

METROPOLITAN NASHVILLE AIRPORT AUTHORITY



REQUEST FOR PROPOSAL

CLEANING AND CUSTODIAL SERVICES, GLASS/WINDOW CLEANING, & MISCELLANEOUS MAINTENANCE SERVICES

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Issued By:
Metropolitan Nashville Airport Authority
One Terminal Drive, Suite 501
Nashville, TN 37214-4114

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I. INTRODUCTION

A. The Metropolitan Nashville Airport Authority

The Metropolitan Nashville Airport Authority's (MNAA) mission is to be the heart beat of the Mid-South by providing services and facilities that keep Music City flying high. MNAA strives to plan, develop, manage, and operate safe, efficient, and attractive aviation facilities, and to provide superior services to the community and economic interests of Middle Tennessee.

B. Project Description

After more than 23 years of utilization and recent renovations, the terminal remains in like a new condition because of the Authority's dedication to Facilities Maintenance and a commitment to "Level A-Prestige" custodial services. The winner of this proposal will be expected to provide the quality of services MNAA requires. Cleaning and custodial services, glass/window cleaning and miscellaneous services are rendered in the terminal and concourses, parking garages, and several outlying buildings and remote areas. Customers for the services include airlines, business tenants, passengers, airport personnel and the general public. The estimated area of service is approximately 1,500,000 square feet.

C. Term of Contract

The Contract will be for a period of three years, and will be subject to two additional one-year renewals options. MNAA will have the sole right to exercise said options by endeavoring to give the Contractor at least 30 days written notice prior to the expiration of the original term or any renewal term.

II. GENERAL INFORMATION

A. Request for Proposal

The MNAA is accepting Proposals for its “Cleaning and Custodial, Glass/Window Cleaning and Miscellaneous Maintenance Services”, as described in more detail in Exhibits B and C.

B. Assistance To Respondents With A Disability

Respondents with a disability may receive accommodation regarding the means of communicating their Proposals and participating in this procurement process. Respondents with a disability may contact Nena Bowling, Specifications Writer, One Terminal Drive, Suite 501, Nashville, TN 37214, via e-mail at nena_bowling@nashintl.com, within three days of the date on which the RFP was first issued to request reasonable accommodation.

C. Mandatory Pre-Proposal Meeting

A mandatory pre-proposal meeting will be held at **9:00 a.m. (local time) on Friday, December 17, 2010**, in the Nashville International Airport Boardroom, 4th floor of the Terminal Building, Nashville, Tennessee 37214. **Attendance is mandatory at this meeting.** A one-time tour of the project site will be conducted after the meeting.

Airport representatives will be available during the meeting to offer preliminary responses to questions and comments on the RFP. All questions posed at the Pre-Proposal Meeting will be responded to in full in writing via e-mail by Monday, January 3, 2011. Any prospective Proposer desiring an explanation or interpretation of the solicitation must request it in writing no more than three (3) days after the Pre-Proposal Meeting so as to allow a written reply to reach all prospective Proposers prior to the submission of the Proposals. Any information provided to a prospective Proposer concerning a solicitation shall be furnished promptly or contemporaneously, if possible, to all other prospective Proposers as an addendum.

D. Proposal Deadline and Submission

Proposals will be received at the Receptionist Desk located on the 4th floor of the Airport Terminal Building, Nashville, Tennessee until 1:00 p.m. (CST) on Friday, January 28, 2011. The MNAA requires the successful Proposer to guarantee his/her Proposal for 90 days from date of the Proposal opening.

The **outside of the envelope** of each Proposal must be marked to show the following: Proposer's name, address, date and time the Proposal is due, and the subject of the Proposal, "Cleaning and Custodial, Glass/Window Cleaning and Miscellaneous Maintenance Services".

One (1) original and six (6) copies of the Proposal must be submitted and should be addressed to:

Nena Bowling, Specifications Writer
Metropolitan Nashville Airport Authority
One Terminal Drive, Suite 501
Nashville, TN 37214

MNAA assumes no responsibility for proposals not properly addressed or identified.

E. SMALL MINORITY WOMAN-OWNED BUSINESS ENTERPRISE (SMWBE) PROGRAM

1. Program Intent. It is the MNAA's objective to promote, encourage, and stimulate participation of local, small, minority and women-owned business enterprises (SMWBE) within its organization and the economic community served by it by providing maximum opportunities to participate in contracts, programs and all related business activities of the MNAA. To achieve this, MNAA utilizes the MNAA's SMWBE program. MNAA will apply the local small minority woman-owned business participation levels where expenditures and purchases are made with non-federal funding, and to all contracts, leases, management agreements, consultants, prime contractors, subcontractors, respondents, Proposers, or proposers involved in the performance of a

commercially useful task for MNAA.

