOR using inspection forms developed in coordination with the COUNTY Representative and will include, at a minimum, an evaluation of Services performed in the prior twenty-four (24) hour period.
- d. CONTRACTOR shall maintain a record of all daily inspections performed. Daily inspection reports shall provide factual evidence that continuous quality control inspections have been performed and shall, at a minimum, include the following:
 1. Identify locations where the inspections occurred and times.
 2. Results of inspections.
 3. Location and nature of deficiencies found, if any.
 4. Remedial or corrective actions taken or proposed.
 5. Compliance with the Operations and Procedures Manual and requirements of the technical requirements Contract.
 6. Overall cleanliness rating, including a running record of previous ratings.

7. Inspection reports must be reviewed and approved by the Local Manager or Assistant Manager to ensure the daily inspection report has been satisfactorily completed.
 8. Legible copies of all completed inspection reports will be promptly provided to the COUNTY Representative upon request.
- e. Daily inspection records shall be retained for review by COUNTY for a minimum of five (5) years.
- f. CONTRACTOR shall also provide and maintain the following records:
1. Equipment inventory, conditions, operations and operating techniques;
 2. Inventory of Supplies;
 3. Training records;
 4. Administration and review of the Quality Control Program; and
 5. Environmental and safety compliance.
- g. CONTRACTOR shall maintain all daily inspections and quality control records on site for a minimum of five (5) years.

3.7 Supplies Inventory.

- a. An inventory of all Supplies shall be managed, maintained, procured, replenished, stored, secured, and tracked by CONTRACTOR in an inventory management software system. All inventory shall be the property of COUNTY after purchased and received into stock. CONTRACTOR shall track all inventory purchased and provide an itemized report of its use and final location on a weekly basis to the COUNTY Representative.
- b. CONTRACTOR shall be responsible for keeping an adequate inventory of Supplies required to satisfy the requirements of the Contract, which shall never be less than a thirty (30) day stock of Supplies. CONTRACTOR shall securely store all Supplies on site in designated locations within the Assigned Premises. CONTRACTOR shall be solely responsible for the security of the Supplies. CONTRACTOR shall bear all risk of loss, damage, and theft of the Supplies and shall promptly replace any lost, damaged or stolen Supplies at CONTRACTOR's sole cost and expense.

- c. CONTRACTOR shall provide the COUNTY Representative advanced notice and Material Safety Data Sheet (MSDS) for any proposed chemical changes for approval through the COUNTY's Risk Management Department.

3.8 Tools and Equipment Inventory.

- a. Prior to the Commencement Date, CONTRACTOR shall provide the COUNTY Representative with a detailed equipment inventory, including the date each piece of equipment was put in service, manufacturer name, model number, capabilities and maintenance/warranty schedule.
- b. CONTRACTOR shall be solely responsible for the proper storage and security of all materials, equipment, tools and parts. Tools and equipment shall be properly secured and stored by CONTRACTOR when not in use. CONTRACTOR shall bear all risk of loss, damage, and theft of materials, equipment, tools and parts and shall promptly replace any lost or stolen materials, equipment, tools and parts at CONTRACTOR's sole cost and expense. Damage caused by CONTRACTOR's equipment shall be repaired at CONTRACTOR's sole cost and expense.
- c. COUNTY may elect to provide certain COUNTY-owned tools and equipment for CONTRACTOR's use in the provision of the Services. CONTRACTOR shall be solely responsible for the proper maintenance and security of the tools and equipment. COUNTY, in its sole discretion, may elect to deduct costs of any damage, repair or replacement of COUNTY-owned tools and equipment from amounts due to CONTRACTOR under the Contract for any tools or equipment that are lost, damaged or stolen when under the care and custody of CONTRACTOR, or COUNTY may elect to invoice CONTRACTOR for such costs, and CONTRACTOR shall reimburse COUNTY within thirty (30) days of the date of COUNTY's invoice.
- d. CONTRACTOR shall provide the COUNTY Representative with Equipment Status Report on a monthly basis, which shall include:
 - 1. A current inventory of all equipment.
 - 2. A list of any equipment that is out of service.
 - 3. The duration of each piece of equipment is expected to be out of service.
 - 4. The reason(s) the equipment is out of service.

5. The steps to be taken to minimize reoccurrence (if applicable).
6. The results of the safety inspection before returning the equipment to service.

3.9 Quality Control Program.

- a. CONTRACTOR shall prepare, provide, implement and maintain an effective and proactive Quality Control Program acceptable to COUNTY. CONTRACTOR shall provide a Quality Control Program to the COUNTY Representative for review and approval within thirty (30) days from the Commencement Date of the Contract. The Quality Control Program shall include, but shall not be limited to:
 1. Facility and operational inspection program(s), including standardized inspection forms and checklists for Services to be provided to each of the Designated Work Areas as required by the Contract and Operations and Procedures Manual and standardized inspection forms and checklists for Additional Services.
 2. Designation of employees responsible for conducting quality assurance reviews.
 3. Methods of communicating work tasks to employees, including preparatory meetings in advance of new tasks to ensure coordination.
 4. Plan for documenting and communicating quality assurance activities and discrepancies, internally and to COUNTY.
 5. Plan for maintaining quality assurance records.
 6. Methods for initiating corrective action(s), including procedures for re-inspection to ensure corrective action has been completed, and for preventing recurrences of discrepancies.
 7. Plan for the conduct of self-audits to ensure compliance with the approved Quality Control Program.
 8. Plan for administration and periodic review of the Quality Control Program.
- b. CONTRACTOR shall employ an independent third-party contractor ("Quality Control Contractor") acceptable to COUNTY, in its sole discretion, to conduct periodic reviews/audits ("Quality Control Reviews") of CONTRACTOR's compliance with the approved Quality

Control Program, the Operations and Procedure Manual and technical requirements of the Contract. Periodic reviews/audits shall be conducted by the Quality Control Contractor a minimum of once each Contract Year, or as so often as may be requested by COUNTY. The scope of services, including the methods of conducting the review/audit, items reviewed/audited, deliverables and cost, shall be subject to prior approval by the COUNTY Representative. All reports shall be provided directly to COUNTY Representative with a copy to CONTRACTOR. The cost of COUNTY-approved services provided by the Quality Control CONTRACTOR shall be reimbursed by COUNTY to CONTRACTOR. CONTRACTOR shall fully cooperate with the Quality Control Contractor in the performance of Quality Control Reviews. Upon completion of each Quality Control Review, the Local Manager and Assistant Manager shall meet with the COUNTY Representative to review the results of the report and to develop a corrective action plan for any discrepancies noted.

- c. CONTRACTOR, subject to approval by COUNTY, may make revisions to its Quality Control Program, following prior written notice specifying the details of the changes, which CONTRACTOR deems necessary to maintain an effective Quality Control Program.
- d. If in COUNTY's opinion, the Quality Control Program is not effective, COUNTY may require CONTRACTOR to make modifications to the Quality Control Program and implement any new required measures to correct the deficiencies in the Quality Control Program.
- e. In addition to reviews by the Quality Control Contractor, COUNTY shall have the right to conduct quality assurance reviews of the Services. CONTRACTOR shall fully cooperate in these reviews and CONTRACTOR shall immediately take whatever actions are necessary to correct any deficiencies discovered as a result of such reviews.
- f. COUNTY, either directly or through a third party, shall have the right at any and all times to examine the work, inventory, Supplies, materials and equipment used by CONTRACTOR and to observe the operations of CONTRACTOR, its agents, servants, subcontractors, and employees.

3.10 Sustainability Management Plan (SMP).

- a. COUNTY has implemented recycling initiatives at the Airport, including within the Designated Work Areas.
- b. CONTRACTOR shall support COUNTY's recycling initiatives by ensuring that: (i) all employees are trained on how to identify recyclable

products, items or materials; (ii) employees place such products in appropriate recycling containers located in the Terminal Building and other Designated Work Areas; and (iii) employees transport such products, items or materials to designated recycling areas as assigned.

- c. CONTRACTOR shall be required to collect, sort and package recyclable products, items or materials to the extent required to support the COUNTY's recycling initiatives. The nature and extent of COUNTY's recycling efforts are subject to change, and CONTRACTOR shall comply with all recycling initiatives as may be implemented to ensure the success of such initiatives.
- d. CONTRACTOR shall work with COUNTY to identify sustainable Supplies for the provision of the Services, such as using bio-based products, products containing recycled content, and environmentally friendly products that minimize the use of energy and water. CONTRACTOR shall endeavor to purchase Supplies from vendors that engage in bulk packaging techniques and to select Supplies with minimal packaging to the maximum extent reasonably practicable.

3.11 Restroom Monitoring System.

- a. CONTRACTOR shall ensure that the restrooms in the Public Areas of the Terminal Building are maintained in a neat and clean condition at all times.
- b. Within thirty (30) days of the Commencement Date of the Contract, CONTRACTOR shall provide a system that allows customers to provide feedback on restroom condition to CONTRACTOR in real-time. The COUNTY Representative may grant an extension to this deadline upon request of CONTRACTOR. The system must allow customers to provide feedback via cellular telephone by QR code, SMS and e-mail alerts at a minimum. The system shall be capable of tracking and reporting bathroom conditions and complaints. CONTRACTOR shall provide copies of such reports to the COUNTY Representative on a weekly basis and upon request. CONTRACTOR shall be responsible for the cost of implementing the system, including, but not limited, the provision of any necessary devices, licenses, software, and restroom signage. All signage shall be subject to the prior written approval of the Airport Director or designee prior to installation. Alerts shall be provided to designated management and supervisory staff and the COUNTY Representative to ensure immediate response by custodial employees. CONTRACTOR shall ensure that all customer complaints related to restroom conditions are promptly addressed with a response time of no more than fifteen (15) minutes.

- c. CONTRACTOR shall immediately notify the COUNTY Representative in the event any restroom surfaces or fixtures are damaged, defaced or otherwise not working properly.

4. PERSONNEL

4.1 General Staff Requirements.

- a. CONTRACTOR shall employ a sufficient number of qualified, competent and experienced employees at the Airport to perform the Services in an expeditious and professional manner in accordance with the terms of the Contract and Operations and Procedures Manual.
- b. Employees shall be properly trained and supervised in the provision of the Services. All employees shall be technically qualified to safely and efficiently perform their assigned work. CONTRACTOR shall establish, implement and maintain procedures and controls to ensure its employees comply with all applicable provisions of the Contract and all site-specific rules and practices of COUNTY.
- c. CONTRACTOR shall endeavor to retain the same employees on daily job assignments so they will be thoroughly familiar with the areas and procedures for accomplishment of the work.
- d. All managerial and supervisory employees working at the Airport shall be capable of clearly speaking, understanding, reading and writing in English and must be fully trained on use of assigned communication devices.
- e. Employees of CONTRACTOR shall cooperate with representatives of COUNTY, including the COUNTY Representative, regarding any and all matters pertaining to the Services and/or Contract responsibilities.
- f. CONTRACTOR shall verify the employment history of all persons hired or contracted by CONTRACTOR to provide Services under the Contract. Proof of employment verification shall be provided to COUNTY upon request. All employees shall be required to successfully complete a one hundred eighty (180) day probationary period prior to being offered permanent employment status with CONTRACTOR.
- g. Upon termination or transfer of any employee of CONTRACTOR, CONTRACTOR shall promptly notify the COUNTY's Security Office and the COUNTY Representative in writing of such termination or transfer. CONTRACTOR shall immediately obtain and return to COUNTY's Security Office all identification badges and access devices issued to such employee.

- h. CONTRACTOR shall require all prospective employees to show proof of citizenship, or valid entry permits and/or work permits from the U.S. Customs & Border Patrol evidencing that they are legal aliens eligible to be employed in the United States.
- i. CONTRACTOR shall maintain a drug-free workplace within the meaning of the Florida Drug-Free Workplace Act. No employee shall be hired by a CONTRACTOR for work on the Airport prior to such employee having tested negative for illegal drugs. Such drug test results shall be available to COUNTY for review. In addition, existing employees of CONTRACTOR must be subject to drug testing by CONTRACTOR upon reasonable suspicion of drug use.
- j. A valid Florida driver's license (commercial driver's license, if applicable) is required of all employees operating motor vehicles or motorized equipment on roadways in or around the Airport. Each of the CONTRACTOR's motor vehicles or motorized carts brought onto the Airport shall have CONTRACTOR's business name and/or logo prominently displayed on the doors of such vehicles.
- k. COUNTY shall have the right to require the suspension or removal and/or replacement of any employee, supplier, subcontractor or agent of CONTRACTOR at the Airport.
- l. Employees are expected to satisfactorily perform work assignments within their job scope. CONTRACTOR shall promptly remove any employee failing to perform assigned duties including, but not limited to: (1) unauthorized distribution of written or printed materials on the Airport to the public or other Airport employees; (2) unauthorized solicitation or sales on the Airport; (3) use of profane, obscene, or derogatory language to public, Airport employees or co-workers; (4) sleeping while on duty; (5) dishonesty or willful negligence or misconduct; (6) misappropriation of tools, equipment, chemicals, consumables, and supplies; (7) fighting or violence or any other action interfering with the work of others or service to the public; (8) possession of a weapon, (9) use of threats, intimidation, harassment, or verbal abuse to public, airport employees or co-workers; (10) falsification of records required by the Contract; (11) destruction or abuse of COUNTY's property or equipment or property of a co-worker or public; (12) unauthorized use of COUNTY's property or equipment; (13) theft of property or equipment regardless of value or the owner; (14) being impaired or under the influence of alcohol or non-prescription controlled substances or the use, possession, solicitation, sale, or distribution of alcohol or non-prescription controlled substances; (15) engaging in unbecoming conduct including, but not limited to, actions which reflect unfavorably on COUNTY or the Airport; and (16) failure to comply with any security requirements of the Airport.

- m. CONTRACTOR's employees shall be prohibited from accepting any gratuity from passengers, tenants, customers or any other persons whatsoever using the Airport. CONTRACTOR shall establish, implement, and maintain procedures and controls adequate to prevent any employee of CONTRACTOR from soliciting or accepting any gratuities while performing or while scheduled to perform the Services under the Contract.
- n. CONTRACTOR's employees shall not take breaks or otherwise loiter in any Public Areas of the Terminal Building while on duty or off duty while still in uniform. CONTRACTOR shall instruct its employees to use the break/lunch room whenever practical in order to minimize loitering in the Public Areas of the Terminal Building by CONTRACTOR's employees.
- o. CONTRACTOR shall not solicit or provide any services in the Airport other than the Services to COUNTY as provided for in the Contract, unless otherwise approved in writing by the Airport Director or designee.
- p. CONTRACTOR shall prevent any of its employees from opening, tampering with, using or moving any item of equipment, telephone, storage container, desks or other similar item unless required in the performance of the Services. CONTRACTOR shall prevent employees from entering into any area of the Airport unless required in the performance of the Services.

4.2 Management Staff.

- a. The management of the Services shall at all times be under the direct supervision and control of a full-time, on-site local manager ("Local Manager"). In addition to the Local Manager, CONTRACTOR shall employ a full-time, on-site Assistant Local Manager, who shall be capable of managing the provision of the Services in the absence of the Local Manager. The Local Manager and Assistant Local Manager shall at all times be subject to the direction and control of CONTRACTOR. For purpose of this section, "full-time" means forty (40) hours per week.
- b. No later than thirty (30) days prior to the Commencement Date of the Contract and any subsequent change in such management, CONTRACTOR shall provide to COUNTY for review and approval the resume and qualifications of the candidate proposed to be hired as the Local Manager. COUNTY shall have the right to disapprove the hire of any candidate proposed to be hired as the Local Manager. In such event, CONTRACTOR shall continue to propose other candidates until such time that COUNTY approves of a candidate's hire. The Local Manager's duties and responsibilities shall be limited to only those for which the Contract has been entered into and the Local Manager shall

not be assigned to or in any way be responsible for any other janitorial operation or facility. The Local Manager shall cooperate with the COUNTY Representative regarding any matters pertaining to the provisions of the Contract.

- c. The Local Manager shall meet the following minimum criteria:
1. Be a high school graduate;
 2. Be able to read, write and speak English fluently;
 3. Have a comprehensive and operating knowledge of Microsoft Office;
 4. Have at least five (5) years direct management and supervisory experience over a janitorial staff performing similar Services at a facility of comparable size and complexity;
 5. Have experience with scheduling staff and resolving customer inquiries and complaints;
 6. Be knowledgeable of all applicable OSHA, EPA, and other Federal, State, and local laws and regulations regarding matters that may be encountered in the performance of the Services; and
 7. Be knowledgeable of janitorial procedures and practices.

Preference should be given to candidates with GBAC Academy Training Course(s), ISSA Cleaning Industry Management Standard Certification, Registered Environmental Services Executive, or Environmental Sustainability Professional.

- d. The Local Manager shall be responsible for ensuring the Services are performed in accordance with the requirements of the Contract and the Operations and Procedures Manual, including, but not limited to:
1. The day-to-day performance of the Contract;
 2. Supervision, employee administration, training, routine cleaning scheduling and inspection of all Services;
 3. Compliance with safety requirements;
 4. Financial reporting;
 5. Maintenance scheduling;

6. Developing and updating staffing level plans;
 7. Inventory management;
 8. Providing COUNTY with a monthly inventory report in a form and substance satisfactory to COUNTY;
 9. Providing, maintaining, storing, and tracking all spare parts, tools, materials, consumables, chemicals, and supplies with a computerized maintenance management system; and
 10. Act as liaison with COUNTY on all Contract matters.
- e. The Local Manager, or Assistant Local Manager when the Local Manager is not available, shall be on-call at all times for emergencies and must be capable of reporting within one (1) hour to the Airport in the event of an emergency. The Local Manager, or Assistant Local Manager when Local Manager is not available, shall be available via cellular telephone twenty-four (24) hours a day, seven (7) days a week to COUNTY in the event of an emergency.
 - f. The Local Manager shall be available to discuss performance of the Services or other provisions of the Contract with COUNTY.
 - g. The Assistant Local Manager shall meet the following minimum criteria:
 1. Be a high school graduate;
 2. Be able to read, write and speak English fluently;
 3. Have a comprehensive and operating knowledge of Microsoft Office;
 4. Have at least three (3) years direct management and supervisory experience over janitorial staff performing similar Services at a facility of comparable size and complexity;
 5. Have experience with scheduling staff and resolving customer inquiries and complaints;
 6. Be knowledgeable of all applicable OSHA, EPA, and other Federal, State, and local laws and regulations regarding matters that may be encountered in the performance of Services; and
 7. Be knowledgeable of janitorial procedures and practices.

Preference should be given to candidates with GBAC Academy Training Course(s), ISSA Cleaning Industry Management Standard Certification, Registered Environmental Services Executive, or Environmental Sustainability Professional.

- h. The Assistant Local Manager shall be capable of performing all duties of the Local Manager and shall serve as the primary COUNTY contact in absence of the Local Manager.
- i. CONTRACTOR shall provide COUNTY with the names, addresses, telephone numbers (office and cellular) and e-mail addresses of the Local Manager and Assistant Local Manager who at all times shall be the authorized representatives of CONTRACTOR. CONTRACTOR shall provide prompt notice of any changes to the Local Manager's and Assistant Local Manager's contact information to the COUNTY Representative.
- j. The Local Manager and Assistant Local Manager shall work alternating shifts, to the extent practicable, to increase overall management presence at the Airport.
- k. The Local Manager and Assistant Local Manager shall be assigned exclusively to the provision of Services under the Contract and shall not be assigned to perform functions outside the Airport by CONTRACTOR.
- l. The Local Manager and Assistant Local Manager shall serve as the primary contact for COUNTY and shall coordinate the provision of the Services with the COUNTY Representative. The Local Manager and Assistant Local Manager shall be responsible for promptly addressing any COUNTY concerns regarding the performance of the Services.
- m. CONTRACTOR shall provide a sufficient number of trained, qualified supervisors capable of providing competent supervision of the Services.

4.3 Employee Wages and Benefits.

- a. Notwithstanding any provision of the Contract to the contrary, CONTRACTOR shall abide by all local, state and federal laws and regulations regarding the wages and hours of its employees, including, but not be limited to, the Florida Human Relations Act, the Federal National Relations Act, the Federal Fair Labor Standards Act, the Federal Civil Rights Act of 1964, as amended, and the Americans with Disabilities Act.
- b. In order to ensure CONTRACTOR's ability to hire and retain qualified employees, CONTRACTOR acknowledges and agrees that all

CONTRACTOR's employees, including subcontract employees, shall be paid no less than the greater of: (i) the Living Wage, as annually adjusted and defined in Palm Beach County Living Wage Ordinance, as codified in Chapter 2, Article IV, Division 3 of the Palm Beach County Code, as may be amended or superseded ("Living Wage Ordinance"), notwithstanding the fact the Services are not defined as "Covered Services" as defined in the Living Wage Ordinance; or (ii) Florida's minimum wage rates. Notwithstanding the foregoing, employees continuously employed through the Commencement Date pursuant to the prior janitorial services contract (Janitorial Services for the Palm Beach International Airport, Term Contract, with Triangle Services of Florida, Inc. dba Triangle Services, Contract #17032D), shall be paid no less than their current established wage rates if such rates exceed the minimum wage requirements set forth in this paragraph.

- c. CONTRACTOR shall maintain payroll records and basic records relating thereto for each employee, including any subcontract employees hired by CONTRACTOR to provide Services under the Contract, and shall preserve the records through the Term of the Contract and for a period of no less than five (5) years thereafter. The aforementioned records shall be made available to COUNTY upon request and shall contain:
 1. Each employee's name and address.
 2. Each employee's job title and classification.
 3. The number of hours worked each day by each employee.
 4. The gross wages and deductions made for each employee.
 5. Annual wages paid to each employee.
- d. CONTRACTOR's employee benefit program shall apply to all full-time (thirty (30) hours per week) employees engaged in provision of Services at the Airport, which shall include the following, at a minimum:
 1. CONTRACTOR shall offer eligible employees a health insurance benefit to provide, at a minimum, benefits equivalent to a "Gold Plan" as defined under the Patient Protection and Affordable Care Act of 2010 (PPACA). Coverage shall be deemed adequate and affordable as defined by PPACA and shall be in full compliance. CONTRACTOR's employees shall become eligible for the healthcare coverage the first (1st) day of the month following the employee's first (1st) ninety (90) days of continuous employment. Notwithstanding the foregoing, employees continuously employed

through the Commencement Date pursuant to the prior janitorial services contract (Janitorial Services for the Palm Beach International Airport, Term Contract, with Triangle Services of Florida, Inc. dba Triangle Services, Contract #17032D), shall be eligible for healthcare coverage on the Commencement Date, or on the earliest eligible date for coverage pursuant to CONTRACTOR's healthcare plan. In addition to PPACA, CONTRACTOR shall comply with all applicable regulatory requirements under the Comprehensive Omnibus Budget Reconciliation Act of 1985 (COBRA), and Health Insurance Portability and Accountability Act of 1996 (HIPAA) and any and all additional applicable statutory and regulatory requirements applicable to its employees and employee benefits.

2. CONTRACTOR shall provide eligible employees, who have successfully completed their probationary period, a minimum of two (2) ten (10) hours of paid time off biweekly at the employee's base rate of pay, which may be capped at a maximum of fifty-four point six zero (54.60) hours per year. Paid time off will not be considered "hours worked" and shall be considered to be included in the Fully Burdened Hourly Rates. Upon the expiration or termination of this Contract, CONTRACTOR will pay its employees for any unused paid time off in the employees' final paychecks.
3. Concurrent with submission of the annual budget, CONTRACTOR shall certify and file with the Airport's Deputy Director of Finance and Administration for COUNTY a certification that all CONTRACTOR'S employees for the preceding twelve (12) month period were paid wages satisfying the requirements of the Contract and were offered the minimum employee benefits as set forth in the Contract. COUNTY may also require CONTRACTOR to provide the aforementioned certification upon written request to CONTRACTOR. CONTRACTOR shall provide the certification within fifteen (15) days of COUNTY's written request.
- e. CONTRACTOR acknowledges that the wage and benefit requirements of the Contract are established by COUNTY acting at its proprietary capacity for the purposes of ensuring CONTRACTOR is capable of hiring and retaining qualified employees at the Airport and to reduce absenteeism. CONTRACTOR further acknowledges the wage and benefit requirements are minimum requirements, and CONTRACTOR may establish hourly wages at rates higher than those provided for herein and may provide benefits in excess of those required by the Contract. CONTRACTOR shall require all of its subcontractors providing services hereunder to provide the minimum hourly wages and benefits set forth in the Contract and shall require its subcontractors to maintain the records required by this Section through the Term of this Contract

and for a period of no less than five (5) years thereafter, which shall be made available to COUNTY upon request. In the event of a conflict between the Contract and applicable State and/or Federal regulations related to wages and benefits, the parties acknowledge and agree that the applicable regulations shall prevail; provided, however, the parties acknowledge and agree that the provisions of wages and benefits that exceed the minimum regulatory requirements shall not be deemed a conflict of the Contract unless expressly defined as such by applicable regulations.

- f. CONTRACTOR shall establish an employee incentive program to reward employees who have provided exceptional customer service, actively promoted a positive work environment or continually exceeded job expectations. CONTRACTOR shall offer a monetary and/or tangible incentive awards such as gift cards in an amount not less than fifty dollars (\$50) as a part of the incentive program. Incentive awards shall be given no less than quarterly. COUNTY may nominate employees for incentive awards based on the criteria provided for in this Section.

- g. The wage and benefit requirements of the Contract are intended to be contractual in nature, and not regulatory, and shall not create a private right of action against COUNTY or CONTRACTOR. Furthermore, neither employees nor subcontractors shall be considered third party beneficiaries of the Contract. As of the date of issuance of the RFP, the parties acknowledge and agree that the provisions of the Living Wage Ordinance do not apply to the Contract; therefore, CONTRACTOR's obligation to comply with the wage requirements of the Living Wage Ordinance are based solely on the requirements of the Contract. CONTRACTOR's failure to comply with the wage and benefit requirements of the Contract, including the requirements set forth in Section 4.3.b. above related to payment of a Living Wage, shall be a material default of the Contract, entitling COUNTY to exercise all available remedies, including, but not limited to termination of the Contract, but would not be considered a violation of the Living Wage Ordinance as of the date of issuance of the RFP. Notwithstanding the foregoing, CONTRACTOR acknowledges that CONTRACTOR is required to comply with all applicable laws as now or hereafter amended, including the Living Wage Ordinance to the extent applicable in the future.

4.4 Lost and Found.

CONTRACTOR shall ensure lost items found by CONTRACTOR's employees are immediately turned in to the Airport's Lost and Found Office. If the Airport's Lost and Found Office is closed, items shall be turned in to the Airport Operations Office.

4.5 Scavenging.

CONTRACTOR shall develop, implement and maintain adequate procedures and checks to insure that no employee of CONTRACTOR scavenges any items from any airport(s) buildings, properties, or tenants.

4.6 Theft.

CONTRACTOR shall immediately report to the COUNTY Representative and Airport Director of Operations, any possible theft by CONTRACTOR's employees or any allegations of employee dishonesty. CONTRACTOR shall inform the Palm Beach County Sheriff's Office, in writing, as soon as reasonably practicable, but no later than twenty-four (24) hours of any report, discovery, or investigation of any theft or fraud, or damage to COUNTY or private property. CONTRACTOR shall submit to COUNTY Representative and Airport Director of Operations a report that describes the theft, fraud or damage, the action CONTRACTOR has taken, or intends to take, and, in the case of theft, fraud or deliberate damage by employee of CONTRACTOR, the name and job title of employee who committed the theft, fraud or damage. Theft for the purposes of the Contract, shall include, but is not limited to, intentional falsification of records, including employee records; theft of supplies, chemicals or cleaning products; and theft of any item at the Airport from any passenger, customer, other employee, tenant, COUNTY or any other person whomsoever.

4.7 Limited English Proficiency.

CONTRACTOR shall provide meaningful assistance to employees who may have limited English proficiency, including, but not limited to providing written materials (including employment, disciplinary and training materials) in the primary language of such employees and providing interpretation services when necessary. Assistance may include providing bilingual employees who are willing provide such services or to telephonic interpretation services. Depending on the nature and significance of the communication with the employee, providing access to electronic translation programs and/or applications, such as Google Translate, may also be used as a form of assistance. All bulletins and general information for the benefit of the employees shall, at a minimum, be posted in the English, Spanish and Creole languages.

4.8 Work Stoppage.

If any type of strike, boycott, picketing or work stoppage is directed against CONTRACTOR at the Airport that results in the discontinuance of any of the Services, COUNTY shall have the right during said period to, by itself or by any third party or parties, perform the Services and deduct the cost of

such Services from CONTRACTOR's monthly payment. CONTRACTOR will not be paid for any Services not performed. COUNTY will prorate payments for work completed up until the time of any work stoppage.

5. BUDGET, REIMBURSEMENT, RECORDS RETENTION

5.1 Annual Budget for Reimbursable Items.

- a. No less than one hundred twenty (120) calendar days prior to the start of each Contract Year, CONTRACTOR shall prepare and submit to Airport's Deputy Director of Finance and Administration and COUNTY Representative an annual budget for the anticipated cost of Routine Services and Additional Services at the Fully Burdened Hourly Rates and all items subject to reimbursement under the Contract by COUNTY, including the cost of reimbursable Supplies, the Quality Control Contractor and any subcontracted Additional Services. CONTRACTOR employee hours shall be paid at the Fully Burdened Hourly Rates by category of employee for Routine and Additional Services for each hour worked. Although CONTRACTOR, acknowledges and agrees that CONTRACTOR shall be required to provide its employees paid time off in accordance with the term and conditions of this Contract, paid time off shall not be included in the annual budget since it shall not be considered "hours worked". The costs of specialized equipment and supplies, which are not required for the provision of Routine Services, and subcontracted services required to perform Additional Services shall be estimated, and subject to reimbursement, based on actual costs with no additional markup by Contractor. If the proposed annual operating budget submitted by CONTRACTOR is not approved by the Department prior to the commencement of the new Contract Year, then the annual operating budget for the prior Contract Year shall be used by the parties until a new annual operating budget is approved. All approvals or revisions of the annual operating budget by the Department shall be set forth in writing and shall thereafter be binding upon CONTRACTOR. Any expenditure(s) in excess of the total approved budget shall not be reimbursed by COUNTY and shall be at CONTRACTOR's expense. The Department shall have the right to disapprove specific line items within the annual operating budget. The annual operating budget approved by the Department may be increased or decreased by the Department from time to time, but only to the extent that the Department, in its sole discretion, deems such revisions necessary and appropriate under this Contract. Reimbursable Supplies, include approved chemicals and cleaning products, consumable products such as trash can liners, toilet paper, toilet seat covers, paper cups for water fountains, hand sanitizer, hand towels, toilet seat covers, waxed bags, hand soap, paper towels, and other supplies necessary in

the performance of the Services or as otherwise required to be provided by COUNTY.

The approved annual operating budget shall not include the following costs and expenses (which shall be deemed to be included in the Fully Burdened Hourly Rates), which shall not be subject to reimbursement hereunder:

1. Legal costs and expenses.
2. Home office expenses, including, but not limited to, home office administration, bookkeeping, legal, travel, accommodation and moving expenses.
3. Voice, fax and data communication charges and telecommunications equipment, including internet service and cellular devices.
4. The cost of any required bonds or letter of credit, including, but not limited to, the Performance Security and Airport Security Bond.
5. The cost of any required insurance.
6. The cost and expense of CONTRACTOR-owned tools and equipment required to provide the Services hereunder, including, but not limited to, the repair, maintenance and replacement of such equipment and tools.
7. The cost of any permits and licenses as may be required by any governing authority.
8. Expenses for items utilized for the general convenience of CONTRACTOR's employees, including, but not limited to, office supplies, computers, printers, printer paper, postage, pens/pencils, envelopes, nameplates, personal sanitation and janitorial or pest control supplies or services for administrative offices.
9. The cost of employee benefits, including, but not limited to paid time off, which is considered to be included in the Fully Burdened Hourly Rates.
10. The cost of providing a time keeping system, acceptable to the Department, conveniently accessible by all hourly employees.
11. The cost of employee uniforms, including laundering and replacement.
12. The replacement cost of employee badges.

13. The cost of sanitary napkins and tampons for the vending machines within the Public Areas.
14. Costs arising or resulting from the negligence, disregard, failure, inattention or carelessness of CONTRACTOR or its employees, subcontractors or agents.
15. Any other costs or expenses expressly required to be paid at CONTRACTOR's cost and expense hereunder.

Notwithstanding any provision of the Contract to the contrary, COUNTY shall have the right to directly provide or otherwise supply to CONTRACTOR any supplies, goods or services required hereunder. Reimbursable items, including Supplies and subcontracted services, shall be paid based on the actual cost incurred by CONTRACTOR with no additional markup by CONTRACTOR.

- b. Except during circumstances of bona-fide emergency or sole source supply (as defined in the Purchasing Code), CONTRACTOR shall solicit at least three (3) competitive quotes for any one-time or annual expenditure for any goods or services of more than five thousand dollars (\$5,000), but less than one hundred thousand dollars (\$100,000). Unless otherwise approved in writing by COUNTY, such goods or services shall be obtained from the contractor, vendor or supplier having submitted the lowest quote. Except during circumstances of bona-fide emergency or sole source supply, the procurement of goods or services for any one-time or annual expenditure of goods or services equal to or greater than one hundred thousand dollars (\$100,000) shall be procured through a solicitation process consistent with the requirements of the Palm Beach County Purchasing Code (Sections 2-51 through 2-58 of the Palm Beach County Code), as now or hereafter amended ("Purchasing Code"). All one-time purchases or annual expenditures for goods or services in excess of five thousand dollars (\$5,000) must be pre-approved by COUNTY in writing prior to any purchase commitments. No purchase shall be artificially divided so as to avoid the requirements of this subsection. Requests for reimbursement shall be submitted in accordance with the requirements of the Contract.
- c. CONTRACTOR shall keep, throughout the Term of the Contract, all books of accounts and records customarily used in this type of operation, including, but not limited to, payroll records, invoices for chemicals, supplies and other reimbursable items, and as from time to time may be required by COUNTY, in accordance with Generally Accepted Accounting Principles prescribed by the American Institute of Certified Public Accountants or any successor agency thereto. Such books of accounts and records shall be retained and be available for five (5) years from the end of each Contract Year, including five (5) years following the expiration or termination of the Contract. COUNTY shall

have the right to audit and examine during normal business hours all such books of accounts and records relating to CONTRACTOR's operations hereunder. If the books of accounts and records are kept at locations other than the Airport, CONTRACTOR shall, at its sole cost and expense, arrange for them to be brought to a location convenient to the auditors for COUNTY in order for COUNTY to conduct the audits and inspections as set forth in this section. Failure to maintain books of accounts and records as required under this Section shall be deemed to be a material breach of the Contract. The obligations arising under this Section shall survive the expiration or earlier termination of the Contract.

- d. CONTRACTOR shall submit requests for reimbursement within thirty (30) days of the date of the sales receipt or invoice issued by the contractor, vendor or supplier. COUNTY shall not be responsible for payment or reimbursement of late fees incurred by CONTRACTOR and may deny reimbursement of any expenses that are not submitted within thirty (30) days of the date of the sales receipt or invoice issued by the contractor, vendor or supplier. CONTRACTOR shall provide proof of payment in a format and substance acceptable to COUNTY, which may include, but shall not be limited to, invoices accompanied by original sales receipts or invoices issued by the contractor, vendor or supplier and signed by an authorized officer of CONTRACTOR, certifying that all expenses claimed have been paid by CONTRACTOR. Invoices for Services shall be submitted to COUNTY monthly, or as otherwise directed by COUNTY, and shall be in a format and substance acceptable to COUNTY and shall not exceed the Fully Burdened Hourly Rates established for each category of employee providing Services based on the actual number of hours worked by each employee. Invoices shall include all backup documentation required by COUNTY for determining hours worked and/or costs incurred. Incomplete invoices may be returned to CONTRACTOR for completion prior to processing for payment. COUNTY may utilize any method necessary to verify any purchase or amount claimed on expense invoices. Reimbursement or payment of any disputed item may be withheld until such time, if any, that such dispute is satisfactorily resolved. In the event that an item is disputed, a written notice of such shall be forwarded to CONTRACTOR. CONTRACTOR agrees to diligently pursue the satisfactory resolution of such disputes within such time as may be specified by COUNTY.
- e. CONTRACTOR shall maintain accurate personnel records for all employees and staff working at the Airport, including subcontractor employees, pursuant to the Contract and shall make the records available to COUNTY for examination upon request. The personnel records shall be maintained at the Airport. Personnel records shall include, but shall not be limited to, names and addresses, dates of hire, salaries and benefits paid, background checks, pre-employment drug testing, training received, performance reviews, customer

complaints/compliments, and any disciplinary actions. Such personnel records shall be retained and be available for five (5) years from the end of each Contract Year, including five (5) years following the expiration or termination of the Contract.

- f. CONTRACTOR shall maintain accurate records of all Supplies provided by CONTRACTOR under the Contract and shall make the records available to COUNTY for examination upon request. All records of Supplies, chemicals, cleaning products, consumables and other inventory shall be maintained at the Airport. Such records shall be retained and be available for review by COUNTY upon request for a period of five (5) years following the expiration or earlier termination of the Contract.
- g. All documents and logs produced or supplied by CONTRACTOR for use by COUNTY, including a copy of all work papers of CONTRACTOR shall become the property of COUNTY to be used as COUNTY desires, without restrictions, throughout the term of the Contract as deemed necessary and appropriate by COUNTY. CONTRACTOR shall retain one copy of the aforementioned documentation in the Local Manager's on-site office for a period of at least five (5) years from the creation of the maintenance document or log.
- h. CONTRACTOR shall comply with the warranty and preventive maintenance requirements, as applicable, on all manufacturers' specifications for each item of equipment listed in the Operations and Procedures Manual. All documentation shall be made available, submitted and reviewed by COUNTY.

6. NON-PERFORMANCE

6.1 Failure to Perform.

- a. CONTRACTOR non-performance shall be considered to have occurred when Services are not performed in accordance with the terms, conditions and specifications of the Contract.
- b. In the event of non-performance by CONTRACTOR, COUNTY shall notify CONTRACTOR of non-performance and allow CONTRACTOR to correct such item(s) of non-performance. Corrective action for non-performance shall be approved and completed within twenty-four (24) hours from COUNTY's notification; unless immediate attention is required due to the nature of the non-performance or is within a Public Area of the Terminal Building, then correction shall be required immediately upon notice (i.e., response time of fifteen (15) minutes or less). CONTRACTOR shall provide additional staff at no additional cost to COUNTY to rectify the issues.

- c. COUNTY may correct the item of non-performance by any means it deems necessary. COUNTY, in its sole discretion, may elect to deduct costs incurred by COUNTY to correct the non-performance, plus a twenty-five percent (25%) administrative overhead charge, from amounts due to CONTRACTOR under the Contract, or COUNTY may elect to invoice CONTRACTOR for such costs and administrative overhead and CONTRACTOR shall reimburse COUNTY within thirty (30) days of the date of COUNTY's invoice.

6.2 Liquidated Damages.

The parties acknowledge and agree that failure of CONTRACTOR and its employees to comply with the service and operational standards established by the Contract in the Public Areas of the Terminal Building will result in a loss of goodwill, patronage and negatively impact the Airport's reputation. In the event CONTRACTOR fails to cure a deficiency located within any Public Area of the Terminal Building within one (1) hour, COUNTY may assess liquidated damages in amount of One Hundred Dollars (\$100.00) per occurrence. In the event such deficiency reoccurs within a twenty-four (24) hour period, COUNTY may assess liquidated damages in amount of Two Hundred Dollars (\$200.00) per occurrence. In the event CONTRACTOR fails to timely deliver the annual budget or any report, record or certification required by this Contract, COUNTY may assess liquidated damages in the amount of Fifty Dollars (\$50.00) per day until the annual budget or such report, record or certification is delivered to COUNTY as required. The parties agree that the liquidated damage amounts are a reasonable estimate of the damages to the Airport's goodwill and reputation that would be incurred by COUNTY, and CONTRACTOR agrees to pay to COUNTY liquidated damages in accordance with this Section upon demand by COUNTY. The amount is not intended to be a penalty, but a reasonable measure of damages incurred by COUNTY. COUNTY, in its sole discretion, may elect to deduct liquidated damages from amounts due to CONTRACTOR under the Contract, or COUNTY may elect to invoice CONTRACTOR for such liquidated damages, and CONTRACTOR shall pay COUNTY within thirty (30) days of the date of COUNTY's invoice. The availability of liquidated damages shall not preclude COUNTY from exercising other remedies, such as termination of the Contract, due to default. Nothing in this Section shall be constructed as preventing COUNTY from recovering any direct costs incurred by COUNTY due to CONTRACTOR's default or non-performance.

6.3 Survival.

Notwithstanding the expiration or early termination of the Contract, CONTRACTOR shall remain obligated hereunder to perform any duty, covenant or obligation imposed upon CONTRACTOR hereunder arising prior to the date of such termination or expiration.

EXHIBIT B
CONTRACTOR'S PROPOSAL
Dated May 25, 2023
Contract No. 23-057/MD

(Consisting of 102 pages)



FlagShip™
AIRPORT SERVICES



Palm Beach
INTERNATIONAL AIRPORT

COPY

RFP – 23-057/MD

Due – May 30, 2023

Proposal to Provide Janitorial Services at Palm Beach International Airport

Courtney Wright

405 S. Kimball Avenue, Southlake, Texas 76092

817-999-9295 | cwright@flagshipinc.com



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May 25, 2023

Megan Davis, Senior Buyer
Purchasing Department
50 South Military Trail, Suite 110
West Palm Beach, Florida 33415

Re: Janitorial Services at Palm Beach International Airport

Dear Megan,

Flagship is pleased to submit this proposal to provide janitorial services to Palm Beach International Airport (PBI). Working with Flagship offers the Airport all the advantages of working with one of the leading national airport service providers whose portfolio includes eight J.D. Power Award-Top 10 ranked airports.

Specifically, through its partnership with Flagship, PBI will receive a customized solution that delivers an array of benefits for the company's many stakeholders (employees, management, passengers) including:

- ▶ **Quality Management and Engagement:** Flagship's proven Team Behind the Team (TbT) Program ensures constant proactive support for Flagship's on-site management that allows them to focus on your operations and your passengers' satisfaction. This proven management approach is combined with our real-time, technology-driven quality assurance application, Flagship Intuition, our proprietary janitorial services management tool.

Intuition allows us to track inspections as well as enter and monitor work orders in real time and stay abreast of periodic and special work. Intuition's customized dashboard puts your service KPIs at your fingertips – 24/7/365. This provides consistency throughout the airport giving the passenger a seamless experience throughout their journey.
- ▶ **Proprietary Recruitment and Retention:** Recruiting and retaining quality employees is the key to success for this contract. While retaining existing employees is our top priority, we understand the importance of recruiting new employees as well. Our comprehensive program is designed to recruit and retain employees who are organized, dependable and work well with their teammates. This approach has enabled us to increase our retention rate for new employees by 20% in recently implemented accounts. Flagship believes starting wage of \$15/hour will allow us to not only recruit but retain quality employees.
- ▶ **Customer Service Driven by Technology:** Our frontline staff is an extension of your airport. Our Flagship Ambassador Training program ensures employees will always be in uniform, carry photo identification, and be a smiling presence willing to assist passengers throughout the airport. This passenger experience culture combined with Flagship Intuition ensures we have staff in the right spaces at the right times for exceeding passenger expectations seamlessly. Our ability to provide great airport customer service is demonstrated by the fact that we clean both main airports that support the major Disney theme parks in the U.S., including John Wayne Orange County Airport (SNA), the gateway to Disneyland®; and the Orlando International Airport (MCO), the gateway to Disney World® and Universal Orlando.

In addition, we have included the revolutionary SpaceVac for high dusting up to 30 feet to compliment high reach work to 95 feet as well as touchless customer feedback solution technology which all lead to more cleaning, better communication, and a better passenger experience. Flagship will provide PBI with the same high-quality/high-visibility service that we provide at 25 airports nationwide.

- ▶ **Airport Experts:** Airports are a uniquely challenging environment to clean, requiring constant public access, with no days of closure, and customers are constantly on social media sharing their thoughts about the facility. Flagship has worked at airports for more than 25 years, in both airside and landside areas, and we've developed specific procedures for 24/7/365 facilities.