2. SMWBE Participation Level. The attainment of the level established for this Contract is to be measured as a percentage of the total dollar value of the Contract. The level established for this Contract is **Twenty Percent (20%)** for Minority Business Enterprises (MBE) and Woman-owned Business Enterprises (WBE). Exhibit “F”, SMWBE PARTICIPATION FORM, is to be completed by Contractor and submitted with the Proposal. Its purpose is to provide a list of subcontractors to be used by Contractor and identify a breakdown of certified companies and associated dollar values which will be expended by the Contractor to achieve the SMWBE Participation Level.

3. Specific Instructions for Prime. A prime may not require an SMWBE to propose with them exclusively. A prime will not charge back the SMWBE additional unsubstantiated fees in its agreement with the subcontractor for the privilege of being a part of the team if successful.

Additional information about this program is outlined in Exhibit “N” of this document.

F. Communication, Contact & Deadline for Questions

All communications during this solicitation process shall be in written form and directed to Nena Bowling only by fax at 615-275-2349 or via e-mail at nena_bowling@nashintl.com. The Proposer, its agents or employees, shall not contact or communicate with MNAA or MNAA’s Board Members, President, Staff, Consultant, or Legal Counsel, nor shall the Proposer have other parties make such contact or communication on their behalf. Such unauthorized contact constitutes grounds to reject the Proposal. Any questions or requests concerning this project will be accepted until 2:00 P.M. (CST) on Wednesday, January 12, 2011. A final addendum will be issued by Wednesday, January 19, 2011.

G. Proposal Preparation Instructions

In order to expedite the evaluation of Proposals, each Proposer shall organize its Proposal as outlined. Proposals which do not follow the specified format below may be deemed non-responsive and be disqualified from the process. In addition, failure on the part of the Proposer to provide the required documentation may be cause for rejection of the Proposal. In the event of any conflict between any of the Proposal documents, resolution thereof shall be in the Authority's sole discretion. Proposers shall adhere to the following:

1. General Document Requirements:

- Each submission shall be bound or stapled
- All pages shall be sequentially numbered, sections tabbed and a table of contents shall be provided
- The pages shall be single sided

2. Proposal Requirements:

Proposal must include the following,

- 1) Cover letter identifying the proposing firm and the proposal package being submitted.
- 2) Project Approach – Provide a description of how your company will achieve the Services, as described in the RFP and attached Exhibits.
- 3) Statement of Qualifications to include:
 - a) A narrative description of the firm's background information, length of time in business, business location, principals, and experience.
 - b) Three (3) references from clients for whom these or similar services have been provided in the past three (3) years. Please include the contact name and phone number.
- 4) Proposal Pricing Form
- 5) SMWBE Participation Form
- 6) Acknowledgement of Addenda (if any)
- 7) Non-Collusion Affidavit
- 8) Drug-Free Workplace Affidavit
- 9) Certificate of Acknowledgment

- 10) Evidence of Proposer operating under substantially the same ownership for the last two consecutive years
- 11) Proof that the Proposer is a lawful entity authorized to conduct business in the State of Tennessee and in the United States.
- 12) Quality Control Program.
- 13) SMWBE/Diversity Program:
- a) Describe your firm's internal procedures, existing programs and/or policies designed to encourage diversity and foster commerce with SMWBE/DBE's. Include in your response:
- Description of the history of your firm's subcontracting and partnering with certified SMWBE/DBE firms. List of certified SMWBE firms with contact information with which your firm has had a contractual relationship during the last 24 months. You may attach a copy of your firm's program if applicable.
 - Any innovative or successful measures that your firm has undertaken to work with SMWBE/DBE firms on previous projects.
 - List projects in which you did not fulfill your SMWBE/DBE commitment. Please list project contact information.
- b) Describe your firm's plan for obtaining maximum utilization of certified SMWBE/DBE firms on this project. Include in your response:
- Subcontracting or partnering opportunities your firm has identified in the scope of this project. List those firms and detail their role and indicate the percentage of participation (Use Exhibit F SMWBE Participation Form)
Please include
 - A narrative description of the firm's background information, length of time in business, business location, principals, and experience.
 - Three (3) references from clients for whom these or similar services have been provided in the past three (3) years. Please include the contact name and phone number.

- Efforts made relating to outreach and recruitment of certified SMWBE/DBE firms. Did your firm use MNAA's certification list, or other source, as a basis for direct outreach?

It is the intent of the MNAA to make an award or rejection of Proposals within 60 days following the receipt of Proposals, or as soon as reasonably practicable thereafter. The MNAA's determination as to whether the Proposer is qualified and responsible shall be based on the information furnished by the Proposer in the Proposal requirements, interviews (if applicable), as well as from other sources determined to be valid by the MNAA. Award shall not be made until after such investigations, as are deemed necessary, are made by the MNAA regarding the experience and financial responsibility of the Proposer, which each Proposer agrees to permit by submitting its Proposal. In the event the successful Proposer refuses or fails to, in a timely manner as determined in the sole discretion of the MNAA, execute a formal Contract or provide the required insurance certificate(s), the MNAA may award the contract to the next highest qualified Proposer who is ready and willing to provide requested services.

H. Selection Criteria

Specific evaluation criteria have been established to assist the Authority in determining which Proposer shall provide the best quality of service to the Authority at reasonable rates. The Authority reserves the sole right to determine the sufficiency of the experience and qualifications of all Proposers and to select the Proposer with which it desires to negotiate a final contract. The Authority shall not be bound to award the contract to the lowest (dollar) Proposer. The Authority, at its sole discretion, may award the contract to any Proposer, either at the original proposed fee or at a different negotiated fee. The MNAA reserves the right to waive all informalities in the submission, to reject any and all submissions, and to re-advertise for Proposals which provide the best quality of service to MNAA at a reasonable cost. This solicitation can be cancelled in whole or in part at any time when it is in the best interest of the MNAA.

This solicitation does not commit the MNAA to pay any costs incurred in the preparation or submission of any offer or to procure a Contract for any work. The Contract, if awarded, shall be non-exclusive, and the Authority reserves the right, at its sole discretion, to enter into Contracts with different firms for various and similar projects at the airport.

The Authority may use, but is not limited to, the following criteria during its review process:

1. Ability to meet the requirements outlined in the RFP's scope of services.
2. Qualifications of key personnel who will be involved in the potential performance of the project for the MNAA.
3. The level of experience the firm has in providing custodial service similar in scope to this contract.
4. Cost effectiveness.
5. SMWBE /Diversity Program.
6. Responsiveness to the RFP.

I. Bond Requirements

As a condition of the contract award, the successful proposer will be required to provide and maintain throughout the term of the contract a Performance Bond being equal to 100 percent of the contract amount, in the forms attached as Exhibit L.

J. Acknowledgement of Addenda

MNAA reserves the right to revise or amend the Scope of Services and/or Specifications prior to the deadline for submission of proposals. Such revisions, if any, will be announced by addenda to this RFP. Copies of all addenda will be furnished to all prospective proposers. Failure to acknowledge any addendum may result in a proposal being determined non-responsive. Proposer will acknowledge receipt of addenda to this solicitation by signing and returning (with the RFP submission) a copy of the Acknowledgement of Addenda, Exhibit E.

K. Proposer to Inform Self

Proposer will carefully examine this RFP to become fully informed of the conditions to be encountered at and around the project site, of the character and quality of services to be performed, the quantity of equipment and supplies to be furnished, and of the operational activities of the Airport that must be maintained with minimum interference. Each proposer will determine for itself all conditions and circumstances at the Airport bearing a relevant relationship to this proposal. Failure on the part of any proposer to make such an examination will not constitute grounds for declaring a lack of understanding of the conditions of the proposal.

L. Proposed Solicitation Schedule:

Advertise	November 29, 2010
Mandatory Pre-proposal meeting	December 17, 2010
Questions from pre-proposal meeting answered by	January 3, 2011
All other questions due by	January 12, 2011
Final Addendum issued	January 21, 2011
Proposals due	January 28, 2011
Selection committee meeting	Week of February 7, 2011
Interviews of short-listed firms	Week of February 21 or 28
Selection/notice of award	Week of March 7, 2011
Start date of new contract	May 1, 2011

III. RIGHTS AND DUTIES OF CONTRACTOR

A. Delivery of Supplies

The Contractor will schedule its own supply deliveries and the supply deliveries of its vendors and subcontractors during times that cause minimum disruption and inconvenience to the MNAA's operations as approved by the CSC.

B. Reporting Of Chemicals

On an annual basis, or when Proposer makes changes to the chemicals used at IP, the Proposer will submit a written summary in Microsoft Word or EXCEL format describing the intended use and quantity of chemicals used in the performance of the contract. Each summary will be accompanied by a copy of the Material Safety Data Sheet (MSDS) for each chemical used on the contract. MNAA will also conduct meetings to discuss when any new chemicals or materials are to be used in the performance of the contract. Proposer shall maintain on-site at IP a library of MSDS sheets for all chemicals and hazardous substances used by Proposer at IP in the janitorial closet.

C. Lost and Found Property

The Contractor will promptly turn over all property found on the Nashville International Airport property to the MNAA Department of Public Safety. Any violations or disregard of the rules, regulations, and policies regarding found property may be cause for permanent removal of all individuals involved.

D. Timely Attendance and Performance

All of the Contractor's employees and subcontractors and their respective employees must document their presence on the job site using an on-site automated electronic time and attendance recording system or comparable system. This system will maintain a log for each employee, showing regular and overtime work, absenteeism, and tardiness. In addition, the Contractor will manually document the arrival and departure of the Contractor's personnel at their respective assigned work areas.