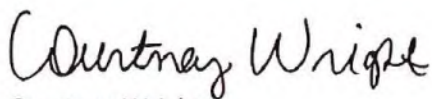
In the past several years, Flagship has successfully transitioned as the custodial service provider at Atlanta, Raleigh-Durham, Denver, San Jose, Seattle-Tacoma, Cincinnati/Northern Kentucky, Louisville, and Oklahoma City Airports. At these airports and more, we brought leadership experienced in creating a painless transition that resulted in higher janitorial quality at a greater value than our national competitors.

Cultural Alignment: Cultural alignment between customer and service provider is one of the key factors in the success of any contract. Flagship does not simply move our staff into the airport, we work hard to understand the Airport's culture, goals, and mission statement. Two different companies operating with a similar set of core values, make for a great partnership.

Flagship will partner with Dammel Cleaning Enterprise Inc. as our MWBE/SBE partner. They will provide coverage on the 2nd shift as well as some 3rd shift project work, which accounts for 21% of the overall contract.

PBI's passengers will benefit from Flagship's proven ability to develop and deliver service plans and systems that provide measurable value in airport environments, both now and in the future, as your facilities service needs evolve.

Sincerely,

A handwritten signature in black ink that reads "Courtney Wright".

Courtney Wright
817-999-9295 | cwright@flagshipinc.com

3.1 Experience/Qualification/Background/ References Information

- 3.1.1 Each proposer must have experience in the successful provision of janitorial services within the preceding five (5) years at no less than three (3) similarly sized (approximately 500,000 square feet of indoor air conditioned space) transportation facilities such as airports, cruise terminals/ports, mass transit facilities that: (i) are open to the public; (ii) have no less than three (3) million customers/passengers/visitors annually; and (iii) require janitorial services in multiple shifts twenty-four (24) hours per day, seven (7) days per week with a staff of no less than thirty (30) full-time employees. Proposer must also have previous experience in cleaning and maintaining terrazzo flooring. Each proposer shall submit an Executive Summary detailing proposer's experience, qualifications, relevant certifications, licenses, and background in the successful provision of janitorial and project services, which shall include, at minimum:

Executive Summary


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

Flagship cleans more large, high-profile airports than any of our competitors in the Aviation Service Industry. Airports are a uniquely challenging environment to clean, requiring constant public access, with no days of closure, and customers are constantly on social media sharing their thoughts about the facility. Flagship has worked at airports for more than 25 years, in both airside and landside areas, and we've developed specific procedures for 24/7/365 facilities.

We feel confident in saying that no other respondent to this RFP will possess the experience of working in an airport environment as Flagship does. We currently work at 25 airports throughout the United States. Flagship started serving those sites marked with an asterisk in the last five years.

- | | |
|---|--|
| * Cincinnati/Northern Kentucky (CVG) | * Ontario International Airport (ONT) |
| * Dallas Love Field Airport (DAL) | ▶ Orlando International Airport (MCO) |
| ▶ Dallas/Fort Worth International Airport (DFW) | ▶ Paine Field (PAE) |
| * Denver International Airport (DEN) | ▶ Phoenix Mesa Gateway Airport (AZA) |
| ▶ George Bush Intercontinental Airport (IAH) | ▶ Phoenix Sky Harbor Int'l Airport (PHX) |
| * Harrisburg International Airport (MDT) | * Portland International Airport (PDX) |
| * Hartfield-Jackson Atlanta (ATL) | * Raleigh-Durham Int'l Airport (RDU) |
| ▶ John Wayne Airport (SNA) | * Salt Lake City International Airport (SLC) |
| ▶ Los Angeles International Airport (LAX) | ▶ San Diego International Airport (SAN) |
| * Louisville Muhammad Ali International Airport (SDF) | ▶ San Francisco International Airport (SFO) |
| * Midland-Odessa International Air and Space Port (MAF) | * San Jose International Airport (SJC) |
| * Oklahoma City International Airport (OKC) | * Seattle International Airport (SEA) |
| | ▶ Tampa International Airport (TPA) |



 Indicates State of Operations

LEGEND

-  Terminal Cleaning
-  Club Cleaning
-  Ramp Operations
-  Concessions Cleaning
-  Ancillary Buildings
-  Airline Support

A T L 	G E G   	M D T 	P H X    	S F O  
A Z A 	I A H   	O K C 	R D U   	S J C  
C V G 	L A X 	O N T 	S A N     	S L C  
D A L 	M A F 	P A E 	S E A 	S N A   
D E N 	M C O   	P D X 	S D F 	T P A   

Client	Passengers	Year Started
Orlando International Airport	52,064,555 million	2014
Salt Lake City International Airport	26,808,014 million	2020
Denver International Airport	69,286,461 million	2021
Phoenix Sky Harbor International Airport	19,100,000 million	2018
San Diego International Airport	15,600,000 million	1997

Industry Certifications, Designations, and Awards

- What industry certifications, designations and/or awards does your company or employees have?

Designations	
Courtney Wright – VP, Business Development Aviation	Facilities Management Professional by the International Facilities Management Association, Airport Business 40 Under 40
Kevin Barton – SVP, Aviation and Janitorial Services	LEED® Accreditation
	IICRC-certified in the inspection, cleaning, and restoration of floor maintenance
Flagship Facility Services, Inc.	ISSA Cleaning Industry Management Standard (CIMS)



During the pandemic, Flagship provided exemplary service that helped our partner airports soar. Flagship-serviced airports received recognition, awards and certificates based on their strong disinfection measures and for protecting the health of passengers.

Here are a few highlights:

- ▶ In 2021, Tampa International Airport was named one of the most hygienic airports in North America by Airports Council International.
- ▶ Denver International Airport, Orlando International Airport, Piedmont Triad International Airport and Paine Field received the 2021 Top 10 Best Airports in USA Today’s 10 Best Reader’s Choice Awards

- ▶ Phoenix Sky Harbor International Airport was recognized for taking preventative safety measures against the spread of COVID-19 and other germs and viruses.
- ▶ Mineta San José International Airport was the first California airport to earn global accreditation status for having the highest levels of cleanliness and safety.
- ▶ In addition to Mineta San Jose International Airport, Flagship helped Harrisburg International Airport, Orlando International Airport and Phoenix Sky Harbor International Airport to earn the Global Biorisk Advisory Council (GBAC) Star Facility Accreditation.
- ▶ The Flagship staff at John Wayne Airport received the 2020 President’s Award for their commitment to excellence and a focus on safety.

Flagship teams transitioned Salt Lake City International Airport twice in the first six months of service in support for their phase one debut of the New SLC Airport, which included a new parking garage, gateway center, central terminal, 25 gates at Concourse A-west and 21 gates at Concourse B-west.

Additional highlights include:

- ▶ Flagship is the custodial service provider to airports In the J.D. Power 2022 top 10 North America Airport Satisfaction Studies:
 - Mega: DFW, MCO, SFO
 - Large: TPA, SNA, DAL, RDU, SLC
- ▶ Skytrax World Airports Award 2022 – Flagship provides custodial services to the top-rated airports, by air travelers around the world:
 - Seattle-Tacoma International Airport #27
 - William P. Hobby Airport #33
 - George Bush Intercontinental Airport #36
 - Denver International Airport #45
 - Hartsfield-Jackson Atlanta International Airport #53
 - Dallas-Fort Worth #72
- Los Angeles #76
- ▶ In March 2021, the Airports Council International named Flagship's client, Tampa International Airport, as one of the most hygienic airports in North America. Only 33 airports in the entire work and five others in North America earned this award.

Flagship’s IDEA (Inclusion & Diversity Employee Action) Group was a finalist for the Diversity, Equity and Inclusion Commitment in the Employee Experience category in the 2021 Employee Communications Awards

- a. A list of proposer’s relevant janitorial services agreements for the preceding five (5) years, including no less than three (3) agreements demonstrating proposer’s satisfaction of the minimum experience requirements set forth in Section 3.1.1 above, which shall include:

The proposer shall not be obligated to submit the required information for more than ten (10) relevant agreements. In the event proposer is a joint venture, proposer shall provide the required information for each entity forming a part of the joint venture, but shall not be obligated to submit the required information for more than ten (10) relevant agreements in total.

Name of each facility;	Denver International Airport
Number of annual customers/passengers/visitors	69,286,461
Size of each facility (total square footage of indoor, air-conditioned, carpeted, tiled, and/or terrazzo space);	3M sq. ft.
Scope of work performed at each facility;	Airport cleaning, carpet and hard floor care, snow removal, Flagship Intuition
Dates of service; and	March 2021 – Present
Number of full-time employees provided at each location.	400+

Name of each facility;	Orlando International Airport
Number of annual customers/passengers/visitors;	52,064,555
Size of each facility (total square footage of indoor, air-conditioned, carpeted, tiled, and/or terrazzo space);	4.2M interior
Scope of work performed at each facility;	Janitorial services to terminals A & B and airside 1, 2, 3 & 4, including corridors, halls, escalators, private GOAA on-site offices, leasehold offices, airline space, gates, jet-bridges, FIS/Customs, two lanes of roadway on three levels adjacent to terminal, the front entrance concrete walkways on three levels, parking garage elevators and lobbies, and essentially all public spaces.
Dates of service; and	September 2014 - Present
Number of full-time employees provided at each location.	465+

Name of each facility;	Phoenix Sky Harbor International Airport
Number of annual customers/passengers/visitors;	19,100,000
Size of each facility (total square footage of indoor, air-conditioned, carpeted, tiled, and/or terrazzo space);	1.92M sq. ft.
Scope of work performed at each facility;	Providing day porters; floor care for hard floors and carpeted areas throughout 3 terminals, the outbuildings and rental car center. All these areas receive service on a 24 X 7, 365 days a year
Dates of service; and	November 2018
Number of full-time employees provided at each location.	300+



Name of each facility;	Raleigh-Durham International Airport
Number of annual customers/passengers/visitors;	11,842,330
Size of each facility (total square footage of indoor, air-conditioned, carpeted, tiled, and/or terrazzo space);	1Msq ft.
Scope of work performed at each facility;	Janitorial for terminals 1 and 2. terminal 1 is a 9-gate facility with approximately 160,000 square feet of total terminal area and accommodates Southwest Airlines at five of those gates. Terminal 2 is a 36-gate facility accommodating American, Delta, United, Alaska, Jet Blue, Frontier, Allegiant, Spirit, Sun Country, and other charter airlines, with approximately 1 million square foot of total terminal area. Between the landside components of terminals 1 and 2 is a multi-story parking garage containing approximately 9,913 spaces (Park Central), with an adjoining lot of approximately 1,359 spaces (Premier Parking)
Dates of service; and	February 2022 - Present
Number of full-time employees provided at each location.	130

Name of each facility;	San Diego International Airport
Number of annual customers/passengers/visitors;	15,600,000
Size of each facility (total square footage of indoor, air-conditioned, carpeted, tiled, and/or terrazzo space);	1.5M interior and 100K exterior
Scope of work performed at each facility;	Provide cleaning services to three terminals, including airside, landside areas, public transportation islands, entrances, concrete walkways, escalators, elevators, gates, jet bridges, public and employee restrooms, break areas, smoking areas, ramp operations areas, administrative offices, and customs areas
Dates of service; and	December 1997 - Present
Number of full-time employees provided at each location.	178+



Name of each facility;	Seattle-Tacoma International Airport
Number of annual customers/passengers/visitors;	45,900,000
Size of each facility (total square footage of indoor, air-conditioned, carpeted, tiled, and/or terrazzo space);	150K sq. ft.
Scope of work performed at each facility;	Janitorial services for zones 2 and 3, airside, food court, concourse, gates, landside ticketing, baggage claim entryways and transportation center
Dates of service; and	July 2021 - Present
Number of full-time employees provided at each location.	100+

Name of each facility;	San Jose International Airport
Number of annual customers/passengers/visitors;	11,333,723
Size of each facility (total square footage of indoor, air-conditioned, carpeted, tiled, and/or terrazzo space);	527,214 sq. ft.
Scope of work performed at each facility;	Flagship provides janitorial services to Terminals A & B, airside and landside; FIS, restrooms, entrances, ticketing, baggage claim; non-public and outbuildings; and fixed/jet bridges 1-36.
Dates of service; and	November 2020 - Present
Number of full-time employees provided at each location.	51

Name of each facility;	John Wayne International Airport
Number of annual customers/passengers/visitors;	11,360,839
Size of each facility (total square footage of indoor, air-conditioned, carpeted, tiled, and/or terrazzo space);	646,000 sq. ft.
Scope of work performed at each facility;	Provide janitorial and portering services for 24/7 environments for terminals A/B/C and service terminals, the administrative building and airport out buildings
Dates of service; and	October 2004 - Present
Number of full-time employees provided at each location.	100+



Name of each facility;	Salt Lake City International Airport
Number of annual customers/passengers/visitors;	25,752,783
Size of each facility (total square footage of indoor, air-conditioned, carpeted, tiled, and/or terrazzo space);	1.5 M sq. ft.
Scope of work performed at each facility;	Service the entire airside & landside terminals including entrances, islands, walkways, ticketing, TSA, gates, jetways, offices, operations areas, public and non-public restrooms, windows, carpets, and hard floors including extensive terrazzo concourses.
Dates of service; and	April 2020 - Present
Number of full-time employees provided at each location.	280+

Name of each facility;	Tampa International Airport
Number of annual customers/passengers/visitors;	21,527,863
Size of each facility (total square footage of indoor, air-conditioned, carpeted, tiled, and/or terrazzo space);	1,095,863 sq. ft.
Scope of work performed at each facility;	Routine and project cleaning services for 24/7 environment - clean 1.1 million square feet of space throughout the Airport's concourses A, C, E and F, including office space, breakrooms, entrances/lobbies, jet bridges, elevators, restrooms, comprehensive floorcare services, including terrazzo, marble, tile, concrete, carpeting, and VCT flooring
Dates of service; and	October 2015 - Present
Number of full-time employees provided at each location.	200



3.1.2 In addition to facility-specific information, proposer should provide a general description of proposer’s experience in the:

- a. Cleaning and maintenance of terrazzo flooring; and

Flagship delivers best-in-class floor care services by hiring experienced floor techs and offering them extensive in-house training. In addition, employees who demonstrate a desire to learn floor care techniques are given an opportunity to be mentored using both internal and external training processes. The expertise of our in-house training department is supplemented by support from our equipment vendors.

We use Institute of Inspection Cleaning and Restoration Certification (IICRC) and Carpet and Rug Institute (CRI) standards as benchmarks to measure the quality of our work, as well as more specialized standards. For example, our terrazzo services are based on The National Terrazzo and Mosaic Association’s standards.

Flagship uses the latest in equipment innovation and solutions based on each facility flooring type. Examples of some of this equipment include Karcher, Diamapro, Lavina and 3M for floor maintenance and polishing. For damaged and cracked tiles, Flagship typically utilizes technician installers that are certified through International Certified Flooring Installers (CFI), this validates the installer is utilizing the most current processes and best-known practices related to installation and/or repair. Flagship follows 3M’s recommended procedures for the maintenance, protection, and restoration of terrazzo floors, including the use of Scotchgard™ Stone Floor Protector and 3M™ Trizact™ Diamond HX Discs, going in sequence: Red, Blue, then Purple.

We have implemented floor care improvements for clients, studying the mix of floor types and working with vendors to determine the proper way of treating each surface. There is no single formula for this; it is a process of trial and error that requires taking the time to find the right mix for each surface.



- b. Implementation of Global Bio-risk Advisory Council (GBAC) Accreditation, International Sanitary Supply Association (ISSA), and Airports Council International (ACI) Airports Health Accreditation, or similar accreditation programs, recycling, and sustainability programs, customer service programs, and innovations.

Flagship has helped, Mineta San Jose International Airport, Orlando International Airport, Salt Lake City International Airport and Phoenix Sky Harbor Airport achieve their GBAC STAR facility accreditation.

San Jose International Airport (SJC), is the first California airport to earn global accreditation status for having the highest levels of cleanliness and safety. During the current pandemic, SJC achieved the distinction according to new recognition from the Global Biorisk Advisory Council (GBAC) and the GBAC STAR™ Facility Accreditation Program.

Flagship participates in the following trade organizations:

- ▶ **ACI (Airports Council International):** Flagship attends ACI conferences to interact with and understand the concerns of more than 300 airports operating in the United States and Canada and nearly 400 aviation-related businesses.
- ▶ **American Association of Airport Executives (AAAE):** Flagship attends the annual conference, interacting with airport management personnel at commercial and general aviation airports, including training, meetings and conferences, and a highly respected accreditation program.
- ▶ **ISSA (International Sanitary Supply Association):** Provides industry information and innovations with cleaning equipment, chemicals, and supplier trends.
- ▶ **IFMA (International Facilities Management Association):** Primary group for facility professionals who share best practices being implemented at their sites – group is resource for people who maintain and service high profile facilities.

LEED Experience

Flagship shares our clients' commitment to sustainability, as demonstrated by our experience in implementing our Green Cleaning program:

San Diego International Airport—LEED Platinum Project

Start: 2007

- ▶ Flagship provided support for the successful effort for the new Green Build to become the first LEED Platinum-certified commercial airport terminal in the world, including the use of battery-powered equipment to reduce energy consumption. Our efforts to increase recycling collection at the airport have helped the airport win the City of San Diego's "Recycler of the Year" award every year since 2007.

San Francisco International Airport—LEED Gold Project

Start: 1997

- ▶ Since 2008, Flagship has provided janitorial services for Virgin America and American Airlines at San Francisco International Airport's iconic Terminal 2, the first airport facility in the U.S. to earn LEED Gold certification. The 640,000 square-foot terminal was built in 1954 and reopened in April 2011 following a two-year, \$383 million renovation and green makeover. Flagship's use of green chemicals and equipment conserves energy and natural resources and contributes points toward the terminal's LEED Gold rating.

Blackbaud—LEED Platinum Project

Start: 2019

- ▶ Flagship provides janitorial services at Blackbaud's 375,000 sq. ft. campus in Charleston, South Carolina. The campus comprises two buildings with one being LEED Platinum certified. These services encompass but are not limited to the following: day porter/matron services, night cleaning, periodic floor maintenance and upkeep, window cleaning, and as needed project work, such as pre/post event set-up and clean-up.

We conduct inspections and meet with the client on a regular basis addressing needs. Flagship provides 100% backup on all services provided that coincide with the invoices for visibility and transparency.

Mercedes-Benz Headquarters in Atlanta, GA – LEED Silver

Project Start: 2017

Samsung Semiconductor HQ in Mountain View, CA and San Jose, CA – LEED Silver

Project Start: 2018

Sustainability

Flagship is committed to ecological practices and employs equipment, training, and techniques that promote efficient product and energy use. We perform periodic green audits at many sites and management actively participates in professional industry organizations such as USGBC, ISSA, and IFMA to ensure they remain always remain up to date on green technology, products, regulations, and best practices.

A successful sustainability program does not just involve ordering the right equipment and tools; it is a comprehensive approach that incorporates training and techniques to promote efficient product and energy use, delivering improvements in indoor air quality while always keeping an eye on the bottom line.

Flagship Ambassador Program

PBI has established itself as a safe and secure, warm, and welcoming environment where airport personnel help passengers find their way around the terminal, advise them on transportation choices, and serve as the first line personnel for security issues. Customer impressions are also influenced by the many non-Airport employees who interact with the public, including concessionaires, airport security, airline employees, taxi/rideshare drivers, and vendors such as Flagship.

Our ability to provide great airport customer service is demonstrated by the fact that we clean both main airports that support the major Disney theme parks in the U.S., including John Wayne Orange County Airport (SNA), the gateway to Disneyland®; and the Orlando International Airport (MCO), the gateway to Disney World® and Universal Orlando.

We have provided support for similar customer service initiatives at other airports we serve such as Tampa and San Diego, and we have received excellent scores from recent customer satisfaction surveys and positive feedback at business reviews.

Flagship custodians participate in our customer ambassador program to ensure they maintain a professional appearance and are always a smiling presence willing to assist passengers throughout the airport.

On shifts where our personnel interact with passengers, our staff are instructed to keep their eyes open for opportunities to assist customers when needed. This training includes suggested language for greeting passengers, interacting professionally, and closing conversations.

Custodians on the first and second shifts carry cards that have maps of the concourse they are assigned to, and they are trained to give directions to lost travelers. We also show staff how to read flight monitors so they can better understand the workflow at the airport. We also adjust our cleaning schedules based on customer traffic patterns to minimize discomfort for passengers.

*3.1.3 Each proposer should submit a minimum of three (3) references demonstrating the successful provision of janitorial services. Each contact person should be informed that he or she is being used as a reference and that the County may be calling them. **DO NOT** list contact persons who will be unable to confirm the information provided in the reference.

Each reference should include the following:

- a. Name of client company, contact names, addresses, e-mail address, telephone/fax numbers, dollar amount of contracts, and dates of service.
- b. Scope of work

Client company	Tampa International Airport
Contact names	Christopher Styles – Airport Operations Manager, Terminal
Addresses	Hillsborough County Aviation Authority P.O. Box 22287, Tampa, FL 33622
E-mail address	cstyles@tampaairport.com
Telephone/fax numbers	(813) 230-4472
Dollar amount of contracts	\$11M annually
Dates of service	October 2015 - Present
Types of services performed	Routine and project cleaning services for 24/7 environment - clean 1.1 million square feet of space throughout the Airport’s concourses A, C, E and F, including office space, breakrooms, entrances/lobbies, jet bridges, elevators, restrooms, comprehensive floorcare services, including terrazzo, marble, tile, concrete, carpeting, and VCT flooring
Number of full-time staff provided.	235

Client company	Orlando International Airport
Contact names	Luis Aviles
Addresses	8652 Casa Verde Road, Bldg. 811, Orlando, FL 32827-4338
E-mail address	Luis.aviles@goaa.org
Telephone/fax numbers	(407) 825-2297
Dollar amount of contracts	South Terminal \$12.5M annually Main Terminal and Concourse \$18.5m annually
Dates of service	September 2014 - Present
Types of services performed	Janitorial services to terminals A & B and Airsides 1, 2, 3 & 4, including corridors, halls, escalators, private GOAA on-site offices, leasehold offices, airline space, gates, jet-bridges, FIS/Customs, 2 lanes of roadway on 3 levels adjacent to terminal, the front entrance concrete walkways on 3 levels, parking garage elevators and lobbies, and essentially all public spaces.
Number of full-time staff provided.	465+



Client company	John Wayne/Orange County International Airport
Contact names	Kevin Flynn - Deputy Airport Director, Maintenance
Addresses	18601 Airport Way, Santa Ana, CA 92707
E-mail address	kflynn@ocair.com
Telephone/fax numbers	(949) 252-6038
Dollar amount of contracts	\$7M annually
Dates of service	October 1997 - Present
Types of services performed	Provide janitorial and portering services for terminals A/B/C, service terminals, administrative building, and airport out buildings
Number of full-time staff provided	100+

3.1.4 Legal/Contractual History. Proposer shall have a history of satisfactorily performing its contractual obligations. Proposer shall have a satisfactory history of complying with laws, regulations, ordinances and permit requirements in the provision of janitorial services.

Flagship has a history of satisfactorily performing its contractual obligations and a satisfactory history of complying with laws, regulations, ordinances, and permit requirements in the provision of janitorial services.

a. Proposers shall provide the name, location and date of any of the proposer's agreements for the provision of janitorial services that have been terminated either voluntarily or involuntarily, within the past five (5) years. Proposers shall provide an explanation of the reason(s) for termination and a contact name, address and telephone number of the other contracting party. A contact person shall be someone who has personal knowledge of the terminated contract. The individual must have been informed that he or she is being used as a contact person and that the County may be calling them. DO NOT list persons who will be unable to answer specific questions regarding the requirement.

Flagship does not have any agreements that have been terminated either voluntarily or involuntarily within the past five years.

~~b. Proposers shall provide a list of any judgments or lawsuits currently pending against the proposer or any lawsuit filed against or judgment offered against proposer within the last ten (10) years. Also list any lawsuits filed by proposer in the last ten (10) years. Proposer shall indicate in their proposal if there are none. (Deleted per Amendment 1)~~

b. Proposers shall provide a list of any judgements or lawsuits pertaining to the provision of janitorial services currently pending against the proposer or any lawsuit filed against or judgment offered regarding the provision of janitorial services against proposer within the last five (5) years. Also list any lawsuits filed by proposer within the last five (5) years. Propose shall indicate if there are none."

Flagship is not subject to any judgments or lawsuits pending that would affect our suitability or our ability to effectively perform the services described in this RFP.

~~e. Proposers shall provide a list of any allegations, claims, investigations or inquiries pertaining to theft or financial mismanagement made within the last five (5) years against the proposer or any of proposer's senior management team listed pursuant to Section 3.3.2 below. Proposer shall indicate in their proposal if there are none.~~
(Deleted per Amendment 1)

d. Proposer shall provide a written statement declaring whether proposer has ever declared bankruptcy, filed a petition in any bankruptcy court, filed for protection from creditors in bankruptcy court, or had involuntary proceedings filed in bankruptcy court and the status of each occurrence. Proposer shall indicate in their proposal if there are none.

Flagship has never declared bankruptcy, filed a petition in any bankruptcy court, filed for protection from creditors in bankruptcy court, or had involuntary proceedings filed in bankruptcy court and the status of each occurrence.

e. In the event proposer is a joint venture, proposer shall provide the above required information (a. through d.) for each entity forming a part of the joint venture.

Flagship is not proposing a joint venture as part of this proposal.

3.2 Operational Plan

3.2.1 Operational Plan. Proposer shall provide an operational plan detailing how services will be performed within the requirements of this RFP and the

Contract (“Operational Plan”). The Operational Plan should include, at a minimum, the following elements:

- a. A narrative detailing how proposer plans to effectively and efficiently perform routine janitorial and project services described in this RFP and the Operations and Procedures Manual (Exhibit D to Attachment 1, Sample Standard Contract).

Airports are a high-pressure environment, requiring constant public access, with no days of closure, and customers are constantly on social media sharing their thoughts about the facility. Flagship has worked at airports for more than 20 years, in both airside and landside areas, and we have developed specific procedures for 24/7/365 facilities.

While developing our service model, we considered the Airport’s scope of services, goals, and the quality levels to which we are committing. This included touring the airport, building out staffing needs for each area and shift, layering in the proper management, support staff, supervision, custodians, and specialty crews. This proposal details our guidance, but in summary, we suggest the following to attain and maintain required, high quality service levels while increasing passenger satisfaction while safeguarding their health and wellbeing:



- ▶ Carefully selected site leadership that is out on the floor touring, providing direction, inspecting quality, is visible to our staff and customers, and shows their commitment to our service team
- ▶ Full-time supervisors available 24/7, to provide the best possible daily over-site and direction ensuring our schedule frequencies and KPIs are being met, checking for timely response to emergency and spills
- ▶ Electronic tracking of all work orders and employee schedules through Flagship Intuition

Flagship Intuition’s real-time access to critical data to provide transparency and access to key performance indicators (KPIs), requests, work orders, schedules, quality audits, etc.

Flagship Airport Services will self-perform most of the services under this contract. We will be partnering with Dammel Cleaning Enterprises, Inc. as our M/SBE subcontractor partner:

- ▶ **Making Carpeting Look Like New:** Many carpets suffer wear and tear from heavy traffic and become dingy over time. Flagship creates customized chemical blends to return them to their original color and extend their useful life.
- ▶ **Hard Floor Care:** A complete floor care program is necessary to combat tracked in soil, continual traffic, and unfortunate spills. Flagship uses effective cleaning products, up-to-date machines, professional procedures, and adequate frequencies to ensure the surfaces display maximum cleanliness and shine.
- ▶ **After-Hours Floor Care:** For many years, we have seen time frames for cleaning at airports shortened because of longer layovers, later departures, earlier flight schedules, travelers arriving earlier to make sure they have time to get through security, etc. In response, we have implemented the latest eco carpet cleaning methods designed to ensure quick cleaning and drying times. At other airports, we use ride-on floor machines to service large terrazzo areas in a short cleaning window.

- b. A description of any innovative strategies to meet the established performance standards, including strategies to maximize staff work output; address peak demand periods; ensure prompt response to immediate service requests; and ensure overall customer satisfaction.

Flagship Intuition is our customized employee performance management, quality control, and inspection platform that simplifies inspections, reporting, and tracking of key performance indicators (KPIs). This includes safety, work orders, complaints, compliments, and cleaning frequency schedules. All daily inspections are performed through this platform using tablets or smartphones, which also allows users to enter and track work orders and stay abreast of periodic and project work in real time. Its customized dashboard puts our service KPIs at your fingertips—24/7/365 and allows management to continually track results and ensure consistency throughout the facility.

Flagship Intuition is built on “AZURE” Cloud Computing with Microsoft BI powering the analytics. Our system is designed to visualize anything by consolidating your data into stunning visuals that automatically update as data is being collected in real time. Information can be viewed in a dashboard or static format. In addition, all data can be exported into numerous reporting formats. A dashboard-style portal gives selected airport staff access to real-time metrics that summarize current performance, including inspection scores, number of work orders, average response time to work orders, etc. The portal also includes a library of useful information, such as recent inspection reports, lists of employees authorized to work at the airport, contact information for key Flagship personnel, and much more:

- ▶ **Cleaning Alerts:** Flagship Intuition’s real-time inspections create cleaning alerts based on inspection deficiencies and allow for instant communication to ensure staff quickly resolve the issue. Customized inspection reports are compiled automatically at contracted frequencies and sent to Airport management in PDF format.
- ▶ **Reporting:** The robust reporting function includes cleaning alert reports, inspection reports, deficiency reports, passenger experience by location reports, inventory reports, and task reports to name a few.
- ▶ **Job Scheduling:** Flagship Intuition's job scheduling module simplifies the creation of weekly/monthly/quarterly work schedules and automatically updates customers about scheduled events by email. It enables us to schedule and track periodic work orders to ensure they are completed at contracted frequencies.
- ▶ **Feedback:** Flagship Intuition enables us to ensure excellent service by tracking our performance and encouraging constructive feedback. The Intuition system can also collect external feedback information directly through our Touchless Feedback solution. The solution uses QR/NFC technology to customize push notifications to individuals, to encourage customer service levels. When levels do not meet standard levels, Intuition automatically creates a cleaning alert to dispatch a cleaner to address the concern. This technology will be included in all public restrooms and gate hold areas to drive passenger satisfaction and confidence.

The following is additional technology that Flagship can provide to help improve your facility’s cleanliness:

- ▶ **High-Reach Dusting** – SpaceVac high-reach dusting system with a camera enables one person to operate the lightweight carbon wand, eliminating the need for a lift and a second employee spotter for most applications. This enables us to perform high reach dusting and vacuuming more efficiently. Time is saved as less setup time is required to move a lift, and it is easier and quicker to perform the work, and it also is less intrusive for passengers who are passing nearby.

Whiz Vac – Whiz is an intelligent vacuum sweeper that handles soft surface cleaning so that janitors can focus on higher-value, more detailed tasks.

- c. A description of sustainability initiatives proposed, including, but not limited to, use of “Green” products and processes, materials and supplies; management, equipment utilization and maintenance programs; and utilization of expert and specialty resources, such as continuously active disinfectants.

Flagship is committed to ecological practices and employs equipment, training, and techniques that promote efficient product and energy use. We perform periodic green audits at many sites and management actively participates in professional industry organizations such as USGBC, ISSA, and IFMA to ensure they remain always remain up to date on green technology, products, regulations, and best practices.

A successful sustainability program does not just involve ordering the right equipment and tools; it is a comprehensive approach that incorporates training and techniques to promote efficient product and energy use, delivering improvements in indoor air quality while always keeping an eye on the bottom line.

Green Cleaning

Flagship is a sustainability leader in our industry and helps clients achieve their environmental goals. Our plan includes the following goals:

- ▶ **Support Airport Waste Minimization Goals:** We participate in airport recycling programs, support terminal-wide recycling initiatives, and police the terminal to make sure that waste, recyclables, and composted materials are properly disposed in designated containers, compactors, or dumpsters.
All waste and recycling containers are clearly labeled, and we use black plastic liners for garbage bins, clear plastic liners for recycling bins, and green compostable bags for compost bins. All employees receive airport waste minimization training, which is enforced by on-site managers and supervisors.
- ▶ **Reducing Airport-Owned and Controlled Greenhouse Gas Emissions:** Flagship uses hybrid cars and low emissions equipment wherever possible.
- ▶ **Environmentally Preferable Products (EPP):** Virtually all chemicals used in day-to-day janitorial service are Green Seal®, ECOLOGO®, or GREENGUARD® certified, except for some heavy floor care products.
- ▶ **Documentation and Standard Operating Procedures (SOPs):** Flagship maintains on-site documentation of all supplies, chemicals, and products that we purchase and use, including manufacturers’ specifications, safety data sheets (SDS), technical bulletins, confirmation of EPP certification, and Standard Operating Procedure (SOP) manuals for proper disposal methods of all cleaning wastes, including floor care stripping wastes, rinse water, and other waste material.
- ▶ **Hazardous Materials, Energy Policies, and Environmental Issues:** Flagship complies with all applicable federal, state, and local regulations. We collect and dispose of all wastewater and other chemical waste generated from cleaning at an approved location, not into the airport’s storm drainage system.

Sustainable Packaging: Flagship is working with suppliers to reduce the amount of packaging associated with delivery of supplies and materials and is encouraging them to use recycled content materials in their packaging wherever possible. By buying products in bulk, we deliver cost savings, and reduce the amount of packaging involved in each product. Virtually all packaging for our supplies and materials is easily recyclable or returnable to the manufacturer for reuse at no additional cost.



San Diego Airport’s Green Build is the first commercial airport terminal in the world to earn LEED® Platinum certification. Flagship cleans this terminal and provided documentation and support to help the airport achieve this historic certification.

d. A description of proposer's plans for implementing a comprehensive Quality Assurance, Staff Training, and Safety Programs, which should include a general description of proposer's:

1. Staff training program, including customer service/satisfaction training components.

All Flagship employees undergo our Onboarding process, which includes a 4-5-hour orientation as well as 40 hours of on-site training. Training includes discussions of site specifics, site-specific hazards, equipment, emergency procedures, and other idiosyncrasies of the site. A checklist is used to ensure that the employee understands each of the key elements they were taught.

Site supervisors also provide ongoing mentorship for each employee and offer spot corrections when they notice employees working inefficiently or engaged in potentially unsafe behaviors.

Standard Training

- ▶ **Employee Orientation:** In-person meeting, immediately after hire in which new employees are instructed in policies, procedures, benefits, and required paperwork is completed.
- ▶ **Pre-Assignment Training:** Facilities and custodial staff are trained in basic techniques after hire and prior to assignment to a specific site.
- ▶ **Initial Site Training:** Offered prior to on-site start date, with spot corrections by supervisors as needed. Covers site-specific challenges such as SOPs, best practices, emergency procedures, etc.
- ▶ **Refresher Training:** Refresher training includes regular seminars on relevant topics in the provision of janitorial services, as well as reminders on the safe use of equipment and chemicals.
- ▶ **Sensitivity Training:** All employees undergo sensitivity training to maintain a work environment free of discrimination or harassment.
- ▶ **Safety Training:** All front-line employees are trained in ways to minimize the danger of workplace accidents and proper procedures to minimize the risk of repetitive stress injury.
- ▶ **Diversity and Inclusion Training:** We have incorporated Diversity and Inclusion (D&I) training into Flagship Academy so all employees will have access to D&I training each year
- ▶ **Equipment Training (2x per year):** Employees receive periodic training in best practices for keeping equipment well maintained.
- ▶ **Vendor Training:** Vendors demonstrate safe and environmentally friendly usage of chemicals and answer questions from custodial staff.

Bloodborne Pathogens: Offered before job assignment, with annual refresher training. Supervisors reinforce the importance of using personal protective equipment in the field.

Specialized Training Programs

Employees receive special training based on the area in which they will be working. We have "Day in the Life" videos that present an overview of a typical day in that role. This provides an overview of our expectations and helps employees determine if they are suited for that position.

- ▶ **Concierge Training:** New employees are instructed in Flagship and client policies, procedures, and benefits. The program puts an emphasis on customer service and safety.
- ▶ **Advanced Specialist Training:** Facilities technicians receive specific training in each of the functions they will be performing.

- ▶ **Floor Care Training:** Hard floor care is one of the most demanding janitorial functions. Floor care specialists are specially trained in techniques for shampooing a carpet, scrubbing a hard floor surface, and performing a strip and wax on vinyl flooring.
 - ▶ **Security Training:** Employees who work in high-security areas such as SIDA (Security Identification Display Area), Federal Inspection Stations (FIS), and Customs are trained in security procedures.
 - ▶ **Technology Training:** We train employees on job sites so that they learn how to interact within the specific environments found in your facility.
- HR Managers Training:** All front-line employees are trained in ways to minimize the danger of workplace accidents and proper procedures to minimize the risk of repetitive stress injury.

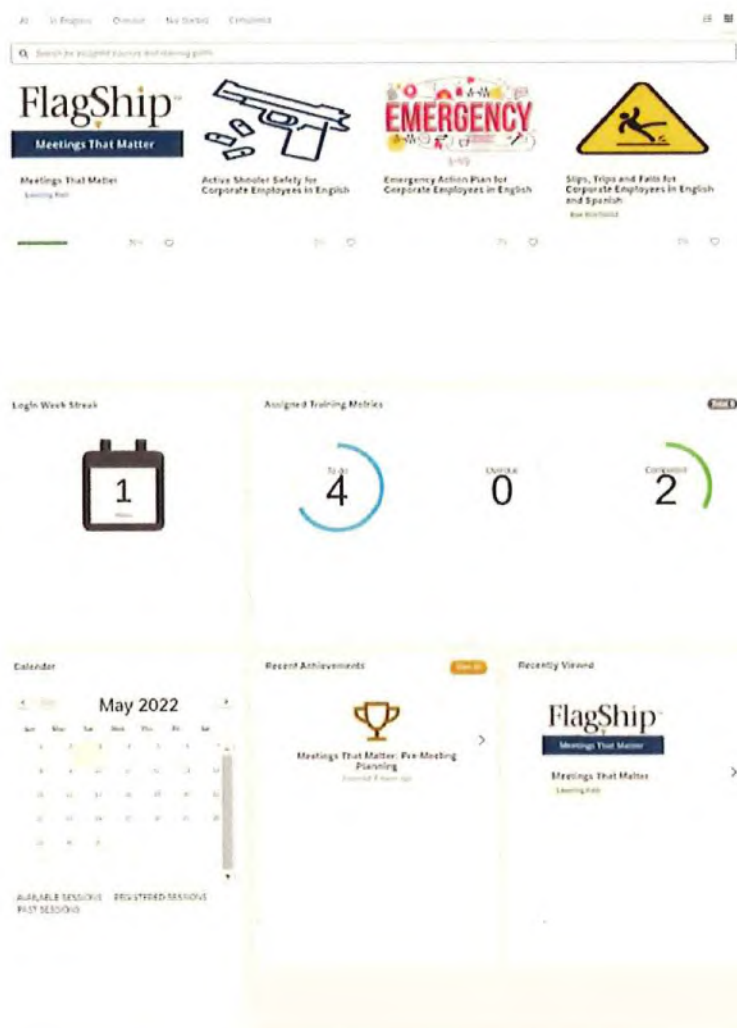
Flagship Academy

Flagship Academy is our application-based training tool. Flagship Academy tracks each employee's completion of training and enables us to generate reports that will be shared with PBI.

Flagship Academy allows employees to access training from their phone, iPad, or computer. The LMS is fed from Workday and training assignments are automatically populated based on job profiles.

The system can autogenerate reports based on user and course metrics, which can be sent directly to supervisors to ensure that their employees are at 100% compliance.

Our New Employee Training must be successfully completed by all employees prior to their assignment. Job-specific training includes skills assessment, lock-out/tag-out, and safety. During the transition equipment and chemical specialists deliver enhanced training.



Training Subjects

Pre-Assignment Training

- Proper lifting
- Vacuuming
- Removal of trash and plastic liner replacement
- Dust mopping and wet mopping
- Wet floor sign usage
- Dusting and glass spot cleaning
- Carpet spotting
- Restroom disinfectant cleaning
- Bloodborne pathogens and use of PPE
- Chemical safety



In-Service Training

- Identification of suspicious packages
- General safety awareness
- Equipment usage and maintenance
- Badging and security
- Working around staff and visitors
- Customer service
- Proactive communication

Technology Training

- Electronic time-keeping time pad system
- Proprietary inspection system
- Periodic work order system
- Work order system
- General computer skills

Leadership Training

Flagship's Comprehensive Leadership Training program comprises the following courses:

- ▶ Blanchard Management Essentials is based off "The New One Minute Manager" by the Ken Blanchard Companies. This course includes:
 - Discover the Essentials
 - Communication Essentials
 - Goal Setting Conversations
 - Redirecting Conversations
 - Wrapping Up Conversations
- ▶ Leading teams "The Disney Way" based off the book *Be Our Guest: Perfecting the Art of Customer Service*.
- ▶ Safety at Flagship: Leading safe teams as part of our monthly safety trainings.
 - Additional support for our frontline leaders to ensure our teams go home safe, every day.



Sample Safety Training Schedule 2023

 General Awareness Authorized Training	
JANUARY	JULY
<ul style="list-style-type: none"> ▶ Emergency Action and Contingency Plan training ▶ Device Distraction 	<ul style="list-style-type: none"> ▶ Portable Fire Extinguishers: Portable Fire Extinguishers: Protecting People and Property
FEBRUARY	AUGUST
<ul style="list-style-type: none"> ▶ Respiratory Protection- Including Appendix D, Respirator a Sure Fit 	<ul style="list-style-type: none"> ▶ Fall Protection Authorized ▶ RCRA Environment Matters: <i>RCRA- Small Quantity Generator</i> ▶ Storm Water Training: <i>Environment Matters Stormwater Runoff</i> ▶ Mobile Equipment Authorized Training (Scissor lift, Forklift)
MARCH	SEPTEMBER
<ul style="list-style-type: none"> ▶ Personal Protective Equipment: <i>PPE Inspect and Respect</i> ▶ Fall Protection General Awareness: <i>Fall Protection: The Right Connection</i> 	<ul style="list-style-type: none"> ▶ Chemical Handling: <i>Chemical Handling Safety Basic Principles</i> ▶ Occupational Noise Exposure: <i>Hearing Protection: Sounds Good to Me</i>
APRIL	OCTOBER
<ul style="list-style-type: none"> ▶ Bloodborne Pathogens Awareness- <i>Just the Facts</i> ▶ Hazard Communication/ Employee right to know (GHS) <i>HazCom in Sync with GHS</i> 	<ul style="list-style-type: none"> ▶ NFPA 30 Flammable & Combustible Liquid storage <i>Chemical Handling Safety: Flammables</i> ▶ SPCC Environment Matters SPCC
MAY	NOVEMBER
<ul style="list-style-type: none"> ▶ Heat Stress training: <i>Heat Stress Code Red</i> ▶ Active shooter: <i>Safety Matters: Active Shooter Preparedness</i> 	<ul style="list-style-type: none"> ▶ Stairs/Ladder safety: <i>Stairways and ladders a safe step</i> ▶ Ergonomics: <i>Ergonomics: Solving the Puzzle</i>
JUNE	DECEMBER
<ul style="list-style-type: none"> ▶ Slips, Trips, Falls: <i>Taking the right Steps</i> ▶ Lifting and Back Safety/ moving furniture <i>Back Safety: Lift Well, Live Well</i> 	<ul style="list-style-type: none"> ▶ Strain and Sprains: <i>Strains and Sprains: Avoiding the pain</i> ▶ Cold stress/ <i>Winter Safety</i>

Flagship Ambassador Program

PBI has established itself as a safe and secure, warm, and welcoming environment where airport personnel help passengers find their way around the terminal, advise them on transportation choices, and serve as the first line personnel for security issues. Customer impressions are also influenced by the many non-Airport employees who interact with the public, including concessionaires, airport security, airline employees, taxi/rideshare drivers, and vendors such as Flagship.

We have provided support for similar customer service initiatives at other airports we serve such as Tampa and San Diego, and we have received excellent scores from recent customer satisfaction surveys and positive feedback at business reviews.

Flagship custodians participate in our customer ambassador program to ensure they maintain a professional appearance and are always a smiling presence willing to assist passengers throughout the airport.

On shifts where our personnel interact with passengers, our staff are instructed to keep their eyes open for opportunities to assist customers when needed. This training includes suggested language for greeting passengers, interacting professionally, and closing conversations.

Custodians on the first and second shifts carry cards that have maps of the concourse they are assigned to, and they are trained to give directions to lost travelers. We also show staff how to read flight monitors so they can better understand the workflow at the airport. We also adjust our cleaning schedules based on customer traffic patterns to minimize discomfort for passengers.

2. Facility inspection plan, including the elements to be evaluated as part of the inspection program; the method of documenting, retaining, and communicating the results of inspections; and the means of initiating corrective actions when the County’s standards are not met.

Flagship’s Quality Control program is a holistic approach to providing janitorial services that permeates every aspect of our work, from the equipment and supplies we purchase to the way that we train and manage our employees. Our program is based on the following principles that ensure that all work is checked carefully and that we always work as an efficient team.

Quality Assurance Inspection Technology

Flagship Intuition is our customized performance management, quality control, and inspection platform that simplifies inspections, reporting, and tracking of key performance indicators including safety, work orders, complaints, compliments, and frequency schedules.



The app provides the tools needed to complete not only cleaning inspections, but also maintenance and fire/life safety inspections, which may be provided as an add-on item.

Inspectors walk the facility with a tablet in hand, noting the location of each defect, assigning a numeric grade based on severity, and attaching digital photos.

Customized inspection reports are compiled automatically at contracted frequencies and sent to Airport management in PDF format.

A dashboard-style portal that gives selected airport staff access to metrics that summarize our current performance, including inspection scores, number of work orders, average response time to work orders, etc.

The portal also includes a library of useful information, such as recent inspection reports, lists of employees authorized to work at the airport, contact information for key Flagship personnel, etc.

Flagship Intuition’s job scheduling module simplifies the creation of weekly/monthly/quarterly work schedules and automatically updates customers about scheduled events by email. It enables us to schedule and track periodic work orders to make sure they are completed at contracted frequencies.

Flagship Intuition enables us to ensure great service by tracking our performance and encouraging constructive feedback.

Custodians use mobile devices to check in every time they clean high-traffic areas such as restrooms. We then compile reports that show how often these facilities are cleaned and adjust frequencies in response to flight schedules.

Flagship Intuition records inspections, generates reports, tracks work orders and periodic work, and tracks customized key performance indicators.



3. Program(s) for performing initial intake, recurrent, and safety training of the janitorial staff, as well as a general description of proposer’s overall Safety Program, including training program elements related to the scope of services to be performed, elements of the program to promote a safe and efficient work environment for janitorial staff, and for ensuring practices that promote the safety and mitigation of risk while performing routine and project janitorial activities in the designated work areas. Proposers should include any safety awareness and incentive programs and method(s) for record-keeping and documentation of employee training on OSHA, Blood Borne Pathogens, and other required safety programs, and the frequency of each training program.

Flagship’s Safety Program is designed to create an integrated safety organization that helps prevent injuries by increasing safety awareness and encouraging dialogue between employees at all levels of the organization. Specific procedures include the following:

- ▶ **Front-line Staff Safety Training:** All front-line employees participate in periodic training sessions, which are led by vendors, HR representatives, supervisors, operations managers, and other individuals with specific insight into techniques and equipment that can be used to lower the risk of injury.
- ▶ **Monthly Supervisors Safety Training:** All supervisors undergo refresher training each month, led by the safety manager or HR representatives of each region. Attendance is checked by our Safety Department each month using sign-in sheets.
- ▶ **Statistical Analysis:** Flagship tracks each supervisor’s safety record on a monthly basis and supervisors receive cash incentives for maintaining a safe workplace. The goal is to encourage supervisors to address potentially risky situations in the workplace.

Identification of At-Risk Employees: On a monthly basis, supervisors are required to report at-risk employees to our corporate safety manager and HR representatives. Supervisors look for warning signs such as chronic complaining, poor attitude, or an inability to maintain their workspace. In many cases, these problems can be addressed by modifying the employee’s work duties or through improved communication.



Flagship's safety program includes the following:

- ▶ A formalized documentation system for ongoing training
- ▶ Annual training calendar
- ▶ Customized training modules for each site.
- ▶ Job Safety Analyses that break down required tasks to determine potential hazards and recommended safe procedures to complete those tasks

Training modules focus on each employee's specialty area and give them opportunities for advancement.

Our general training topics cover safety, cleaning skills, customer service skills, and security. We continually monitor critical factors such as training comprehension, task capability, employee satisfaction, and how we hire.

All front-line staff regularly undergo refresher training in avoiding exposure to bloodborne pathogens and hazardous materials. In those training sessions, employees are instructed to follow a series of protocols, such as the use of facemasks, non-sterile disposable gloves, and EPA registered disinfectants.

Flagship's safety team ensures implementation of all our safety programs. During the transition, a safety team member is on-site to train staff and makes quarterly site visits to ensure our programs are being completed by our on-site Human Resources staff and managers.

Safety does not just mean reduced accident rates or procedures that minimize the risk of slipping and falling. For employees and visitors to feel truly safe, it is essential that each member of our staff serve as an extra pair of eyes and ears if they see a suspicious package or notice an intruder. We are all in this together.

Managers attend weekly safety/operational meetings. We believe in the train-the-trainer approach in which the contract manager is then responsible for sharing the information learned in this meeting with on-site staff and supervisors.

We also hold weekly safety chats for front-line employees, including safe use of chemicals, safe lifting, and other relevant topics.

Flagship Safety KPIs

The performance of each of Flagship's supervisors is measured based on the following specific KPIs for safety:

1. Completion of On-the-Job (OTJ) Safety Orientations—Supervisors conduct a new hire orientation (1.5 to 2 hours plus) on an employee's first day that encompasses the following:

- Proper training on how to use equipment effectively and safely
- Safe handling of chemicals
- Personal protective equipment requirements
- Building-specific emergency response procedures
- Other OSHA mandated safety training

Initial on-boarding includes a one-hour video that cover the basics of company safety programs, including (for example):

- | | |
|----------------------|---------------------------|
| Safe behavior | Bloodborne pathogens |
| Injury reporting | Disciplinary policy |
| General safety rules | Drug and alcohol standard |

2. Completion of Required Staff Training—Front-line employees complete monthly regulatory training per OSHA standards, as well as weekly toolbox talks. Supervisors must submit training sign-in sheets to the corporate EHS Department which logs employee training into a training database and archiving the documentation.

3. Completion of Post Injury/Incident Investigations—Once an incident is reported to the corporate safety department, the responsible supervisor is required to complete an investigation using the “5-why” investigation technique to identify basic/root cause(s).

4. Completion of Corrective Actions—Based on the findings of the root cause analysis, the supervisor must identify what corrective action(s) need to be implemented and completed in a timely manner (based on a risk analysis process) for the purpose of mitigating or eliminating the cause of the incident. This may include the following:

Additional training (such as slips, trips, and falls, proper lifting, etc.)

More effective administrative and engineering controls of an unsafe condition

Correction of an unsafe act/behavior. Corrective actions may also include follow-ups from safety inspections and audits

Flagship does not directly offer financial incentives to promote safe working conditions and operations because they may unintentionally provide employees an incentive to not report injuries. Flagship does offer incentives that promote worker participation in safety-related activities, such as identifying hazards or participating in investigations of injuries, incidents or “near misses.” At some locations, we hold a recognition party to mark milestones such as a certain number of months without a reportable incident.

- e. A detailed description of proposer’s transition plan for the assumption of janitorial services to ensure a seamless and uninterrupted level of service. Include a description of the type of support the transition teams will have, the timelines involved, and how hiring and training will be implemented. The successful proposer has the prerogative to select members of its workforce. Without impinging upon that prerogative, and the rights of proposer as the sole employer, the County strongly encourages, but does not require, the selected proposer to consider workers from the incumbent contractor to fill vacant positions for which such workers are qualified. The selected proposer shall notify all existing employees, including subcontract employees, applying for a position with the selected proposer not less than fifteen (15) days prior to the commencement of this Contract whether or not they will be hired to provide services under this Contract. The selected proposer shall be required to coordinate with the incumbent operator and the County to ensure an orderly transition of the workforce.

The Transition plan defines key milestones to ensure that the entire team is hired, badged, and trained by the start date without disruption to your operations. Numerous walk-throughs are conducted to verify the scope, benchmark against other clients, ensure enough equipment and chemicals are ordered, and develop quality control standards. These walk-throughs also confirm job costing and help us to establish labor schedules for managers, supervisors, and HR staff.

Meetings with customer representatives include a formal kickoff meeting as well as numerous other discussions to help clearly define goals and service milestones and agree on common quality control standards.

The Transition plan is maintained online so that all team members have immediate access to documents that record each action item, who is assigned to do it, and when it is due.

Transition Highlights

Initial Meeting

PBI and Flagship management meet prior to starting work to identify specific problem areas not previously discussed, to establish a 24-hour channel of communication, and to define compliance issues and regulations.

Staffing

Start Smart, End Smart - Flagship's comprehensive hiring process - includes talent acquisition, right to work verification, background screening, and initial and ongoing training processes.

For clients with an existing service provider, Flagship meets with the current cleaning and maintenance staff to explain the new contract arrangements and to discuss how this affects each worker's position. We are open to retaining current employees, provided they pass our required background screening and training process.

Site Walks

The Transition team performs an initial site walk to familiarize themselves with the following:

- Specifications
- Security
- Lighting and energy reduction programs
- Water conservation programs
- Safety regulations
- Time frequencies
- Waste disposal systems
- Hot spots that need special attention

Our training manager also does a site walk to identify any special characteristics of the site that need to be incorporated into our training module for site personnel.

Joint Inspection

A step in the transition is completing a joint inspection between PBI representatives and Flagship to calibrate our impressions of the condition of the facility as of start date. This gives us a baseline upon which to base all subsequent metrics. Frontline personnel also perform a site walk, as we assume service, so that we can identify problem areas and train them in their specific responsibilities.

Support Team

Additional account management and supervision is provided during the transition period that remains on site if necessary, to ensure performance of work, systemize the cleaning maintenance, and stabilize the workforce. Additional supervision is provided at no cost.

Transition Meetings

Regularly scheduled meetings are held between PBI's designated representative(s) and Flagship management during the initial transition to ensure the required level of service is being consistently reached.

HUMAN RESOURCES	
Identify HR Business Partner	
Company intro/letters to incumbent staff	
Job descriptions	
Frontline recruiting/application processing	
Conduct background checks	
Meet & greet with incumbent staff	
Identify training requirements and prepare training materials	
Flagship Introduction & Approved Meeting Schedule with Interested Letter of Intent/Offer Letters	
Onboarding with Flagship	
Payroll processing	
Training - frontline & leadership	
Training - supervisors & above	
Specialty crew	
Establish on-call list	
Time keeping training	
FINANCE	
Budget - transition travel forecast	
Budget - transition equipment	
Budget - equipment forecast	
Assist in vehicle purchases	
Asset tags	
Set up forecast model	
Billing Process	
SAFETY	
EH&S Alignment Meeting w/PBI's EH&S Department	
Set up safety program	
Safety Training Schedule	
Site safety assessment/training	
Set up driver safety program	
OSHA Log	
INFORMATION SYSTEMS	
Establish relationship with PBI IT	
Portal set-up	
Site overview and needs analysis	
Set-up QR codes	
Payroll/timekeeping/employee check	
Inspection program-mapping, system set-up, training	
Equipment ordering	
Copiers/phones/furniture/fax as necessary	
Equipment installation	
Systems training	
GO LIVE!	

f. A description of proposer’s plan for maintaining Palm Beach International Airport’s (PBI) GBAC Star and ACI Accreditation status.

Flagship has helped, Mineta San Jose International Airport, Orlando International Airport, Salt Lake City International Airport and Phoenix Sky Harbor Airport achieve their GBAC STAR facility accreditation.

Flagship understands what is required to achieve and maintain GBAC Star and ACI Accreditation and will work with PBI staff to ensure both are retained for the coming years.

We will work closely with PBI on many items of the 20 Program Elements that are required such as the SOP’s, Tools & Equipment, Cleaning & disinfection chemicals, inventory control & management, PPE, waste management, personnel training, and emergency preparedness. Flagship is happy to share our recommendations for a successful accreditation.

g. A description of proposer’s cleaning processes and procedures and any proposed changes to the Operations and Procedure Manual (Exhibit D to Attachment 1, Sample Standard Contract) including, but not limited to:

1. Proposed changes to staffing levels,

Flagship will staff with one site manager and one assistant manager. There will be one supervisor per shift to ensure 24/7 coverage. Our first shift and second shift will have 13 custodians in non-peak months and in peak season we will add an additional two custodians for the 1st and 2nd shifts. The third shift will comprise 15 cleaners and 6 floor/project utility crew. Based on traffic counts, square footage, and airport best practices we believe this is the staffing levels necessary to meet your frequencies and KPIs.

1. Shift hours,

We staff with overlap to ensure coverage in all areas at shift change, so that staff working in remote airside can be there before the other shift departs.

The following are our recommendations for the main three shifts:

- 6:00 a.m.–2:00 p.m.
- 2:00 p.m.–10:00 p.m.
- 10:00 p.m.–6:00 a.m.

A few staff do swing over two shifts when needed for scheduling purposes. Staff take two 15-minute breaks and one 30-minute lunch. Supervisory and cleaning staff are scheduled 24 hours/day, 365 days/ year.

2. Equipment,

All the equipment on this page comes from Kärcher, the world’s largest manufacturer of cleaning equipment, and offers superb cleaning performance as well as the advantage of preferred pricing.

Backpack Vacuum



The quiet operation of this 10-quart unit makes it ideally suited for day cleaning and the large filter bag provides extra capacity for additional productivity. Attachments stow on the harness for easy accessibility. Ergonomically designed for operator comfort.

Floor Burnisher



Dust is collected in disposable paper bags for a healthier work environment. Floating handle enables the unit to maintain a constant floor pressure. Built-in power supply eliminates the need for belts and gears that require servicing.

Polisher



Built for high performance and longevity. Ideal for stripping, scrubbing, spray buffing, sanding, and bonnet cleaning.

Wet/Dry Vacuum



Wet/dry vacuum offers efficient water pickup with its unique 28" front-mounted and self-adjusting squeegee assembly. Unique 18-gallon capacity tank is designed to empty without the need for tipping and offers easy mobility for medium to large jobs in a variety of locations.

Carpet Extractor



Designed for exceptional maneuverability in small areas and provides excellent recovery for faster drying times. Its all-in-one controls and ergonomically designed handle simplify use and increase operator comfort.

Air Blower



Easily transportable, with wheels and an ergonomic handle. Powerful air blower ensures a fast dehydration time. Cleans up water damage in buildings.

Upright Vacuum



This powerful two-motor vacuum includes a HEPA filter, rubberized wheels for carpet or hard floor vacuuming, and an articulating head for superior maneuverability. Ergonomic carrying handle for easy transport.

Bucket and Wringers



Simplifies mopping by enabling janitor to fill the mop and wring it out in the same handy portable mechanism.

Floor Sign



Janitors are required to use warning signs when working around the public to caution them about the dangers of slips and falls from wet floors.

Mops



Mops made of synthetic fibers add considerable strength and reduce the “break in” period. Different colors are used for specific applications.

Simplifies mopping by enabling janitor to fill the mop and wring it out in the same handy portable mechanism.

Whiz Vac Autonomous Vacuum



Whiz Vac is an intelligent vacuum sweeper that handles soft surface cleaning so that janitors can focus on higher-value, more detailed tasks.

High Dusters



Extendable reach up to 20 feet.

Janitors are required to use warning signs when working around the public to caution them about the dangers of slips and falls from wet floors.

Janitor Cart



Enables custodians to multi-task and offers easy access to tools needed to perform cleaning duties.

3. Supplies,

Product Description

Paper Supplies

Towel Multifold 1PL White Scott 16 PKS/250/CS	Towel Roll Center Pull 6 rolls/320SHT/CS
Towel Roll Enmotion Bro GP 6 RLS/700'/CS	Towel Roll Enmotion White GP 6 RLS/800'/CS
Towel Roll Kleenex White 6 RLS/600'/CS	Towel Roll Universal Non EMB 12 RLS/800'/CS
Cover Seat 1/2-Fold C.S. Renown 20 PKS/250/CS	
Tissue/TP 2ply White Optima 96RLS/500 SHT/CS	Tissue/TP 2ply White Cottonelle KCC 60 RLS/451 SHT/CS
Tissue/TP 2ply Jumbo White KCC 12 RLS/1000'/CS	Tissue/TP 2ply White Compact GP Coreless 36/1000SHT/CS
Tissue/Face 2 ply White 30PKS/ 100 SHT/CS	Tissue/TP 2ply White KCC 80/550 SHT/CS

Liners

Liner HD 24X24 6MIC Natural 20/50/CS	Liner HD 24X33 6MIC Natural 20/50/CS
Liner HD 24X33 8MIC Natural 20/50/CS	Liner HD 33X40 16MIC Natural 10/25//CS
Liner HD 40X48 12MIC Natural 10/25/CS	Liner HD 40X48 16MIC Natural 10/25/CS
Liner LD 33X39 1.3ML Red Bio 250/CS	Liner LD 40X46 1.3ML Red Bio 100/CS
Liner LLD 33X40 1.0ML Compost 25/8/CS	Liner LLD 42X48 1.0MIL 55GL Compost 20/5/CS
Liner 43X47 0.9 MIL Hercules Black 5/20/CS	Liner 40X46 0.9 MIL Hercules Black 5/20/CS

Soaps/Sanitizers

Purell Sanitizer Hand Instant Foam TFX 2/1200ML	Soap Hand Foaming Betco 4 GL/CS
Soap Hand Green Seal Liquid 4 GL/CS	Soap Hand Pink Satin 4 GL/CS
Softsoap Hand Soap LIQ W/ALOE 4 GL/CS	Coconut Hand Soap White C.S. 4GL/CS
Detergent Dishwasher Cascade Powder 6/48oz/CS	Detergent Dishwashing Palmolive 20/10oz/CS

Deodorizers

- Deodorizer Clean-Zyme Lemon 4 GL (for drains)
- Deodorizer Urinal Screens Eckos Mint with Spikes 12/BX
- ▶ Deodorizer Urinal Screens Wave 6/10/PK

Miscellaneous Restroom Items









Urinal Disposable Floor Mat 6/CS	Napkin Sani #4 Naturelle 250/CS
Playtex Tampon Sani Gentle Glide 500/CS	Disinfectant Lemon PopUp Wipes 6/75/CS

These are the products we provide most often. However, Flagship can provide many other products for use in and around your facility such as trash/recycle containers and entrance mats. Please ask us if we can recommend or find any facility product that will allow you to better serve your customers.


4. Chemicals,

Flagship uses the SC Johnson Professional® line of cleaning products. The SC Johnson Professional purpose is to bring innovative, quality products and services to professional markets with outstanding performance that respect the environment, create efficiencies, reduce inventories, simplify training, and provide a positive user experience. This is built on a deep understanding of customer needs and a vision for 'rethinking the professional experience' with the user in mind.


Floor and General-Purpose Cleaners

 <p>SC Johnson Professional® fantastik® Max Power Cleaner Degreaser An all-purpose problem solver that is specially formulated to dissolve grease, grime, and dirt. Formulated to be used indoors and outdoors to remove grease, crayon or marker, adhesive stickers and even heel marks.</p>	 <p>SC Johnson Professional® Ready-To-Use Crème Cleanser Cleans and deodorizes restroom fixtures, glazed porcelain, ceramic tile, and fiberglass. Excellent for removing stubborn spots, build-ups, hard water deposits, soap scum and more.</p>
 <p>Coverage® Spray TB Plus 21% Isopropyl Alcohol and Quaternary Ammonia blend Broad spectrum surface disinfectant</p>	 <p>Quaternary Disinfectant Cleaner One-step cleaner and disinfectant for use on non-porous surfaces in hospitals and healthcare facilities</p>
 <p>SC Johnson Professional® Ready-To-Use Calcium Lime Rust Remover Formulated to effectively remove calcium, lime, rust, hard water film, iron stains and other scale from metal and plastic surfaces.</p>	 <p>Acid Toilet Bowl Cleaner cleans, disinfects, deodorizes, antibacterial, anti-microbial The thick formula coats toilet bowl surface. Quickly eliminates rust, lime, and uric acid deposits. Will not harm septic tanks.</p>
 <p>SC Johnson Professional® Hyper Concentrate Floor Stripper LOW ODOR Non-Butyl/Non-Ammonia A high-performance concentrate for fast, efficient removal of most water-based polymer floor finishes. Low odor, non-ammonia, non-butyl formulation enables floor stripping procedures virtually anytime, anywhere, without disruption to facility operation.</p>	 <p>SC Johnson Professional® Ready-To-Use Multi-Surface Floor Finish Plus Sealer SC Johnson Professional® Multi-Surface Floor Finish Plus Sealer with FlexiFilm Technology™ is extremely tough, highly repairable and exhibits aggressive adhesion on most flooring substrates. With excellent resistance to scuffs, black heel marks, and dirt embedment, gloss level is quickly restored with multi-speed buffing. This is a versatile finish that is user-friendly - easy to apply and easy to strip, with a light fresh scent.</p>


Carpet Cleaners



SC Johnson Professional™ Carpet Extraction Cleaner Concentrate is a powerful, low foaming, soil extraction formulation for quick soil removal, malodor counteraction, and carpet brightness, to achieve superior carpet appearance.



SC Johnson Professional™ Ready-To-Use Carpet Spotter
An excellent general carpet spotter that is also effective against tougher stains such as paint, oil, and grease. This high-performance formula surrounds, lifts and suspends soils for quick removal of stains, without leaving the carpet tacky.



SC Johnson Professional® Defoamer
Reduces inefficiencies associated with foaming problems in recovery tanks of wet vacuums, carpet extraction equipment and automatic scrubbers.


TruShot 2.0

The TruShot 2.0® Mobile Dilution Dispensing System provides optimized dilution delivery.


The no-spill, 10-oz. concentrate cartridges snap directly into the trigger dispenser and the pre-labeled cartridges help you comply with OSHA requirements.

Using high-quality SC Johnson Professional® hard surface chemistries, this patented system simplifies dilution dispensing and delivers from 13 to 43 in-use quart equivalents depending on cartridge.


The color-coded and easy-to-read cartridges simplify compliance, reduce off-label usage, and deliver the comparable clean of up to 43 in-use quarts.

TruShot 2.0® Glass & Multi-Surface Cleaner
A concentrated multi-surface cleaner in a portable, no-spill, 10 fl. oz. cartridge.




TruShot 2.0® Multi-Surface, Restroom Cleaner & Disinfectant
Use in public facilities, schools, hotels, and businesses and office buildings.



TruShot 2.0® Power Cleaner & Degreaser
Effectively removes adhesives, oils, grease, baked-on oven soils, dirt, and grime. Powerful non-butyl, alkaline formulation with soil-lifting surfactants for exceptional cleaning. Ideal for a variety of hard non-porous surfaces such as walls, sinks, countertops, cabinets and glass surfaces and exterior surfaces of kitchen equipment.

TruFill® Dispensing



TruFill® Heavy Duty Neutral Floor Cleaner
Part of SC Johnson Professional® TruFill® Dispensing System
Concentrated floor cleaner in a portable, no-spill, 2 L. cartridge. Our integrated metering system in each cartridge provides worry-free dilution delivery. Delivers up to 271 in-use gallons.
Use along with the TruFill® dispenser head and TruFill® hose.





5. Routine tasks,

To ensure that every Flagship employee delivers a quality service that is compliant, secure, and safe for our customers assets, their passengers, and the public, Flagship has documented aviation service policies, procedures, and training programs that our airport leadership complies with and mandates strict enforcement at all airports Flagship operates. We at Flagship continually improve its effectiveness with regular policy and program reviews, to comply with the changes that occur in governmental agency law/regulations, airport authority policy changes and equally important, any customer operational service program modifications that govern over the services we perform every day at airports nationwide.

Flagship has developed the following SOPs for airports:

- | | | |
|--------------------------|-----------------|-------------------------|
| Back Safety | Ergonomics | HazCom |
| Active Shooter | Eye Protection | Slips, trips, and falls |
| Bloodborne Pathogens | Fall Protection | PPE |
| Chemical Handling Safety | Hand Protection | Snow Removal |
| | | Winter Safety |

The following are examples for hard floor care and restroom cleaning SOPs, which can be provided in their entirety upon request:

Hard-Floor-Care-Training-Manual,

FLOOR CARE-TRAINING-MANUAL
 Maintaining attractive floors requires consistent effort. A complete floor care program is necessary to control tracked soil, control traffic, and reduce static spills. This training program explains how a programmed maintenance approach keeps floors clean and looking attractive.

What is programmed floor maintenance?
 Since stripping and refinishing of floors is extremely expensive, it makes sense to prolong the time between required refinishing operations. This is accomplished by using effective cleaning products, up-to-date methods, professional procedures, and adequate frequency. As such, programmed floor maintenance ensures the surface displays maximum cleanliness and shine.

Floor maintenance requires scheduling, plus responsibility and accountability for completing the tasks by assigned maintenance personnel. The basic steps to floor care include the following: proper mopping, dust mopping, wet mopping, buffing, scrubbing, and recoating with new finish, and eventually a total strip-out with several coats of finish applied.

If floors are not dust mopped and wet mopped regularly, any buffing or burnishing may grind dirt and get into the floor. If floors are not cleaned and burnished regularly, the scuffs and traffic will dull the shine and slow wear to deteriorate the finish. If the finish is damaged and new finish is applied without a thorough cleaning, soil will be sealed into the floor.

Floors that require stripping often display a yellow, dingy, or blotchy appearance. They may turn brown around the edges. A primary cause of yellowed, dingy floors is dirt and soil that has become embedded in the finish, and then permanently sealed in as new coats of finish are applied.


Recoating and high-speed floor maintenance can still bring a high shine to the floor, but certainly not a clean shine.

To become a professional floor care technician, additional knowledge and experience must be learned. Not only must it be learned, but it must be practiced on a day-to-day basis. The purpose of this program is to provide the training materials to take floor care services to the next level.

A new organization that is establishing industry standards for cleaning to GMS (Cleaning Industry Management Standard) is a division of the International Sanitary Supply Association (IICSI) world-wide. They offer an inspection and certification process. Their standards include compliance with written Quality System (including cleaning requirements, levels of performance and measurement), facility inspections and compliance handling must be documented and focused on prevention of cleaning deficiencies.

The GMS Service Delivery report requires a written Workholding program that addresses professional procedures, frequency, and labor allocations. There should also be a written carried on for technical training of cleaning personnel and documentation that personnel have been trained.

Regarding safety, GMS requires that workers are trained on the use of and hazards for all cleaning chemicals. This includes proper labeling and storage, spill containment and waste disposal. The use and scope of PPE (Personal Protective Equipment) must be documented.



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Understanding Floor Types

Resilient Flooring

Terazzo

Overview: Terazzo flooring offers high durability and deep beauty. Its initial cost is considerably higher than resilient flooring but when viewed long term, it can be less expensive.

General Characteristics: Terazzo consists of marble, granite, quartz and/or glass chips mixed with Portland cement, or epoxy resin and poured into place.

Maintenance: Some pure epoxy-based floors are difficult to finish due to its ability to resist liquids. Avoid using high pH cleaners and acid-based products on terazzo. It is best to apply a penetrating sealer approved for terazzo. Once it has been sealed, terazzo is unfinished material and, as such, should be carefully protected from possible damage. Floor finish can be applied over the penetrating sealer but will not adhere well when used without a sealer. Resealing is necessary only when regular cleaning and polishing fails to restore the soft sheen or when seepage has resulted in staining or heavy buildup of soil.

FlagShip uses two different terazzo cleaning systems, the 3M™ Stone Floor Protection System or the Tactile™ Diamond Cleaning System.

- ▶ The 3M™ Stone Floor Protection System features environmentally preferable components for greener cleaning, no discoloring or deep scrubbing, and creates a high traction gloss that can help reduce slips and falls. In just two coats, the Sealtouch 3M™ Stone Floor Protector creates an NSF Certified "high traction" surface that can help prevent slips and falls.
- ▶ The Tactile™ Diamond Cleaning System creates a similar glossy finish and has additional environmental benefits because it does not require any chemicals. In daily cleaning to keep the floor clean and shiny, Floor Finishes Tactile will reduce the frequency of periodic maintenance. In addition, using Tactile reduces the amount and management of waste and reduces Tactile's pH value made from recycled PET for minimum environmental impact.

Cleaning standards are based on the National Terazzo and Marble Association's manual, "The Care of Terazzo" 2012 edition.

Vinyl Composition Tile (VCT)

Overview: Vinyl composition tile is the most popular resilient flooring today for commercial applications. It is very common to find this tile in most supermarkets. The tile comes in a variety of colors and usually measures 12" x 12". This tile is designed to be finished with a polymer floor finish.

General Characteristics: VCT offers good dimensional stability, durability, impact resistance, UV stability and heat stability. It comes in a variety of colors and grades. Laboratory tests have shown that some VCT tiles may contain small amounts of asbestos.

Maintenance: VCT holds all types and brands of floor finish beautifully due to its porous nature.

Burnishing and Buffing Procedures

Objectives

When a floor has just been refinished, everyone hopes it will stay that way. But that is only possible if there is no traffic or soil present. In the real world, foot traffic brings in grass, oil, and dirt. Spills happen. Items are set too often, parked too close, the floor coating soiled and scratched. So, the answer to keeping floor finishing great is an ongoing maintenance program.

The overall frequency of floor care is determined by the budget that is available for labor, equipment and supplies, the amount of use or abuse of the floor and the desired level of shine or gloss that is expected. Even within a given building, use of the floor will vary from location to location. Main halls often experience the highest traffic. Special counter areas and around desks are also prone to heavy foot traffic. All the above items must be considered in order to establish the proper frequency for dust mopping, wet mopping, burnishing, scrub, and topcoat and finally a deep strip and refinish of the floor.

Burnishing is an excellent process to restore the gloss to a finished floor. This process normally extends the life of the floor finish and lengthens the time between labor-intensive resurfacing or a total strip and re-finish operation.

A more technical definition of burnishing might include an interim maintenance process for hard surface floors requiring a high speed polishing machine passing over a buffable floor finish or finish treated with a polishing compound that removes micro abrasions and produces a high gloss capable of reflecting light.

The process normally requires the following:

- ▶ High speed floor machine known as a burnisher, capable of 1,000-3,000 rpm's.
- ▶ Burnishing pad, normally nylon composition capable of the machine's RPM's.
- ▶ Either a buffable floor finish or polishing compound applied to a floor finish can produce a high gloss. A gloss meter can be used to measure results.

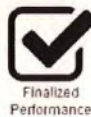
There is another standard for floor appearance that is being used. The ASTM (American Society for Testing and Materials) recently developed a new test standard ASTM D6933 for measuring DSI (degree of images) (DOI).

What is the glossiness of images? If the surface reflects light, it just appears shiny and clear like being able to see the clear outline of an object in light. But, or so called the test, a reflected light that the surface is able to have a high DOI, conversely, if the reflection appears blurry, it has a low DOI.

The values obtained by the measuring procedures given in these methods generally correlate well with visual ratings for DOI (image clarity). DOI is quickly becoming the new measure for hard floor quality and appearance. The scale values obtained with the measuring procedures of these methods range from 0 to 100 with a value of 100 representing perfect DOI (image clarity). The DOI (image clarity) scale values does not of itself, indicate any specific cause for reflections or reflected image changes. Surface irregularities such as hair, orange peel, and wrinkles, when present, may be cited as causes for reduction of image sharpness.

RESTROOM CLEANING PROCESS

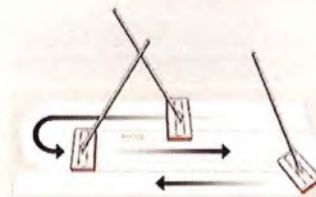
Finalized Performance:



Task Performing

Floor Mopping

- Mopping the floor the employee will first make sure that the mop or damp mop will have floor neutralizer cleaning chemical
- Cleaning a stall the employee will have to first pass the mop by all edges and corners making sure that it is a sweeping motion from side to side and **NOT** a pushing motion because by pushing there can be hairs and debris on the mop that can get stuck in the corners, edges and base board of the restrooms walls
- Starting from the end of the stall to the stall entrance to make sure the employee is not going to be stepping on freshly mopped floor, making their way out of the stall using a figure 8 pattern and overlapping the previous pass to ensure all floor surfaces will be properly and completely cover and cleaned. **(the employees must and will have to rinse and dry mop in mop bucket and ringer every time that they mop a stall, underneath urinal and sink, hallway and any other fixture in the restroom).**



RESTROOM CLEANING PROCESS

Finalized Performance:

Task Performing

➤ **Floor Mopping**

- Once the stall has been damped mop then the employee will be drying the floor with dry clean flat mop. Using the same pattern as when mopping. Start with the edges and corners and using a figure 8 pattern and over lapping the previous pass to ensure all floor surfaces will be completely cover and dry, this step will have to be done every stall, Urinal, pass way and any other fixture in the restroom to ensure that any customer will not step in damp floor slipped and fall. Finally remove the wet floor sign and if needed scan the Wand system or equivalent product check the exterior of the restroom entry way and move on to the next task.



RESTROOM CLEANING PROCESS

Task Card

➤ **Employee task card**

- Once employees have been trained in restroom cleaning the cleaning cart will have a quick reference card that will give employees a brief systematic understanding of the cleaning procedure to follow. Additionally the card will be the guide for the Re-addressing part of the restroom cleaning process.



Daytime Restroom Cleaning

- Setup and Breakdown**
 - Set up the cleaning cart floor equipment.
 - Put on PPE.
- Sanitize and Mopping**
 - Sweep floor.
 - Push back with brush (not hand).
 - Check urinal and fixture of restroom.
 - Report issues found.
- Restroom**
 - Toilet brush.
 - Hand towels.
 - Soap.
 - Furniture product (Mini pad).
- By Bathroom**
 - Replace trash can.
 - Replace primary bag.
 - Cleaning.
- Final Performance**
 - Check cleaning.
 - Count the bag size and change time if needed.
 - Wipe down sink and splash water and partitions.
 - Toilet and urinal disinfecting.
 - Sweep edges and corners of floor.
 - Check all equipment before they that may be left off.
- Finalized performance**
 - Display and floor signs.
 - Damp mop floor.

FlagShip

Standard Procedures of Routine

Procedure 1: Interior Public Areas Shift 1 and Shift 2 Duties: 7 Days Per Week

Checkpoints

- Empty trashcans that are 2/3 full, wipe down container tops and sides as needed
- Check floor for spills and clean as needed
- Sweep and spot vacuum carpet as needed
- Wipe down smudges on walls, doors, glass partitions and escalator/stair handrails
- Clean and polish stainless steel
- Sweep and spot clean escalators/stairs
- Wipe and dust Airline and SDCRAA stanchions

Airline Ticketing Areas

- Police Ticket Counter areas for debris on floors
- Empty public/Airline trashcans that are 2/3 full, wipe down container top and sides as needed
- Police Ticket Counter areas and wipe down any spills or visible marks
- Wipe down chairs and public seating
- Wipe clean drinking fountains
- Wipe clean telephone areas
- Wipe and dust Airline and SDCRAA stanchions
- Wipe clean drinking fountains
- Spot clean glass
- Wipe clean columns
- Wipe down counters and windowsills
- Clean and polish stainless steel

Terminal Walkways

- Pick up debris on floor as needed and clean spills and remove scuffs
- Empty trashcans that are 2/3 full, wipe down container top and side as needed
- Spot clean smudges on doors, stainless steel, woodwork, and wall surfaces
- Spot clean public kiosk, displays and monitors
- Wipe clean drinking fountains
- Spot clean Glass
- Wipe clean telephone areas
- Wipe clean doors and frames
- Wipe clean columns
- Wipe down counters and windowsills
- Clean and polish stainless steel
- Wipe clean Automated External Defibrillator (AED)

Baggage Claim/ Baggage Offices

- Police floor in baggage area, pick up debris as needed, clean spills and remove scuffs
- Pick up debris on carousels, spot clean smudges, ensure area is tidy
- Empty trashcans that are 2/3 full, wipe down container top and sides as needed
- Wipe clean chairs as needed

Wipe clean drinking fountains
Wipe clean telephone areas
Spot clean smudges on doors, stainless steel, glass, woodwork, and wall surfaces

Gates Hold Room Areas

Police gate seating area
Pickup debris on seats, end tables, wipe off liquid or smudges as needed
Pickup debris on carpets
Sweep or spot vacuum carpets as needed
Spot clean carpet with hand kit as needed
Empty trashcans that are 2/3 full, wipe down container top and sides as needed
Spot clean smudges on stainless steel, woodwork, and wall surfaces
Wipe clean drinking fountains
Spot clean glass
Wipe clean telephone areas
Wipe clean doors and frames
Wipe clean columns
Wipe down counters and windowsills
Clean and polish stainless steel
Wipe clean Automated External Defibrillator (AED)

Procedure 2: Public Restrooms Areas 1st & 2nd Shift

Police restroom, restock all dispensers and tidy as needed
Check floor for spills and clean as needed
Wipe down counters and sink areas with w/disinfectant using color-coded microfibers
Wipe down dispensers
Clean mirrors
Using a flat mop with microfiber pad, Damp mop floors w/disinfectant
Spot clean toilets and urinals as needed
Empty trashcans that are 2/3 full, wipe down container tops and sides as needed
Wipe down smudges on walls, doors, and partitions
Unstop toilets using hand plunger as discovered or reported
Report any broken items or emergencies to Airport Ops/Management

Procedure 3: Sidewalks & Patio Areas-All Shifts

Police exterior concrete and pick up debris as needed
Empty trashcans that are 2/3 full, wipe down container top and sides as needed
Inspect and spot clean cigarette urns as needed, remove cigarette buds as needed
Wipe down exterior seating surfaces
Pressure wash sidewalks
Pressure wash concrete vertical structures

Procedure 4: Restrooms 3rd shift

Remove all trash and place in specified dumpster, Replace liner as necessary
Clean and polish all stainless-steel dispensers

Stock all dispensers
Clean and sanitize all fixtures, fittings, and toilet w/disinfectant
Clean and polish mirrors
Damp mop floors w/disinfectant
Clean and polish stainless steel
Clean and disinfect all partitions
Remove cobwebs up to 10 feet
Spot wash walls, partitions, and doors
Clean and polish all door and floor tracks
Flush floor drains with fresh water
Using Kaivac Machine, detail wash tiles walls areas, floors partitions, sinks, toilets, and fixtures
Machine Scrub Ramp Restroom Floors
Clean vents
Unstop toilets using hand plunger as discovered or reported
Report any broken items or emergencies to Airport Ops/Management

Procedure 5: Elevators 3rd shift

Elevator – Wet mop hard floor
Elevator – Wipe down walls
Elevator – Wipe down entrance door interior and exterior
Elevator - Clean and polish stainless steel
Sweep and mop hard surface
Clean ceiling surfaces

Procedure 6: Public Areas 3rd Shift

Remove cold material from ashtrays into a waste receptacle or waste bag
Clean sand urns and strain sand; replace sand as needed and clean edges of sand urn
Replace plastic liners which are torn or soiled and wash waste receptacles to remove any soil, inside and outside
Police planters and spot clean as needed
Dust all windowsills, ledges, and furniture tops, using a lightly treated cloth, dusting mitts, or small dust mop
Dust artwork with dusting tool – use caution for sensitive artwork
Clean smudges and soil from glass doors and windows, using a glass cleaner in a spray bottle and clean cloth
Vacuum clean carpets and use the large carpet vacuum with beater for open areas and medium duty pile lifter
Use tank-type backpack vacuum cleaners under furniture and in areas where other machines cannot reach
Spot clean carpets to remove spots and stains using the manufacturer's approved process
Dust mop terrazzo tile and resilient floors with a large width, dry dust mop
Pick up soil from the floor with a dustpan. Vacuum dust mop head
Clean tops of water fountains with a few drops of lotion-type cleaner
Report items requiring mechanical repair to shift supervisor or crew leaders
Spot clean finger marks and smudges on walls and doors and use detergent solution in a spray
Rearrange furniture per the approved Position Arrangement Plan, as necessary

Procedure 7: Concrete Stairways 3rd Shift

Police to remove litter
Sweep up dirt and debris and mop up any spills or stains
Remove chewing gum with a putty knife
Spot-clean doors. Use a broom to knock down any cobwebs
Sweep with whisk broom or vacuum-clean treads with pack vacuum
Wash handrails with clean cloth and detergent solution
Spot-clean walls and risers
Every two (2) Weeks or as necessary: Mop stair treads

Procedure 8: Offices/Conference Rooms

Gather all waste place in specified dumpster
Replace liners in waste baskets if necessary
Properly arrange chairs in office
Leave office doors as they were found, exterior doors to be secured
Vacuum office areas
Dust/damp mop VCT hard floor areas
Dust all cleared work surfaces and low partitions
Spot clean partitions glass
Dust/wipe down conference room chairs and tables
Clean and polish stainless steel
Clean conference and meeting room carpet areas
Mop tile floors
Spray buffed mark, scuffed floors
Remove recycled paper from offices/copier rooms
Dust and spot clean vertical surfaces, signs, and ledges up to 8 ft
Remove cobwebs to 10 feet
Detail vacuum edges, under desk and around furniture
Brush/vacuum upholstered chairs as needed
Dust any vertical mini blinds

Procedure 9: Horizontal Surfaces

Dust & Spray Clean All horizontal surfaces

Procedure 10: Light Fixtures 3rd Shift

Dust & remove all dirt

Procedure 11: Stainless Steel 3rd Shift

Clean all stainless-steel surfaces

Procedure 12: Trash & Ash Receptacles and Trash Removal

Empty, clean, remove, dry & replace with new liners

Procedure 13: Breakrooms

- Damp wipe tabletops and chair surfaces
- Collect trash and place in specified dumpster, replace liner as necessary
- Sweep dust mop and/or damp mop all hard floor surfaces
- Vacuum carpet areas
- High Dusting

Procedure 14: Janitorial Closets

- Clean ceiling & ceiling vents
- Clean doors
- Pick up and remove all trash
- Clean floors
- Dust light fixtures
- Clean all shelves & surfaces

Procedure 15: Compactor Trash Corral/Trash Staging

- Pick up trash
- Clean concrete/surface area
- Remove impregnated matter
- Remove standing water
- Report any misuse/issues

Procedure 16: Escalators

- Clean stainless-steel side panels, handrails, platform, steps, baseboard & grooves
- Remove gum from treads
- Sweep & mop on/off plates
- Dust stainless steel

Procedure 17: FIS

- Clean baggage belts
- Clean baggage transfer devices
- Vacuum & clean carpet
- Clean all horizontal and vertical surfaces

Procedure 18: Passenger Boarding Bridges

- Spot clean and wipe down smudges on walls
- Pick up debris on the floor
- Dust mop and Damp mop rubber jetway flooring
- Sweep and vacuum all carpeted jetway flooring
- Clean and polish all stainless steel
- clean doors/glass
- Wipe down walls
- Remove cobwebs up to 10 feet
- Clean jet bridge carpet using hot water extraction

6. Projects, and

High Cleaning Plan

Flagship uses two-person utility teams for all high cleaning to ensure the safety of our employees and the people who use your airport. High cleaning is part of our Periodic Work plan, which is developed in our proprietary janitorial management app, Flagship Intuition. Periodic work schedules are developed based on contract frequencies and may be adjusted over time if certain areas of the airport need extra attention.

Terrazzo Flooring Experience

Flagship will deliver best-in-class services based on The National Terrazzo & Mosaic Association's standards for care and cleaning of terrazzo flooring, adapted to reflect the specific needs of PBI. We use the 3M™ Stone Floor Protection System to maintain terrazzo floors. We currently use this system at Tampa, Phoenix Sky Harbor, Harrisburg International Airport, and Salt Lake City International Airport. We also use it at more than 25 corporate campuses and high-end office buildings nationwide.

Flagship follows 3M's recommended procedures for the maintenance, protection, and restoration of terrazzo floors, including the use of Scotchgard™ Stone Floor Protector and 3M™ Trizact™ Diamond HX Discs, going in sequence: Red, Blue, then Purple.

For damaged and cracked tiles, Flagship typically uses technician installers that are certified through International Certified Flooring Installers (CFI), this validates the installer is utilizing the most current processes and best-known practices related to installation and/or repair.

High Dusting

SpaceVac high-reach dusting system with a camera enables one person to operate the lightweight carbon wand, eliminating the need for a lift and a second employee spotter for most applications.

This enables us to perform high reach dusting and vacuuming more efficiently. Time is saved as less setup time is required to move a lift, and it is easier and quicker to perform the work, and it also is less intrusive for passengers who are passing nearby.