The Contractor will submit the number of employees working on the first, second, and third shifts on a Monthly Report. The Contractor will schedule staggered employee breaks as necessary to maintain continual cleaning operations. The Contractor will be responsible for the complete and timely performance of all the services under the Contract. If the Contractor fails to maintain schedules as approved by the CSC, or if in the opinion of the CSC, the Contractor's work methods are not adequate to assure completion of the work per the allotted schedule, the MNAA may direct the Contractor, at no additional cost to the MNAA, to revise its work schedule and/or use additional personnel to ensure completion of the work in a timely manner.

E. Key Personnel

The Contractor will, at a minimum, establish the following positions to manage the cleaning/custodial services at the MNAA throughout the life of the Contract: a full-time on-site Project Manager (PM) who is responsible for the day-to-day operations and has full authority to act on behalf of the Contractor and acts as liaison between the Contractor and the MNAA, an Assistant Project Manager to work an alternate shift from the Project Manager; and a Shift Supervisor (SS) on each shift reporting directly to the Project Manager or his Assistant. The Project Manager and Assistant Manager will have at least three years of related experience and each Shift Supervisor will have at least two years of related experience. Each Supervisor will work with as many Team Leaders (TL) as is necessary to accomplish the cleaning function required by the Contract. The first and second Shift Supervisors will have at least one Team Leader for each of the following areas: Satellite facilities, Terminal, and Parking garage, Food Courts, Concourses A and B, and Concourses C and D. The Third Shift Supervisor will have the same team leaders as required for the first and second shift plus an additional team leader for deep cleaning projects and special tasks. Team Leaders are regular custodians that have been singled out as exemplary employees with some management skills.

The Project Manager, or his designee, will be on call at all times for emergencies and must be able to report within one hour to the job site. The PM will be trained in the requirements of all applicable Tennessee Occupational Safety and Health Administration

(TOSHA), Environmental Protection Agency (EPA), and other federal, state and local laws and regulations regarding the equipment and materials that may be encountered in the performance of the work. The PM will be responsible for providing the CSC a weekly written report for work performed during all three shifts and work planned for the next week. This report will include all incidents that may have occurred during the previous weeks shifts. The name and qualifications of the PM must be included in the Proposal submission. The MNAA reserves the right to approve the Contractor's selection of all supervisory personnel.

The Contractor will provide a sufficient number of fully trained and qualified Shift Supervisors. It is a requirement that each shift include a Shift Supervisor. Each Supervisor will be able to clearly and understandably communicate (both verbally and in writing) with all of the Contractor's employees and subcontractors as well as with the MNAA's CSC. The Supervisors will be the PM's and the CSC's "eyes and ears" to identify and report any incidents occurring during the designated shift. All incidents will be reported to the PM and then relayed to the CSC as soon as possible. All employees will have an understanding of verbal and signage warnings as to safety and security. **Supervisors are NOT to perform custodial tasks.** The Shift Supervisors are to manage the cleaning and custodial services, glass and window cleaning, and miscellaneous other maintenance services performed by units consisting of a team leader and crew. The crew will report to the Team Leader, the Team Leader will report to the Shift Supervisor, and the Shift Supervisor will report to the PM. The PM will report to the MNAA's CSC.

The Contractor will assign its personnel to specific areas for performance of the work. The Contractor will identify the employees assigned work areas on a monthly organizational chart and provide a copy to the CSC. The Contractor's organizational chart must be updated monthly and show assigned work areas for each employee by name and position. This is to assist the CSC in identifying Contractor employees who are not completing their assignments adequately. The Contractor's personnel will be in their assigned work area properly equipped and ready to begin work at the beginning of the work shift and will remain in their assigned work area during the entire work shift,

exclusive of scheduled breaks. The Contractor's personnel will not eat or take breaks within their assigned work areas. Corrective action will be determined and enforced in instances of non-compliance with this and all other contractual requirements.

F. Personnel Training

The Contractor will provide environmental health and safety training to ensure compliance with all federal, state, and local laws or regulations. It is imperative that each employee receives proper and adequate training prior to commencement of work. Untrained employees will not be permitted to perform the services specified within the contract. It will be the Contractor's responsibility to maintain evidence that employees are being properly trained. Contractor's employees utilized for project work such as stripping and refinishing floors, and high cleaning above six feet, will receive additional training.

- Training Record

The Contractor shall maintain a training record for each employee. The training record shall show, at a minimum, each employee's name, date of employment, the type and date of each training class attended, and the class instructor. The Contractor shall present such records for inspection in the weekly report to the CSC. The CSC, may, from time to time, monitor the conduct for such training classes.

- Training Subjects

At a minimum, the Contractor shall provide each employee with the following training within the first month of employment and again during each twelve-month period during the employee's tenure:

Orientation to Housekeeping Operations, Housekeeping Chemicals – Proper Use and Dilution, Tools and Equipment – Proper Use and Care, Rest Room Cleaning and Disinfections, Office and Related Area Cleaning, Repetitive Floor Care, Project Floor Care, Waste Collection and Recycling, Common Cleaning Mistakes, Body Mechanics, Recycling, Quality Control, and Quality

Assurance and Inspection Techniques (shown to Supervisors and Group Leaders only).