7. Monthly reporting.

Intuition provides PBI reports and real-time dashboard viewing of points of information. The frequency of these reports will be determined during the transition period based on PBI's needs. A well-designed dashboard provides on-demand access to all your most important metrics. Access to the dashboard will allow PBI to view inspection performance, cleaning alerts, periodic calendar and feedback data collected on a single platform. All the information viewed on the dashboard can be exported in numerous file types, including HTML and CSV formats. The reporting function is very robust and includes cleaning alert reports, inspection reports, deficiency reports, passenger experience by location reports, inventory reports, task reports, and employee badge log reports to name a few. Flagship also sends a weekly report to every customer every week with a summary of events that occurred on site that week including project work, employee engagement events and inspection reports. Below is a sample weekly report from TPA:

Sample Weekly Report

FlagShip™
Weekly Report
May 14, 2023

TAMPA INTERNATIONAL AIRPORT

Weekly Report

Weekly Summary

Highlights

- This past week Flagship and TPA started testing a new pilot program. The idea behind the program is to create a response cleaning group that get's dispatched to areas of need throughout the day. Flagships' Op's managers sit at the AOC and monitor calls and requests from supervisors and TPA staff of areas that need additional attention. So far the program is working well with some adjustments being made.
- On our weekly walk with Chris, Jose joined the walk along with our 3rd shift team. They walked the main terminal and airside C. The walk went well and any discrepancies were addressed.
- TPA honors the fallen in "National Police Week".

FlagShip™

Weekly Report

Metrics - Intuition

Clean and Inspect - Weekly Scores

Every week, Tampa International Airport gets inspected by a Flagship QA/QC Inspector. Flagship Inspectors enter the findings into our inspection system, Flagship Intuition. Items are then assigned to our supervisors on all shifts. Once completed, the inspection is completed and closed in the system.

TOP 5	BOTTOM 5
01. 0101 - Security Area	01. 0101 - Security Area
02. 0102 - Airside A	02. 0102 - Airside A
03. 0103 - Airside B	03. 0103 - Airside B
04. 0104 - Airside C	04. 0104 - Airside C
05. 0105 - Airside D	05. 0105 - Airside D

- With this information we are able to pin point areas that are in need of attention. The smoking area and pet relief area at airside A scored the lowest in our daily inspections.
- Flagship has identified these areas as needing attention. We will enhance the cleaning in these areas to bring the cleaning up to standards.

FlagShip™

Weekly Report

Metrics - Intuition

Clean and Inspect - Work Tickets

Work tickets are monitored and assigned based on priority of urgency. This week's numbers are reflected below:

4

Work Tickets Generated

0:4

Open versus Closed Ratio

15:00

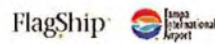
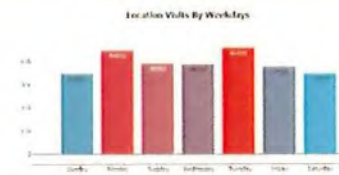
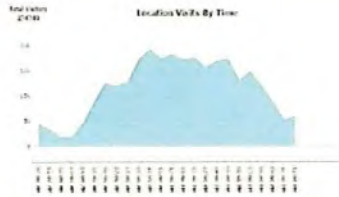
Average Time to Close Ticket

FlagShip™

Weekly Report

Metrics - Intuition

Restroom Throughput Counter



Weekly Report

Metrics - Intuition

Restroom Feedback

Score by Category:

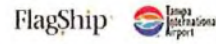


Compliments and complaints

- On 5/15 at 7:23am - mobile survey: A-11 LRR - Satisfied - Soap dispenser not working.
- On 5/17 at 8:08am - mobile survey: F-84 MRR- Satisfied - Toilet is constantly flushing.

What are we doing to improve our performance based on the feedback?

- As we receive this feedback from passengers in real time, Flagship is able to respond quickly by calling work control and placing work orders to get issues resolved.



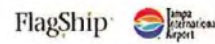
Weekly Report

Metrics - Autonomous

Autonomous Equipment



- We are getting more efficient and are making efforts to increase autonomous usage versus manual cleaning.
- With more time in Autonomous mode we are able to spend more time in detail cleaning such as corners, edges etc.



Weekly Report

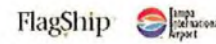
Employee Spotlight

Employee of the Month - TPA



April 2023

Melvin Cordero
3rd shift Ambassador



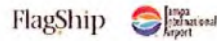
Weekly Report

Employee Engagement

Highlighting our Team at TPA



• Employees In Action - Here are a few pictures of employees performing their duties

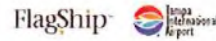


Weekly Report

Recruiting / Staffing

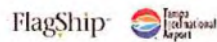
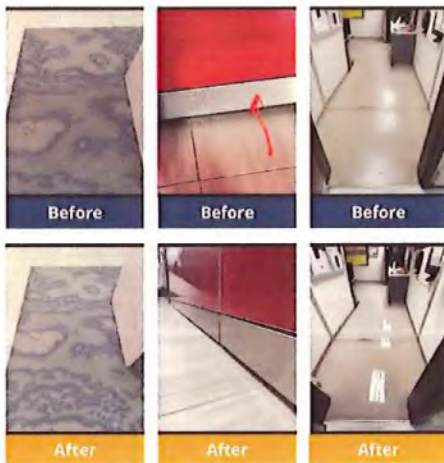


- As of 5/20/2023 we have a total of 270 employees.
- Flagship full time employees - 192
- Flagship part time employees - 21
- Florida cleaning full time employees - 57



Weekly Report

Before and Afters





Tony Parreira
Manager
aparreira@flagshipinc.com
(407) 717-5138



- h. A description of how proposer plans to ensure employee retention. Describe retention incentives and appreciation programs.

Flagship intends to retain as many of PBI's current janitorial employees as possible. We have been able to achieve better cleaning results at many sites while retaining and retraining the same staff. When we recruit, we are looking for employees with a proven track record of success in the janitorial industry who are interested in making janitorial work their career. These employees also serve as subject-matter experts for less experienced employees who are eager to learn best practices that enable them to succeed in our industry.

Supervisors are trained to continually evaluate employee morale by walking the site daily and talking with their employees. We also do periodic surveys of our employees to measure their happiness in their jobs and modify our processes if necessary, to ensure that they remain engaged in their work.

We also offer the following incentives to achieve excellence:

- ▶ **We promote from within.** Our supervisors and HR team are responsible for identifying strong performers and helping build a career path. This creates strong employee engagement so they can do a better job, take ownership, and communicate more effectively. This enables us to fill supervisory positions with highly qualified candidates who understand the company and need only a minimal amount of training.
- ▶ **We reward excellent customer service.** Employees who go above and beyond in serving our customers receive \$25 gift cards and are entered into a quarterly drawing where they have a chance to win a TV. Customer service stories are also highlighted on Flagship's website.
- ▶ **We bring our team members together to celebrate success.** Team building events such as quarterly pizza parties for achieving milestones such as a 90% inspection rating reinforce our employees' commitment to achieving excellence.
- ▶ **We work hard to retain top performers.** We celebrate when employees have achieved key milestones, such as work anniversaries, and offer our more successful employees pay increases based on longevity.

We reflect our customers' values. When we meet with our staff at the start of every shift, our supervisors stress the importance of every employee's role in embodying our customers' values and providing a great experience for everyone who passes through the terminal. You want to be the best, so our employees do their best every day.

i. A description of proposer’s staffing plan, including a summary of the proposed salaries and benefits to be provided E4, Scope of Work/Services/Special Conditions, which provides, in part that, the successful proposer’s employees, including subcontract employees, shall be paid no less than the greater of: (i) the Living Wage, as annually adjusted and defined in Palm Beach County Living Wage Ordinance, as codified in Chapter 2, Article IV, Division 3 of the Palm Beach County Code, as may be amended or superseded (“Living Wage Ordinance”), notwithstanding the fact the services are not defined as “Covered Services” as defined in the Living Wage Ordinance; or (ii) Florida’s minimum wage rates. Notwithstanding the foregoing, employees continuously employed through the Commencement Date of the Contract pursuant to the prior janitorial services contract (Janitorial Services for the Palm Beach International Airport, Term Contract, with Triangle Services of Florida, Inc. dba Triangle Services, Contract #17032D), shall be paid no less than their current established wage rates if such rates exceed the minimum wage requirements set forth in the paragraph. Effective October 1, 2023, the Living Wage will be \$14.83 per hour. The current number of employees and wages under the existing contract for each class of employee are as follows:

Title	Hourly Pay Rate
Project Manager	\$38.46
Assistant Site Manager	\$28.85
1st Shift Supervisor	\$19.75
1st Shift Cleaners	\$15.00
2nd Shift Supervisor	\$19.75
2nd Shift cleaners	\$15.00
3rd Shift Supervisor	\$19.75
3rd Shift Cleaners	\$15.50
Floor Techs/Project Team	\$17.00



	Job Title	Daily Hours							Weekly Hours	Monthly Hours	FTEs
		Sun	Mon	Tues	Wed	Thurs	Fri	Sat			
Shift 2											
	Supervisor	8	8	8	8	8	8	8	56	242.48	1.40
	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Airside Concourse A	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Airside Concourse A	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Airside Concourse B	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Airside Concourse B	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Airside Concourse B	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Airside Concourse C	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Airside Concourse C	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Airside Concourse C	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Non-secure and Secure Sides/Floater	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Seasonal concourses	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Seasonal concourses	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
									843.50	3652.36	21.08
Shift 3											
	Supervisor	8.00	8.00	8.00	8.00	8.00	8.00	8.00	56.00	242.48	1.40
	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31
	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31

	Job Title	Daily Hours							Weekly Hours	Monthly Hours	FTEs	
		Sun	Mon	Tues	Wed	Thurs	Fr	Sat				
Airside	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31	
Airside	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31	
Airside	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31	
Airside	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31	
Landside	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31	
Landside	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31	
Landside	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31	
Landside	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31	
Landside	Custodian	7.50	7.50	7.50	7.50	7.50	7.50	7.50	52.50	227.33	1.31	
									843.50	3652.36	21.08	
Shift 3 Project Crew												
Airside/Landside	Floor tech/ project crew	7.50	7.50	7.50	7.50	7.50	7.50					
Airside/Landside	Floor tech/ project crew			7.50	7.50	7.50	7.50	7.50	7.50	162.38	0.94	
Airside/Landside	Floor tech/ project crew	7.50	7.50			7.50	7.50	7.50	37.50	162.38	0.94	
Airside/Landside	Floor tech/ project crew	7.50	7.50	7.50					37.50	162.38	0.94	
Airside/Landside	Floor tech/ project crew			7.50	7.50	7.50	7.50	7.50	37.50	162.38	0.94	
Airside/Landside	Floor tech/ project crew			7.50	7.50	7.50	7.50	7.50	37.50	162.38	0.94	
Airside/Landside	Floor tech/ project crew			7.50	7.50	7.50	7.50	7.50	37.50	162.38	0.94	
									225.00	974.25	5.62	
Combined Totals												
									5,455.00	23,620.15	70.86	

Include whether proposed benefits will differ based on the class of employee.

Flagship offers a highly competitive benefits package that is designed to help us retain our most productive employees and encourage them to consider custodial work as a long-term career option. We are committed to the health and welfare of our employees and their families. While other companies have reduced their front-line employees' hours to avoid having them covered under the Affordable Care Act (ACA), Flagship believes in using full-time employees wherever possible because of their skills and knowledge of the site.

Leave (Paid) Program

Hourly Staff

Flagship feels strongly about our staff having accrued benefits for paid time off. Our track record shows that it lowers turnover, adds positively to quality, and is a benefit that employees appreciate. Our hourly staff receive the following:

- Sick pay of 3 days per year accrued starting after 90 days of employment
- Vacation pay of 5 days per year accrued starting after 90 days of employment
- Holiday pay of 6 days per year accrued starting after 90 days of employment (New Year's Day, Memorial, Independence, Labor, Thanksgiving, Christmas)

Salaried Staff

Our supervisory, payroll, HR and management staff receive the following:

- Sick pay of 3 days per year accrued starting after 90 days of employment
- Vacation pay of 10 days per year accrued starting after 90 days of employment
- Holiday pay of 6 days per year accrued starting after 90 days of employment (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas)

Medical Plans

Flagship Facility Services provides full time eligible employees with access to comprehensive medical coverage with a national carrier. Employees can also enroll their dependents in coverage. The medical coverage offered is compliant with the Affordable Care Act (ACA) in design and meets ACA affordability requirements.

Flagship pays a portion of the cost of medical insurance for benefit eligible employees. Each year during the annual review, Flagship endeavors to ensure that Flagship's medical offerings are the most competitive in the industry. Flagship supports its employees with education to assist them in being good healthcare consumers and understanding the plans offered, both within the Flagship benefits program and available through state and federal programs.

Employees who elect medical coverage also have access to wellness programs, virtual visits (telemedicine), and preventive services covered at no cost.

Dental Plan—PPO

Dental plan provides coverage for preventive, basic and major services. The Dental PPO allows employees to access quality dental services with routine preventive services covered at 100%. The plan also provides funds for orthodontia.

Vision Plan—PPO

This plan provides for annual exams and corrective lenses at reduced costs. While diagnostic vision services are part of medical coverage, this stand-alone vision plan offers routine eye exams for refraction and basic eye care. Should an employee or their dependent need glasses, this plan provides reimbursement for frames, lenses, or contacts.

Life & Accidental Death/Dismemberment

Flagship provides Life/AD&D for all eligible employees at no cost. Should employees wish to purchase additional Life/AD&D for themselves or their dependents, they can do this on a voluntary basis. For new employees, the opportunity to purchase additional life insurance (up to \$100,000) without any medical questions, is significant. Employees can also elect voluntary life insurance for dependents.

401(K)

Flagship's 401(k) plan includes matching contributions to help employees to attain their retirement goals more quickly.

Employee Assistance Program

Eligible employees receive confidential access to work-life resources including legal, financial, childcare, eldercare, and caregiver resources. This includes unlimited telephonic support and up to three face-to-face counseling sessions.

Flexible Spending Accounts (FSAs)

Flexible Spending Accounts allow employees to set aside for eligible health care and dependent care expenses for themselves and their family. When you elect to contribute to an FSA, those contributions are deducted from your pay each pay period on a pre-tax basis.

Health care FSA funds can be used to cover co-pays, coinsurance, dental expenses, and other qualified expenses as defined by the IRS. Dependent care FSAs can generally be used for qualified childcare for children under 13 years old.

Commuter Spending Accounts

Like health care and dependent care FSAs, commuter spending accounts allow employees to use pre-tax funds to pay for their commute. Eligible employees who utilize mass transit can set aside pre-tax funds to pay for transit passes, van pools, or buses. Separate pre-tax funds can be allocated to pay for parking at or near the worksite or at a transit location. These funds are deducted from an employee's paycheck on a per pay basis.

Short-Term Disability (Voluntary)

This plan offers financial support to employees who are disabled due to an illness or accident that occurred off the job. Available to benefit eligible employees outside of states with mandated statutory disability, this coverage offers up to 60% of your pre-disability weekly earnings to a weekly maximum dependent on eligibility. This is a voluntary benefit, fully employee paid.

Long-Term Disability (Voluntary)

Like a Short-Term Disability Plan, Long-Term Disability provides financial support to employees who are unable to work for longer than 90 days. Employees may receive benefits of 60% of pre-disability monthly earnings, to a maximum dependent on eligibility. This is a voluntary benefit, fully employee paid.

Pet Insurance (Voluntary)

Approximately half of all Americans are owners of at least one pet. As the costs of pet care escalate, Pet Insurance is one of the top benefit options requested by employees. Employees can sign up for a choice of plans that offer basic, enhanced, or comprehensive coverage for pets at special rates for Flagship employees.

- j. A description of proposer's inventory management plan for materials, supplies, chemicals, consumables, equipment, and equipment spare parts including monthly inventory reporting and notification of supply procurement issues. Include how an effective and ongoing service and preventive maintenance plan for janitorial equipment will be implemented.

Flagship is your single source for cleaning supplies. This helps you minimize costs, control inventory, eliminates overstocking, receive supplies in a timely manner, and guarantees quick response for rush orders.

Our primary distributor, Home Depot Pro, has 75+ distribution centers and 2,200+ store locations to allow national reach with a local focus. Each company has dedicated a service manager to Flagship who:

- Assists with start-up of new Flagship accounts
- Serves current Flagship customer sites
- Helps manage inventory levels and usage reports
- Delivers to each customer site as instructed

We have consolidated chemicals by using as few choices as possible in order to standardize training on their usage, receive better pricing, and limit the number of materials and inventory at each customer site.

Our team will manage the inventory and re-ordering of the consumable supplies needed, predicting usage and setting inventory minimums in such a way that we ensure no shortages. Should there be an unexpected need, our warehouse is nearby and we carry back-up inventory of the most common items such as toilet tissue, hand towels and trash liners, so that you never need to worry about running short on supplies for any reason.

Equipment Maintenance Plan

Flagship provides our custodial staff with equipment that is fully operational and functioning properly so that they can spend their whole shift cleaning, not trying to figure out how to work around equipment failures. Our equipment is up and running at a 97% compliance rate and our success is proven by the quality cleaning ratings we receive at the many airports that we service.

Flagship's equipment maintenance plan includes but is not limited to the following:

- ▶ A Kärcher technician visits weekly to perform preventive maintenance and repairs. The technician is also on-call to perform more urgent repairs as needed. The schedule and plan include:
 - Servicing vacuums on a rotating basis, on-site quarterly overhauls/tune-ups
 - Maintaining major ride-on equipment according to manufacturer's specs
 - Training technicians on daily inspection procedures, minor troubleshooting, and frequent maintenance items like filter changes
- ▶ All vehicles are managed by Automotive Resources International (ARI). They schedule and monitor all maintenance and repairs and track all major vehicles including registration, insurance certificates, and maintenance history.

We inventory key parts to support high use vacuums and ride-on parts that are easily serviced. For more complex maintenance issues, we rely upon our manufacturer representative's and mechanic's stock for quick, efficient, and cost-effective repairs. Vendors offer loaners while equipment is repaired.

KÄRCHER

Preventative Maintenance Program



Take Advantage of Kärcher's Preventative Maintenance Program

On-site maintenance by experienced, factory-trained service technicians

PM Programs for all makes and models of floor care equipment

All required inspections and adjustments are made to manufacturer's specifications

Labor, travel, and certain consumable parts required to perform service are included in the PM Program

Benefits of Preventative Maintenance

Decreased costs due to longer machine life

Decreased downtime

Improved reliability

Better inventory management of spare machines

Customer Web Portal

Preventative maintenance tracking

Equipment maintenance history

Asset management tools and reports

Customized service solutions

- k. A description of how proposer will respond to irregular operations and emergency response requests, including, but not limited to, safety measures and emergency operations plan. Provide example(s) of proposed response measures, including hurricane response measures.

Flagship can respond to liquid spills within five minutes, and we can respond to any emergency within 60 minutes. We have plans that enable us to respond to more complex issues such as natural disasters, contagious diseases, and other unexpected situations that may make it difficult to provide normal janitorial services.

We have extensive experience preparing for hurricanes at Tampa and Orlando airports and earthquakes in California. We mobilize quickly to prepare for and react to severe storms, putting out sandbags and removing water that can cause damage or be a slip-and-fall hazard. We work closely with our customers to react to all disruptions these emergency situations cause, from putting out sleeping cots for stranded passengers to adjusting night cleaning schedules to work around cancelled flights and passengers remaining at the gates.

If such an event were to occur at PBI, our supervisor and staff would inspect the facility for cleaning or water pickup needs, and our project manager would check in with your Facility Department and security staff for any updates on broken water lines or debris that may have fallen.

We would deploy a supervisor and staff members equipped with ladders, garbage cans, vacuums, wet-vacs, and other needed equipment to assist in any cleanup required. We would hold staff between shifts in emergency situations and have management and supervision on-call 24 x 7 x 365 as backup. We also have in-house facility technicians who are on-call to make repairs in case of emergency.

In case of a flu outbreak or other contagious diseases, we have protocols in place to help prevent further spread of the disease, including wiping down surfaces with anti-bacterial soaps and other products formulated for this purpose.

- l. A description of how proposer plans to prioritize and ensure restroom cleanliness in the public areas of the Terminal Building, including a proposed restroom cleanliness management system that provides for the monitoring and tracking of restroom cleanliness and provides for real-time customer feedback.

Flagship has developed our Staffing and Service plan for restrooms based on an analysis of your scope, site tour, site maps and benchmarking our other airport sites. Our plan includes the following:

- ▶ Each restroom receives coverage during day shifts 1 and 2 and on shift 3 during hourly periods of scheduled flight operations and irregular operations/ late arrivals.
- ▶ All public restrooms are continuously monitored on all shifts to maintain the highest level of cleanliness throughout the day.

Each restroom is deep cleaned weekly using a Kaivac portable steam and wet vacuum type system. We believe that cleaner restrooms can be achieved by using a Kaivac steam cleaning unit for the floors and fixtures. We have included it in our pricing.



During Hurricane Irma, Flagship helped Orlando International Airport respond to the emergency by quickly responding to water intrusions and helping to accommodate stranded passengers.

Quick Response System

The Flagship Quick Response System (QRS) was developed to allow all customers to report a maintenance and or cleaning related issue in real time.

Intuition can also collect external feedback information directly through our Touchless Feedback solution. The solution uses QR/NFC Technology to customize push notifications to individuals, to encourage to rate customer service levels. When levels do not meet standard levels – Intuition will automatically create a cleaning alert to dispatch out a cleaner to address the concern.

Our Intuition platform can be integrated with any CMMS system. It also has the capability to handle work orders, take photos of defects as well as submitting the photos. It will also send corrective notices and provide reports on when that work order was closed out.

QR codes can be established for each workstation. When an employee is through working, they will scan the QR code to alert the staff that the workstation is ready to be cleaned. This ensures workstations are always clean and reduces the unnecessary of cleaning of workstations that have not been used that day.

CUSTOMER SATISFACTION IN 5 EASY STEPS



- ▶ An end user finds an area in the facility that requires attention. This instance could include an empty soap dispenser, an overflowing toilet or a break room that requires attention. The end user would scan a the QR Code using a QR reader (available for free for all smart phones) for that designated location.
- ▶ Once the QR code has been scanned, the QR reader launches the customer to a user-friendly website. The website allows the user to submit a Maintenance and or Cleanliness related item.
- ▶ After the selection of a cleanliness or maintenance related item is selected, the user will then be launched to an interface that allows them to type in the required service/s. Each QR code is geo coded to a specific location, by scanning the QR code, we are provided with the precise location of the issue.
- ▶ Once an item is submitted from scanning the QR code, a Work Order is generated and immediately emails a predetermined distribution group of Flagship management personnel and can include our customers receiving the notification emails as well.

Instantaneous email notifications allow Flagship management to dispatch the appropriate personnel to the requested location. As well as inspect the facility real time to determine the root cause of the service request. All QR scans are archived as work orders in our system and can be tracked and trended to determine necessary operational adjustments based on customer feedback.

Quality Control Program

Flagship's quality control program is a holistic approach to providing janitorial services that permeates every aspect of our work, from the equipment and supplies we purchase to the way that we train and manage our employees. Our program comes with a series of checks and balances that ensure that all work is checked carefully and that we always work as an efficient team:

- ▶ Build quality in from start by hiring correct staff for their roles and establishing company-wide standards for quality and benchmarks that enable us to compare the quality of our service to industry standards, while also incorporating the observations and expertise of our employees in the field
- ▶ Train staff properly for their duties and provide them the correct equipment for the job
- ▶ Teach staff about best practices and how we implement them. For example, we do not bonnet clean carpets, we use a pre-spot, spot clean, and extraction method
- ▶ Include our staff in the discussions and solicit input from them on building idiosyncrasies and potential efficiencies or better service solutions for challenging areas
- ▶ On-site project manager meets and directs staff daily at the start of their shift
- ▶ On-site project manager, assistant project manager, operations managers, and supervisors roam the facility on a regular basis checking on staff work, directing them on cleaning processes that require improvement, and providing corporate support such as bringing them additional equipment as needed
- ▶ On-site project manager and assistant project manager check our Work Order Reports daily, completing our daily duties and checking out as instructed
- ▶ On-site project manager and assistant project manager check in daily with the assigned customer contacts to discuss any current issues or plan for any requests for additional service.
- ▶ VP, Operations communicates via email or phone daily to check on open items, provide direction on any changes, or offer support as needed and tours the facility on a monthly basis with our team and review the areas for overall site cleanliness and compliance with our systems and procedures.
- ▶ On a weekly basis, our on-site project manager prints out our Periodic Work Order Schedule for floor work to be assigned to the Floor Crew
- ▶ Our Inspector uses our tablet system to perform an inspection of the areas we service in detail. On a weekly basis, we submit a complete inspection report to customer representatives in advance of our formal review meetings.

We hold formal Quarterly Business Reviews with management where we review inspection reports, key business processes, upcoming planning or changes, site projects, calendar changes, and have a general discussion on any issues or necessary improvements.

If quality issues arise, Flagship does an analysis to determine the source of the problem and corrective actions needed. We look at data from our system to ensure that front-line staff are meeting contractually required frequencies for each area. If a disproportionate number of complaints are received at a certain facility at a certain time of day, we may need to adjust frequencies. If individual employees are not performing up to standards, we will employ disciplinary procedures laid out in the contract.

Our goal is to create an environment that empowers and encourages all our team members to do the job right the first time, along with a system of checks and balances to ensure predictability, consistency, and continuous improvement.

Flagship’s Quality process doesn’t simply mean double-checking our work, it is a holistic approach to providing janitorial services that permeates every aspect of our work, from the equipment and supplies we purchase to the way that we train and manage our employees, including not only front-line staff but also behind the scenes functions such as IT and Accounting.

We build quality into our process by providing state-of-the-art equipment, defining tasks and responsibilities so that expectations are clear, and supervising and monitoring each employee’s performance. We also tailor requirements for each site to deliver appropriate services, supervision, and account management, and gather feedback for improvement if needed.

We constantly review our work to ensure cost efficiency, best practices, as well as industry innovations such as new equipment and chemicals that enable us to deliver better service. Our program also establishes companywide standards for quality and benchmarks that enable us to compare the quality of our service to industry standards, while also incorporating the observations and expertise of our employees.



Flagship Intuition simplifies the process of creating work orders and immediately notifies site personnel via smartphone.

Clean+Inspect

Clean+Inspect Ensures quality and performance with the use of our mobile application and optional beacon installation. This application requires custodial staff to check off tasks throughout the day and allows supervisors to take that same task list to validate completion as well as provide feedback and images to the custodial staff. Inspectors can adjust inspection weights to meet the customer’s expectations.

Clean+

- No sign-in sheets – Passively monitor arrivals and departures and clean time
- Stay Organized – Schedule Cleaning Task, Project Work, & Equipment Preventive Maintenance
- Simplify cleaning procedures by knowing when to clean by monitoring cleaning performance trends
- Provide real-time restroom feedback
- Dispatch cleaners in real-time to service areas
 - ▶ Measure location performance with real-time location monitoring of cleanings performed



Inspect

- Provide transparency into your operations with the power of data
- Schedule inspections
- Conduct inspections on the go with mobile capabilities Document issues via text, photo, or video
- Receive real-time cleaning alerts and performance notifications.
- Communicate valuable data to team members.
- Customizable Reports, Inspections, and KPI Metrics
- Integrate with work order management systems



m. Photographs/renderings of proposed employee uniforms. Include where proposer’s company logo and the employee’s name will be located on the uniform. Describe how you will ensure employees will present a professional appearance. Also include the process for issuing, cleaning and repairing employee uniforms.

Uniforms

All of Flagship’s hourly employees and day porters are required to wear the following:

- Work shirt with the Flagship logo
- Mid-weight cotton pants
- Slip-resistant, closed-toe shoes with the proper support and protection



All employees are required to carry a security photo identification card.

Flagship provides all frontline employees with a uniform and each employee is responsible for keeping his or her uniform clean. Flagship expects all employees to always use professional judgment and good taste in their personal dress and hygiene.

Supervisors, in conjunction with your designated HR representative, may make determinations on clothing and hygiene that is inappropriate and/or contrary to Flagship’s standards. Where necessary, Flagship accommodates a person’s disability or religious beliefs and practices.

When uniforms begin to show signs of wear, the supervisor furnishes a replacement.

3.2.2 Additional Services. In addition to routine janitorial services, as further described in Section 4, Scope of Work/Services/Special Conditions, the County may require additional services that are not within the scope of routine services on a temporary, permanent or task basis, which may include Services to areas on the Airport outside the designated work areas for routine janitorial services. Additional Services (as further defined in Section 4, Scope of Work/Services/Special Conditions, performed by the successful proposer’s staff shall be paid at the “Fully Burdened” Hourly Rates set forth in Appendix A, Price Proposal Pages, which shall be the same rates as established for Routine Services. Proposer should provide a general description of its plan for providing additional services, including supervision, staffing of additional services, providing equipment that may not be immediately on hand for additional services, and strategies for mitigating additional costs to the County.

Janitorial services refer to professional cleaning services provided to clients. These are specialized cleaning and maintenance services that typically include routine cleaning tasks such as vacuuming, dusting, mopping, sanitizing surfaces, and emptying trash cans.

Janitorial services are an essential component of maintaining a clean and healthy environment for employees, customers, and patrons. By outsourcing these tasks to Flagship Facility Services, you can focus on your core operations while ensuring your premises remain clean and presentable.

Services can be performed during or after business hours, depending on your preference. Services may also include more specialized tasks such as window cleaning, carpet cleaning, floor maintenance, and emergency response services such as flood and fire restoration.

Flagship has the ability to provide the following services, which include but are not limited to the following:

- | | |
|---|--|
| A/C vent, baseboard, blind, and carpet cleaning | Parking lot sweeping |
| Construction cleanup and debris removal | Policing of landscape wells |
| Daily project labor | Pressure washing |
| Day porter/matron service | Restroom cleaning and sanitization |
| Special event setup, cleaning, and staffing | Steam cleaning |
| Floor care and maintenance | Transportation coordination |
| General office cleaning | Upholstery cleaning |
| Kitchen equipment cleaning | Window washing (interior and exterior) |
| Moves, Adds, and Changes (MACs) | Yard and lawn maintenance |

***3.2.3 Pro forma Budget.** Proposers should include a pro forma budget for the first Contract Year as provided in Section 4.5 of the Scope of Work/Services/Special Conditions.

Flagship’s year one cost including all consumables and supplies is \$4,147,458.03.

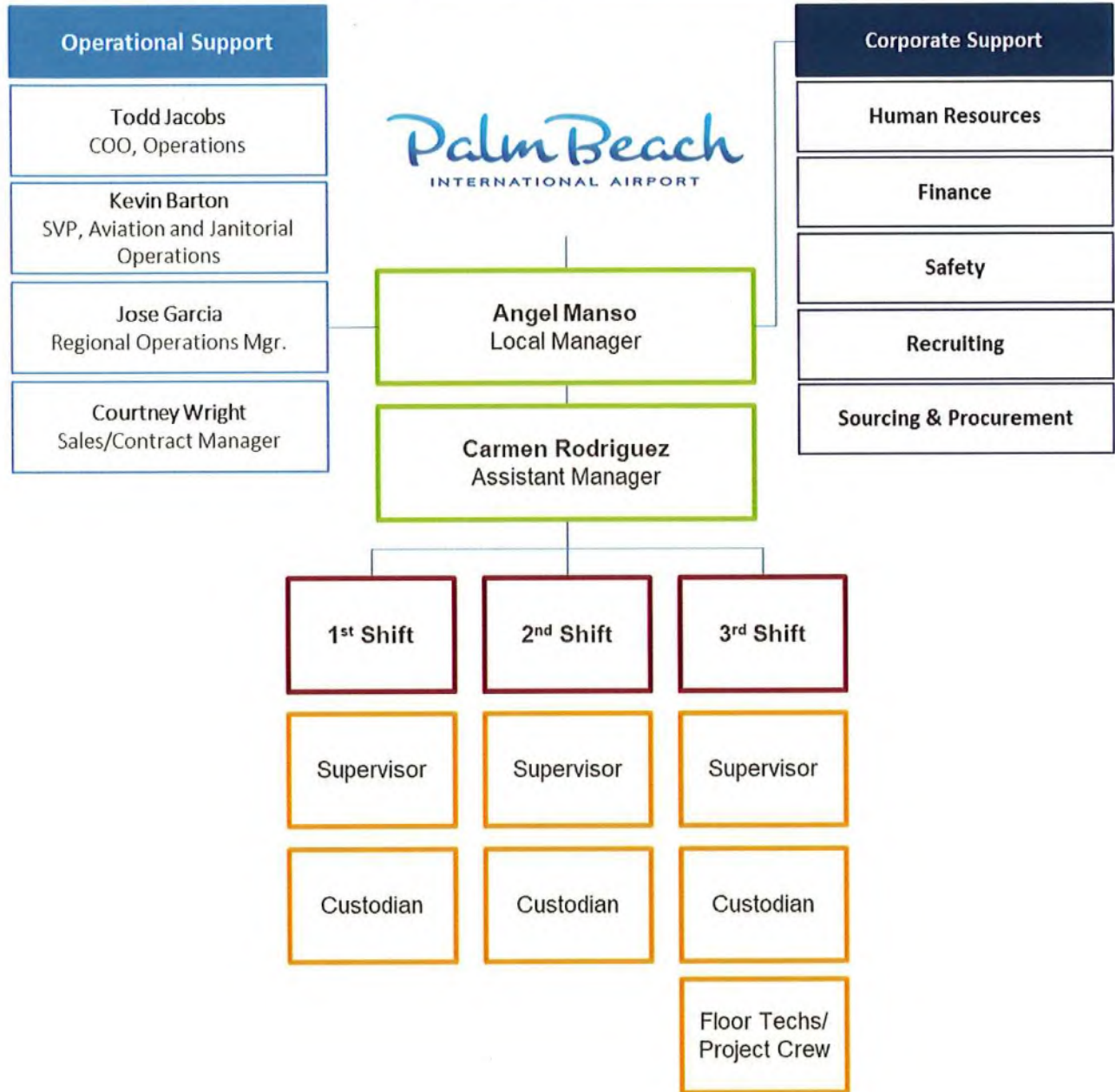


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3.3 Key Personnel Information

3.3.1 Organizational Chart. Proposer shall provide an organizational chart illustrating the reporting relationships between corporate and on-site management and staff.



Team Behind the Team

One of the key differentiators for Flagship is our *Team Behind the Team (TbT)* program that we use to support our on-site management teams in a proactive fashion that allows them to focus on your operations and your positive customer experiences. Our TbT program is foundationally built on purposeful Coaching and Mentoring in action. The Coaching and Mentoring is supported by weekly review calls, frequent ongoing scheduled and non-scheduled on-site visits from Leadership and Field Support Teams. Additionally, our proposed manager has a programmatic Corporate Support structure to include Human Resources, Finance, IT, and dedicated Recruiting teams.

Operational Support

COACHING AND MENTORING: Creating Sustainable and Repeatable Programs and Procedures

- Scheduled and unscheduled ongoing site visits from senior leadership
- Subject-matter experts (SMEs) readily available for unique opportunities
- Flagship Academy Learning Management System for ongoing training
- Weekly review calls and coaching
- Weekly calls follow proprietary site specific “playbooks” that review measurables
 - Inspection data and scores
 - Safety data
 - Employee engagement
 - Turnover and retention
 - Customer topics: Special projects, Customer concerns, Business review information

Corporate Support

- ▶ **Human Resources and Recruiting** – Handle the bulk of employee recruitment and onboarding for all employees. Provide SME support and training to foster our company values and maintain employee engagement and satisfaction.
- ▶ **Finance** – Streamlines billing and financial controls for site manager. Remove the load for producing and maintaining financial transparency to our partners.
- ▶ **Information Technology** – Provides and maintains our cloud-based data systems for customer inspection portals and employee self-service platforms. Lead the charge of addressing any technical issues that may arise.

Safety – Drive the Flagship motto of “*Everyone Home Safe, Everyday!*” leading scheduled weekly huddles, monthly trainings, site specific training, and onsite audits.

The *TbT* drives performance to the field teams, which delivers our top goal of performance to you and your passengers every day. The *Team behind the Team* has been the key to providing outcomes that drive great passenger experiences, which has contributed to many of the airports we service being named in the Top 10 of the latest JD Power Rankings.

This commitment to excellence and ongoing manager development ensures a *Proactive vs. Reactive Approach* every day. Ultimately, we stay on track and never allow operations to stray off course.

3.3.2 Experience of Proposer/Senior Management. Proposers shall provide a list of individuals comprising its senior management team (e.g., president, managing member(s), general partner(s), and chief operating officer) and should submit a complete resume for each person listed, detailing their relevant experience, education, expertise, qualifications, certifications, and knowledge of routine and project janitorial services. Proposers should identify projects of similar scope that each member of the senior management team has had a role in. In the event proposer is a joint venture, proposer should provide the required information for each entity forming a part of the joint venture.

Todd Jacobs, Chief Operating Officer

Todd has more than 40 years of experience in the service industry in both operations and business development supporting a wide range of facilities, including airports, high-tech, industrial sites, and university campuses. Prior to joining Flagship in 2006, Todd owned his own service company that merged into Flagship's operations and culture seamlessly.



Todd plays a key leadership role in the company by developing and implementing business strategies, planning and processes while holding his teams accountable for results. Those results ensure all Flagship operations are focused on performance, customer service, and success in achieving a passenger experience for those who travel through our airports or those who work in an office environment. He ensures that all our teams in the field receive proper equipment and training, along with expert vendor support. Our Team behind the Team program ensures the field is not alone on an island but has the operations management and corporate support it needs to be successful.

Todd oversees the EH&S department, driving a safety culture so our employees go home safe each day. Todd's industry experience along with managing large teams in the field has allowed Flagship to become a premiere service provider.

Kevin Barton, LEED® AP, Sr. Vice President, Operations

Kevin has been at Flagship since 2012 and has more than 20 years' experience managing janitorial and facility services in diverse facilities, including aviation, manufacturing, educational, medical, and Class A office environments.

Kevin is on-site throughout the transition process, working closely with Flagship's account manager to ensure a smooth transition and identify areas where we might provide immediate benefit. He is available whenever needed to solve problems, address concerns, and implement Flagship's "never say no" customer service policies.



In the past eight years, Kevin led Flagship's transition teams for Salt Lake City, Denver, Tampa, Orlando, and Phoenix International airports. Kevin's transition team achieved immediate improvements in the quality of cleaning at each airport, including cleaner carpets, elimination of restroom grout, and cleaning of unpolished limestone.

Kevin's experience also includes overseeing a 700-employee operation covering a six-state region that maintained more than 25 million square feet of space. He has transitioned and managed facility services ranging in size between 500,000 to 10 million square feet. His broad range of janitorial management experience includes transition planning, floor care and inspection systems, and the implementation of safety, employee management, recycling, and customer service programs.

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

Jose Garcia, Regional Operations Manager

Jose has 22 years’ experience providing top notch janitorial services at airports, beginning as a front-line worker. Since 2001, he has succeeded working for three different janitorial vendors at Orlando International Airport, implementing each company’s systems while always putting the airport’s needs first. His experience includes the following:



- ▶ Serves as Flagship’s site manager at Orlando International Airport
- ▶ Served as assistant site manager at Orlando International Airport from October 2016 until 2018
- ▶ Served as site manager at Tampa International Airport, overseeing employees on the first, second, and third shifts and overseeing the entire operation managing 175 employees
- ▶ Served as operations manager overseeing first and second shift and assisting the site manager Orlando International Airport

Served as the quality control manager from 2007-2014, overseeing QC processes and overseeing supervisors on the day shift

Courtney Wright – Vice President, Business Development | Aviation

Courtney is an experienced business development representative who develops customized solutions for aviation customers throughout North America.

Every aspect of her initiatives challenge our operations on how does "this" impact passenger satisfaction. Courtney is on the cutting edge of driving SMART technologies into the restrooms and other aspects of the airport and passenger experience. Through her efforts, she is pushing users to develop better data and ultimately better use of data to enhance the experience and the quality delivered by these investments. Courtney has made significant contributions to Flagship being awarded several airport and aviation contracts for facility services, including Phoenix Sky Harbor, Salt Lake City, Greensboro, North Carolina, Harrisburg, Pennsylvania, and many more.



She earned a Bachelor of Arts in Communication and Media Studies from Texas A&M University. Courtney has continued to enhance her skills by taking part in several industry and service specific training and certifications. Most recently, she was awarded the Facilities Management Professional (FMP) designation from the International Facilities Management Association (IFMA). Courtney has used this training to help foster broader approaches to how our company designs programs for airports and aviation facilities and equipment.

If selected for this contract, Courtney will serve as the main point of contact to the City. In addition, she will provide financial analysis, staffing and operational plans, contract negotiations, participate in transition meetings, and ensure resources are provided for proper startup.

*3.3.3 Experience of Local Manager and Assistant Local Manager. Proposer shall provide resumes for the proposed Local Manager and Assistant Local Manager to be assigned to directly oversee the day-to-day performance of routine janitorial and project services under the Contract. The Local Manager and Assistant Local Manager must satisfy the minimum requirements set forth in Section 4, Scope of Work/Services/Special Conditions. Resumes should include, but are not limited to, relevant experience with projects of a similar nature, education, certifications, and expertise.

Angel Manso, Site Manager

Angel has more than 20 years' experience in maintenance and janitorial services. He started his career as a maintenance crew member at Tiffany's New York. He later managed more than 500 crew members at Amway arena, Camping World Stadium, Orlando City Soccer Stadium, and Heritage Park.

Angel has managed large facility operations, ensuring preventative maintenance and safety standards were always met. In addition, he is certified in high lifts, forklift operation, floor care, and carpet care.

Angel will be responsible for the following:

- ▶ Manage main supervisor and the assistant supervisors
- ▶ Ensure the inventory of supplies, materials, and equipment is adequate to meet current and foreseeable requirements
- ▶ Collaborate with the Airport's general manager to develop and implement plans for the operational infrastructure of systems, processes, and personnel
- ▶ Motivate and oversee a high-performance team; attracts, recruits, and retains required members of the team not currently in place; provides mentoring
- ▶ Manage policy in the areas of quality, cost reduction, complete and on-time delivery, safety, customer satisfaction, employee relations, visual controls, and performance measures

Review labor and material charges upon completion of any extra-contractual work prior to submission to the Airports General Manager for job costing

Carmen Rodriguez, Assistant Local Manager

Carmen has more than five years of experience supervising cleaning services at Orlando International Airport (MCO). Her primary function of the assistant site supervisor is to handle all operational performance on second shift and weekend shifts.

- ▶ Work second shift and weekend schedule full-time
- ▶ Direct staff and schedules
- ▶ Interact with vendor for supply orders
- ▶ Direct staff in their daily tasks, ensure instructions from our operations manager or main site supervisor is completed and to report back status

Maintain job site security as required by the customer and to ensure the security of company supplies and equipment

*3.3.4 Experience of Quality Control Subcontractor. The successful proposer will be required to provide the services of a third-party subcontractor to complete periodic quality control audits/inspections of the janitorial services as required by the Department. Proposer shall provide the name of the subcontractor proposer proposes to provide quality control audits/inspections, including a general description regarding the subcontractor's relevant experience.

Flagship will partner with Confluence Consulting LLC to perform our periodic quality control audits/inspections. Confluence has almost 10 years of experience helping to implement systems that turn "good enough" into "truly outstanding" and help employees develop a sense of the importance of delivering five-star customer service to all of your passengers.

*3.3.5 List of Proposed Subcontractors. Proposer shall provide a list of subcontractors the proposer proposes to utilize in the performance of janitorial services which should include a general description regarding the subcontractors' relevant experience. The County reserves the right to accept the use of a subcontractor or to reject the selection of a particular subcontractor and to inspect all facilities of any subcontractors in order to make a determination as to the capability of the subcontractor to perform properly under this Contract.

Dammel Cleaning Enterprises, Inc., doing business as Palm Beach & Broward Building Maintenance, has been providing superior Janitorial Services since the year 2000. With Offices in West Palm Beach and Hollywood, Florida, the Company is located within easy reach of clients throughout the Greater South Florida Area. With many years of dedicated service and an excellent team of janitorial professionals, locally owned and managed, they are well suited to provide you with the first-class service you deserve.