Safety & Security to include Asbestos, Blood Borne Pathogens, Hazardous Materials – HAZCOM, “Right to Know”, Emergency Procedures & Evacuations, Incident/Accident Reporting, and Personal Protective Equipment.

- Syllabus

The Contractor will present a schedule of subjects and times of training to the CSC.

- Training Materials

The MNAA will have the option of making training materials and scripts available for the use of the Contractor. The training materials and scripts shall remain the sole and exclusive property of the MNAA and shall not be removed from the site. Provision of any training materials by the MNAA in no way relieves the Contractor from 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 Contractor in order to comply with the specifications contained herein.

If the MNAA elects to provide the Contractor with training materials, then the MNAA shall provide the equipment necessary to present the training materials.

If the MNAA elects not to provide the Contractor with training materials, then the Contractor shall be responsible for providing any equipment necessary to present the training materials.

G. Personnel Awareness

The Contractor's on-site supervisors and employees will be expected to quickly become familiar with their designated areas. In addition, they will be expected to notify, document, and immediately report suspicious activity.

In addition, the Contractor's employees are to inform their respective supervisors on the job site of any unusual occurrences or physical problems such as burned out lights, broken locks, or open windows. These reports are to be made in writing to their respective supervisors and transmitted through the Contractor's chain of command to MNAA prior to the start of the next regular workday for the MNAA. All observations of suspicious persons, packages, and circumstances must immediately be reported verbally to MNAA.

The Contractor will encourage employees to look out for each other, the MNAA's property, and office building users. The Contractor must implement, at the start of the contract, procedures to keep its personnel safe.

H. Employee Uniforms

Contractor's employees will be dressed in a uniform that is acceptable to the MNAA. The Contractor will ensure every employee wears the appropriate uniform in a professional manner with the shirt tail tucked in at all times while working on the job site. The uniform must meet or exceed all safety related standards such as steel toe shoes or other safety related uniform materials. An employee may be sent home if it is determined that he or she is not dressed in full uniform. The uniform will have the Contractor's company name easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge, patch or monogram. Any color combination, as appropriate, may be used for the uniforms as long as they are distinct from that used by the MNAA. Outerwear for inclement weather will be the same color as the uniform and will have the company logo, affixed thereon in a permanent or semi-permanent manner such as a badge, patch or monogram that is visible and obvious. Any hats will be the same color as the uniform

and must also have the company logo in the front. The uniform must meet or exceed all safety related concerns such as steel toe shoes or other safety related uniform materials. As part of their uniform, the Contractor's employees must display the Airport photo identification security badge on their outer most garment. These uniforms must be supplied and maintained by the Contractor at no cost to the MNAA.

I. Employee Conduct

Contractor's employees will conduct themselves in a safe and orderly manner at all times while on the job site, whether on or off duty. Fighting, being under the influence of alcohol and/or drugs, bringing and/or consuming alcohol and/or drugs, gambling, soliciting, stealing, taking pictures or bringing cameras or other photographic devices anywhere on the property (unless approved in writing by the MNAA), and any immoral or otherwise undesirable conduct will not be permitted on the job site. Contractor will immediately, after receipt of written notice from MNAA, remove any employee or other representative of Contractor from Premises who participates in improper or illegal acts, or whose continued presence is, in the opinion of the MNAA, deemed not to be in the best interest of the MNAA.

J. Fraud, Waste and Abuse

The Contractor will be responsible for maintaining proper conduct and good discipline within Contractor occupied work areas. Contractor personnel will be encouraged to be alert to and report suspected situations of fraud, waste, and abuse, or other intentionally dishonest conduct.

K. Fire Prevention and Protection

Fire prevention and protection of MNAA property is essential. Contractor will be knowledgeable and provide adequate and appropriate training for all employees in the proper method of reporting a fire and evacuating personnel. All pertinent information regarding fire reporting procedures may be obtained from the CSC.

L. Reporting of Accidents

The Contractor will immediately notify both the CSC and the Airport Police of any accidents arising from the performance of the contract involving bodily injury to workers, building occupants, visitors, other persons or any property of the same. The CSC will provide information necessary concerning whom to contact and the specific form to utilize when providing written notice.

M. Damage Reporting

Contractor will be responsible to actively seek out and report to the CSC or the Maintenance Dispatcher any needed repairs to the building, its furnishings, its fixtures, its mechanical equipment, etc., within the areas covered by the contract. Any issue of critical, priority, or of an emergency nature will be reported immediately upon discovery to the MNAA's Airport Operations Center and the Maintenance Dispatcher.

N. Quality Control Program

The Contractor will develop and maintain a quality control program to ensure the requirements of the contract are provided as specified. The Contractor's program, at a minimum, will include a description of how each of the Work Standards specified will be accomplished. **The Contractor will provide the program with the initial Proposal submission** and provide updates five normal working days prior to implementing any changes.