Dammel Cleaning Enterprises, Inc will be providing cleaning services on the 2nd shift. Dammel's experience includes the following clients:

- Broward County Aviation Department @ Fort Lauderdale International Airport
- Transportation Security Administration (TSA)
- FAA (Federal Aviation Administration in 3-Counties)
- City of West Palm Beach
- City of West Palm Beach Fire Department Administration
- Palm Beach County
- Palm Beach County Sheriff
- Palm Beach County School District
- State Of Florida Lottery
- State Of Florida Children Medical Service
- State of Florida Department of Children and Families
- State of Florida Department of Highway & Motor Safety
- Florida Department of Transportation
- Comcast
- Easter Seals of Florida
- United State Army Military Clinic @ Southern Command
- Churches
- Dental Offices
- Doctor Offices & Clinics



3.4 Business Location / Local Preference

Pursuant to Section 2-80.47 of the Palm Beach County Local Preference Code, unless prohibited by federal, state or local law or where prohibited under the conditions of any grant, the location of a business shall be addressed through the evaluation criteria set forth in this solicitation.

Proposer shall submit at the time of proposal submission the attached "Certification of Business Location" (Appendix D) (the "Certification") together with a valid Business Tax Receipt issued by the Palm Beach County Tax Collector, unless the proposer is exempt from the Business Tax Receipt requirement by law, which will be used to verify that the proposer had a permanent place of business prior to the issuance of this Notice of Solicitation/Request for Proposal. The Palm Beach County Business Tax Receipt and the Certification are the sole determinant of Business Location/Local Preference points. Errors in the completion of the Certification or failure to submit the completed Certification will cause the proposer to not receive points for Business Location/Local Preference.

Provided a proposer does not qualify to receive an S/M/WBE preference, local proposers who submit the Certification, together with the required Business Tax Receipt at the time of proposal submission, shall receive five (5) points.





**Office of
Equal Business Opportunity**
50 South Military Trail, Suite 202
West Palm Beach, FL 33415
(561) 616-6840
www.pbcgov.com/oebo



**Palm Beach County
Board of County
Commissioners**

- Robert S. Weinroth, Mayor
- Gregg K. Welss, Vice Mayor
- Maria G. Marino
- Dave Kerner
- Maria Sachs
- Melissa McKinlay
- Mack Bernard

County Administrator
Verdenia C. Baker

*"An Equal Opportunity
Affirmative Action Employer"*

Official Electronic Letterhead

05/16/2022

Attn. David Melendez
Dammel Cleaning Enterprise, Inc.
d/b/a PALM BEACH & BROWARD BLDG MAINTENANCE
1029 N. Florida Mango Rd, Ste. 7
West Palm Beach, FL 33409-4164

Dear Mr. Melendez:

The Palm Beach County Office of Equal Business Opportunity (OEBO) has completed its review of your application and documents and is pleased to announce that your firm has been re-certified for:

- 91039 – Janitorial/Custodial Services

as a Small/Minority Business Enterprise (S/MBE) for three (3) years, expiring July 19, 2025. You will not receive consideration if you bid in another area. Enclosed is your certificate.

Your firm shall be subject to the provisions of the Palm Beach County Purchasing Ordinance and all State and Federal laws relating to the transaction of business.

This certification entitles you to participate in contracting opportunities when the products and services offered by your firm are being considered for bid. As an additional service to your firm, you will be included in the Palm Beach County Directory of certified S/M/WBE firms. If you wish to have your firm's listing changed, please contact our office at (561) 616-6840.

Your company's certification is subject to periodic review to verify your continued eligibility. Any changes you report to any County Department/Division must also be reported to OEBO. Your company name and vendor code must be the same in both Purchasing and OEBO. Failure to maintain your firm in accordance with S/M/WBE requirements contained in the Palm Beach County Code or failure to report changes in the status of your firm may result in your firm being decertified. Remember, whenever you respond to a County bid you must do so under the name of **Dammel Cleaning Enterprise, Inc., D/B/A PALM BEACH & BROWARD BLDG MAINTENANCE** with vendor code **DAMM0001**.

Sincerely,

Terry Newton
SBD Specialist I

3.5 Commercial Non-Discrimination

As a condition of submitting a proposal to the County, the proposer agrees to comply with the County's Commercial Non-discrimination Policy as described in Resolution 2017-1770 as amended. In accordance with Palm Beach County Code Section 2-80.24, proposer hereby certifies and agrees that the following information is correct: In preparing its response to this solicitation, the proposer has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not engaged in "discrimination" as defined in the County's Commercial Nondiscrimination Policy as set forth in Resolution 2017-1770 as amended, to wit: discrimination in the solicitation, selection or commercial treatment of any subcontractor, vendor, supplier or commercial customer on the basis of race, color, national origin, religion, ancestry, sex, age, marital status, familial status, sexual orientation, gender identity or expression, disability, or genetic information, or on the basis of any otherwise unlawful use of characteristics regarding the vendor's, supplier's or commercial customer's employees or owners; provided that nothing in this policy shall be construed to prohibit or limit otherwise lawful efforts to remedy the effects of discrimination that have occurred or are occurring in the County's relevant marketplace of Palm Beach County. Without limiting the foregoing, "discrimination" also includes retaliating against any person or other entity for reporting any incident of "discrimination." Without limiting any other provision of the solicitation, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the County to reject the proposal submitted by the proposer for this Solicitation, and to terminate any contract awarded based on the response.

At the time of proposal submission, the proposer shall provide to the County a list of all instances within the immediate past four (4) years where there has been a final adjudicated determination in a legal or administrative proceeding in the State of Florida that the proposer discriminated against its subcontractors, vendors, suppliers or commercial customers, and a description of the status or resolution of that complaint, including any remedial action taken.

Indicate your agreement to the foregoing by signing the Price Proposal Page(s).

In accordance with Palm Beach County Code Section 2-80.24, this certification and agreement must be completed and submitted with the proposal for all solicitations.

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*3.6 Financial / Business Stability

Proposer should submit one of the following:

- a. Balance sheets and income statements for the current fiscal year and prior two (2) fiscal years of operation, prepared in accordance with generally accepted accounting principles and compiled by an independent certified public accountant or notarized by the chief financial officer or owner; or
- b. The company's federal income tax returns for the previous three (3) years as completed and filed with the federal government. Sole proprietors should provide Schedule C from Form 1040 for the previous three (3) years. The Schedule C's must be accompanied by a statement from an independent certified public accountant or a statement by the chief financial officer or owner, indicating that the Schedules are copies of the ones filed with the 1040; or
- c. A statement from an independent certified public accountant attesting to the financial stability of the organization for the current and prior two (2) fiscal years of operation; or
- d. A reference letter from the proposer's bank or financial institution indicating the bank's relationship with the proposer and providing a credit reference. At the time of issuance of the reference letter, the bank/financial institution must have a minimum peer group rating that meets or exceeds the threshold levels in at least two of the five approved services as listed below:

8. Thomson Reuters Bank Insight Quarterly Ratings – 50
9. IDC Bank Financial Quarterly Listing – 125
10. Veribanc, Inc. Listing – 3 Star Green Rating Standard & Poor's Listing – Single A
11. Moody's Listing – Single A

The County reserves the right to request additional information considered pertinent to indicate any and all proposer's financial and operational capabilities. Further, the County retains the right to disqualify from further consideration any proposer who fails to demonstrate sufficient financial stability to perform the pending contract.

FLAGSHIP ENTERPRISES HOLDING, INC. AND SUBSIDIARIES
Consolidated Balance Sheets

	December 31,	
	2022	2021
<u>ASSETS</u>		
Current assets:		
Cash and cash equivalents	\$ 5,023,478	\$ 1,425,357
Accounts receivable, net	83,139,701	72,487,702
Prepaid expenses and other	26,506,579	25,244,794
Total current assets	114,669,758	99,157,853
Property and equipment, net	8,516,516	8,214,370
Other assets:		
Deposits and other	413,508	161,983
Investments	3,568,312	3,881,772
Affiliate - receivables and payables, net	1,140,441	1,064,812
Right-of-use assets	2,435,842	-
Goodwill	20,429,785	22,637,005
Total other assets	27,987,888	27,745,572
Total assets	\$ 151,174,162	\$ 135,117,795
<u>LIABILITIES AND SHAREHOLDER'S EQUITY</u>		
Current liabilities:		
Accounts payable	\$ 18,292,306	\$ 18,886,239
Accrued expenses	53,042,854	61,615,081
Line of credit	12,235,401	19,375,126
Operating lease obligations	673,964	-
Loans payable	2,874,082	9,597
Total current liabilities	87,118,607	99,886,043
Long-term liabilities:		
Accrued expenses, long-term	3,549,306	3,791,637
Loans payable, long-term	15,755,846	-
Operating lease obligations, long-term	1,755,944	-
Deferred income taxes	265,000	23,000
Total long-term liabilities	21,326,096	3,814,637
Total liabilities	108,444,703	103,700,680
Commitments and contingencies		
Shareholder's equity:		
Common stock (Series A), no par value, 5,100,000 shares authorized, issued and outstanding	1,580,763	1,580,763
Common stock (Series B), no par value, 4,900,000 shares authorized, 900,000 shares issued and outstanding	158,824	158,824
Additional paid-in capital	9,321,840	8,713,718
Retained earnings	31,668,032	20,963,810
Total shareholder's equity	42,729,459	31,417,115
Total liabilities and shareholder's equity	\$ 151,174,162	\$ 135,117,795

FLAGSHIP ENTERPRISES HOLDING, INC. AND SUBSIDIARIES
Consolidated Statements of Income and Expense

	Years Ended December 31,	
	<u>2022</u>	<u>2021</u>
Revenue	\$ 447,120,783	\$ 364,964,606
Expenses:		
Operating	386,012,736	322,143,035
Selling, general, and administrative	<u>45,228,509</u>	<u>36,595,911</u>
Total expenses	<u>431,241,245</u>	<u>358,738,946</u>
Operating profit	<u>15,879,538</u>	<u>6,225,660</u>
Other income (expense):		
Interest expense	(982,653)	(143,276)
Other income (expense), net	(794,410)	491,589
Amortization of goodwill	<u>(2,451,170)</u>	<u>(466,494)</u>
Total other income (expense)	<u>(4,228,233)</u>	<u>(118,181)</u>
Income before provision for income taxes	<u>11,651,305</u>	<u>6,107,479</u>
Provision for income taxes:		
Current	33,101	45,461
Deferred	<u>242,000</u>	<u>190,000</u>
Total provision for income taxes	<u>275,101</u>	<u>235,461</u>
Net income	<u>\$ 11,376,204</u>	<u>\$ 5,872,018</u>

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Required Appendices

3.7 Price Proposal Information

The proposer shall submit the attached Price Proposal Page(s) (Appendix A) filled out and signed. The proposer shall indicate the Fully Burdened Hourly Rates for Services, which shall apply to Routine Services and Additional Services for the categories of employees listed on the Price Proposal Page(s). The proposer shall

also include the Estimated Cost of Reimbursable Supplies on the Price Proposal Page(s), which is provided solely for internal budgeting purposes and shall not be subject to evaluation as part of the price proposal. In submitting the price proposal for Fully Burdened Hourly Rates, the proposer should consider the wage and benefit requirements of the Contract as outlined in Section 4, Scope of Work/Services/Special Conditions.

Offers will receive up to the maximum points listed in 2.17 above, based upon the reasonableness of the total price and competitiveness of this amount with other offers received.

The Total Price for Evaluation Purposes set forth on the Price Proposal Page(s) shall be used for evaluation purposes to determine the points awarded. The lowest price submitted will get the maximum number of points listed. Higher prices get fewer points based on the competitiveness of this amount with other offers received.

In order for the County to make payment, the Vendor's Legal Name, Vendor's Address and Vendor's TIN/FEIN Number on the Contractor's proposal and Contract must be exactly the same as it appears on the invoice and in the County's Vendor Self Service (VSS) system. Contractor shall send ALL ORIGINAL invoices to the following address and may send copies of invoices to the County's representative set forth in the Contract. Invoices submitted on carbon paper shall not be accepted.

PALM BEACH COUNTY FINANCE DEPT. P.O.BOX 4036

WEST PALM BEACH, FL 33402-4036

Note: Palm Beach County Vendors can now be paid by Credit Card via the County's voluntary Payment Manager Program. For vendors who do not have a merchant account, one is needed to utilize the Program. For vendors with a merchant account, you will need to enroll with the Palm Beach County Clerk & Comptroller's office. For information, contact the Palm Beach County Clerk & Comptroller at pbcpaymentmgr@mypalmbeachclerk.com.

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**APPENDIX A
PRICE PROPOSAL PAGES
RFP NO. 23-057/MD**

The following pricing is submitted as the all-inclusive pricing to provide the Department of Airports with janitorial services for the Palm Beach International Airport in accordance with the Requirements/Scope of Work/Services/Special Conditions set forth in this RFP document.

A. "Fully Burdened" Hourly Rates for Routine and Additional Services¹

Employee Category	Fully Burdened Fixed Hourly Rate	X	Annual Hours for Evaluation Purposes	Total by Category
Local Manager	\$57.09/hour	X	2,080 hours	\$118,751.11
Assistant Manager	\$42.82/hour	X	2,080 hours	\$89,063.33
Supervisor	\$29.32/hour	X	8,320 hours	\$243,914.77
Project Supervisor	\$25.23/hour	X	12,480 hours	\$314,927.93
Custodian	\$22.52/hour	X	118,560 hours	\$2,670,422.93
Total Proposed Price for 1st Contract Year				\$3,437,080.07

Employee Category	Fully Burdened Fixed Hourly Rate	X	Annual Hours for Evaluation Purposes	Total by Category
Local Manager	\$58.13/hour	X	2,080 hours	\$120,914.31
Assistant Manager	\$43.86/hour	X	2,080 hours	\$91,226.53
Supervisor	\$30.36/hour	X	8,320 hours	\$252,567.57
Project Supervisor	\$26.27/hour	X	12,480 hours	\$327,907.13
Custodian	\$23.56/hour	X	118,560 hours	\$2,793,725.33
Total Proposed Price for 2nd Contract Year				\$3,586,340.87

Employee Category	Fully Burdened Fixed Hourly Rate	X	Annual Hours for Evaluation Purposes	Total by Category
Local Manager	\$59.17/hour	X	2,080 hours	\$123,077.51
Assistant Manager	\$44.90/hour	X	2,080 hours	\$93,389.73
Supervisor	\$31.40/hour	X	8,320 hours	\$261,220.37
Project Supervisor	\$27.31/hour	X	12,480 hours	\$340,886.33
Custodian	\$24.60/hour	X	118,560 hours	\$2,917,027.73
Total Proposed Price for 3rd Contract Year				\$3,735,601.67

Employee Category	Fully Burdened Fixed Hourly Rate	X	Annual Hours for Evaluation Purposes	Total by Category
Local Manager	\$60.21/hour	X	2,080 hours	\$125,240.71
Assistant Manager	\$45.94/hour	X	2,080 hours	\$95,552.93
Supervisor	\$32.44/hour	X	8,320 hours	\$269,873.17
Project Supervisor	\$28.35/hour	X	12,480 hours	\$353,865.53
Custodian	\$25.64/hour	X	118,560 hours	\$3,040,330.13
Total Proposed Price for 4th Contract Year				\$3,884,862.47

Employee Category	Fully Burdened Fixed Hourly Rate	X	Annual Hours for Evaluation Purposes	Total by Category
Local Manager	\$61.25/hour	X	2,080 hours	\$127,403.91
Assistant Manager	\$46.98/hour	X	2,080 hours	\$97,716.13
Supervisor	\$33.48/hour	X	8,320 hours	\$278,525.97
Project Supervisor	\$29.39/hour	X	12,480 hours	\$366,844.73
Custodian	\$26.68/hour	X	118,560 hours	\$3,163,632.53
Total Proposed Price for 5th Contract Year				\$4,034,123.27

¹ For purposes of this Contract, "Fully Burdened Hourly Rates" shall include all costs of the provision of labor and non-reimbursable equipment/supplies necessary for the provision of Routine Services, including, but not limited to, payroll costs, employee benefits, employee paid time off, insurance, payroll taxes, general and administrative costs, and contractor's profit. Contractor employee hours shall be paid at the Fully Burdened Hourly Rates by category of employee for Additional Services. The costs of specialized equipment and supplies, which are not required for the provision of Routine Services, and subcontracted services required to perform Additional Services shall be subject to reimbursement based on actual costs with no additional markup by Contractor. The number of work hours are **not** guaranteed and may be modified by the Palm Beach County Department of Airports based on operational requirements as determined in the Department's discretion. The annual hours listed on the price proposal pages are for **evaluation purposes only**; therefore, the actual annual hours worked will vary. Payments will be made based on the Fully Burdened Hourly Rates proposed for each hour worked by category of employee; therefore, the total for price evaluation purposes should not be considered by proposers as the amount to be paid under the Contract.



A. Estimated Cost of Reimbursable Supplies for Routine Services for Designated Work Areas²

ITEM NO:	DESCRIPTION	ESTIMATED COSTS OF SUPPLIES FOR DESIGNATED WORK AREAS, EXCLUDING DESIGNATED SECURITY AREAS AND CONCONCOURSE B EXPANSION AREA	ESTIMATED COSTS OF SUPPLIES FOR DESIGNATED SECURITY AREAS BASED ON "STANDARD CLEANING REQUIREMENTS"	ESTIMATED COST OF SUPPLIES FOR DESIGNATED SECURITY AREAS BASED ON "TSA ENHANCED CLEANING REQUIREMENTS"
1	1 st Contract Year	\$710,377.96	\$12,000	\$24,000

²The Estimated Cost of Reimbursable Supplies is solely for internal budgeting purposes and shall not be subject to evaluation as part of the price proposal. Reimbursable supplies shall be reimbursed based on actual costs incurred by Contractor with no additional markup by the Contractor.

In submitting the Price Proposal for the Fully Burdened Hourly Rates for Routine Services and Additional Services, the proposer should consider the wage and benefit requirements of the Contract as outlined in Section 4, Scope of Work/Services/Special Conditions.

The Proposer certifies by signature below the following:

- a. This pricing is current, accurate complete, and is presented as the Total Pricing, including "out-of-pocket" expenses (if any), for the performance of this Contract in accordance with the Requirements/Scope of Work/Services/Special Conditions of this RFP.
- b. This Proposal is current, accurate, complete, and is presented to the County for the performance of this Contract in accordance with all the requirements as stated in this RFP.
- c. The Proposal is submitted without prior understanding, agreement, or connection with any corporation, firm, or person submitting a Proposal for the same materials, services, and supplies and is, in all respects, fair and without collusion or fraud.



**APPENDIX A
PRICE PROPOSAL PAGES
RFP NO. 23-057/MD**

Page 4 of 4

d. The financial stability to fully perform the terms and conditions as specified herein. The County reserves the right to request financial information from the proposer at any time during the solicitation process and in any form deemed necessary by the County.

e. The information in Section 3.5 Commercial Non-Discrimination Certification is true and correct to the best of the Proposer's knowledge.

f. There are no legal proceedings required to be disclosed, as required by Section 3.5 Commercial Non-Discrimination except as disclosed in Proposer's proposal, if any.

Note: Failure to certify and submit the required information, if applicable, shall deem your proposal non-responsive.

IMPORTANT: FAILURE TO SUBMIT THESE PAGES, INCLUDING ALL REQUIRED INFORMATION AND SIGNATURES, WILL BE CAUSE FOR "IMMEDIATE REJECTION" OF THE ENTIRE PROPOSAL RESPONSE.

NAME (PRINT): Courtney Wright

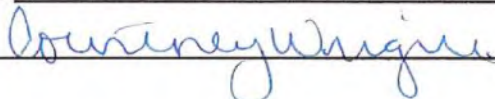
TITLE: Vice President, Business Development, Aviation

COMPANY: Flagship Airport Services, Inc.

ADDRESS: 405 S. Kimball Ave

CITY/STATE/ZIP: Southlake, TX 76092

TELEPHONE NO. 817-999-9295

SIGNATURE: 



OEOB SCHEDULE 1

SOLICITATION/PROJECT/BID NAME: Janitorial Services at Palm Beach International Airport SOLICITATION/PROJECT/BID NO.: 23-057/MD
 SOLICITATION OPENING/SUBMITTAL DATE: May 30, 2023 COUNTY DEPARTMENT: Department of Airports

Section A PLEASE LIST THE DOLLAR AMOUNT OR PERCENTAGE OF WORK TO BE COMPLETED BY THE PRIME CONTRACTOR/CONSULTANT* ON THE PROJECT:

NAME OF PRIME RESPONDENT/BIDDER: Flagship Airport Services, Inc. ADDRESS: 405 S. Kimball Ave. Southlake, TX 76092
 CONTACT PERSON: Courtney Wright PHONE NO.: 817-999-9295 E-MAIL: cwright@flagshipinc.com
 PRIME'S DOLLAR AMOUNT OR PERCENTAGE OF WORK: 79% Non-SBE MBE WBE SBE
 *SMBE Prime's must include their percentage or dollar amount in the Total Participation line under section B.

Section B PLEASE LIST THE DOLLAR AMOUNT OR PERCENTAGE OF WORK TO BE COMPLETED BY ALL SUBCONTRACTORS/SUBCONSULTANTS ON THE PROJECT BELOW:

Subcontractor/Sub consultant Name	(Check all Applicable Categories)				DOLLAR AMOUNT OR PERCENTAGE OF WORK					
	Non-SBE	MBE Minority Business	WBE Women Business	SBE Small Business	Black	Hispanic	Women	Caucasian	Asian	Other
1. Damnell Cleaning Enterprise, Inc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	21%	-	-	-	-
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	-	-
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	-	-
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	-	-
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	-	-
Total						21%				

Total Bid/Offer Price \$ 58,450,314.38
 Total Certified S/M/MBE Participation \$ 12,276,271.02
 I hereby certify that the above information is accurate to the best of my knowledge: Jim Mikalich NVP
 Name & Authorized Signature: *Jim Mikalich*
 Title: _____

- Note:
- The amount listed on this form for a Subcontractor/sub consultant must be supported by price or percentage listed on the properly executed Schedule 2 or attached signed proposal.
 - Only those firms certified by Palm Beach County at the time of solicitation due date are eligible to meet the established OEOB Affirmative Procurement Initiative (API). Please check the applicable box and list the dollar amount or percentage under the appropriate demographic category.
 - Modification of this form is not permitted and will be rejected upon submittal.

OEBO LETTER OF INTENT – SCHEDULE 2

A completed Schedule 2 is a binding document between the Prime Contractor/consultant and a Subcontractor/subconsultant (for any tier) and should be treated as such. The Schedule 2 shall contain bolded language indicating that by signing the Schedule 2, both parties recognize this Schedule as a binding document. All Subcontractors/subconsultants, including any tiered Subcontractors/subconsultants, must properly execute this document. Each properly executed Schedule 2 must be submitted with the bid/proposal.

SOLICITATION/PROJECT NUMBER: 23-0 5/MD

SOLICITATION/PROJECT NAME: Janitorial Services at Palm Beach International Airport

Prime Contractor: Flagship Airport Services, Inc. Subcontractor: Dammal Cleaning Enterprise Inc.

(Check box(es) that apply)
 SBE WBE MBE M/WBE Non-S/M/WBE Date of Palm Beach County Certification (if applicable): 7/20/2022

The undersigned affirms they are the following (select one from each column if applicable):

Column 1	Column 2	Column 3
<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> African-American/Black <input type="checkbox"/> Asian American <input checked="" type="checkbox"/> Hispanic American <input type="checkbox"/> Native American	<input type="checkbox"/> Caucasian American <input checked="" type="checkbox"/> Supplier

S/M/WBE PARTICIPATION – S/M/WBE Primes must document all work to be performed by their own work force on this form. Failure to submit a properly executed Schedule 2 for any S/M/WBE participation may result in that participation not being counted. Specify in detail, the scope of work to be performed or items supplied with the dollar amount and/or percentage for each work item. S/M/WBE credit will only be given for the areas in which the S/M/WBE is certified. A detailed proposal may be attached to a properly executed Schedule 2.

Line Item	Item Description	Unit Price	Quantity/ Units	Contingencies/ Allowances	Total Price/Percentage
	Janitorial Services				21%

The undersigned Subcontractor/subconsultant is prepared to self-perform the above-described work in conjunction with the aforementioned project at the following total price or percentage: 21%

If the undersigned intends to subcontract any portion of this work to another Subcontractor/subconsultant, please list the business name and the amount below accompanied by a separate properly executed Schedule 2.

Name of 2nd/3rd tier Subcontractor/subconsultant _____ Price or Percentage: _____

Flagship Airport Services, Inc.
 Print Name of Prime
 By: Jim Mikacich
 Authorized Signature
Jim Mikacich
 Print Name
NVP, Sales
 Title
 Date: 5/25/2023

Dammal Cleaning Enterprise, Inc.
 Print Name of Subcontractor/subconsultant
 By: David Melendez
 Authorized Signature
David Melendez
 Print Name
President
 Title
 Date: 5/19/2023

Revised 09/17/2019

3.8 Business Information

Each proposer shall complete and submit the attached Business Information page (Appendix B).

**APPENDIX B
BUSINESS INFORMATION
RFP NO. 23-057/MD**

Full Legal Name of Entity: Flagship Airport Services, Inc.
(Exactly as it is to appear on the Contract/Agreement)
 Entity Address: 405 S. Kimball Ave., Southlake, TX 76092

Telephone Number: (972) 574-9702 Fax Number: (972) 574-9703

- Form of Entity:
 Corporation
 Limited Liability Company
 Partnership, General
 Partnership, Limited
 Joint Venture
 Sole Proprietorship

Federal I.D. Number: 20-0470914

(1) If Proposer is a subsidiary, state name of parent company.

Caution: All information provided herein must be as to Proposer (subsidiary) and not as to parent company.

(2) Is Entity registered to do business in the State of Florida? Yes No

If yes to the above, as of what date? August 1, 2014

If not presently registered with the Division of Corporations to do business in the State of Florida as either a Florida or foreign corporation, Proposer acknowledges, by signing below, that if it is the Awardee it will register with the State of Florida prior to the effective date of the contract with Palm Beach County.

SIGNATURE: Courtney Wright

NAME (PRINT): Courtney Wright

TITLE: Vice President, Business Development, Aviation

COMPANY: Flagship Airport Services, Inc.

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3.9 Amendments to the RFP

It is the proposer's responsibility to assure receipt of all amendments. The proposer shall verify with the designated contact person, prior to submitting a proposal, the number of amendments that have been received. Each amendment to the RFP shall be signed by an authorized person and shall be submitted with the proposal or the proposal shall be deemed non-responsive.

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AMENDMENT No. 1 to
RFP No. 23-057/MD
Page 8 of 8

- Q.11. How are work tickets currently managed? (Work order System)
- a. If a CMMS/work order system is utilized, what is the name of the technological platform or system used?
 - b. Does this system have integration capabilities?
 - c. What is the process for completing an integration?
 - d. Can an alternative system be utilized in place of the current operations work order system?

A.11. The facility systems/software are new requirements; therefore, there is no information available regarding these systems/software. The RFP requires the selected contractor to implement a work order system. This answer applies to questions a. through c.

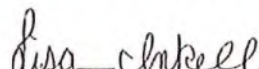
d. Proposers should indicate the system they are proposing to use to track work orders.

- Q.12. How is facility data (work tickets, asset management, building automation systems, sensor data, issue reporting/occupant requests, etc.) stored? Please provide an overview of any systems used for this.

A.12. The facility systems/software related to work orders, asset management, reporting and other similar systems are new requirements; therefore, there is no information available regarding these systems/software.

All changes addressed in this Amendment No. 1 shall be incorporated into RFP No. 23-057/MD and the final contract. All other terms and conditions of the RFP remain the same and unchanged.

NOTE: Please acknowledge receipt of this Amendment No. 1 by signing below and returning this page with your Proposal Response. Each Amendment to the RFP shall be signed by an authorized agent and submitted with the proposal or the proposal shall be deemed non-responsive.

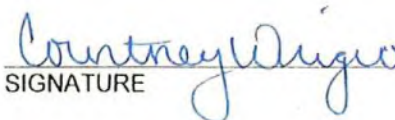


Lisa Inkell, Interim Purchasing Manager

ACKNOWLEDGMENT:

Flagship Airport Services, Inc.

COMPANY NAME



SIGNATURE

5/25/2023

DATE

AMENDMENT No. 2

DATED: May 16, 2023

Palm Beach County Purchasing Department
50 South Military Trail, Suite 110, West Palm Beach, FL 33415

RFP No. 23-057/MD

Title: Janitorial Services at Palm Beach International Airport

Request for Proposal Due Date: May 30, 2023

This Amendment is issued to provide additional information and clarification to the RFP document:

A. Proposers are advised of the following changes to the RFP:

- 1. Instructions for completing OEBO Schedule 1 and OEBO Letter of Intent – Schedule 2 are provided in this Amendment as Attachment No. 1.

All changes addressed in this Amendment No. 2 shall be incorporated into RFP No. 23-057/MD and the final contract. All other terms and conditions of the RFP, except as previously amended, remain the same and unchanged.

NOTE: Please acknowledge receipt of this Amendment No. 2 by signing below and returning this page with your Proposal Response. Each Amendment to the RFP shall be signed by an authorized agent and submitted with the proposal or the proposal shall be deemed non-responsive.

Lisa Inkell
Lisa Inkell, Interim Purchasing Manager

ACKNOWLEDGMENT:

Flagship Airport Services, Inc
COMPANY NAME

Courtney Higgins
SIGNATURE

05/25/2023
DATE



Additional Appendices

3.10 Additional Information

Information considered by the proposer to be pertinent to this project and which has not been specifically solicited in any of the aforementioned sections may be placed in a separate appendix section. Proposers are cautioned, however, that this does not constitute an invitation to submit large amounts of extraneous materials. Appendices should be relevant and brief.

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**APPENDIX E
DRUG-FREE WORKPLACE CERTIFICATION
RFP NO. 23-057/MD**

IDENTICAL TIE PROPOSALS - In accordance with Section 287.087, F.S., a preference will be given to vendors submitting with their proposals the following certification that they have implemented a drug-free workplace program which meets the requirements of Section 287.087; provided, however, that any preference given pursuant to Section 287.087, shall be made in conformity with the requirements of the Palm Beach County Code, Chapter 2, Article III, Sections 2-80.21 through 2-80.34. In the event tie proposals are received from vendors who have not submitted with their proposals a completed Drug-Free Workplace Certification form, the award will be made in accordance with Palm Beach County's purchasing procedures pertaining to tie proposals.

This Drug-Free Workplace Certification form must be executed and returned with the attached proposal, and received on or before time of proposal submission to be considered. The failure to execute and/or return this certification shall not cause any proposal to be deemed non-responsive.

Whenever two (2) or more proposals which are equal with respect to price, quality, and service are received by Palm Beach County for the procurement of commodities or contractual services, a proposal received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. In order to have a drug-free workplace program, a business shall:

- (1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- (2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- (3) Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in number (1).
- (4) In the statement specified in number (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, Florida Statutes, or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- (5) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
- (6) Make a good faith effort to continue to maintain a drug-free workplace through implementation Section 287.087, Florida Statutes.

THIS CERTIFICATION is submitted by Courtney Wright the
(Individual's Name)

Vice President Business Development, Aviation Flagship Aviation Services, Inc.
(Title/Position with Company/Vendor) (Name of Company/Vendor)

who does hereby certify that said Company/Vendor has implemented a drug-free workplace program which meets the requirements of Section 287.087, Florida Statutes, which are identified in numbers (1) through (6) above.

Courtney Wright 5/23/23
(Signature) (Date)

APPENDIX F
DISCLOSURE OF OWNERSHIP INTERESTS
RFP NO. 23-057/MD

TO: PALM BEACH COUNTY CHIEF OFFICER,
OR HIS OR HER OFFICIALLY DESIGNATED REPRESENTATIVE

STATE OF FLORIDA
COUNTY OF PALM BEACH

BEFORE ME, the undersigned authority, this day personally appeared
David Pasek, hereinafter referred to as "Affiant," who being by me first duly sworn,
under oath, deposes and states as follows:

- 1. Affiant appears herein as:
[] an individual or
[X] the President/CEO of Flagship Airport Services, Inc.
[position—e.g., sole proprietor, president, partner, etc.] [name & type of entity—e.g., ABC Corp., XYZ Ltd. Partnership, etc.].
2. Affiant's address is: 405 S. Kimball Ave, Southlake, TX 76092

3. Attached hereto as Exhibit "A" is a complete listing of the names and addresses of every person or entity having a five percent (5%) or greater interest in the Affiant's corporation, partnership, or other principal.

4. Affiant acknowledges that this Affidavit is given to comply with Palm Beach County policy, and will be relied upon by Palm Beach County and the Board of County Commissioners.

5. Affiant further states that Affiant is familiar with the nature of an oath and with the penalties provided by the laws of the State of Florida for falsely swearing to statements under oath.

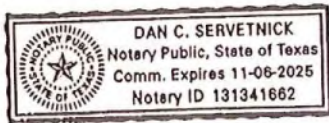
6. Under penalty of perjury, Affiant declares that Affiant has examined this Affidavit and to the best of Affiant's knowledge and belief it is true, correct and complete.

FURTHER AFFIANT SAYETH NAUGHT.

[Handwritten signature of David Pasek]

David Pasek, Affiant
(Print Affiant Name)

The foregoing instrument was acknowledged before me this 23 day of May, 2023, by David Pasek, who is personally known to me or [] who has produced as identification and who did take an oath.



[Handwritten signature of Dan C. Servetnick]
Notary Public
Dan C. Servetnick
(Print Notary Name)
State of Florida at Large
My Commission Expires: 11-6-2025

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EXHIBIT C
FEDERAL NONDISCRIMINATION PROVISIONS
Contract No. 23-057/MD

A. Title VI Clauses for Compliance with Nondiscrimination Requirements.

During the performance of this Contract, CONTRACTOR, for itself, its assignees, and successors in interest, agrees as follows:

1. **Compliance with Regulations:** CONTRACTOR will comply with the Title VI List of Pertinent Nondiscrimination Acts and Authorities ("Nondiscrimination Acts and Authorities" as set forth in paragraph B below), as they may be amended from time to time, which are herein incorporated by reference and made a part of this Contract.
2. **Nondiscrimination:** CONTRACTOR, with regard to the work performed by it during this Contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. CONTRACTOR will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when this Contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21.
3. **Solicitations for Subcontracts, including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding or negotiation made by CONTRACTOR for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by CONTRACTOR of CONTRACTOR's obligations under this Lease and the Nondiscrimination Acts and Authorities on the grounds of race, color, or national origin.
4. **Information and Reports:** CONTRACTOR will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the sponsor or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts and Authorities and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, CONTRACTOR will so certify to the sponsor or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the non-discrimination provisions of this Contract, County will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to:

- a. Withholding payments to CONTRACTOR under this Contract until CONTRACTOR complies; and/or
 - b. Cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** CONTRACTOR will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations, and directives issued pursuant thereto. CONTRACTOR will take action with respect to any subcontract or procurement as the sponsor or the Federal Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if CONTRACTOR becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, CONTRACTOR may request the sponsor to enter into any litigation to protect the interests of the sponsor. In addition, CONTRACTOR may request the United States to enter into the litigation to protect the interests of the United States.

B. Title VI List of Pertinent Nondiscrimination Acts and Authorities.

During the performance of this Contract, CONTRACTOR, for itself, its assignees, and successors in interest, agrees to comply with the following non-discrimination statutes and authorities, as may be amended, including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 USC § 2000d *et seq.*, 78 stat. 252) (prohibits discrimination on the basis of race, color, national origin);
- 49 CFR part 21 (Non-discrimination in Federally-assisted programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964);
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 USC § 4601) (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973 (29 USC § 794 *et seq.*), as amended (prohibits discrimination on the basis of disability); and 49 CFR part 27;
- The Age Discrimination Act of 1975, as amended (42 USC § 6101 *et seq.*) (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982 (49 USC § 471, Section 47123), as amended (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987 (PL 100-209) (broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);

- Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 USC §§ 12131 – 12189) as implemented by U.S. Department of Transportation regulations at 49 CFR parts 37 and 38;
- The Federal Aviation Administration's Nondiscrimination statute (49 USC § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 USC 1681 et seq).

C. Title VI Clauses for Construction/Use/Access to Real Property Acquired Under the Activity, Facility or Program.

1. CONTRACTOR for itself and its successors in interest and assigns, as a part of the consideration hereof, does hereby covenant and agree as a covenant running with the land that: (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that CONTRACTOR will use the Assigned Premises and any License Area in compliance with all other requirements imposed by or pursuant to the Nondiscrimination Acts And Authorities.
2. In the event of breach of any of the above nondiscrimination covenants, County will have the right to terminate this Contract and to enter or re-enter and repossess the Assigned Premises and any License Area and the facilities thereon, and hold the same as if this Contract had never been made or issued.

D. Title VI Clauses for Transfer of Real Property Acquired or Improved Under the Activity, Facility, or Program.

CONTRACTOR for itself and its successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree as a covenant running with the land that:

1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this Contract for a purpose for which a Federal Aviation Administration activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the will maintain and operate such facilities and services in compliance with all requirements imposed by the Nondiscrimination Acts and Authorities (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.
2. In the event of breach of any of the above nondiscrimination covenants, COUNTY will have the right to terminate this Contract and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if this Contract had never been made or issued.

E. Airport Concession Disadvantaged Business Enterprises ("ACDBE").

This Contract may be subject to the requirements of the U.S. Department of Transportation's regulations, 49 CFR Part 23. It is the policy of COUNTY that ACDBEs shall have the maximum practicable opportunity to participate in the performance of contracts. CONTRACTOR agrees that it will not discriminate against any business owner because of the owner's race, color, national origin or sex in connection with the award or performance of any concession agreement, management contract, or subcontract, purchase or lease agreement, or other agreement covered by 49 CFR Part 23. CONTRACTOR agrees to include the aforementioned statement in any subsequent concession agreement or contract covered by 49 CFR Part 23, that it enters and cause those businesses to similarly include the statements in further agreements.

F. General Civil Rights Provision.

CONTRACTOR agrees to comply with pertinent statutes, Executive Orders and such rules as are promulgated to ensure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance. If CONTRACTOR transfers its obligation to another, the transferee is obligated in the same manner as CONTRACTOR. This provision obligates CONTRACTOR for the period during which the property is owned, used or possessed by CONTRACTOR and the Airport remains obligated to the Federal Aviation Administration. This provision is in addition to that required by Title VI of the Civil Rights Act of 1964.

EXHIBIT D
OPERATIONS AND PROCEDURES MANUAL
Contract No. 23-057/MD

(Consisting of 73 pages)

EXHIBIT D
OPERATIONS AND PROCEDURES MANUAL

Contract for Janitorial Services for the Palm Beach International Airport

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**ARTICLE 1
STAFFING REQUIREMENTS**

1.1 MINIMUM STAFFING REQUIREMENTS

- 1.1.1 Unless otherwise approved or required by the Department, CONTRACTOR shall, at a minimum, provide: (i) 13 full time employees (37.5 hours per week) on the 1st and 2nd shifts, (ii) 18 full time employees on 3rd shift; and (iii) a minimum of:
- a. One (1) full-time, on-site local manager;
 - b. One (1) full-time, on-site assistant manager;
 - c. 56 hours of 1st shift supervision per week;
 - d. 840 hours of 1st shift custodians per week;
 - e. 56 hours of 2nd shift supervision per week;
 - f. 811 hours of 2nd custodians per week;
 - g. 56 hours of 3rd shift supervision per week;
 - h. 840 hours of 3rd shift custodians per week; and
 - i. 225 hours of 3rd shift crew workers per week.
- 1.1.2 Seasonal Employees. Commencing November 1st of each Contract Year through May 31st of the subsequent Contract Year, CONTRACTOR shall provide additional seasonal custodians seven (7) days per week. Two (2) additional seasonal custodians to work on 1st shift and two (2) additional seasonal custodians to work on 2nd shift. Additional custodial coverage shall be applied to Concourses A/B and C to ensure that the restrooms, passenger holdrooms, passenger loading bridges, seating areas, ticketing/gate queue, breast-feeding stations, sensory room(s), and indoor pet relief areas located on the Concourses are maintained to the highest standards of cleanliness and facility appearance in the airport industry. The assigned duties of seasonal custodians shall include, but are not limited to, regularly inspecting restrooms, passenger holdrooms, passenger loading bridges, seating areas, ticketing/gate queue, breast-feeding stations, sensory room(s), and indoor pet relief areas for cleanliness before and after departing flights. Custodians shall address issues on an as needed basis, which include, but are not limited to, removing discarded trash, cleaning flooring, cleaning restroom counters, fixtures, floors and/or walls, and restocking restroom supplies.
- 1.1.3 Modification of Hours/Non-Routine Services. The Department retains the right to increase or decrease the number of personnel scheduled during any shift, the number of shifts operated per day, and the number of hours during any shift, as needed. The Department may require additional custodial services to be performed that are outside the Routine Services identified herein from time-to-time. CONTRACTOR shall supply additional employees to accomplish all such non-routine services, as required, at the rate(s) specified in the Contract.

1.1.4 Summary of Weekly Hours. The tables below demonstrate a summary of hours per position and assignment areas.

POSITION	DAILY HOURS	DAYS PER WEEK	WEEKLY HOURS
Manager	8	5	40
Assistant Manager	8	5	40
1 st Shift Supervisor	8	7	56
2 nd Shift Supervisor	8	7	56
3 rd Shift Supervisor	8	7	56
Subtotal:	24	-	168

POSITION	SHIFT	SCHEDULE
Shift Supervisor	1 st	6:00 A.M. – 2:00P.M.
Shift Supervisor	2 nd	2:00 P.M. – 10:00 P.M.
Shift Supervisor	3 rd	10:00 P.M. – 6:00 A.M.
Custodian	1 st	6:00 A.M. – 2:00 P.M.
Custodian	2 nd	2:00 P.M. – 10:00 P.M.
Custodian	3 rd	10:00 P.M. – 6:00 A.M.

FIRST SHIFT: 6:00 A.M. – 2:00 P.M.

AREA ASSIGNMENT	DAILY HOURS	DAYS PER WEEK	WEEKLY HOURS
Supervisor	8	7	56
Landside	7.5	7	52.5
Landside	7.5	7	52.5
Landside	7.5	7	52.5
Landside	7.5	7	52.5
Airside Concourse A	7.5	7	52.5
Airside Concourse A	7.5	7	52.5
Airside Concourse B	7.5	7	52.5
Airside Concourse B	7.5	7	52.5
Airside Concourse B	7.5	7	52.5
Airside Concourse C	7.5	7	52.5
Airside Concourse C	7.5	7	52.5
Airside Concourse C	7.5	7	52.5
Non-secure and Secure Sides/Floater	7.5	7	52.5
Subtotal:	105.5	-	738.50
Seasonal	7.5	7	52.5
Seasonal	7.5	7	52.5
Total:			843.50

SECOND SHIFT: 2:00 P.M. – 10:00 P.M.

AREA ASSIGNMENT	DAILY HOURS	DAYS PER WEEK	WEEKLY HOURS
Supervisor	8	7	56
Landside	7.5	7	52.5
Landside	7.5	7	52.5
Landside	7.5	7	52.5
Landside	7.5	7	52.5
Airside Concourse A	7.5	7	52.5
Airside Concourse A	7.5	7	52.5
Airside Concourse B	7.5	7	52.5
Airside Concourse B	7.5	7	52.5
Airside Concourse B	7.5	7	52.5
Airside Concourse C	7.5	7	52.5
Airside Concourse C	7.5	7	52.5
Airside Concourse C	7.5	7	52.5
Non-secure and Secure Sides/Floater	7.5	7	52.5
Subtotal:	105.5	-	738.50
Seasonal	7.5	7	52.5
Seasonal	7.5	7	52.5
Total:			843.50

THIRD SHIFT: 10:00 P.M. – 6:00 A.M.

AREA ASSIGNMENT	DAILY HOURS	DAYS PER WEEK	WEEKLY HOURS
Supervisor	8	7	56
Airside	7.5	7	52.5
Airside	7.5	7	52.5
Airside	7.5	7	52.5
Airside	7.5	7	52.5
Airside	7.5	7	52.5
Airside	7.5	7	52.5
Airside	7.5	7	52.5
Airside	7.5	7	52.5
Airside	7.5	7	52.5
Airside	7.5	7	52.5
Airside	7.5	7	52.5
Landside	7.5	7	52.5
Landside	7.5	7	52.5
Landside	7.5	7	52.5
Landside	7.5	7	52.5
Landside	7.5	7	52.5
Subtotal:	112.5	-	843.50

AREA ASSIGNMENT	DAILY HOURS	DAYS PER WEEK	WEEKLY HOURS
Airside/Landside	7.5	5	37.5
Airside/Landside	7.5	5	37.5
Airside/Landside	7.5	5	37.5
Airside/Landside	7.5	5	37.5
Airside/Landside	7.5	5	37.5
Airside/Landside	7.5	5	37.5
Subtotal:	-	-	225
Total:			1068.5

- a. Custodian Shift lengths are seven and one half (7.5) hours exclusive of two (2) fifteen (15) minute breaks per shift. Breaks shall be staggered to prevent absence of coverage in assigned areas.
- b. Supervisor Shift lengths are eight (8) hours exclusive of two (2) fifteen (15) minute breaks per shift.
- c. Crew Worker Five (5) shifts per week for thirty-seven and one half (37.5) hours per week per crew worker. Shifts: 11:00 p.m. - 7:00 a.m., beginning on Sunday at 11:00 p.m.