The Contractor's program must describe specific monitoring techniques for all contract services. The quality control program must also describe an inspection system that covers all the services stated in the Work Schedule. It must specify areas to be inspected on either a scheduled or non-scheduled basis, how often inspections will be performed, and the position of the individual(s) who will perform each inspection. The program must include a method of identifying and correcting deficiencies in the quality of services before the service becomes unacceptable.

The Contractor will provide the CSC a weekly Operation and Inspection Report at the regular weekly meeting of the work that was performed and inspected the previous week and work that is planned for the next week. The report must include the areas where detail cleaning was performed, problems encountered, items requiring maintenance and/or repair, and the action that was taken on items included in the report. The Contractor will maintain a file of all inspections conducted and the corrective actions taken. The exact format of the report will be developed by the CSC and the Contractor during the phase-in period.

O. Quality Assurance

The CSC and other personnel appointed or assigned by the MNAA Facilities Maintenance Manager are responsible for the daily inspection and monitoring of all Contractor work performed to ensure compliance with Contract requirements. Each phase of the maintenance services rendered under this Contract is subject to MNAA inspection, both during and after completion of work. The MNAA's quality assurance (inspections/evaluations) is not a substitute for adequate and consistent quality control (manpower supervision/control/resource management) by the Contractor.

The MNAA has the right, at all times, to inspect the Contractor's records, services performed, workmanship, and materials furnished and utilized in the performance of such services to the extent practicable. However, inspections will be conducted in a manner that will not unduly interrupt or delay the Contractor's work.

P. Verification of Contract Compliance/Inspection

MNAA will conduct work performance analyses as part of a Quality Assurance (QA) program. Each phase of the work rendered under the Contract is subject to the MNAA's inspection during any or all times of Contractor's work and after completion of the tasks. The QA program is not a substitute for Contractor's quality control.

Contractor will have work completed and ready for inspection at the times established on the approved service schedules, and in accordance with all terms of the contract.

The MNAA will have the right at all times to appoint auditors (both internal and independent), administrators, and such other personnel and representatives as deemed appropriate to examine, inspect, review, or audit procedures, methods, equipment, materials, supplies, controls, and records of Contractor and its agents to verify compliance with the terms and conditions of the Contract. The CSC will notify the Contractor in writing of any such requested inspection of records located off the premises. The Contractor covenants that it will immediately make available all such equipment, materials, supplies, chemicals, records, and other information for review and/or audit. The Contractor's supervisory personnel will make themselves available on any given day for an inspection tour of the premises. There will be a weekly meeting that includes a minimum of the Project Manager and representatives from all SWMBE partners for sharing weekly and monthly reports, problem resolutions and a facility tour.

Facility inspections will be made to compare Contractor's performance to contract specifications and procedures. The methods of inspecting will include:

- Random Sampling
- 100% Inspection
- Unscheduled Inspection
- Inspections in response to customer complaints

The MNAA is not restricted to any certain type of inspection. The MNAA may adopt or change inspection method(s), quality assurance procedures, and increase or decrease the degree of inspection based upon contract modifications, lessons learned, technological changes, inspection documentation and changes to Contractor's quality control system.

Performance of a listed service will be accepted when Contractor's work meets contract provisions, standards, and specifications. "Accepted" as used herein means the act of the CSC or his designated representative where he, on behalf of the MNAA, assumes ownership of existing and identified supplies, or approves specific services as partial or complete performance of the contract.

Notwithstanding inspection and acceptance by the MNAA or any provision concerning the conclusiveness thereof, the Contractor will warrant that all services performed under the Contract will, at the time of acceptance, be free from defects in workmanship and conform to the requirements of the Contract. The CSC will give written notice of any defect or nonconformity to the Contractor within thirty days from the date of acceptance by the MNAA. This notice will state either that the Contractor will correct or reperform any defective or nonconforming services, or that the MNAA does not require correction or reperformance. "Correct" as used herein means the elimination of defective or nonconforming services.

If the Contractor is required to correct or re-perform work, it will be at no cost to the MNAA, and any services corrected or reperformed by the Contractor will be subject to the provisions contained herein to the same extent as work initially performed. Corrected or reperfomed work will not result in a corrected/adjusted score on the monthly unscheduled inspection conducted as part of the Performance Incentive Bonus Program. If the Contractor fails or refuses to correct or reperform, the CSC may, by contract or otherwise, correct or replace with similar services and charge to the Contractor the cost occasioned to the MNAA thereby, or make a corresponding reduction in a scheduled payment to the Contractor and in the contract price.

A Contractor's performance will be deemed not to meet contract provisions when such is not performed in accordance with approved work schedules, tasks are not performed in accordance with standards or specification, routines are not performed within the allowed time frame or work is not completed in its entirety. Under such conditions, Contractor's performance will be considered to be defective and work will be rejected.