ARTICLE 2 EQUIPMENT AND SUPPLIES

2.1 SERVICE AND OPERATING STANDARDS

CONTRACTOR shall, at a minimum, provide the equipment and supplies for each custodial closet and employee as required to perform Routine Services as follows:

EQUIPMENT and SUPPLY ITEMS	QUANTITY
Adenosine Triphosphate (ATP) Meter	1
Automatic Floor Scrubbing Machine	4
Back-Pack Vacuums	2
Escalator Cleaning Machine (two heads required 24"-32")	1
Carpet Drying Fan	6
Carpet Extraction System	1
Carpet Extraction System (small unit)	2
Carpet Dry cleaning System	3
Carpet Vacuum	14

EQUIPMENT and SUPPLY ITEMS	QUANTITY
Carpet Vacuum – Large (Note: either (2) plug in or (2) battery, or combination of both.)	2
Battery Vacuum-Large	1
Custodial Trash Barrel	4
Custodial Cart - Shelf Type	16
Floor Machine - High Speed Burnishers	2
Floor Machine - Low Speed	2
Pressure Washer/Sprayer	1
Sweeper - Mechanical	1
Sweeper - Riding	1
Tilt Truck - Small	3
Turbidity Meter	1
Upholstery Shampooer/Carpet Spotter Extractor	5
Wet/Dry Tank Vacuum	5

2.2 EQUIPMENT DESCRIPTIONS AND SPECIFICATION

CONTRACTOR shall, at a minimum, provide the equipment required to perform Routine Services as follows:

2.2.1 Adenosine Triphosphate (ATP) Meter.

- a. Smartphone design
- b. Multiple test applications
- c. Centralized cloud-based reports
- d. Internet-enabled remote training

Acceptable brand or equivalent for 2.2.1:

Hygiena EnSURE Touch with UltraSnap Surface ATP Test

2.2.2 Automatic Scrubbing Machine. For use on clay tile and terrazzo. Maximum weight without batteries not to exceed 209 pounds.

- a. Batteries, 36V, 3 x 12 v 130 A/H 36v, 3 x12v 114 A/H AGM -
- b. Brush/pad driver
- c. Brush/pad speed, 150 to 250 rpm

- d. Brush pressure, approximately 75 pounds minimum
- e. Non-marking surface or bumper wheels, non-marking
- f. Urethane wheels
- g. Charger, optional 15a, waterproof charges wet or amp
- h. Dimensions, approximately 51.5" l x 26.6" w x 50.75" h
- i. Drain, hose
- j. Drive motor, gear motor –w/chain drive
- k. Solution feed control gravity
- l. Solution recovery tank, minimum 10 gallon
- m. Solution tank, 10-gallon capacity
- n. Scrubbing path 20" minimum
- o. Speed, forward -1.8 / 2.7 mph
- p. Squeegee, center pivot, wrap around, no adjustment
- q. Vacuum motor, 2-stage .63hp

Acceptable brands or equivalent for 2.2.2:

- a. Windsor iScrub 20
- b. Tennant riding T7

2.2.3 Carpet Drying Fan with Wheel Assembly

- a. 110 volt electric motor
- b. 2000 - 3000 CMF air movement
- c. Linear air flow

Acceptable brands or equivalent for 2.2.3:

- a. Castex Cyclone
- b. Viper Whiptail Series
- c. Clarke Industries CCD-2500
- d. Advance HyrdoDry Dryer
- e. Windsor Windhandler 3

2.2.4 Carpet Extraction System (Large)

- a. Ride on
- b. Bumper guards, non-marking, at each of 4 corners
- c. Casters, non-marking
- d. Battery operated
- e. Rear wheels
- f. Recovery tank with 20 to 25 gallons capacity
- g. Automatic overflow prevention
- h. Vacuum motor: 2x3-stage, 0.75hp (560watts) minimum
- i. 24" x 6" Diameter x 22" length counter rotating brushes
- j. Circuit breaker protection

- k. Weighted, automatically adjusting brush assembly
- l. Weighted dual vacuum shoes
- m. Cleaning width 20" to 24"
- n. Constant and intermittent solution controls
- o. Handle mounted controls
- p. Solution capacity 20 to 25 gallons
- q. Solution recovery rate 75% or higher
- r. Solution tank drain hose
- s. Solution pump minimum 50 psi

Acceptable brands or equivalent for 2.2.4:

Windsor iExtract

2.2.5 Carpet Extraction System (Small)

- a. Extractor unit
- b. Vacuum motor, 1.5 hp
- c. Vacuum shoe size 13"
- d. Brush 10"
- e. Solution tank 4 gallons
- f. Recovery tank 4 gallons
- g. Tanks and frame shall be made of polyethylene

Acceptable brands or equivalent for 2.2.5:

- a. Windsor Admiral 8
- b. Tennant 1200

2.2.6 Carpet Dry Cleaning Machine (Large)

- a. Cleaning width 17"
- b. Brush 2" x 16" counter rotating, pile lifting brushes
- c. Brush diameter 3.5"
- d. Motor 0.5 hp
- e. Brush speed 1470rpm
- f. Wheels 3" non-marking
- g. Power cable 40 feet
- h. Pump up sprayer built in on board spraying system 50 psi
- i. Brush removal no tools easy removal

Acceptable brands or equivalent for 2.2.6:

- a. Windsor iCapsol mini deluxe
- b. Host Freestyle

2.2.7 Carpet Vacuum

- a. Attachments: (i) crevice tool, (ii) upholstery tool, (iii) dusting brush, and (iv) extension wand
- b. Brush width, 16" minimum
- c. Bumper guards
- d. Cable, 35 feet cable length, minimum
- e. Collection container, top fill
- f. Filter bags, disposable
- g. Low profile for easy reach under furniture including, but not limited to, desks and chairs.
- h. Built-in utility hose
- i. Weight not to exceed 18 to 20 pounds
- j. Wheels, non-marking wheels

Acceptable brands or equivalent for 2.2.7:

- a. Windsor Industries, Inc. Model 15
- b. Sensor XP 18"

2.2.8 Carpet Vacuum (Large)

- a. Brush, adjustable
- b. Brush motor, 1/3 hp- minimum
- c. Cable, 75 ft length-minimum
- d. Casters, swivel, non-marking
- e. Cleaning swath, 28" minimum
- f. Filter, disposable bags, 4" diameter intake-approximate, 1 bushel capacity- approximate
- g. Vacuum motors, 2 hp total-minimum
- h. Weight not to exceed 120 pounds
- i. Wheels, non-marking

Acceptable brands or equivalent for 2.2.8:

- a. Advance Machine Company Carpetriever 28
- b. National Super Service Company Pacer 28
- c. Tennant Trend 3280
- d. Windsor Industries Maximatic 28

2.2.9 Carpet Vacuum Battery Sweeper

- a. 12 volt, battery power 2. Motor .25 hp (186)
- b. Main brush length 19.5"
- c. Side broom diameter 15" broom speed 100 rpm
- d. Main brush speed 210 rpm
- e. Decibel rating 65 dba
- f. Hopper capacity 1.1 cubic yard

Acceptable brands or equivalent for 2.2.9:

- a. Tennant S8 Sweeper
- b. Winsor Radius 28

2.2.10 Custodial Trash Barrel

- a. 44 gallon capacity removable collection receptacle
- b. Cart base with 4 non-marking, swivel casters
- c. Constructed of seamless plastic
- d. 2 removable tool caddies
- e. Approximate overall dimensions 29" x 24" x 38"
- f. Approximate inside base dimensions 21" x 22"
- g. Fire proof ash receptacle

Acceptable brands or equivalent for 2.2.10:

Rubbermaid Brute Cart

2.2.11 Custodial Cart Shelf

- a. Constructed of chemically resistant plastic
- b. 25 gallon capacity vinyl waste collection bag
- c. Fold-away bag support handle
- d. Floor sign holder with CAUTION - WET FLOOR sign
- e. Adjustable middle shelf
- f. 8" diameter, non-marking rear wheels
- g. Non-marking swivel front wheels
- h. Leak-proof mop bucket compartment
- i. Bumper guards, non-marking
- j. Holders for mops and brooms and hooks for small tools

Acceptable brands or equivalent for 2.2.11:

- a. Rubbermaid Clean Machine
- b. Continental 174 Super Cart

2.2.12 Escalator Cleaning Machine

- a. Two (2) Brush and Head Assemblies
 - 1. One (1) 23.5" Tread
 - 2. One (1) 32" Tread
 - 3. One (1) 38.5" Tread
- b. Electrically powered brushes and vacuum to clean escalator treads
- c. Replaceable polishing pad and brushing
- d. Retractable cord reel

- e. Built in vacuum system
- f. Adjustable cleaning head

Acceptable brands or equivalent for 2.2.12:

R.E. Baker Company, Inc. Treadmaster

2.2.13 Floor Machine (High Speed)

- a. 110 volt, 60 cycle, 1.3 to 1.5 hp motor
- b. 1440 to 1550 rpm loaded
- c. 20" diameter
- d. Safety interlock switch
- e. 4" minimum diameter, non-marking, stair climbing rear wheels
- f. Minimum 50 feet cable, 14 gauge, 3 wire
- g. Bumper guards, non-marking
- h. 75 to 90 pounds weight
- i. Twist-lock pad centering lock
- j. 15 amp maximum circuit breaker

Acceptable brands or equivalent for 2.2.13:

- a. Advance Whirlamatic 20 Ultra
- b. Windsor merit 1500
- c. National Super Service Charger 1500
- d. Tennant Trend 3260 US Burnisher

2.2.14 Floor Machine (High Speed Burnisher)

- a. Propane burnisher
- b. Direct drive pad speed 2000 rpm or greater
- c. 20" diameter to 27" diameter
- d. Bumper guards, non-marking
- e. Twist-lock pad centering lock
- f. Low emission equipment

Acceptable brands or equivalent for 2.2.14:

HTC Propane Burnisher

2.2.15 Floor Machine (Low Speed)

- a. Electrically powered
- b. 150 to 300 rpm loaded
- c. 20" diameter
- d. Safety interlock switch
- e. 4" minimum diameter, non-marking, stair climbing rear wheels
- f. Minimum 50 feet cable

- g. Bumper guards, non-marking
- h. Weight, not to exceed 80 pounds
- i. Twist-lock pad centering lock
- j. 15 amp maximum circuit breaker
- k. Aluminum driving block with nylon bristle pad holder

Acceptable brands or equivalent for 2.2.15

- a. Clarke FM2000
- b. Advance Matador
- c. Tennant Trend 2140/2150
- d. Windsor Merit 175-20

2.2.16 Pressure Washer/Sprayer

- a. Electric motor, minimum 3 hp
- b. Variable pressure, 50 psi to 1000 psi minimum
- c. 4 GPM minimum
- d. Wand with trigger control and rinse/soap controls
- e. Spray pattern adjustment from 0 to 45 degrees
- f. Chemical container, 2 to 3 gallons
- g. Pressure gauge
- h. Chemical resistant hose, minimum 40 feet
- i. Power cable minimum 35 feet
- j. Portable with 2 wheels minimum

Acceptable brands or equivalent for 2.2.16:

- a. Clarke Laser 2000E
- b. Advance AdSpray 1500 BGC

2.2.17 Sweeper (Riding)

- a. 48" minimum sweeping path
- b. Propelling speed: 0-8 MPH minimum
- c. Engine: 40 hp minimum gasoline, water cooled,
- d. Electrical ignition
- e. Main brush: tubular, 42" minimum width, polypropylene
- f. Side brush: rotary, 20" minimum diameter, raised and lowered, from operator's seat, polypropylene
- g. Filtration system
- h. Vacuum wand attachment
- i. Lights
- j. Suspension seat
- k. Timed filter shaker and indicator light
- l. Vacuum

Acceptable brands or equivalent for 2.2.17:

- a. Tennant 6600-6650
- b. Advance Retriever 6250

2.2.18 Sweeper (Mechanical)

- a. 26" minimum sweeping width
- b. Side brush: circular, 12" minimum diameter, polypropylene
- c. Detachable dirt collection hopper

Acceptable brands or equivalent for 2.2.18:

- a. Advance Select Sweep
- b. Windsor Radius
- c. Tennant 110 Sweeper

2.2.19 Tilt Truck

- a. One (1) cubic yard capacity
- b. Two (2) non-marking, ball bearing wheels
- c. Two (2) non-marking, ball bearing swivel casters
- d. Size approximately 70L"x32W"x42"
- e. Leak proof tub
- f. Quick release latch
- g. 1000 pounds minimum load capacity
- h. Lid

Acceptable brands or equivalent for 2.2.19:

- a. Rubbermaid Commercial Products, Inc. Model 1015
- b. Continental Manufacturing Company Huskee Model 5835

2.2.20 Turbidity Meter.

- a. LCD displayed results
- b. 0-1000 NTU range
- c. Nephelometric principle with 90 degree detection
- d. IP Rating 67
- e. Light source Infrared LED or White
- f. Precision of $\pm 2\%$ of reading ± 1 LSD for 0-500 NTU, $\pm 3\%$ of reading ± 1 LSD for 500-1000 NTU.
- g. Turbidity of 0.01 to 19.99 NTU with 0.01 NTU resolution, 20.0 to 99.9 NTU with 0.1 NTU resolution, 100-1000 NTU with 1 NTU resolution.

Acceptable brands or equivalent for 2.2.20 :

- a. Thermo Scientific Orion AQUAFast AQ3010
- b. Cole Parmer Oakton 3563510

2.2.21 Upholstery Extractor/Carpet Spot Remover with Caddy Assembly

- a. 120 volt
- b. 840 sealed waterlift minimum (at sealed orifice)
- c. Solution pump- 30 psi
- d. 2 gallon solution tank
- e. 1.5 gallon recovery tank
- f. Minimum power cord length of 25 feet
- g. Solution hose and hand tool
- h. Vacuum recovery hose
- i. Dimensions 21"L x 7.75"W x 17.5"H
- j. Weight not to exceed 18 pounds

Acceptable brands or equivalent for 2.2.21:

- a. Castex Anser
- b. Windsor Presto with Deluxe Tool
- c. Advance Aqua Spot

2.2.22 Wet/Dry Tank Vacuum

- a. 10 gallon recovery tank size minimum
- b. Non-marking casters
- c. Removable filter
- d. Bumper guards, non-marking
- e. Attachments:
 - 1. Crevice tool
 - 2. Upholstery brush
 - 3. Dusting brush
 - 4. Extension wand
 - 5. Wand
 - 6. Hose
 - 7. Wet pickup
 - 8. Squeegee
- f. Automatic overflow shutoff
- g. Bypass motor

Acceptable brands or equivalent for 2.2.22:

- a. Clarke TMD 40
- b. Tennant 3500/3520
- c. Advance Model J 1200

- d. Advance Model SJ 1200
- e. Windsor Titan 10

2.2.23 Abrasive Scrub Pads

- a. Constructed from chemically resistant synthetic fibers
- b. Fine abrasive
- c. Medium abrasive
- d. Hand size

2.2.24 Broom

- a. Stiff bristle fibers
- b. 10" head width
- c. Attaches to extending handle
- d. Toy size

2.2.25 Caution Wet Floor Signs (Large)

- a. Signs must conform to OSHA Standard 1910.44 safety color code for marking physical standards.
- b. Stand alone
- c. Must state: "CAUTION-WET FLOOR", and depict the international caution symbol for wet floor
- d. Must be approved by Airport Facility Manager in writing prior to use

2.2.26 Cleaning Cloth

- a. Absorbent synthetic fiber
- b. Disposable
- c. Lint-less
- d. Rags or paper towels not acceptable

2.2.27 Corner Brush

- a. Stiff synthetic fiber bristles for scrubbing wall-floor corners
- b. Triangular shape
- c. Attaches to extending handle

2.2.28 Counter Brush

- a. Synthetic fiber
- b. Flagging bristles
- c. 8" to 9" block/handle

2.2.29 Deck Brush

- a. Stiff, heavy duty, synthetic fiber bristles
- b. Approximately 2.5" x 12
- c. Attaches to extending handle

Acceptable brands or equivalent for 2.4.7:

- a. Flo-pac no. 197 dual surface floor scrub brush

2.2.30 Detail Brush

Stiff bristle toothbrush

2.2.31 Dust Mop

- a. Paraffin-based treatment, dust mop heads
- b. Laundered and retreated off-site
- c. Stored in plastic bags until used
- d. Minimum width 5"
- e. Dust mop head attaches to handle with swivel joint

2.2.32 Disposable Dust Mop (Computer Rooms)

- a. Treated by manufacturer with cationic, antistatic, dust attractant preparation
- b. Dust mop head attaches to handle with swivel joint
- c. Handle length approximately 5 feet

2.2.33 Dust Cloth

- a. Treated
- b. Disposable

2.2.34 Dust Pan

- a. Constructed of nonmetallic material
- b. Eyelet or hook for hanging on cart
- c. Lobby Type

2.2.35 Dusting Tool

- a. Extending Handle
- b. Lambs wool

2.2.36 Floor Machine Polishing Pad

- a. Polyester construction
- b. Minimum pad thickness of 3/4"
- c. Designed for dry polishing with 1000rpm floor machine

Acceptable brands or equivalent for 2.5.4:

3M Company - Scotch-Brite 51 line white super buffer pad

2.2.37 Floor Machine Burnishing Pad

Diamond pads

2.2.38 Floor Machine Spray Buff Pad

- a. Polyester construction
- b. Minimum pad thickness of 3/4"
- c. Designed for spray buffing with 1000 rpm floor machine

Acceptable brands or equivalent for 2.5.6:

3M Company - Scotch Brite brand super high-speed buffer pad

2.2.39 Inspection Mirror

Hand size for supervisors to inspect toilets for scale build-up

2.2.40 Liners for Custodial Cart or Trash Collection Barrel

- a. Minimum 1.55 millimeter polyethylene
- b. Sized to fit custodial trash barrels and shelf-type custodial carts
- c. Clear

2.2.41 Liners for Trash Receptacle

- a. Minimum 1 millimeter polyethylene for smaller receptacles
- b. Minimum 1.5 millimeter polyethylene for larger receptacles
- c. Clear
- d. Sized to fit various size trash receptacles

2.2.42 Measuring Cup

- a. Constructed from chemically resistant transparent plastic
- b. 1 ounce and 0.5 ounce gradients
- c. Minimum capacity of 16 ounces

2.2.43 Mop Bucket and Wringer

- a. Constructed from chemically resistant structural plastic
- b. CAUTION - WET FLOOR and international symbol for slippery floor printed on 2 opposite sides of bucket
- c. Metallic bails
- d. Removable, swivel casters, non-marking
- e. Down pressure wringer
- f. 23 quart bucket capacity
- g. Marked with 1 gallon gradients

2.2.44 Pail

- a. Constructed from chemically resistant plastic
- b. Metallic bale with plastic grip
- c. Pouring spout
- d. 2 gallon capacity
- e. Marked with 1 quart gradients

2.2.45 Plumbing Plunger

- a. Rubber plunger
- b. Long handle

2.2.46 Push Broom

- a. Brush head constructed from chemically resistant plastic approximately 18"
- b. Synthetic fiber, self-flagging bristles
- c. For exterior use
- d. Attaches to extending handle

2.2.47 Putty Scraper

Metallic blade 2" wide.

2.2.48 Rubber Gloves

- a. Chemically resistant synthetic or rubber construction
- b. Waterproof
- c. Small, medium and large sizes

2.2.49 Safety Face Shield

OSHA approved

2.2.50 Spray Bottle

- a. Chemically resistant plastic construction
- b. Transparent or translucent
- c. 22 ounce capacity with 1 ounce gradients
- d. Pistol-grip type sprayer with adjustable nozzle
- e. Leak proof

2.2.51 Squeegee for Glass

- a. Tempered brass, stainless steel, or aluminum channel
- b. Rubber blade
- c. Blade width 14" to 18"

2.2.52 Swivel Pad Holder for Abrasive Pads (2.4.1)

- a. Pad holder constructed from chemically resistant plastic
- b. 360 degree swivel pad holder
- c. Attaches to extending handle

2.2.53 Toilet Bowl Mop

- a. Chemically resistant plastic construction
- b. Synthetic fiber mop head
- c. Pliable squeeze cup

2.2.54 Utility Brush

- a. Soft, synthetic fiber bristles
- b. Constructed from chemical resistant plastic
- c. Hand size with short handle

2.2.55 Wet Mop

- a. Cotton and synthetic fiber mop head with looped end strings
- b. Stitched tailband
- c. Quick release type mop handle constructed from chemically resistant plastic
- d. 20 to 32 ounce mop head
- e. Hollow core, lightweight screw-type handle approximately 5' length
- f. Mops shall be color-coded as follows: rest rooms, general purpose, stripping, refinishing

2.2.56 Terrazzo Floor Equipment

- a. Floor grinding equipment HTC professional Grinder 420 t0800 series or equivalent
- b. Floor Maintenance 20" floor machine with minimum machine weight of 150 pounds for proper crystallizing requirements
- c. Wet vacuums

ARTICLE 3 CHEMICALS

3.1 General Requirements.

CONTRACTOR shall furnish all chemicals necessary to completely, effectively and efficiently perform the Services in accordance with this Operations and Procedures Manual. Chemicals must comply with and be approved by Palm Beach County Risk Management. The chemicals shall be non-toxic, non-reactive and environmentally safe.

CONTRACTOR shall obtain approval in writing from the County Representative for all chemicals. CONTRACTOR shall only use chemicals for their intended use on specific surfaces. The County reserves the right to refuse the use of or direct discontinuance of any product it determines not effective or harmful to surfaces, equipment or personnel.

3.2 Chemical Brands.

CONTRACTOR shall submit a list of chemicals to be used for the provision of Services to the County Representative for review and approval in writing by the County Representative prior to the Commencement Date of the Contract, and at any time during the Term of the Contract when a substitute or new product is proposed to be used for the provision of the Services. The list shall include the following information for each chemical listed: product use; brand name; the manufacturer's complete name, address and telephone number; and a product brochure, Safety Data Sheet as required by Occupational Safety and Health Administration (OSHA).

All chemicals shall be of equal or better quality than those used by the County prior to the award of the Contract. A list of chemicals with which the County has successful experience is available on request. The list is not all inclusive and is intended only as a guide for the quality and performance levels expected from CONTRACTOR.

CONTRACTOR shall not use any chemicals not previously approved in writing by the County Representative.

3.3 Safety Data Sheet (SDS).

CONTRACTOR shall provide the County Representative with a copy of a Material Safety Data Sheet as required by OSHA for each type and brand of chemical used in the

performance of the Services. CONTRACTOR shall maintain a separate file, in its office located at the Department of Airports, with duplicate copies of the form(s) for each chemical used in the performance of the Services.

3.4 Containers.

All chemicals shall be purchased, brought on-site, and stocked in closets in their original containers by CONTRACTOR. Chemicals shall remain in such containers until diluted or mixed for use. All solution bottles and spray bottles shall be safety containers, which are safe for handling and their intended use, and be properly labeled.

3.5 Labeling.

All containers containing delicate or fragile items shall be marked to clearly identify this condition. These markings shall be placed on not less than one side or end of the container.

Material that requires precautionary warnings shall have affixed to all containers such labels or markings as are prescribed and approved by law, regulatory agency, or this Operations and Procedures Manual. The marking or labeling of material containing hazardous or toxic materials, substances, or wastes shall be in accordance with all Federal, State and local laws, ordinances, rules and regulations.

All chemical containers shall bear their original manufacturer's label, including the name and address of the manufacturer, instructions for use and any pertinent warnings and safety instructions. All chemical containers must have the manufacturer's quality control batch numbers included on cases or containers. CONTRACTOR shall develop and implement procedures to insure its employees use chemicals in accordance with the instructions of the chemical manufacturers.

All solution bottles and spray bottles shall be labeled with a label provided by its manufacturer or with a photocopy of the label from the chemical container.

3.6 Prohibited Chemicals.

No ammonia, laundry bleach, powdered cleanser or any other similar type of chemical shall be used in the performance of the Services without the written permission of the County Representative.

3.7 Manufacturer's Instructions.

CONTRACTOR shall follow the instructions of the chemical manufacturers in every instance.

3.8 Slip Resistance.

CONTRACTOR shall verify that all floor finishes, seals, spray buff solutions and other such chemicals applied to non-carpeted floors have a (.5) ASTM slip coefficient or better. CONTRACTOR shall immediately post warning signs and report any observed instances of slippery or slick floors to the County Representative.

3.9 Germicidal Properties.

CONTRACTOR shall use a germicidal detergent that bears the Environmental Protection Agency Registration Number and kills the HIV virus.

3.10 Chemical Compatibility.

Floor finish, floor finish remover, floor seal, spray buff solution, detergent, and seals must always be compatible and/or be by the same manufacturer.

3.11 Neutral Tile Cleaning Products.

Tile cleaning products must be suitable for impregnated terrazzo tile floors, for use in the routine cleaning of the terrazzo tile floors, consistent with the manufacturers and national standard guidelines product label instructions, and applied with walk- behind and ride-on scrubbing machines intended for the purpose of cleaning cementitious terrazzo tile and cementitious grout.

**ARTICLE 4
SUPPLIES**

4.1 Restroom Supplies.

CONTRACTOR shall purchase, maintain a sufficient inventory of and stock restroom supplies, including toilet tissue, paper towels, toilet seat covers, Brill seat covers, clear trash can liners, waxed bags, chemicals and hand soap.

CONTRACTOR shall maintain adequate records to document the quantities of all supplies for the Services provided hereunder. Such records shall be subject to inspection of the County Representative upon request.

Dispensers for toilet tissue, paper towels, toilet seat covers, hand soap, and sanitary napkin/tampon shall be furnished and installed by the County.

CONTRACTOR shall provide safeguards to prevent pilferage, loss and misuse of supplies and to insure that all supplies are put to their intended use in the performance of the Services.

The paper products shall not be used as cleaning supplies.

4.2 Sanitary Napkin/Tampon Vending Machines.

The County shall provide and install in the women's' restrooms vending machines that dispense sanitary napkins and tampons.

CONTRACTOR shall purchase and stock sanitary napkins and tampons in the restroom vending machines, maintain the restroom vending machines in working order, and collect and retain all proceeds from the restroom vending machines.

CONTRACTOR shall submit to the County Representative a sample of the tampons and sanitary napkins to be dispensed for approval prior to stocking the restroom vending machines. The tampons and sanitary napkins shall be flushable and pinless.

The County shall bear no responsibility to CONTRACTOR for loss of money from the restroom vending machines.

ARTICLE 5 ROUTINE SERVICES

Included herein are standard procedures to be followed by CONTRACTOR in the performance of Routine Services. CONTRACTOR, its subcontractors, and all their employees shall be polite and helpful to the public at all times.

5.1 Litter.

CONTRACTOR shall remove unsightly soil and litter from building, and furniture surfaces. If the litter cannot be removed by hand, CONTRACTOR shall use a carpet vacuum on carpeted surfaces or broom or dust mop and damp mop on non-carpeted floors. In exterior areas, CONTRACTOR shall remove litter from grass and planting areas up to a distance of ten (10) feet from walks and structures.

5.2 Empty Trash Receptacles.

CONTRACTOR shall empty and return to their appropriate location all waste baskets, cigarette ash receptacles and other trash containers. CONTRACTOR shall remove all litter, cans, papers, and other containers clearly marked as "TRASH." CONTRACTOR shall keep trash in recycle containers separated from other trash.

CONTRACTOR shall remove all collected trash to area(s) on the site or within the building as designated by the County Representative in such a manner as to prevent the adjacent area from becoming littered by such trash.

CONTRACTOR shall replace all obviously soiled or torn trash receptacle liners with a new trash receptacle liner. CONTRACTOR shall replace the liner in such a manner as to present a neat uniform appearance.

CONTRACTOR shall use damp cloths, and detergent solution or cream cleanser and scrub pads to remove non-permanent stains and soil from the interior and exterior of trash receptacles.

5.3 Refill Dispensers.

CONTRACTOR shall check and refill each dispenser, including, but not limited to, toilet paper, hand soap, paper towel, and disposable paper cup dispensers. CONTRACTOR shall place supplies in dispensers in accordance with the directions of the supplier and dispenser manufacturers. CONTRACTOR shall wipe surfaces adjacent to hand soap dispensers to remove spillage and leakage.

5.4 Overhead Dusting.

CONTRACTOR shall remove all dust including, but not limited to, spider webs and litter from all fixtures and surfaces from the top of the floor up to and including the ceiling that are visible from the floor surface below or adjacent floor levels, including, but not limited to, balconies, escalators and stairs. This includes exposed surfaces of lights, grilles, light fixtures, pipes, sprinkler system, cables, ledges, walls, ceilings, and vents. CONTRACTOR shall accomplish high dusting by using treated dust cloths, treated dusting tools, damp cloths and tank vacuums with crevice tools, brush attachments and wall attachments. Enclosed spaces including, but not limited to, ceilings, beams, skylights and fixtures, are included in this project if such surfaces are visible from common-use areas within the building interior.

5.5 Dust Building Surfaces.

CONTRACTOR shall use dusting tools, treated dust cloths or vacuum cleaners with dusting attachments to remove all dust, including, but not limited to, lint, litter and dry soil from the surfaces of ledges, heater convectors, window sills, fire extinguishers, walls, door frames and sills, ceiling mounted fans, fixtures, partitions, rails, blinds, and other types of fixtures and surfaces which are not considered to be furniture surfaces or specialty equipment including, but not limited to, test equipment, computers, typewriters and calculators below nine (9) feet from the floor surface. CONTRACTOR shall dust up to a height of twenty (20) feet from the floor surface at the interior and exterior of exterior entry areas. CONTRACTOR shall accomplish dusting by the removal of soil from the area - not by moving it from one surface to another. CONTRACTOR shall use only untreated lamb's wool dusting tools on artwork. The fronts of tenant spaces that are exposed to areas included in the Contract shall be dusted by CONTRACTOR.

5.6 Overhead Cleaning.

CONTRACTOR shall remove soil and stains, including, but not limited to, dust, spider webs and litter from all fixtures and surfaces from the top of the floor up to and including the ceiling. This includes exposed surfaces including, but not limited to, lights, grilles, light fixtures, skylights, pipes, sprinkler system, cables, ledges, walls, ceilings and vents.

CONTRACTOR shall accomplish overhead cleaning by using treated dust cloths, treated dusting tools, damp cloths, and tank vacuums with crevice tools, brush attachments and wall attachments, detergent solution, glass cleaner, squeegees, and wall washing equipment. Ceilings including, but not limited to, beams, skylights and fixtures above enclosed tenant spaces are included in this project unless such surfaces are not visible from common-use areas within the building interior.

5.7 Spot Clean Building Surfaces.

CONTRACTOR shall use clean damp cloths, scrub pads, spray bottles of detergent solution, glass cleaner, or cream cleanser to remove smudges, including, but not limited to, fingerprints, marks, streaks and tape from the surfaces of ledges, windows, partition glass, window sills and blinds, fire extinguishers, walls, doors, door frames and sills, pictures, partitions, rails, and other types of fixtures and surfaces which are not considered to be furniture surfaces or specialty equipment including, but not limited to, test equipment, computers, typewriters, and calculators below nine (9) feet from the floor surface. CONTRACTOR shall perform spot cleaning up to a height of ten (10) feet from the floor surfaces at the interior and exterior of exterior entry areas. CONTRACTOR shall polish stainless steel surfaces with stainless steel polish and soft clean cloths. CONTRACTOR shall remove excess stainless steel polish. CONTRACTOR shall use a clean cloth, glass cleaner, or cream cleanser to remove smudges including, but not limited to, fingerprints, marks, streaks, and tape that stainless steel polish cannot remove.

5.8 Disinfect All Surfaces.

CONTRACTOR shall use, damp cloths, squeegees, and germicidal detergent solution from spray bottles or pump-up sprayers to damp wipe and disinfect all surfaces including, but not limited to, furniture, fixtures, walls, partitions and doors.

5.9 Dust Furniture Surfaces.

CONTRACTOR shall use dusting tools, treated dust cloths or vacuum cleaners with dusting attachments to remove all dust including, but not limited to, lint, litter and dry soil from the surfaces of chairs, telephones, lamps, tables, counters (the tops of tenant counters are excluded), cabinets, shelves, and other types of furniture and surfaces which are not considered to be building surfaces or building fixtures. Typewriters, calculators, computers, staplers, and other similar desk items are not to be disturbed. CONTRACTOR shall accomplish dusting by the removal of soil from the area - not by moving it from one surface to another.

5.10 Clean and Disinfect Drinking Fountains.

CONTRACTOR shall use spray bottles of germicidal detergent solution, clean cloths, scrub pads and cream cleanser to remove all soil, including, but not limited to: (i) streaks, (ii) smudges, (iii) stains, (iv) spots, and (v) scales from the drinking fountains and cabinets; the disinfect all porcelain and polished metal surfaces including the orifices and drain.

After cleaning, disinfect the entire drinking fountain.

5.11 Clean and Disinfect Fixtures.

CONTRACTOR shall use spray bottles or pump-up sprayers, to apply germicidal detergent solution to all surfaces of wash basins, toilets, urinals, showers and adjacent surfaces. CONTRACTOR shall use clean cloths (except inside toilet bowls and urinals where CONTRACTOR shall use bowl mops) to remove soil from all surfaces of these fixtures and adjacent surfaces. CONTRACTOR shall use cream cleanser and scrub pads to remove soil not removed by the cloths and germicidal detergent solution. CONTRACTOR shall use dry cloths to dry metal surfaces of all fixtures including, but not limited to, faucets, handles and valves. The cloths used in cleaning, disinfecting and sterilizing toilets, urinals and other surfaces contaminated with urine or feces shall be a color readily distinguishable from cloths and used on other surfaces and fixtures. CONTRACTOR shall use a plumbing plunger to unstop clogged toilets.

5.12 ATP Meter Measurements.

Before disinfecting areas assigned ATP testing, CONTRACTOR shall remove the swab wand from the reagent solution and smear it across the testing area to collect any microbes that may be present. The testing area shall be a 2 X 5 cm (10cm²) area with a target of 100 Relative Light Unites (RLU). CONTRACTOR shall reinsert the swab into the reagent solution and connect the tube to the assay reader. After disinfecting the area, and the area is no longer wet, CONTRACTOR shall repeat the previous steps to demonstrate the efficacy of cleaning tools, chemicals and practices. The digital results shall be saved, recorded, and provided to the County Representative with the weekly reports.

5.13 Descale Toilets and Urinals.

CONTRACTOR shall use acid-type bowl cleaner and nylon bowl mops to remove residues including, but not limited to, scale, scum, mineral deposits and rust stains from the insides of toilet bowls and urinals.

5.14 Clean and Refill Floor Drains.

CONTRACTOR shall use a floor drain brush to clean floor drains. CONTRACTOR shall use cream cleanser and scrub pads to remove corrosion and tarnish. CONTRACTOR shall pour a solution of germicidal detergent down the floor drain to fill the drain trap and prevent the escape of sewer gas.

5.15 Restroom Deep Cleaning.

CONTRACTOR shall complete the restroom deep cleaning one time weekly in addition to the daily routine cleaning of the restrooms. The restroom shall be closed with the proper belts, stanchions and or signage prior to starting the deep cleaning.

5.15.1 Procedure:

- a. Remove all paper products including, but not limited to, toilet tissue, paper hand towels and toilet seat covers.
- b. Add de-scaler to urinals and commodes.
- c. Remove hand soap containers, open and inspect soap. Retain good soap by pouring it into a clean stainless steel pail, discard any soap which is discolored or does not have a clean fresh odor.
- d. Place rinsed empty soap container in a germicidal solution and allow to soak a minimum of ten (10) minutes, while other work is done.
- e. Using a mop and a mild degreasing solution, clean and rinse both sides of the supply and exhaust ceiling vents.
- f. Using a pump sprayer charged with the appropriate cleaning solution and starting at the baseboard, mist a section of wall and using a scrub pad to lightly scrub the wall from the bottom up.
- g. Rinse the wall and allow to air dry.
- h. Flush commodes to remove de-scaler. Clean both sides of the seat with the appropriate solution. Clean the rim, bowl and the area where the seat is connected to the fixture with a cream cleanser. Chromed flush valves should be polished using a clean white cloth. Clean under the bowl and where the fixture is bolted to the wall by spraying, or with cream cleanser and a sponge as needed. Spray the entire fixture and allow to air dry. If necessary, return the restroom to service before the air drying can be accomplished, dry both sides of the seat, the rim and the flush valves with a clean white cloth. Leave the seat in its upright position.
- i. (Men's Restrooms Only): Flush the urinals to remove the de-scaler. Use a cream cleanser on the interior surfaces, the rim and underneath. Use a neutral detergent on the top and sides applied with a soft sponge. On chromed valves use only a clean white cloth to polish. Spray the entire fixture with the same solution used on the walls and allow to air dry. If the restroom must be returned to service before air drying can be accomplished, dry the flush valve and top of the fixture with a clean white cloth.
- j. (Women's Restrooms Only): Remove the liner from the sanitary napkin disposal. Thoroughly clean exterior and interior surfaces of the unit using the appropriate solution. Spray the fixture and surrounding area with the chemical and allow to air dry. When dry, reline the container with the proper liner.

- k. Clean the recess for the soap containers by scrubbing the area with a scrub pad and appropriate cleaner. Care must be taken to get into all corners using a small brush. The area should be thoroughly dried before replacing soap containers.
- l. Clean partitions with the appropriate cleaning solution and hand dry. The top rail should be wiped down with a damp cloth and appropriate solution. Chromed handles and accessories should be treated as above.
- m. Clean sink using cream cleanser in interior bowl only; do not scrub chromed strainer with cleanser. Clean the chromed valves as before, care must be taken to ensure that the area adjacent to the escutcheons is not allowed to discolor and at the same time that the finish is protected. Clean the underside of the sink and the P-trap assembly by spraying with the appropriate cleaner and wiping dry. Spray the topside of the fixture with the same solution and allow to air dry. If the restroom must be returned to use before the air drying can be accomplished, dry only the chromed handles and the front panel of the fixture.
- n. Remove the soap containers from the solution and allow to air dry.
- o. Scrub all corners of the restroom floor with the scrub pad, including the area under the commodes. Scrub the main area of the floor with a rotary machine and a degreaser solution. Rinse the floor with clean water and mop up the residue. Mop the floor with appropriate solution and allow drying. Pour mop water into the floor drain.
- p. Clean mirrors.
- q. Replace soap containers and fill to half capacity with approved soap.
- r. Replace/restock all paper products.
- s. Call Supervisor for final inspection and to report any deficiencies including, but not limited to, lights out, door malfunctions, clogged toilets or broken dispensers.
- u. Immediately open restroom to public upon completion. Ensure all signage for closure is promptly removed.

5.16 Polish Stainless Steel.

CONTRACTOR shall polish stainless steel surfaces with stainless steel polish and a soft cloth. CONTRACTOR shall remove excess stainless steel polish. CONTRACTOR shall use clean cloths, glass cleaner, detergent, and degreaser to remove smudges including, but not limited to, fingerprints, marks, streaks and tape that stainless steel polish cannot remove.

5.17 Strip, Oil and Polish Stainless Elevator Doors.

CONTRACTOR shall strip all residual mineral oil and other dirt from the surface of the stainless steel using a floor stripping solution. The Project Worker assigned to this project is required to use rubber gloves and eye protection. Care must be taken to protect surrounding surfaces which may be damaged by the very high pH solution.

The stainless steel is stripped in small sections, each of which is thoroughly rinsed and dried after stripping. A generous amount of food grade mineral oil is then applied to the entire surface of the door and frame with a clean white cloth and allowed to penetrate for approximately fifteen (15) minutes. The excess oil is then wiped away, and the door and doorway is buffed dry.

5.18 Spot Clean Furniture.

CONTRACTOR shall use a clean damp cloths, scrub pads, spray bottles of detergent solution, glass cleaner, or cream cleanser to remove smudges including, but not limited to, fingerprints, marks, streaks and tape from the surfaces of chairs, telephones, cleared surfaces of desks, lamps, tables, cabinets, counters (the tops of tenant counters are excluded), shelves, and other types of furniture and surfaces which are not considered to be building surfaces or building fixtures. Typewriters, calculators, computers, staplers, and other similar desk items are not to be disturbed.

5.19 Clean and Shampoo Upholstered Furniture.

CONTRACTOR shall use shampoo and stain remover and foaming type upholstery shampoo equipment to remove all soil and stains and then apply a soil retardant to the fabric portions of terminal and concourse seats located in concourse A. All brushing and vacuuming, both before and after shampooing shall be repeated until there is no longer evidence of dry soil or shampoo residue in the fabric as determined by examining the filter bag. All stained areas shall be treated with spot cleaning solution, following the directions of the manufacturer. Spot cleaning shall be continued until as much of the stain as possible has been removed. Chewing gum and other gummy soils shall be removed with aerosol fluorocarbon gum remover, putty knife, and stiff bristled utility brush. CONTRACTOR shall pretest the compatibility of the shampoo with the fabric by applying a small amount to a detached swatch of the material, if available, or to a small, inconspicuous part of the fabric on the chair. Any areas of the fabric which are inaccessible to the equipment shall be shampooed with foam from the machine and manual scrubbing devices. CONTRACTOR shall prevent shampoo solution from being applied to, or spilled onto, non-fabric parts of the chair. Non-fabric parts of the chair are to be wiped with neutral detergent and a clean cloth to remove shampoo residue and dry soil. After shampooing and allowing sufficient drying time, CONTRACTOR shall return the chair to its appropriate location.

5.20 Clean and Restore Vinyl Seating Units

5.20.1 Procedure:

- a. The entire vinyl seating units will be washed with a mild de-greasing solution and thoroughly dried.
- b. The vinyl seating unit aluminum frames will be treated with a silicon-based protectant and polished.
- c. The vinyl seats and backs are treated with a vinyl restorative product and then buffed to a high luster with a clean white cloth.
- d. Seats/tables/benches and backs are to be maintained as to manufacturer instructions

5.21 Vacuum Completely.

CONTRACTOR shall use a carpet vacuum to remove visible and hidden soil and debris from the carpet surface and from within the carpet pile. CONTRACTOR shall use a hose and brush or crevice attachment to vacuum areas inaccessible to the carpet vacuum. After completely vacuuming, the carpet shall be free of all visible soil and litter and all soil which can be removed from the carpet pile.

5.22 Vacuum Traffic Lanes.

CONTRACTOR shall use a carpet vacuum to vacuum traffic patterns and lanes of carpeted floors to remove soil and debris from the carpet surface and pile and to raise the carpet pile. CONTRACTOR shall use a hose and brush or crevice attachment to vacuum areas inaccessible to the carpet vacuum.

5.23 Vacuum Visible Soil.

CONTRACTOR shall use a carpet vacuum to remove visible soil and debris from the carpet surface. CONTRACTOR shall use a hose and brush or crevice attachment to vacuum areas inaccessible to the carpet vacuum. After vacuuming, the carpet shall be free of all visible soil and litter. Vacuum elevator floor and door tracks. CONTRACTOR shall use a vacuum cleaner to remove moisture and dry soil from carpeted type entrance mats. CONTRACTOR shall use carpet stain remover and gum remover to remove carpet stains and gummy soil from entrance mats.

5.24 Remove Carpet Stains.

CONTRACTOR shall use carpet stain remover, a dampened utility brush, clean cloths, aerosol gum remover and wet/dry tank vacuums to remove non-permanent stains from carpeted floors. CONTRACTOR shall blot or vacuum and scrape as much of the stain

from the carpet as practical before applying carpet stain remover to the carpet. CONTRACTOR shall spray carpet stain remover onto the stain and use a utility brush if required. After the stain has dissolved, CONTRACTOR shall blot and rub the stain up in such a manner as to prevent spreading of the stain. After the stain has been removed, CONTRACTOR shall blot or vacuum the carpet dry.

5.25 Carpet Shampooing, Extraction Method.

CONTRACTOR shall remove carpet stains, completely vacuum, shampoo using water extraction equipment and supplies, and completely re-vacuum all carpet in the specified area. CONTRACTOR shall shampoo areas such as corners which are inaccessible to the equipment with manual scrubbing devices. After shampooing and allowing sufficient drying time, CONTRACTOR shall vacuum the carpet following a pattern that will give the carpet pile a uniform appearance. CONTRACTOR shall vacuum the carpet sufficiently prior to shampooing to remove dry loose soil from the carpet pile. CONTRACTOR shall use a pile brush to raise the pile of carpet before and after shampooing if necessary in order to remove embedded soil and grit from the carpet pile or raise the carpet pile to allow sufficient penetration or to provide for adequate drying of the carpet.

5.26 Spot Mop.

CONTRACTOR shall use detergent solution and mops to remove spots, spills and obvious soil from non-carpeted floors which cannot be removed by vacuuming or dust mopping. After the floor has been spot mopped, it shall have a uniform appearance free of soil, stains, streaks, swirl marks, detergent film or any observable soil which can be removed by damp mopping. In rest rooms and medical exam or treatment areas, CONTRACTOR shall use germicidal detergent solution instead of detergent solution.

In vehicle areas, CONTRACTOR shall use an oil absorbing material in addition to degreaser to remove grease and oil stains.

5.27 Dust Mop or Sweep Non-Carpeted Floors.

CONTRACTOR shall use treated dust mops, brooms and vacuums to remove soil and litter from non-carpeted floors. On resilient tile, terrazzo, and other smooth finished floor surfaces, CONTRACTOR shall use treated dust mops. On rough, unsealed concrete, or other floors where dust mopping is not effective, CONTRACTOR shall use brooms. Prior to dust mopping the floor surface, CONTRACTOR shall use mops and detergent solution to remove wet soil from the floor. CONTRACTOR shall use putty knives to remove gum, tar and other sticky substances from the floor. CONTRACTOR shall use a dustpan to remove accumulated soil and litter. After the floor has been dust mopped or swept the floor surface, including corners and abutments, shall be free of dust, litter and debris that can be removed by dust mopping or vacuuming or with a putty knife. CONTRACTOR shall vacuum elevator floor and door tracks and other areas such as corners, and hard-to-reach areas. CONTRACTOR shall use a vacuum cleaner to remove moisture and dry soil from carpeted type entrance mats. CONTRACTOR shall use carpet stain remover

and gum remover to remove carpet stains and gummy soil. CONTRACTOR shall clean exterior entrance mats by hosing with water and/or vacuuming.

5.28 Damp Mop Non-Carpeted Floors.

CONTRACTOR shall use detergent solution and mops to remove soil from non-carpeted floors and baseboards that cannot be removed by sweeping, dust mopping or vacuuming. CONTRACTOR shall dust mop floors which are coated with floor finish prior to damp mopping. CONTRACTOR shall sweep other floor surfaces prior to damp mopping. CONTRACTOR shall damp mop all areas of the floor. After the floor has been damp mopped, it shall have a uniform appearance free of soil, stains, streaks, swirl marks, detergent film or any observable soil which can be removed by damp mopping. In restrooms and locker rooms, CONTRACTOR shall use germicidal detergent solution instead of detergent solution.

5.29 Spray Buff.

CONTRACTOR shall dust mop and damp mop the floor surface in preparation for spray buffing. CONTRACTOR shall use single-disc floor machines, buffing pads, and a spray bottles with spray buffing solution to restore a uniform gloss and protective finish to resilient tile or terrazzo floors which are finished with a floor finish. The spray buff solution shall be a premixed solution formulated as a companion product to the finish already on the floor. CONTRACTOR shall dust mop the floor surface after spray buffing. After spray buffing, the entire floor shall have a uniform, glossy appearance, free of scuff marks, heel marks, and other stains, and shall have a uniform coating of floor finish. CONTRACTOR shall remove all spray buff solution from every area it was applied.

5.30 Wet Clean Floors.

CONTRACTOR shall use detergent solution which uses a solid-liquid separation technology that agglomerates dirt particles and pulls them to the bottom of the bucket. wet mops, buckets and wringers, deck brushes, corner brushes, swivel pad holders and abrasive pads, and putty knives to remove soil from non-carpeted floors which cannot be removed by vacuuming or dust mopping.

CONTRACTOR shall apply detergent solution to the entire floor area and allow it to remain for three (3) to five (5) minutes. CONTRACTOR shall use scrub brushes, corner brushes, floor brushes and/or floor machine to remove spots and stains from tile and grout lines not removed by mopping. In areas with floor drains, CONTRACTOR shall squeegee the floor dry and then rinse with clear water. In areas without a floor drain, CONTRACTOR shall use wet mops and mop buckets and wringers or wet/dry tank vacuums to pick up the solution, and then rinse with clean water twice. CONTRACTOR shall use a turbidity meter to monitor water quality to objectively determine when mop bucket water needs to be replenished to minimize cross-contamination. CONTRACTOR shall wet clean all accessible areas. CONTRACTOR shall dust mop floors which are coated with floor finish prior to damp mopping. CONTRACTOR shall vacuum other floor surfaces prior to damp

mopping. CONTRACTOR shall take care as required to prevent splash and mop marks on all items including, but not limited to, baseboards, furniture legs and doors. After the floor has been wet cleaned, it shall have a uniform appearance free of soil, stains, streaks, swirl marks, detergent film or any observable soil which can be removed by damp mopping. In areas where floor finish or floor seal has not been applied to the floor surface and greasy soil must be removed, CONTRACTOR shall use a solution of degreaser. In exterior areas, use hoses and a pressure/washer sprayer, in lieu of damp mops.

5.31 Machine Scrub Floors.

CONTRACTOR shall use electrically/battery powered floor machines with scrubbing brushes, grout cleaning machines and detergent or degreaser solution to remove soil and stains from floor surfaces such as concrete, brick or pavers, grouted tile and other such uneven or rough floors and from baseboards, furniture and partition bases and legs. CONTRACTOR shall use hand brushes in areas inaccessible to the floor machines. CONTRACTOR shall use a wet/dry tank vacuums to pick up the scrubbing solution and wet mops, buckets and wringers in areas inaccessible to a tank vacuum. CONTRACTOR shall rinse the floor with clean water after picking up the scrubbing solution with the tank vacuum. CONTRACTOR shall remove all splash marks baseboards, furniture and other such surfaces.

5.32 Recondition Finished Floors.

CONTRACTOR shall remove soil, scratches and scuff marks and the top layer of floor finish from resilient tile and clay tile floors all finish and soil from baseboards and furniture and partition legs and bases. CONTRACTOR shall apply a minimum of two (2) additional coats of floor finish to resilient tile and two coats of seal to clay tile.

CONTRACTOR shall use a single disc floor machine, scrubbing pad, putty knife, abrasive pad, mop, mop bucket and wringer, detergent solution and rust remover to remove all removable marks, heel marks, scuff marks, rust stains, gum and other types of stains and soil. CONTRACTOR shall use manual scrubbing devices in areas inaccessible to the floor machine. CONTRACTOR shall use wet/dry tank vacuums except in areas where its use is not practical or effective. CONTRACTOR shall rinse thoroughly with clean water all floor surfaces to which detergent solution has been applied. When wet/dry tank vacuums are used, CONTRACTOR shall rinse the floor surface at least once after the detergent solution has been picked up with the wet/dry tank vacuum. When a wet/dry tank vacuum is not used, CONTRACTOR shall rinse the floor surface at least twice. After the top layer of floor finish or seal has been removed, CONTRACTOR shall use a fine strand rayon mop to apply at least two (2) coats of floor finish to resilient tile and at least two (2) coats of seal to clay tile. CONTRACTOR shall apply no finish or seal within one inch (1") of baseboards and furniture setting directly on the floor surface. After the finish and seal has dried, the reflectance shall be uniform including, but not limited to, no visible streaks or swirls.

5.33 Strip and Refinish Floors.

CONTRACTOR shall completely remove all non-permanent floor finish and seal from resilient tile and clay tile floors and from baseboards and furniture and partition legs and bases. Apply a minimum of two (2) coats of floor seal and three (3) coats of floor finish to resilient tile and three coats of seal to clay tile. CONTRACTOR shall use single disc floor machines, stripping pads, putty knives, abrasive pads, mops, mop buckets and wringers, floor finish remover and rust remover to remove all removable marks, heel marks, scuff marks, rust stains, gum and other types of stains and soil. CONTRACTOR shall use manual scrubbing devices in areas inaccessible to the floor machine. CONTRACTOR shall use a wet/dry tank vacuum to pick up stripping solution except in areas where its use is not practical. CONTRACTOR shall rinse thoroughly with clear water all floor surfaces to which floor finish remover has been applied. When a wet/dry tank vacuum is used, CONTRACTOR shall rinse the area at least once after the floor finish remover has been picked up with the wet/dry tank vacuum. When a wet/dry tank vacuum is not used, CONTRACTOR shall rinse the floor at least twice. After the floor finish has been removed, CONTRACTOR shall use a fine strand rayon mop to apply at least two (2) coats of floor seal and three (3) coats of floor finish to resilient tile and at least three (3) coats of seal to clay tile. CONTRACTOR shall apply no finish or seal within one inch (1") of baseboards and fixed furniture setting directly on the floor surface. CONTRACTOR shall remove all floor seal, floor finish, stripper and stripping slurry from baseboards, furniture and other such areas. After the finish and seal has dried, the reflectance shall be uniform including, but not limited to, no visible streaks or swirls.

5.34 Terrazzo Floors (Burnishing).

CONTRACTOR shall dust mop and damp mop the floor surface in preparation for burnishing the floors. CONTRACTOR shall use a rotary type machine that has a turning speed of more than 1000 rpm to 2000 rpm. When burnishing a floor, CONTRACTOR shall keep the machine moving to avoid burning the floor. CONTRACTOR shall move the machine in a simple back and forth motion (similar to cutting grass) to achieve the desired results. CONTRACTOR shall change the pads often. After burnishing, CONTRACTOR shall dust mop the floor to prevent dust from being spreading throughout the facility.

5.35 Terrazzo Flooring Refinishing.

Wet diamond grinding, honing and subsequent polishing shall be performed using industrial grade equipment specifically designed for stone honing and polishing work (i.e. HTC professional Grinder 420 to 800 series or equivalent). The restoration area shall be honed to a minimum 3500 level.

Using the below process, CONTRACTOR shall restore a 25 square foot area test area using a wet diamond grinding/honing and polishing process prior to beginning of work to determine capability of CONTRACTOR to perform work at a satisfactory level. Testing should determine diamond grit size and sequence to be used to achieve a wax free diamond polished terrazzo floor. Upon approval of system, method and end result the

approved test shall become the standard of quality for remaining floor work. The process shall include:

1. Thoroughly clean and rinse floor with water and allow to dry thoroughly.
2. Use a wet grinding process with diamond discs to bring terrazzo to a natural polish. Start with 400 grit and finish with a minimum of 3500 grit.
3. Wet vacuum and mop to remove all slurry and dust.
4. High speed burnish the terrazzo.
5. Dust floor to ensure all debris has been removed.
6. Apply a Stone Floor Protector.
7. If floor has a low gloss, repeat steps 4, 5, and 6.

NO SURFACES WAXES, COATINGS, OR SEALERS SHALL BE UTILIZED ON TERRAZZO FLOORS.

CONTRACTOR must use a wet grinding process for purposes of eliminating dust deposits and indoor air quality concerns. Vacuum systems commonly used in dry grinding operations do not capture all of the dust created. All adjacent surfaces shall be protected from any work performed under the section.

CONTRACTOR will report any repairs needed to the terrazzo floors

To avoid environmental hazard, no slurry shall be dumped down the floor drains or roadway drains during the grinding process. All slurry generated by the grinding process shall be picked up and dehydrated to remove water. Slurry solid shall be removed by CONTRACTOR and disposed of in accordance with applicable law.

All edges shall be polished to blend with entire floor so that final finish is equal in appearance. All terrazzo baseboards shall be thoroughly cleaned to remove grease, oils dirt, waxes and other contaminants.

5.36 Wash Interior Glass.

CONTRACTOR shall use glass cleaner, ladders, scaffolding, soft cloths, squeegees, and other tools as applicable to remove soil, tape, grease, smoke, spots and stains from both sides of glass surfaces including, but not limited to, interior walls, doors and partitions. Use metal polish, detergent, degreaser, cream cleanser, soft cloths, abrasive pads, ladders, scaffolding and other tools as applicable to remove soil, tape, grease, smoke, spots and stains from both sides of interior glass frames and ledges.

5.37 Wash Exterior Glass.

CONTRACTOR shall use window washing equipment, glass cleaner, ladders, scaffolding, soft cloths, squeegees and other tools as applicable to remove soil, tape, grease, smoke, spots and stains from the interior side and exterior side of glass surfaces including, but not limited to, exterior walls, doors and partitions.

CONTRACTOR shall use glass cleaner metal polish, detergent, degreaser, soft cloths, ladders, scaffolding and other tools as applicable to remove soil, tape, grease, smoke, spots and stains from the interior side and exterior side of window frames and window ledges. CONTRACTOR must wash exterior glass over pedestrian and vehicle through ways including, but not limited to, roadways, sidewalks and walkways at times that do not interfere with pedestrian or vehicular traffic. The interior side of glass in tenant spaces is excluded from this project only if no portion of the interior side of the glass window or unit over such tenant space is visible from common-use spaces within the building interior.

5.38 Wash Garage Floors/Curbs/Sidewalks 1st and 3rd Floors and Adjacent Walls.

CONTRACTOR shall use an auto scrubber, high pressure sprayer/washer and hot water, degreaser, scrapers, brushes, and other tools as necessary to remove soil, including, but not limited to: (i) litter, (ii) grease, (iii) oil, (iv) gum, and (v) tar from concrete floors, curbs and adjacent surfaces in parking garages, curbs, sidewalks 1st and 3rd floors and adjacent walls.

5.39 Clean Exterior Canopies.

CONTRACTOR shall remove all dust including, but not limited to, spider webs, debris, dirt and stains from the underside of the canopies. CONTRACTOR shall wash the top surfaces with water to remove including, but not limited to: (i) bird droppings, (ii) dust, and (iii) leaves.

5.40 Waste Management.

CONTRACTOR shall police and clean the designated trash disposal area(s) following each trip to deliver and dispose of trash. CONTRACTOR shall remove debris, sweep the concrete and asphalt surface areas, remove all impregnated matter, and activate compactor when trash is placed in and contained on the ram. CONTRACTOR shall immediately notify the Communications Center if a compactor is full or not properly operating.

CONTRACTOR shall immediately notify COUNTY any time the compactor(s) are approaching maximum capacity or are not functioning properly, and to report misuses of compactor equipment or poor housekeeping practices of other tenants for corrective action.

5.41 Miscellaneous.

CONTRACTOR shall maintain a safe and accessible egress route around the work area during times of work being performed. CONTRACTOR shall use a physical barrier such as temporary gates or curtains to restrict access to the work area during work times.

During times when restoration is not taking place, the restoration area shall be accessible, useable and safe for airport pedestrians to use uninhibited.

Wet floor signs shall be displayed at all times during work. CONTRACTOR shall at all times conduct his work to ensure the least inconvenience to the establishment.

CONTRACTOR shall confine all equipment and materials to storage areas provided when not working.

**ARTICLE 6
FREQUENCIES OF ROUTINE SERVICES**

KEY:

- 1S = Once per indicated shift.
- 2S = Twice per indicated shift.
- 1W = Once per week on the indicated shift.
- 1M = Once per month on the indicated shift.
- 1Y = Once per year on the indicated shift.

6.1 PUBLIC AREAS.

Public Areas are designated to include, but not be limited to, Ticketing (Level 3); Main Terminal (Level 2); Concourses (B/C – Level 2); Concourse A (Level 1), and Baggage Claim (Level 1). Public Areas include, but are not limited to, restrooms, shared hallways, circulation areas, elevators, elevator lobbies, escalators, stairwells, passenger holdrooms, passenger loading bridges, seating areas, ticketing/gate queue and lobby areas, meeter/greeter areas, breast-feeding stations, indoor pet relief areas, sensory rooms, lounge/seating areas, McCampbell and art display areas, entrances, public telephone areas, and pedestrian bridges to/from the Long Term Garage.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	2S	2S	
EMPTY TRASH RECEPTACLES	2S	2S	
SHAMPOO CARPET EXTRACTION			5Y
OVERHEAD DUSTING			1M
OVERHEAD CLEANING INTERIOR			1Y
MACHINE SCRUB AND RECONDITION CLAY TILE FLOORS IN RESTROOMS			1M

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
MACHINE SCRUB AND RECONDITION CLAY TILE FLOORS IN ALL OTHER AREAS			3Y
STRIP AND REFINISH CLAY TILE FLOORS			1Y
STRIP AND REFINISH RESILIENT TILES			1Y
SCRUB AND RECONDITION RESILIENT TILE FLOORS			3Y
CLEAN AND SHAMPOO UPHOLSTERED SEATS			2Y

TASK	PERFORMANCE FREQUENCY		
OVERHEAD DUSTING OF EXTERIOR CANOPIES			1M
REMOVE CARPET STAINS			1S
REMOVE UPHOLSTERED FURNITURE STAINS			1S
SPOT CLEAN EXTERIOR GLASS	1S	1S	
WASH EXTERIOR COVERED WALKS AND CURB ISLANDS			1W
SPOT CLEAN INTERIOR GLASS	1S	1S	
WASH INTERIOR GLASS			1M
WASH EXTERIOR GLASS			1M
SCRUB NEW TILE FLOORS WHEN CHANGED			5W
WASH PARKING GARAGE WINDOWS (EXTERIOR)			2Y
WASH PARKING GARAGE WINDOWS (INTERIOR)			2Y
BURNISH TERRAZZO FLOORS			1S
REFINISH TERRAZZO FLOORS			1Y
WASH EXTERIOR WINDOWS BUILDING 846, B, C, D, E, AND GUARD FACILITIES			4Y
REMOVE DEBRIS FROM PLANTERS	1S	1S	1S
DUST BENCHES, INCLUDING BRACKETS AND LEGS			1S

6.2 CONCRETE STAIRWAYS, LANDINGS AND NON-PUBLIC STAIRWELLS.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	1S		
DRY MOP OR SWEEP DIRT AND DEBRIS	1S		
SPOT MOP SPILLS/STAINS	1S		
DISINFECT HAND RAILS	1W		
SPOT CLEAN WALLS AND RISERS	1W		
WET MOP STAIRS	2M		

6.3 TERMINAL AND CONCOURSE CIRCULATION AREAS.

Circulation areas include, but are not limited to: (i) baggage claim/car rental, (ii) ticketing, (iii) concession mall, (iv) corridors, (v) entrances, (vi) lobbies, (vii) stairwells, (viii) checkpoints, (ix) sally ports, and (x) federal inspection station. CONTRACTOR shall use automatic scrubbing machines where practical on clay tile and terrazzo areas.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	5S	5S	2S
EMPTY TRASH RECEPTACLES	5S	5S	1S

TASK	PERFORMANCE FREQUENCY		
CLEAN AND DISINFECT DRINKING FOUNTAINS	5S	5S	1S
ATP TEST DRINKING FOUNTAINS		1S	
DUST FURNITURE SURFACES	1S	1S	1S
DUST BUILDING SURFACES	1S	1S	1S
SPOT CLEAN BUILDING SURFACES	5S	5S	2S
SPOT CLEAN FURNTIURE	5S	5S	2S
DUST MOP OR SWEEP NON-CARPETED FLOORS	1S	1S	1S
SPOT MOP	5S	5S	5S
DAMP MOP NON-CARPETED FLOORS			1S
WET CLEAN FLOORS			
SPRAY BUFF			1S
REMOVE CARPET STAINS	5S	5S	2S
VACUUM COMPLETELY			1S
VACUUM TRAFFIC LANES	1S	1S	
VACUUM VISIBLE SOIL	5S	5S	
REMOVE DEBRIS FROM PLANTERS	1S	1S	1S

6.4 TERMINAL AND CONCOURSE OFFICE AREAS.

Office areas include, but are not limited to: (i) offices, (ii) work rooms, (iii) conference rooms, (iv) copy rooms, and (v) storage/filing rooms.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER		1S	
EMPTY TRASH RECEPTACLES		1S	
DUST FURNITURE SURFACES		2W	
DUST BUILDING SURFACES		2W	
SPOT CLEAN BUILDING SURFACES		1S	
SPOT CLEAN FURNTIURE		1S	
POLISH STAINLESS STEEL		1S	
DUST MOP OR SWEEP NON-CARPETED FLOORS		1S	
SPOT MOP		4W	
DAMP MOP NON-CARPETED FLOORS		1W	
WET CLEAN FLOORS		3W	
SPRAY BUFF		1W	
REMOVE CARPET STAINS		1S	
VACUUM COMPLETELY		1W	
VACUUM TRAFFIC LANES		1S	
VACUUM VISIBLE SOIL		1S	
CLEAN CARPETED FLOORS (I.E., STEAM OR SHAMPOO)		1Y	

6.5 TERMINAL AND CONCOURSE SEATING AREAS.

Seating areas include, but are not limited to: (i) holdrooms, (ii) atrium, (iii) public telephone areas, (iv) seating alcoves, and (v) areas behind the gate podiums.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	5S	5S	2S
EMPTY TRASH RECEPTACLES	5S	5S	1S
DUST FURNITURE SURFACES	1S	1S	1S
DISINFECT FURNITURE SURFACES	1S	1S	1S
DUST BUILDING SURFACES	1S	1S	1S
SPOT CLEAN BUILDING SURFACES	5S	5S	2S
SPOT CLEAN FURNITURE	5S	5S	2S
CLEAN AND RESTORE VINYL SEATING			4Y
DUST MOP OR SWEEP NON-CARPETED FLOORS	1S	1S	1S
SPOT MOP	5S	5S	2S
DAMP MOP NON-CARPETED FLOORS			1S
SPRAY BUFF			1S
WET CLEAN FLOORS			1S
REMOVE CARPET STAINS	5S	5S	2S
VACUUM COMPLETELY			1S
VACUUM VISIBLE SOIL	5S	5S	2S

6.6 TERMINAL AND CONCOURSE RESTROOMS (PUBLIC).

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
CLEAN AND DISINFECT FIXTURES	1S	1S	1S
CLEAN UNDERSIDES OF BASINS			1W
ATP TEST FIXTURES AND SURFACES		1S	
CLEAN AND REFILL FLOOR DRAINS			1S
DAMP MOP NON-CARPETED FLOORS			1S
DE-SCALE TOILETS AND URINALS			1S
DISINFECT ALL SURFACES	8S	8S	3S
DUST FURNITURE SURFACES	1S	1S	1S
DUST BUILDING SURFACES	1S	1S	1S
DUST MOP OR SWEEP NON-CARPETED FLOORS	1S	1S	1S
EMPTY TRASH RECEPTACLES	8S	8S	3S
LITTER REMOVAL	8S	8S	3S
POLISH STAINLESS STEEL			1S

TASK	PERFORMANCE FREQUENCY		
	8S	8S	2S
REFILL DISPENSERS	8S	8S	2S
SPOT CLEAN BUILDING SURFACES	5S	5S	2S
SPOT CLEAN FURNTIURE	5S	5S	2S
SPOT MOP	8S	8S	3S
VACUUM COMPLETELY			1S
VACUUM VISIBLE SOIL	5S	5S	1S

6.7 TERMINAL, CONCOURSE AND GA CUSTOMS RESTROOMS (STAFF).

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
CLEAN AND DISINFECT FIXTURES	1S	1S	1S
CLEAN AND REFILL FLOOR DRAINS			1S
DAMP MOP NON-CARPETED FLOORS			1S
DE-SCALE TOILES AND URINALS			1S
DISINFECT ALL SURFACES	1S	1S	1S
ATP TEST FIXTURES AND SURFACES	1S		
DUST FURNITURE SURFACES	1S	1S	1S
DUST BUILDING SURFACES	1S	1S	1S
DUST MOP OR SWEEP NON-CARPTED FLOORS	1S	1S	1S
EMPTY TRASH RECEPTACLES	1S	1S	1S
LITTER REMOVAL	1S	1S	1S
POLISH STAINLESS STEEL			1S
REFILL DISPENSERS	1S	1S	1S
SPOT CLEAN BUILDING SURFACES	1S	1S	1S
SPOT CLEAN FURNTIURE	1S	1S	1S
SPOT MOP	1S	1S	1S
VACUUM COMPLETELY			1S
VACUUM VISIBLE SOIL	1S	1S	1S

6.8 TERMINAL CHECK-IN/TICKETING, BAGGAGE CLAIM, AND NON-CARPETED WALKWAYS.

CONTRACTOR shall use a powered sweeper and litter vacuum on the 3rd shift to manage litter and sweep floors. CONTRACTOR shall use hoses and sprayers on the 3rd shift to wet clean floors.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
LITTER REMOVAL	5S	5S	2S
EMPTY TRASH RECEPTACLES	5S	5S	1S
DUST FURNITURE SURFACES	1S	1S	1S
DUST BUILDING SURFACES	1S	1S	1S
POLISH STAINLESS STEEL			
SPOT CLEAN BUILDING SURFACES	5S	5S	2S
SPOT CLEAN FURNITURE	5S	5S	2S
DUST MOP OR SWEEP NON-CARPETED FLOORS	1S	1S	1S
SPOT MOP	5S	5S	2S
WET CLEAN FLOORS			1S

6.9 TERMINAL AND CONCOURSE ESCALATORS.

CONTRACTOR shall clean the glass walls, escalator tread boards, risers, and step tracts to ensure a continuous clean and maintained appearance.

CONTRACTOR shall use due caution so as NOT to engage the emergency shut off buttons, handrail inlet switches and other safety shut-off equipment on the escalators. COUNTY's reserves the right to deduct the cost of such billable responses to CONTRACTOR if, in its sole judgment, such safety shutoff activation resulted from carelessness on behalf of the CONTRACTOR.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	5S	5S	2S
DUST SURFACES	1S	1S	1S
VACUUM AND SWEEP TREADS			1S
POLISH STAINLESS STEEL			1S
CLEAN GLASS	1S	1S	1S
SPOT CLEAN SURFACES	5S	5S	1S
SANITIZE ESCALATOR HANDLES	1S	1S	1S
ATP TEST HANDLES			1S
ESCALATOR THREAD BOARDS			1S

6.10 TERMINAL, CONCOURSE, MEDIAN AND PARKING GARAGE ELEVATORS.

CONTRACTOR shall keep clean and free from dirt, debris and dust. CONTRACTOR shall remove stains and soil. CONTRACTOR shall coordinate with the County Representative for cleaning the elevator door tracks on each floor, including the removal and disinfecting of liquids.

CONTRACTOR shall use a backpack vacuum with extension to vacuum the upper portion of the elevator car. Wipe down the ceiling grid with a damp cloth and mild degreasing solution.

CONTRACTOR shall vacuum the tracks, clean walls, and ceiling and report any lights out or other problems to the County Representative.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	5S	5S	2S
REMOVE CARPET STAINS			1S
DUST ELEVATOR SURFACES			1S
POLISH STAINLESS STEEL			1S
SPOT CLEAN ELEVATOR SURFACES	5S	5S	2S
CLEAN DOOR TRACK WITH VACUUM CLEANER AND/OR WIRE BRUSH			1S
VACUUM COMPLETELY	1S	1S	1S
VACUUM VISIBLE SOIL	4S	4S	2S
STRIP, OIL AND POISH STAINLESS ELEVATOR DOORS			1M
ELECTROSTATIC SPRAYING			1S

6.11 CONCOURSE LOADING BRIDGES.

CONTRACTOR shall adjust the frequency of loading bridge cleaning depending on the frequency of flight activity. The traffic is concentrated in a narrow area and the loading bridge carpet needs considerably more pile lifting and aggressive vacuuming to minimize the traffic lane phenomena where the carpet fibers become crushed in the center of the loading bridge.

The walls of the loading bridges are laminated plastics. They are washed with a mild neutral detergent and allowed to air dry. The ceiling is aluminum, which is wiped down with a damp cloth and mild degreasing solution.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	3S	3S	1S
DUST LOADING BRIDGE SURFACES			1W
SPOT CLEAN BRIDGE SURFACES			1S
POLISH STAINLESS STEEL			1S
SPOT MOP	1S	1S	1S
DAMP MOP NON-CARPETED FLOORS	1S	1S	1S
WET CLEAN NON-CARPETED FLOORS			1S

TASK	PERFORMANCE FREQUENCY		
REMOVE CARPET STAINS			1S
VACUUM COMPLETELY			1S
HOT WATER CARPET EXTRACTION			1W
CEILING WASHING			1M
WALL WASHING			1M

6.12 CONCOURSE SERVICE ANIMAL RELIEF AREAS.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
CLEAN SINKS	5S	5S	1S
REMOVE LITTER	5S	5S	1S
EMPTY TRASH RECEPTACLES	5S	5S	1S
REFILL DISPENSERS	1S	1S	
REMOVE AND DISPOSE OF FECES FROM THE GROUND	5S	5S	1S

6.13 CONCOURSE SENSORY ROOMS.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	4S	4S	1S
EMPTY TRASH RECEPTACLES	4S	4S	1S
DUST SURFACES			1S
SPOT CLEAN SURFACES			1S
DISINFECT ALL SURFACES			
REMOVE CARPET STAINS			1S
VACUUM COMPLETELY			1S
HOT WATER CARPET EXTRACTION			1W

6.14 CONCOURSE BREAST-FEEDING STATIONS.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
DISINFECT ALL SURFACES	4S	4S	4S
DUST MOP OR SWEEP NON-CARPETED FLOORS	4S	4S	1S
LITTER REMOVAL	4S	4S	1S
SPOT MOP	4S	4S	
WET MOP			1S
WIPE DOWN EXTERIOR SURFACES			1S

6.15 TRANSPORTATION SECURITY ADMINISTRATION (STANDARD).

CONTRACTOR shall adjust between Standard and Enhanced services for the Transportation Security Administration areas upon three (3) days written notice from the County Representative.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE TRASH IN CHECKPOINT SCREENING AREA	1S	1S	
REMOVE TRASH IN BAGGAGE SCREENING AREA			1S
VACUUM CARPETS			1S
SWEEP AND MOP PASSENGER CHECKPOINT FLOORS			1S
DUST TSA EQUIPMENT, DESKS, LIGHT FIXTURES, EVERY HORIZONTAL SURFACE WITHIN THE SPACE			1W
MOP BAGGAGE SCREENING FLOOR AREAS			1W
CLEAN DIVESTITURE BINS			1W
SHAMPOO CARPETS			2M
HOT WATER EXTRACTION OF CARPETS			1M

6.16 TRANSPORTATION SECURITY ADMINISTRATION (ENHANCED).

CONTRACTOR shall adjust between Standard and Enhanced services for the Transportation Security Administration areas upon three (3) days written notice from the County Representative. CONTRACTOR shall use the supplies and chemicals as identified in the Contract.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
IN THE CHECKPOINT, SCREENING AREA, AND RECOMPOSURE AREA DISINFECT HIGH TOUCHED SURFACES INCLUDING, BUT NOT LIMITED TO: TABLES, DOORKNOBS, LIGHT SWITCHES, COUNTERTOPS, HANDLES, DESKS, PHONES, CHAIRS, KEYBOARDS, FLOORS, BENCHES AND CHAIRS			1S
REFILL AND DISINFECT HAND SANITIZER STATIONS BEFORE AND AFTER CHECKPOINTS			1S
EMPTY AND SANITIZE CHECKPOINT TRASH RECEPTACLES			1S
VACUUM CARPETS			1S
SHAMPOO CARPETS			2M
HOT WATER EXTRACT CARPETS			1M
CLEAN PLEXIGLASS SHIELDING		1S	1S
POLISH PLEXIGLASS SHIELDING			1M
DUST MOP OR SWEEP			1S
WET MOP			1S

TASK	PERFORMANCE FREQUENCY		
	8S	8S	3S
DISINFECT DIVESTITURE AND RECOMPOSURE TABLES	8S	8S	3S
DISINFECT CONVEYOR BELTS	1S	1S	
DISINFECT SIDE RAILINGS IN AUTOMATED SCREENING LANES	8S	8S	3S
ADVANCED IMAGING TECHNOLOGY MACHINE INTERIOR CLEANING WITH ANTI-STATIC PRE-ALCOHOL MOISTENED WIPES.			1S
ADVANCED IMAGING TECHNOLOGY MACHINE EXTERIOR CLEANING WITH ANTI-STATIC PRE-ALCOHOL MOISTENED WIPES.			1S
REMOVE ALL DIRT, DEBRIS AND WET MOP FLOORS, WALKING MATS AND RAMPS FROM THE ADVANCED IMAGING TECHNOLOGY MACHINE.			1S
DISINFECT THE EXTERNAL SURFACE OF THE WALK THROUGH METAL DETECTOR.			1S
DISINFECT HIGH TOUCHED SURFACE AREAS INCLUDING, BUT NOT LIMITED TO: TABLES, DOORKNOBS, LIGHT SWITCHES, COUNTERTOPS, HANDLES, DESKS, PHONES, CHAIRS, KEYBOARDS, FLOORS AND CHAIRS IN THE OSARP.		1S	
DISINFECT HIGH TOUCHED SURFACE AREAS INCLUDING, BUT NOT LIMITED TO: TABLES, DOORKNOBS, LIGHT SWITCHES, COUNTERTOPS, HANDLES, DESKS, PHONES, CHAIRS, KEYBOARDS, FLOORS AND CHAIRS IN THE CBRA.		1S	
EMPTY CHECKED BAGGAGE TRASH RECEPTACLES	1S	1S	
VACUUM COMPLETELY THE CHECKED BAGGAGE CARPETS		1S	
SHAMPOO CHECKED BAGGAGE CARPETS			2M
HOT WATER EXTRACT CHECKED BAGGAGE CARPETS			1M
DUST MOP OR SWEEP CHECKED BAGGAGE FLOORS		1S	

6.17 EXTERIOR LAND AND AIRSIDE.

CONTRACTOR shall remove litter from all outside walkways, curbs for levels one and three from windows/doors to the opposite side of the roadway.

CONTRACTOR shall remove litter, empty trash receptacles, and dust mop or sweep walkways and drive-throughs including, but not limited to: (i) curbs, (ii) tug-ways and a distance of ten (10) feet from the concourses and terminal structures. CONTRACTOR shall use a powered sweeper and litter vacuum on the 3rd shift to manage litter and sweep the aforementioned areas.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	1S	1S	
EMPTY TRASH RECEPTACLES	1S	1S	1S
DUST MOP OR SWEEP			1S
PRESSURE WASH CURBS AND WALKWAYS			1W
PRESSURE WASH CONCRETE PLANTERS AND PLANTER WALLS			1W
DUST BENCHES INCLUDING BRACKETS AND LEGS	1S		

6.18 EXTERIOR AIRSIDE PARKING LOTS AND VEHICLE HOLD AREAS.

CONTRACTOR shall use a powered sweeper on the 1st shift to manage litter and sweep walkways and drive-throughs.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	2S		
EMPTY TRASH RECEPTACLES	2S		
SWEEP	1S		

6.19 EAST LOADING DOCK.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	3S	3S	1S
EMPTY TRASH RECEPTACLES	3S	3S	1S
DUST BUILDING SURFACES	1S	1S	1S
DUST MOP OR SWEEP NON-CARPETED FLOORS	3S	3S	1S
SPOT MOP	3S	3S	1S
WET CLEAN FLOOR			1S

6.20 OUTDOOR SERVICE ANIMAL RELIEF AREA.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	3S	3S	1S
EMPTY TRASH RECEPTACLES	3S	3S	1S
REFILL DISPENSERS	1S	1S	
SWEEP WALKWAYS	1S	1S	
CLEAN BENCHES	2S	2S	
REMOVE AND DISPOSE OF FECES FROM THE GROUND	3S	3S	1S

6.21 GUARD BOOTH(S).

CONTRACTOR shall perform services daily to Guard Facility "A" as depicted on Attachment D of the Contract. Upon three (3) days written notice, CONTRACTOR shall perform services as required to Guard Facilities "B" and "C" as depicted on Attachment D of the Contract.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	1S	1S	1S
EMPTY TRASH RECEPTACLES	1S	1S	1S
DUST FURNITURE SURFACES			1W
DUST BUILDING SURFACES	1W		
DUST MOP OR SWEEP NON-CARPETED FLOORS			1S
SPOT MOP	1S	1S	1S
WET CLEAN FLOOR			1S
CLEAN AND DISINFECT SINK, TOILET AND ADJACENT SURFACES			1S
DESCALE TOILETS			1W
DEEP CLEAN RESTROOM			1M
DISINFECT ALL SURFACES			1S
CLEAN WINDOWS INCLUDING GLASS DOOR			1M

6.22 TRANSPORTATION NETWORK COMPANY/GROUND TRANSPORTATION REMOTE PARKING AREA

CONTRACTOR shall monitor the condition of the interior of the Port-o-lets for cleanliness and verify that the Port-o-lets are exchanged according to the established schedule and CONTRACTOR shall notify the County Representative if the Port-o-lets have not been exchanged. CONTRACTOR shall report any deficiencies of the mobile restroom or Port-o-let to the County Representative immediately. CONTRACTOR shall remove litter a distance of ten (10) feet from the parking lot area.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
LITTER REMOVAL IN PARKING AREA AND RESTROOMS	1S	1S	
EMPTY TRASH RECEPTACLES IN PARKING AREA AND RESTROOMS	1S	1S	
REMOVE GRAFFITI IN RESTROOMS	1S	1S	
REFILL DISPENSERS IN MOBILE RESTROOM	1S	1S	
MONITOR CONDITION OF PORT-O-LETS	1S	1S	
CLEAN AND DISINFECT FIXTURES	1S	1S	
DAMP MOP MOBILE RESTROOM	1S	1S	
DEEP CLEAN MOBILE RESTROOM			1M

TASK	PERFORMANCE FREQUENCY		
	1W		
DISINFECT ALL SURFACES IN MOBILE RESTROOM AND PORT-O-LET	1W		
WASH WALLS	1W		
DUST CEILINGS	1W		

6.23 ADMINISTRATION BUILDING – BLDG 846 (INTERIOR).

Office areas include, but are not limited to: (i) offices, (ii) work rooms, (iii) conference rooms, (iv) copy rooms, breakrooms and (v) storage/filing rooms. Restrooms include stalls, urinals, and showers. CONTRACTOR shall clean these areas Tuesday and Friday on the 2nd shift after 5:30 p.m.

CONTRACTOR shall clean the break rooms, Communications Center and restrooms daily on 1st shift.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REPLACE PAPER PRODUCTS AND SOAP IN DISPENSERS AS NEEDED	1S		
CLEAN AND DISINFECT FIXTURES	1S		
ATP TEST FIXTURES	1S		
CLEAN AND REFILL FLOOR DRAINS	1S		
DAMP MOP NON-CARPETED FLOORS	1S		
DE-SCALE TOILETS, URINALS AND SHOWERS	1W		
CLEAN AND DISINFECT ALL SURFACES	1W		
CLEAN AND DISINFECT SINKS, TOILETS, AND ADJACENT SURFACES		1S	
DUST FURNITURE SURFACES		1S	
DUST BUILDING SURFACES		1S	
DUST MOP OR SWEEP NON-CARPETED FLOORS		1S	
EMPTY TRASH RECEPTACLES		1S	
REMOVE LITTER		1S	
POLISH STAINLESS STEEL		1S	
REFILL DISPENSERS		1S	
REMOVE CARPET STAINS		1S	
SPOT CLEAN FURNITURE		1S	
VACUUM COMPLETELY		1S	
VACUUM TRAFFIC LANES		1S	
VACUUM VISIBLE SOIL		1S	
WET CLEAN FLOORS		1S	
DEEP CLEAN RESTROOMS FROM CEILING TO FLOOR		1M	
CLEAN CARPETED FLOORS (I.E., STEAM, SHAMPOO)		1Y	

6.24 ADMINISTRATION BUILDING – BLDG 846 (EXTERIOR).

CONTRACTOR shall remove litter, empty trash receptacles, and dust mop or sweep walkways and drive-throughs including, but not limited to: (i) curbs and (ii) a distance of ten (10) feet from the building structures.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER		1S	
EMPTY TRASH RECEPTACLES		1S	
DUST MOP OR SWEEP		1S	
CHECK AND EMPTY CIGARETTE CONTAINERS		1S	

6.25 MAINTENANCE BUILDING(S) A,B,C,D,E, AND G (INTERIOR)

Office areas include, but are not limited to: (i) offices, (ii) work rooms, (iii) conference rooms, (iv) copy rooms, breakrooms and (v) storage/filing rooms. Restrooms include stalls, urinals, and showers. CONTRACTOR shall clean these areas Tuesday and Friday on the 2nd shift after 5:30 p.m.

CONTRACTOR shall clean the break rooms, Communications Center and restrooms daily on 1st shift.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REPLACE PAPER PRODUCTS AND SOAP IN DISPENSERS AS NEEDED	1S		
CLEAN AND DISINFECT FIXTURES	1S		
ATP TEST FIXTURES	1S		
CLEAN AND REFILL FLOOR DRAINS	1S		
DAMP MOP NON-CARPETED FLOORS	1S		
DE-SCALE TOILETS, URINALS AND SHOWERS	1W		
CLEAN AND DISINFECT ALL SURFACES	1W		
CLEAN AND DISINFECT SINKS, TOILETS, AND ADJACENT SURFACES		1S	
DUST FURNITURE SURFACES		1S	
DUST BUILDING SURFACES		1S	
DUST MOP OR SWEEP NON-CARPETED FLOORS		1S	
EMPTY TRASH RECEPTACLES		1S	
REMOVE LITTER		1S	
POLISH STAINLESS STEEL		1S	
REFILL DISPENSERS		1S	
REMOVE CARPET STAINS		1S	
SPOT CLEAN FURNITURE		1S	

TASK	PERFORMANCE FREQUENCY		
VACUUM COMPLETELY		1S	
VACUUM TRAFFIC LANES		1S	
VACUUM VISIBLE SOIL		1S	
WET CLEAN FLOORS		1S	
DEEP CLEAN RESTROOMS FROM CEILING TO FLOOR		1M	
CLEAN CARPETED FLOORS (I.E., STEAM, SHAMPOO)		1Y	

6.26 MAINTENANCE BUILDING(S) A,B,C,D,E, AND G (EXTERIOR)

CONTRACTOR shall remove litter, empty trash receptacles, and dust mop or sweep walkways and drive-throughs including, but not limited to: (i) curbs and (ii) a distance of ten (10) feet from the building structures.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER		1S	
EMPTY TRASH RECEPTACLES		1S	
DUST MOP OR SWEEP		1S	
CHECK AND EMPTY CIGARETTE CONTAINERS		1S	

6.27 GENERAL AVIATION FACILITY PORT OF ENTRY

The facility is cleaned Monday through Sunday on the first shift.

TASK	PERFORMANCE FREQUENCY		
	1 ST	2 ND	3 RD
REMOVE LITTER	1S		
EMPTY TRASH RECEPTACLES	1S		
DUST FURNITURE SURFACES	2W		
DUST BUILDING SURFACES	1W		
SPOT CLEAN BUILDING SURFACES	1S		
SPOT CLEAN FURNITURE	1S		
POLISH STAINLESS STEEL	1S		
DUST MOP OR SWEEP NON-CARPETED FLOORS	1S		
SPOT MOP	4W		
DAMP MOP NON-CARPETED FLOORS	1W		
WET CLEAN FLOORS	3W		
CLEAN AND DISINFECT SINK, TOILET AND ADJACENT SURFACES	1S		
DESCALE TOILETS	1W		
DISINFECT ALL FIXTURES AND SURFACES	1S		
ATP TEST FIXTURES AND SURFACES	1S		

ARTICLE 7 REPORTS

7.1 Daily Reports.

At the beginning of each work shift, the on-duty supervisor shall report to the County Representative any unfilled area assignments. CONTRACTOR shall provide the County Representative with a daily report via e-mail that includes the following information:

CONTRACTOR shall provide the County Representative with a daily report via e-mail that includes the following information:

1. A list of names of all employees present for work during each shift.
2. The area(s) where each employee will be assigned for work during such shift.
3. A status report on any on-going projects.
4. A copy of all inspection report(s) for that day's work.
5. Any incidents, problems, facilities outages or malfunctions and any other unusual occurrences noted during the previous day.
6. Equipment that is: (i) out of service and/or broken, (ii) is off property for repairs, (iii) return to service date, and (iv) coverage/service

7.2 Weekly Reports.

CONTRACTOR shall provide the following reports to the County Representative via e-mail on a weekly basis:

- a. Local and Assistant Manager's Report, which shall include:
 1. The Local Manager and Assistant Manager's scheduled work hours for the upcoming week.
 2. Employee terminations and hires for the preceding week.
 3. Summary of complaints from the preceding week, including name of the individual/entity submitting the complaint and how each complaint was resolved.
- b. Additional Services Progress Report, which shall include:
 1. Status of projects initiated as Additional Services assigned and estimated percent of completion.
 2. If behind schedule, steps taken to ensure timely completion of Additional Services.