The rights and remedies of the MNAA, as described herein, are in addition to all other rights and remedies contained in the contract or which are otherwise available to the MNAA as a matter of law. Without limitation, the MNAA specifically reserves its rights under the Inspection and Termination provisions of the Contract to require Contractor to

reperform work not performed to its satisfaction at no increase in the contract amount. Contractor will not be relieved of full performance of the work and may be terminated for cause based upon inadequate performance.

When defects in service may not be or are not corrected by performing the service again, the MNAA may require the Contractor to take the necessary action to ensure that future performance conforms to Contract requirements and reduce the monthly payment to reflect the reduced value of the services performed, as determined reasonably by the CSC.

If, after having been directed by the MNAA to correct a contract deficiency, the Contractor fails to promptly perform the services within thirty days or fails to take the necessary action to ensure future performance is in conformity with contract requirements, the MNAA may perform the services (by contract or otherwise), set-off payment to Contractor for any cost related to the performance of such service incurred by the MNAA, and/or terminate the contract for default.

Q. Liquidated Damages

In addition to the termination rights set forth above, the CSC will have the right, in the event of a deficiency of or failure to correct performance, to assess a penalty as follows:

First Occurrence	\$250
Second Occurrence	\$500
Subsequent Occurrences	\$1,000

Each day during which a deficiency or failure to correct performance exists, on and after notice of the same by the CSC to Contractor, will constitute a separate violation for which the applicable amount of penalty may be imposed. Contractor will be given written notice of any deficiency as soon as practicable, or within twenty-four hours after the MNAA has noticed that a violation has occurred.

R. Subcontracting

Contractor will be required to have MNAA's approval before subcontracting work at any tier. A mark up not to exceed five percent for subcontractor's work will be agreed upon

and documented. This does not apply to the SMWBE subcontractor or teaming arrangement.

S. Communications and Coordination

The Contractor will provide its key employees cell phones and provide the CSC with telephone numbers and e-mail addresses for Contractor's personnel responsible for implementing all the requirements of the contract on a 24-hours a day basis, including weekends and holidays. At a minimum, the Project Manager, Assistant Project Manager and the Shift Supervisors must have cell phones and when on duty, radios. Radios will be provided by the MNAA. Team leaders must have radios provided by the MNAA when on duty.

T. Vehicle Registration and Parking

The Contractor must register all company vehicles with the MNAA. Parking will be provided for official company vehicles. The Contractor will be responsible for providing parking amenities for its employees in the employee parking lot. The Contractor will also be responsible for monitoring and removing the vehicles of its employees that may be under repair, stalled, or abandoned on Airport premises. All Contractor vehicles must display the company's name and logo on the front doors (both sides) of the vehicles.

U. Smoke Free Environment

The MNAA facilities are smoke free except for designated smoking areas. The Contractor and its employees will adhere to the rules and regulations with regard to MNAA's maintenance of a smoke free environment.

V. Clean Up Responsibility

The Contractor must at all times keep the Contractor's office and break areas, janitorial service areas, including storage areas, free from accumulation of waste materials, floors cleaned and a fresh applicable finish, mop sinks free of scum and build up and area must be ready for inspection at all times.

W. Responsibility for Damage

The Contractor is responsible for the repair of any and all damages resulting from its activities while working on-site including damaged caused by incorrect cleaning techniques. If the Contractor is not able or otherwise fails to make such required repairs, the MNAA will have the right to accomplish these repairs, and deduct the costs from the Contractor's next scheduled payment. In all instances where MNAA property and/or equipment is damaged by Contractor employees, a full report, including pictures of the incident and extent of such damage, will be submitted in writing to the CSC within 24 hours of the occurrence. The Contractor is responsible for taking the action necessary to protect its supplies, materials, and equipment and the personal property of its employees from loss, damage, or theft.

X. Inspection of Contractor Records

The MNAA will have access to any books, documents, papers, and records of the Contractor which are directly related to the negotiation, pricing or performance of any change or modification of the contract, claim submitted for adjustment of price or performance time and/or quantity claimed for unit-priced line item. The MNAA's access to the foregoing described data will be for the purpose of evaluating the accuracy, completeness, and currency of the price related data submitted by the Contractor. In verifying the quantities invoiced for unit-priced line items, both the quantification and methods of field measurement will be subject to review.

The Contractor will maintain all required records for three years after the MNAA makes final payment, or for three years after all other pending matters related to this Contract are closed, whichever is later. Throughout the term of this Contract, the Contractor will maintain a cost accounting system that follows generally accepted accounting standards.

Y. Method of Payment

Invoices for payment to the MNAA will be properly identified with the Contractor's letterhead name, address, and applicable contract/purchase order number. Invoices without proper identification will be returned to the Contractor. The Contractor will submit an invoice on a monthly basis for services completed during the previous calendar

month. Prior to making payment for services provided, the CSC will ensure invoiced work has been completed as per specifications.