3. Supply, equipment or staffing issues that may impact scheduling.
- c. CONTRACTOR shall provide the bathroom condition and complaints reports from the real-time restroom monitoring system.

7.3 Accident, Incident and Damage Reports.

CONTRACTOR shall participate in all accident/incident investigations. Participation shall include dispatching a custodian within fifteen (15) minutes, where applicable, and a maximum response time of one (1) hour, including holidays, for the Local Manager or Assistant Manager to be on site where the accident/incident occurred. CONTRACTOR shall inspect the area as well as all janitorial activities that occurred up until the time of the accident/incident in order to determine if any conditions contributed to the accident/incident. A report shall be provided to the County Representative and the Airport's Director of Operations within forty-eight (48) hours after the investigation is completed. This report shall provide all of the pertinent information about the accident/incident and the CONTRACTOR's findings.

CONTRACTOR shall promptly notify COUNTY of any incidents or accidents arising out of the performance of Services resulting in property damage or personal injury. Notice will include an assessment of any damage or injury resulting from such incident or accident.

CONTRACTOR shall promptly complete any reporting forms required by COUNTY describing the incident or accident.

7.4 Inspection Reports.

Quality control inspections and surveillance (announced and unannounced) shall be the responsibility of CONTRACTOR. Inspections shall be performed daily by CONTRACTOR's management and/or supervisory staff to ensure compliance with Contract requirements.

- a. All inspections shall be documented by CONTRACTOR using inspection forms developed in coordination with the County Representative and will include, at a minimum, an evaluation of services performed in the prior twenty-four (24) hour period.
- b. CONTRACTOR shall maintain a record of all daily inspections performed. Daily inspection reports shall provide factual evidence that continuous quality control inspections have been performed and shall, at a minimum, include the following:
 - c. Identify locations where the inspections occurred and times.
 - d. Results of inspections.
 - e. Location and nature of deficiencies found, if any.

- f. Remedial or corrective actions taken or proposed.
- g. Compliance with the Operations and Procedures Manual and requirements of the technical requirements Contract.
- h. Overall cleanliness rating, including a running record of previous ratings.
- i. Inspection reports must be reviewed and approved by the Local Manager or Assistant Manager to ensure the daily inspection report has been satisfactorily completed.

7.5 Inventory Reports.

An inventory of all Supplies shall be managed, maintained, procured, replenished, stored, secured and traced by CONTRACTOR in an inventory management software system. CONTRACTOR shall provide a weekly report to the County Representative including, but not limited to:

- a. Equipment inventory and equipment conditions;
- b. Inventory of Supplies.

7.6 Supplies Inventory.

An inventory of all Supplies shall be managed, maintained, procured, replenished, stored, secured, and tracked by CONTRACTOR in an inventory management software system. All inventory shall be the property of COUNTY after purchased and received into stock. CONTRACTOR shall track all inventory purchased and provide an itemized report of its use and final location on a weekly basis to the County Representative.

CONTRACTOR shall be responsible for keeping an adequate inventory of Supplies required to satisfy the requirements of the Contract, which shall never be less than a thirty (30) day stock of Supplies. CONTRACTOR shall securely store all Supplies on site in designated locations within the Assigned Premises. CONTRACTOR shall be solely responsible for the security of the Supplies. CONTRACTOR shall bear all risk of loss, damage, and theft of the Supplies and shall promptly replace any lost, damaged or stolen Supplies at CONTRACTOR's sole cost and expense.

CONTRACTOR shall provide the County Representative advanced notice and Material Safety Data Sheet (MSDS) for any proposed chemical changes for approval through the COUNTY's Risk Management Department.

ARTICLE 8 TRAINING

8.1 Safety and Job Training Program.

CONTRACTOR shall, require each of its employees providing Services, including, but not limited to: (i) supervisors, (ii) project crew workers and (iii) custodians to successfully complete the Training Program and within two (2) weeks of the date of hire, and shall advise all such employees that their continued employment as a part of the Contract is conditioned upon their successful completion of the Training Program. Employees shall be required to complete the Training Program every six (6) months.

CONTRACTOR shall provide each employee engaged in the performance of Services under the Contract with the initial and recurrent training needed to safely, securely, and competently perform the Services hereunder.

At a minimum, each employee shall receive in the following areas as soon as practical after employment, and when new procedures, methods, equipment or chemicals have been introduced:

- a. General orientation, including, but not limited to, the areas of CONTRACTOR's responsibility under the Contract;
- b. Introduction to the Designated Work Areas;
- c. Chemicals, safety precautions, Material Safety Data Sheets (MSDS);
- d. Tools and equipment, operations and general safety;
- e. Airport procedures, security, ID badges, keys, passenger assistance;
- f. Restroom cleaning and disinfecting;
- g. Proper use of personal protective equipment (PPE);
- h. Common mistakes;
- i. Floor care and maintenance;
- j. Avoidance of the causes of slips and falls;
- k. Safety issues, compliance with OSHA ACT of 1970;
- l. Blood-borne pathogen safety program;

- m. COUNTY's recycling program and Sustainability Management Plan, as applicable to waste collection and recycling;
- n. Customer service;
- o. Compactor use; and
- p. Requirements related to COUNTY's maintenance of the Airport's Global Bio-risk Advisory Council Accreditation.

CONTRACTOR shall maintain a training record for each employee in a form reasonably acceptable to the COUNTY. The training record should show, at a minimum, the employee's name, date of employment, the type and date of each training class attended, and the name of the class instructor. CONTRACTOR shall present such records for inspection to the County Representative upon request. The County Representative may monitor the conduct of any and all training classes. CONTRACTOR shall prepare and provide to the County Representative, a written schedule of training classes to be conducted during each week, which shall include the date, time, location, and content of each training session as well as the names of the instructor(s) and attendees of each training session.

The COUNTY shall have the option of providing training materials for certain cleaning procedures. The training materials provided by the COUNTY shall remain the sole and exclusive property of the COUNTY and shall not be removed from the site, unless approved by the County Representative. The provision of training materials by the COUNTY shall in no way relieve CONTRACTOR of any responsibility for training its employees in the proper methods and use of tools, chemicals, equipment and supplies or any other skills or knowledge needed by the employees of the CONTRACTOR to safely and competently perform the Services.

The time each employee spends attending a training class shall not be applied to any minimum number of hours required for the performance of the services, unless otherwise approved by the COUNTY in writing.

CONTRACTOR shall accommodate all employees with limited English proficiency by providing interpretation and/or translation services as necessary in the conduct of the Training Program to ensure that such employees receive comparable training as employees who are proficient in English.

ARTICLE 9 INSPECTION PROGRAM

9.1 Inspection Program.

- 9.1.1 CONTRACTOR's management and/or supervisory staff shall perform announced and unannounced quality control inspections to ensure compliance with Contract requirements.

- 9.1.2 All inspections shall be documented by CONTRACTOR using inspection forms developed in coordination with the County Representative and will include, at a minimum, an evaluation of services performed in the prior twenty-four (24) hour period. Discrepancies will be reported to CONTRACTOR for correction. In the event CONTRACTOR fails to address a discrepancy on a timely basis, COUNTY, at its sole discretion, may elect to perform the work or solicit for the work to be completed by a third party.
- 9.1.3 CONTRACTOR shall maintain a record of all daily inspections performed. Daily inspection reports shall provide factual evidence that continuous quality control inspections have been performed and shall, at a minimum, include the following:
- a. Identify locations where the inspections occurred and times.
 - b. Results of inspections.
 - c. Location and nature of deficiencies found, if any.
 - d. Remedial or corrective actions taken or proposed.
 - e. Compliance with the Operations and Procedures Manual and requirements of the technical requirements Contract.
 - f. Overall cleanliness rating, including a running record of previous ratings.
 - g. Inspection reports must be reviewed and approved via signature by the Local Manager or Assistant Manager to ensure the daily inspection report has been satisfactorily completed.
 - h. Inspection reports shall be submitted to the County Representative daily.

ARTICLE 10 QUALITY CONTROL PROGRAM

10.1 Quality Control Program.

- 10.1.1 CONTRACTOR shall prepare, provide, implement and maintain an effective and proactive Quality Control Program acceptable to COUNTY. CONTRACTOR shall provide a Quality Control Program to the County Representative for review and approval within thirty (30) days from the Commencement Date of the Contract. The Quality Control Program shall include, but shall not be limited to:
- a. Facility and operational inspection program(s).
 - b. Designation of employees responsible for conducting quality assurance reviews.

- c. Methods of communicating work tasks to employees, including preparatory meetings in advance of new tasks to ensure coordination.
 - d. Plan for documenting and communicating quality assurance activities and discrepancies, internally and to COUNTY.
 - e. Plan for maintaining quality assurance records.
 - f. Methods for initiating corrective action(s), including procedures for re-inspection to ensure corrective action has been completed, and for preventing recurrences of discrepancies.
 - g. Plan for the conduct of self-audits to ensure compliance with the approved Quality Control Program.
 - h. Plan for administration and periodic review of the Quality Control Program.
- 10.1.2 CONTRACTOR shall employ an independent third-party contractor ("Quality Control Contractor") acceptable to COUNTY, in its sole discretion, to conduct periodic reviews/audits ("Quality Control Reviews") of CONTRACTOR's compliance with the approved Quality Control Program, the Operations and Procedure Manual and technical requirements of the Contract. Periodic reviews/audits shall be conducted by the Quality Control Contractor a minimum of twice each Contract Year, or as so often as shall be requested by COUNTY. The scope of services, including the methods of conducting the review/audit, items reviewed/audited, deliverables and cost, shall be subject to prior approval by the County Representative. All reports shall be provided directly to County Representative with a copy to CONTRACTOR. CONTRACTOR shall fully cooperate with the Quality Control Contractor in the performance of Quality Control Reviews. Upon completion of each Quality Control Review, the Local Manager and Assistant Manager shall meet with the County Representative to review the results of the report and to develop a corrective action plan for any discrepancies noted.

ARTICLE 11 SUSTAINABILITY MANAGEMENT PLAN

11.1 Sustainability Management Plan.

- 11.1.1 CONTRACTOR shall collect, sort and package recyclable products, items or materials to the extent required to support the COUNTY's recycling initiatives. The nature and extent of COUNTY's recycling efforts are subject to change, and CONTRACTOR shall comply with all recycling initiatives as may be implemented to ensure the success of such initiatives.

11.1.2 CONTRACTOR shall identify sustainable Supplies for the provision of the Services, such as using bio-based products, products containing recycled content, and environmentally friendly products that minimize the use of energy and water. CONTRACTOR shall endeavor to purchase Supplies from vendors that engage in bulk packaging techniques and to select Supplies with minimal packaging to the maximum extent reasonably practicable.

ARTICLE 12 UNIFORMS

12.1 Employee Uniforms.

12.1.1 CONTRACTOR shall supply, launder and maintain employee uniforms at no cost to the employee. CONTRACTOR shall provide each employee performing Services with a freshly laundered uniform for every shift.

12.1.2 CONTRACTOR shall obtain the approval of the County Representative for all uniforms to be worn at the Airport prior to the commencement of Services at the Airport and prior to any changes to employee uniforms. CONTRACTOR is specifically prohibited from utilizing any uniform styles that closely resemble the approved uniform(s) for COUNTY or any other CONTRACTOR or tenant at the Airport.

12.1.3 While working at the Airport, all employees of CONTRACTOR shall wear the required uniforms, excluding managerial/administrative staff as set forth below, and shall be neat, clean and professional in appearance.

12.1.4 CONTRACTOR's employees must wear only the approved uniform and badge at all times while working. Failure of an employee to wear the approved uniform in a proper manner during work hours shall be cause for COUNTY to require the removal or suspension of that employee from the Airport.

12.1.5 Employees assigned to work on the curbside and along the vehicular street, drive lanes and garages shall be issued a bright orange reflective safety vest, which shall be worn by employees at all times while working these areas.

12.1.6 Airport badges shall be prominently displayed at all times and worn above the waist on the outermost garment while performing Services at the Airport

12.2 Local Manager/Supervisors.

The Local Manager, Assistant Local Manager, and Supervisors shall wear shirt and trousers (for a man) and a blouse and slacks (for women) and an airport I.D. badge. The Local Manager may need to dress accordingly for certain meetings.

12.3 Airport Badges.

Each employee of CONTRACTOR shall wear a badge issued by the Department of Airports' Security Office. The badge shall be prominently worn at all times on the outermost garment while performing Services at the Airport.

**ARTICLE 13
TRANSPORTATION SECURITY ADMINISTRATION (TSA) REQUIREMENTS**

13.1 Cleaning and Disinfection Procedures

Change: This document was revised on December 28, 2022, to reflect that the U.S. General Services Administration's ("GSA") updated Scope 3 cleaning and disinfection procedures, consistent with the Safer Federal Workforce Task Force ("Task Force") and Centers for Disease Control and Prevention ("CDC") guidance. This document was also revised to confirm that if Scope 3 cleaning is performed in response to a "COVID-19 incident" (defined in the Scope 3 - COVID-19 cleaning and disinfection procedures, below) and GSA subsequently learns that the individual in question did not, in fact, test positive for COVID-19, a funds transfer is required from BA-61 to the Federal Buildings Fund Coronavirus Aid, Relief, and Economic Security (CARES) Act budget activity to reverse the erroneous payment from the CARES Act.

- Scope 3, Consistent with Task Force and CDC guidance, GSA is immediately implementing the following changes to its Scope 3 cleaning and disinfection procedures:
 - If 24 hours or less have passed since the person who is sick or diagnosed with COVID-19 has been in the space, clean and disinfect the space.
 - If more than 24 hours have passed since the person who is sick or diagnosed with COVID-19 has been in the space, no additional cleaning (beyond regular cleaning practices) is needed.

If 24 hours or less have passed since the person who is sick or diagnosed with COVID-19 is known to have been in a facility under the jurisdiction, custody or control of GSA (a "GSA-controlled facility"), GSA will clean and disinfect only the immediate workspace of the sick individual. Locations with multiple shift work requirements and buildings currently being serviced less than five days per week must review acquisition guidance and the terms and conditions of the contract. The GSA pricing policy for land ports of entry provides for actual cost recovery for all services.

SERVICE	FREQUENCY
Remove trash in Checkpoint Screening area	Twice Daily
Remove trash in Baggage Screening area	Once Daily
Vacuum carpets	Daily
Sweep and mop Passenger Checkpoint floors	Daily
Dust TSA equipment, desks, light fixtures, and every horizontal surfaces within Space	Weekly
Mop Baggage Screening floor areas	Weekly
Clean divestiture bin	Weekly

SERVICE	FREQUENCY
Shampoo carpets	Every two weeks
Hot water extraction of carpets	Monthly

LOCATION	SQ FT
Checkpoint for Concourse A/B	6,430
Checkpoint for Concourse C	5,570
Baggage Screening Space	6,197

Special services, including the clean-up of bio-hazardous spills, shall be provided by the CONTRACTOR immediately upon request of TSA personnel.

CONTRACTOR acknowledges and agrees that all measurements are approximate. The CONTRACTOR shall perform Services within the security checkpoint and baggage screening areas in accordance with the Standard Cleaning Requirements provided for in this Attachment B, unless otherwise directed by the Department. The Department may require the CONTRACTOR to perform Services in accordance with the Enhanced Cleaning Requirements provided for in Attachment C upon five (5) days' prior notice.

13.2 TSA ENHANCED CLEANING REQUIREMENTS

LOCATION	SERVICE	PRODUCT	FREQUENCY	DIRECTIONS	SUPPLY
Checkpoint Screening Area	Non-Transmissible Spongiform Encephalopathy (TSE) high touched surface areas to include: tables, doorknobs, light switches, countertops, handles, desks, phones, chairs, keyboards, and floors.	70% isopropyl alcohol OR bleach-containing disinfectant wipes OR other Environmental Protection Agency (EPA)-Registered disinfectants	Daily	Follow Centers for Disease Control (CDC) guidance for cleaning and disinfecting facilities (clean surfaces or other high touch areas using detergent or soap and water followed by disinfection agent from the EPA's Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2). If using foggers or other airborne cleaning solutions, ensure a minimum of 5ft distance from any sensitive TSE to avoid potential damage.	Contractor Supplied, 70% isopropyl alcohol OR bleach-containing disinfectant wipes OR other EPA-Registered disinfectants

LOCATION	SERVICE	PRODUCT	FREQUENCY	DIRECTIONS	SUPPLY
Checkpoint Private Screening Area	Non-TSE high touched surface areas to include: tables, doorknobs, light switches, countertops, handles, desks, phones, chairs, keyboards, and floors.	70% isopropyl alcohol OR bleach-containing disinfectant wipes OR other EPA-Registered disinfectants	Daily	Follow CDC guidance for cleaning and disinfecting facilities (see above). If using foggers or other airborne cleaning solutions, ensure a minimum of 5ft distance from any sensitive TSE	Contractor Supplied, 70% isopropyl alcohol OR bleach-containing disinfectant wipes OR other EPA-Registered
Checkpoint Recomposure Area	Benches, chairs	70% isopropyl alcohol OR bleach-containing disinfectant wipes OR other EPA-Registered disinfectants	Daily	Follow CDC guidance for cleaning and disinfecting facilities (see above). If using foggers or other airborne cleaning solutions, ensure a minimum of 5ft distance from	Contractor Supplied, 70% isopropyl alcohol OR bleach-containing disinfectant wipes OR other EPA-
Hand Sanitization Stations (Before and After Checkpoint)	Refill hand sanitizer	Approved hand sanitizer solution	Daily	Hand sanitizer should contain at least 60% alcohol.	Hand sanitizer solution that contains at least 60% alcohol
Checkpoint Trash Receptacles	Empty trash receptacles	n/a	Twice daily	n/a	n/a
Checkpoint Carpets (Vacuum)	n/a	n/a	Daily	n/a	Contractor Supplied
Checkpoint Carpets (Shampoo)	n/a	n/a	Every two weeks	n/a	Contractor Supplied
Checkpoint Carpets (Hot Water Extract)	n/a	n/a	Monthly	n/a	Contractor Supplied

LOCATION	SERVICE	PRODUCT	FREQUENCY	DIRECTIONS	SUPPLY
Checkpoint Plexiglas Shielding Travel Document Checker (TDC), Divest, Baggage Claim, Bag Drop Off)	All person-facing acrylic surfaces	Commercially available plastic cleaner/polisher and Protex (or similar product) and cloth	Monthly (Plastic polish) Twice Daily (Protex)	n/a	Contractor Supplied Commercially available plastic polish and Protex
Checkpoint Floors	n/a	n/a	Daily	Sweep and mop floors.	Contractor Supplied
Divestiture/ Recomposure Tables (Stainless Steel)	Surface Areas	70%-90% isopropyl alcohol	Hourly	Spray on, wipe down, allow to dry.	Contractor Supplied
Divestiture Bins/Bowls All Manufacturers	Surface Areas	70%-90% isopropyl alcohol OR pre-moistened wipes containing EPA-approved disinfectant	Hourly	Spray on, wipe down, high touch bin surface areas to include bin handles/edges and inside. Allow to dry.	Contractor Supplied
AT X-Ray Unit Smiths	Conveyor Belt	Pre-moistened wipes containing EPA-approved disinfectant	Twice Daily	Spray on, wipe down, allow to dry.	Clorox/Lysol Wipes
All AT and CT Equipment Manufacturers	Stainless Steel side rails	70%-90% isopropyl alcohol	Hourly	Spray on, wipe down, allow to dry.	Contractor Supplied
AT X-Ray Unit	Conveyor Belt	70%-90% isopropyl alcohol	Twice Daily	Spray on, wipe down, allow to dry.	Contractor Supplied

LOCATION	SERVICE	PRODUCT	FREQUENCY	DIRECTIONS	SUPPLY
Automated Screening Lane (ASL) All Vendors	Side Railing	Pre-moistened wipes containing EPA- approved disinfectant	Hourly	Wipe down daily or as needed. Do not use aerosol cleaners or liquid products that may leak into the system and damage electronics.	Clorox/Lysol Wipes
Advanced Imaging Technology (AIT)	AIT Interior Area	70%-90% isopropyl alcohol	Daily	Wipe ceiling areas with antistatic wipe or clean lint-free wipe moistened with alcohol solution; for the floor use Electrostatic Discharge (ESD)-safe vacuum cleaner to remove all dirt and debris from floor then wash floors, walking mat, and ramps with a mild soap-and-water solution and clean lint free cloth. Dry floor with clean lint free cloth.	Contractor Supplied
Advanced Imaging Technology (AIT)	AIT External Area	70%-90% isopropyl alcohol	Daily	Wipe ceiling areas with antistatic wipe or clean lint-free wipe moistened with alcohol solution; for the floor use ESD-safe. vacuum cleaner to remove all dirt and debris from floor then wash floors, walking mat, and ramps with a	Contractor Supplied

LOCATION	SERVICE	PRODUCT	FREQUENCY	DIRECTIONS	SUPPLY
Walk Through Metal Detector (WTMD)	WTMD External Surface	70-90% Isopropyl Alcohol and cloth	Daily	Use isopropyl alcohol then wipe with clean cloth to ensure no residue	Contractor Supplied
Checked Baggage Resolution Area (CBRA)	Non-TSE high touched surface areas to include: tables, doorknobs, light switches, countertops, handles, desks, phones, chairs, keyboards, and floors.	70% isopropyl alcohol OR bleach-containing disinfectant wipes OR other EPA-Registered Disinfectants	Daily	Follow CDC guidance for cleaning and disinfecting facilities (see above). If using foggers or other airborne cleaning solutions, ensure distance from any sensitive TSE to avoid potential damage.	Contractor Supplied
Checked Baggage Trash Receptacles	Empty trash receptacles	n/a	Twice daily	n/a	n/a
Checked Baggage Carpets (Vacuum)	n/a	n/a	Daily	n/a	Contractor Supplied
Checked Baggage Carpets (Shampoo)	n/a	n/a	Biweekly	n/a	Contractor Supplied
Checked Baggage Carpets (Hot Water Extract)	n/a	n/a	Monthly	n/a	Contractor Supplied
Checked Baggage Floors	n/a	n/a	Daily	Sweep and mop floors.	Contractor Supplied

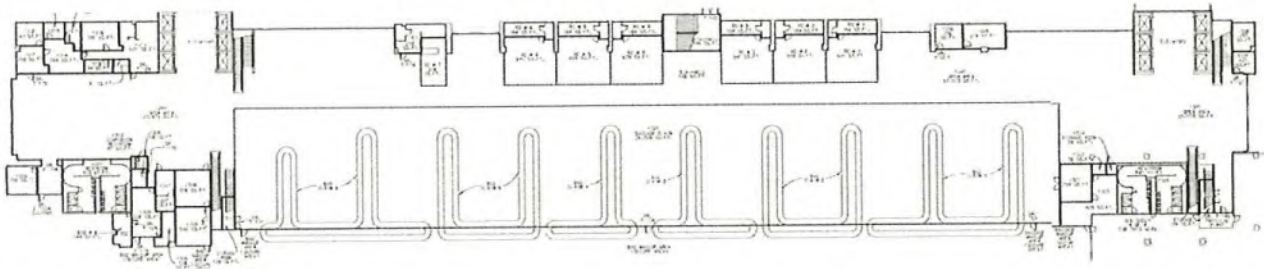
ARTICLE 14
GENERAL DEPICTION OF CERTAIN DESIGNATED WORK AREAS

CONTRACTOR acknowledges and agrees that this information is furnished for informational purposes only. CONTRACTOR acknowledges and agrees that this Attachment, does not include all areas within the Designated Work Areas, including, but not limited to, public parking garages and exterior areas, and depicts areas that are not subject to the requirements of the Contract, including tenant leasehold areas. CONTRACTOR acknowledges and agrees that all measurements contained in this Attachment A are approximate.

LF = Linear Feet
SF = Square Feet
EA = Each

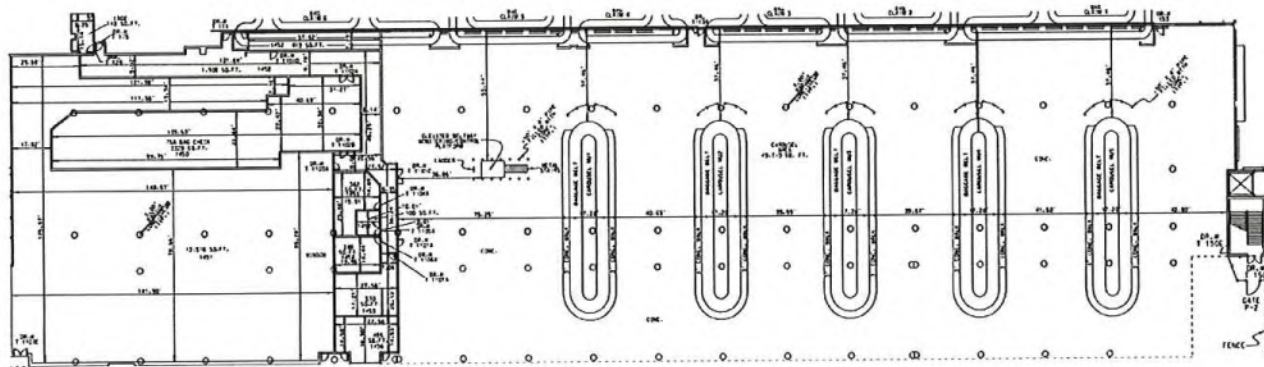
Level 1 Main Terminal

Claim Frontage 1,433 LF
Claim Area 38,757 SF
CBP Support 4,180 SF
International Arrivals 10,933 SF



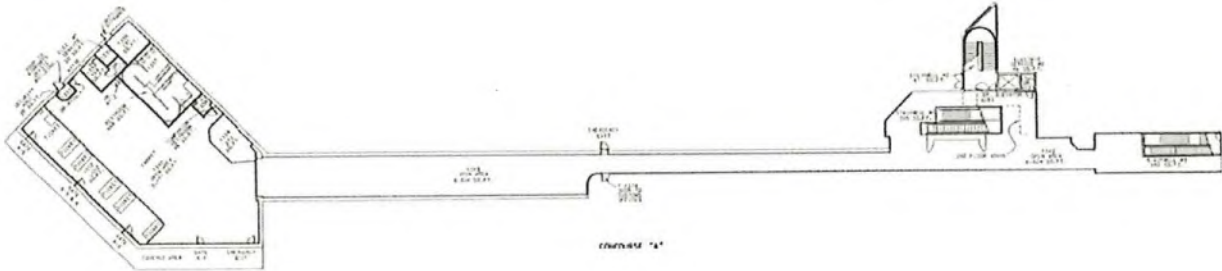
Level 1 Bag Make-Up Area

Areas adjacent to the Terminal Building (outside Level 1, 10 feet from the perimeter of the sidewalk and or exterior of the building).



Level 1 Concourse A

Circulation 8,930 SF
Holdrooms 5,200 SF
International Arrivals 2,880 SF
Restrooms 827 SF



Level 1 Concourse B

Areas adjacent to the Terminal Building (outside Level 1, 10 feet from the perimeter of the sidewalk and or exterior of the building) and Department of Airports' offices.

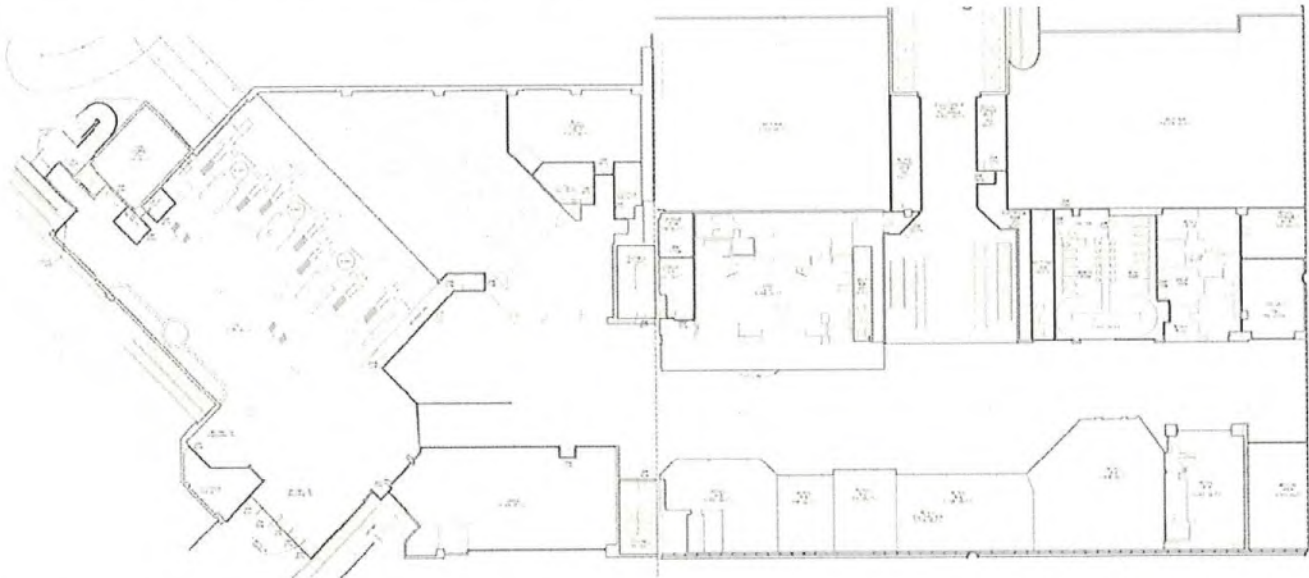


Level 1 Concourse C

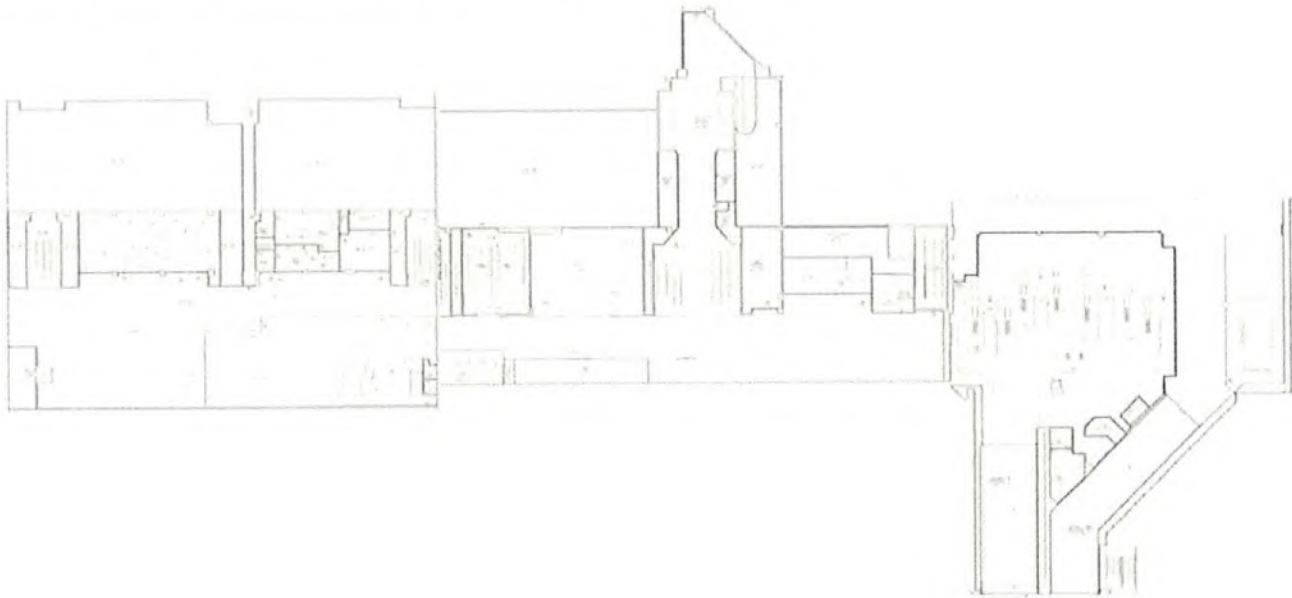
Areas adjacent to the Terminal Building (outside Level 1, 10 feet from the perimeter of the sidewalk and or exterior of the building).



Level 2 Main Terminal Center to West End

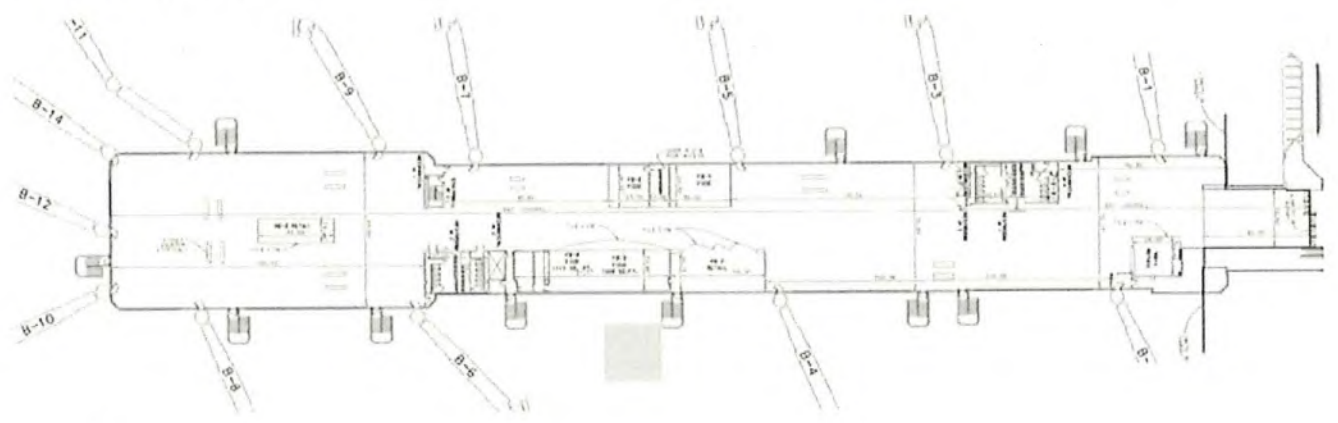


Level 2 Main Terminal Center to East End



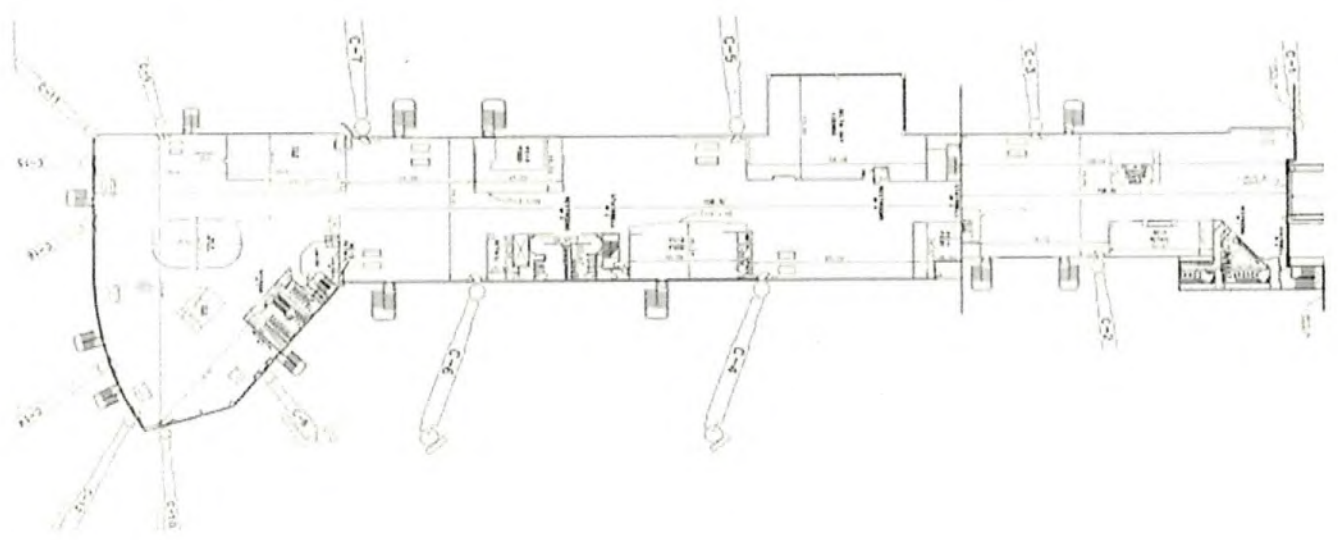
Level 2 Concourse B

Circulation 15,720 SF
Holdrooms 26,324 SF
International Arrivals 2,154 SF
Passenger Screening 7,674 SF
Queuing Area 4,854 SF
Restrooms 1,839 SF



Level 2 Concourse C

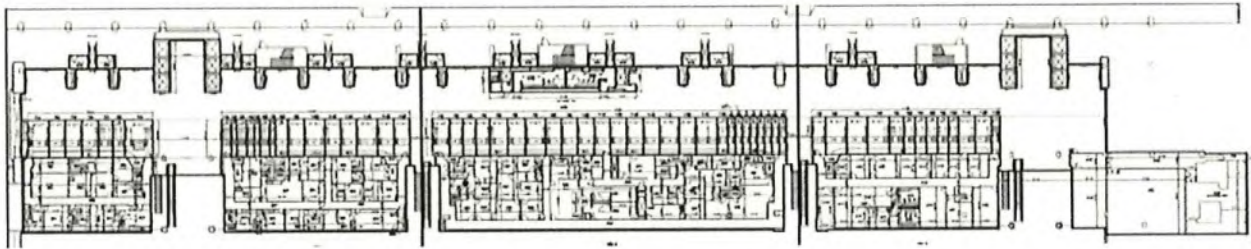
Circulation 36,773 SF
Holdrooms 27,436 SF
Passenger Screening 8,643 SF
Queuing Area 2,648 SF
Restrooms 4,754 SF



Level 3 Main Terminal

Ticketing Counter Area 5,605 SF

Ticketing Queue Area 6,130 SF



Maintenance Compound



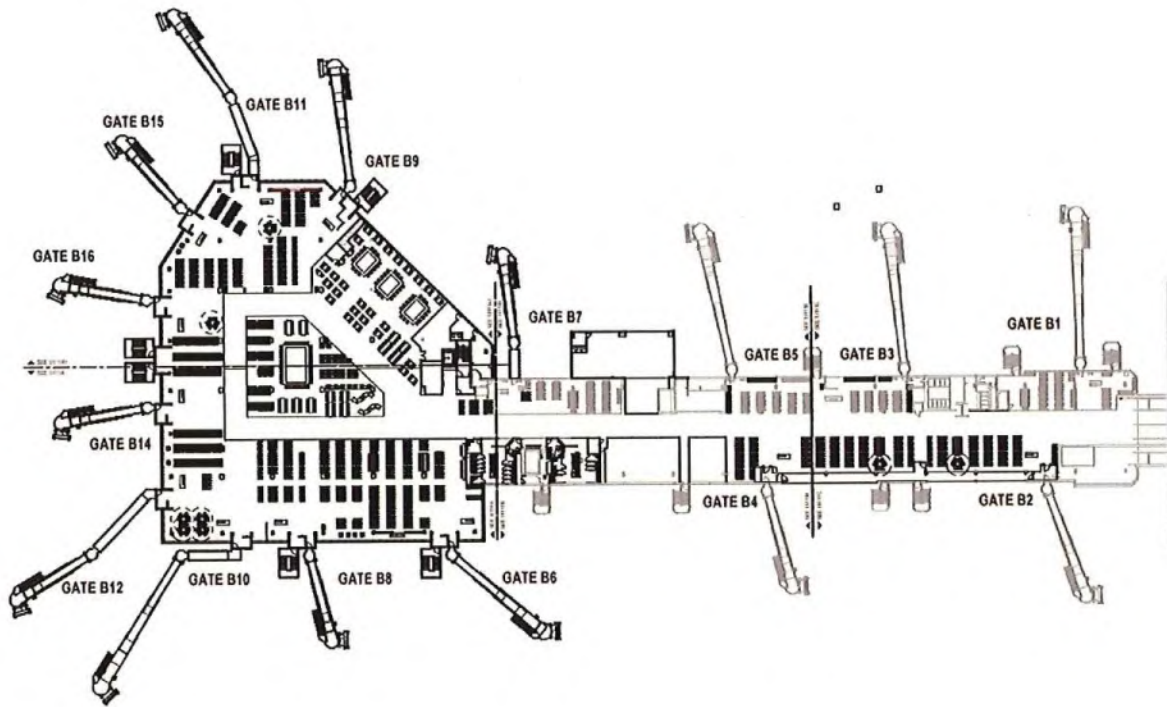
Guard Facilities



Transportation Network Company/Ground Transportation Remote Parking Area and Restroom Facilities



Concourse B Expansion



ARTICLE 15 GENERAL

15.1 Operations and Procedures Manual.

This Operations and Procedures Manual may be updated from time-to-time upon five (5) business days' written notice to CONTRACTOR without formal amendment to the Contract, and shall become effective upon the date indicated in COUNTY's written notice. Updates may include, but are not be limited to, modifications to routine services, assignment areas, schedules and chemical requirements. CONTRACTOR shall comply with all such updates.

15.2 Global Bio-Risk Advisory Council Accreditation.

CONTRACTOR shall focus on ensuring the health, safety, and security of customers, employees, and Airport partners as well as the local community by maintaining the established requirements for cleaning, disinfection, and infectious disease prevention work practices as established in the Airport's GBAC STAR™ Accreditation Program.

15.3 Electrostatic Spraying.

CONTRACTOR shall provide electrostatic spraying as requested by the County Representative.

EXHIBIT E
AFFIRMATIVE PROCUREMENT INITIATIVES (“API”s) FOR
GOODS AND OTHER SERVICES
Contract No. 23-057/MD

The API(s) approved for this project is listed below.

SBE Evaluation Preference for SBE Participation - Other Services Contracts \$500,000 or greater (Ordinance 2-80.27 (5)(c) Option 2)

Up to fifteen percent (0 to 15%) total evaluation points shall be awarded based on the level of SBE dollar participation committed to on the prime respondent/bidder’s team.

Evaluation Preference points shall be awarded on a sliding scale from zero up to fifteen (15) percent of the total available evaluation points for scoring of proposals to those firms bidding on Other Services contracts valued at \$500,000 or greater. The sliding scale shall be based upon the relative level of SBE dollar participation that has been committed to on the prime respondent's or bidder's team (e.g., zero SBE participation on a prime respondent's or bidder's team shall yield zero evaluation points, whereas the maximum SBE participation among all prime respondents or bidders, at the prime contract and subcontract levels combined, shall yield award of fifteen (15) Evaluation Preference points out of 100; and a prime respondent's or bidder's team that achieves only half as many dollars in SBE participation as the firm with the greatest SBE dollar participation at the prime contract and subcontract levels combined shall be awarded seven and one-half (7.5) evaluation points out of 100.

SBE Subcontracting Goals - Other Services Contracts valued over \$5,000,000 (Ordinance 2-80.27 (5)(e))

A 20% SBE subcontracting participation goal is established for this Contract.

A minimum mandatory goal of twenty percent (20%) of the total estimated dollar value of the contract shall be subcontracted to SBEs, however the EBO Office shall reduce or waive this goal when there is inadequate availability of SBE prime and/or subcontractor firms.

M/WBE Subcontracting Goals - Other Services Contracts valued at greater than \$5,000,000 (Ordinance 2-80.27 (6)(g))

A minimum of fifteen percent (15%) of this Contract shall be subcontracted to certified M/WBEs owned by African American, Hispanic American, Asian American, Native American, and non-minority women persons.

A minimum of fifteen percent (15%) of this Contract as noted above, shall be subcontracted to eligible M/WBEs (i.e., certified M/WBE firms owned by African American, Hispanic American, Asian American, Native American, and non-minority women persons). However, the EBO Office shall reduce or waive this goal when there is inadequate availability of M/WBE prime and/or subcontractor firms.

*The 15% minimum M/WBE subcontracting goal is included in the 20% SBE Subcontracting Goal and can be from all or either M/WBE categories of available African American, Hispanic American, Asian American, Native American, and non-minority women persons.