To reflect payment allocation to a small, minority or women owned business; the MNAA's SMWBE Participation Pay Request Report must be completed and returned with each pay request to the MNAA. The Contractor is required to use a separate form for each SMWBE subcontractor participant. Contractor is required to issue payment to subcontractor within 15 days or sooner upon receipt of payment from MNAA.

Z. Taxes

The Authority is exempt from payment of Federal Excise and Transportation Tax and Tennessee Limited Sales and Use Tax. Contractor's invoices to the Authority must not contain assessments of any of these taxes even if Contractor has had to pay sales tax to purchase the items initially. The Department of Finance will furnish the Authority's exemption certificate and federal tax identification number to Contractor upon request. The Authority does not represent that Contractor will be able to utilize such exemption certificate or federal tax identification number, either directly or indirectly. Contractor should consult its own tax adviser.

AA. Excusable Delays

Except for defaults of subcontractors at any tier, the Contractor will not be in default because of any failure to perform the Contract under its terms if the failure arises from causes beyond the control and without the fault or negligence of the Contractor. Examples of these causes are acts of God or of the public enemy, acts of the MNAA in either its sovereign or contractual capacity, fires, floods, strikes, and unusually severe weather. In each instance, the failure to perform must be beyond the control and without the fault or negligence of the Contractor. "Default" includes failure to make progress in the work so as to endanger performance. If the failure to perform is caused by the failure of a subcontractor at any tier to perform or make progress, and if the cause of the failure was beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either, the Contractor will not be deemed to be in default, unless –

1. The subcontracted supplies or services were obtainable from other sources;
2. The CSC ordered the Contractor in writing to purchase these supplies or services from the other source; and
3. The Contractor failed to comply reasonably with this order.

Upon request of the Contractor, the CSC will ascertain the facts and extent of the failure. If the CSC determines that any failure to perform results from one or more of the causes above, the delivery schedule will be revised, subject to the rights of the MNAA under the termination clause of this contract.

BB. Timely Performance and Work Hours

The Proposer will be responsible for the complete and timely performance of all the services under the contract. The work shall be completed no later than the schedule that is provided by the Proposer. If the Proposer fails to maintain schedules as approved by MNAA, or if in the opinion of MNAA, the Proposer's work methods are not adequate to assure completion of the work per the allotted schedule, the MNAA may direct the Proposer, at no additional cost to the MNAA, to revise the work schedule and/or use additional personnel to ensure completion of the work in a timely manner. Contractor will be required to have adequate cleaning and custodial personnel on duty 24 hours a day, seven days a week, 365 days a year.

CC. Scheduling of Work

Prior to the commencement of any work, the Contractor will confer with the CSC to assure that the scheduling of activities in conjunction with airline and tenant operations is fully understood.

All work will be scheduled so as to minimize delays to airline and tenant operations.

The CSC will coordinate the schedule with MNAA Operations with regard to any operation which will necessitate temporary interruptions to the terminal services.

The Contractor will not commence non-routine work in any area until:

1. The proposed work has been previously coordinated with and approved by the CSC, and
2. Any and all required security and safety measures and temporary markings are in place.

DD. Performance Incentive Bonus Program

The MNAA seeks to establish a strong, sound, mutually beneficial relationship with a Contractor, who is willing, able and eager to provide high quality service on an exceptional scale. To encourage this, the MNAA has established a semi-annual performance-related incentive bonus (Exhibit M). This bonus is not guaranteed, but shall be paid at the sole discretion of the MNAA based on a monthly evaluation of the Contractor's performance. The semi-annual incentive bonus shall at no time exceed two percent (2%) of the annual contract price. The Contractor must distribute at least 50 percent of any Performance Incentive Bonus award received to the Contractor's employees and its SMWBE partner's employees working at the MNAA job site.

EE. Contractor Phase-in Period

Immediately upon execution of the contract, the CSC will hold joint sessions with the Project Manager of the incumbent contractor and the Project Manager of the new contractor to develop smooth transition strategies to include:

- Job shadowing for supervisors
- Equipment inventory and distribution
- Materials and supplies inventory plan
- Quality control and quality assurance programs

Service plans and schedules

IV. MISCELLANEOUS

A. Tennessee Public Records Act

Under the Tennessee Public Records Act, any Proposal shall be considered a Public Record, and as such, may be subject to inspection and copying upon written request. The MNAA therefore cannot guarantee the confidentiality of any proprietary or otherwise sensitive information contained in or with any Proposal.

B. Applicable Laws and Regulations

The Proposer shall comply fully with applicable federal, state, or local laws.

C. Incorporation of Regulations

The Contract will incorporate by reference or set forth at length, at the option of the MNAA, any and all statutes, rules, regulations, assurances, and other provisions, the incorporation of which may now or hereinafter be required by the Federal Aviation Administration or any other governmental agency, or the incorporation of which may be a prerequisite to, or condition of, MNAA receiving any federal or state grant or loan or governmental assistance in connection with the Nashville International Airport.

D. Choice of Law/Forum

The RFP is issued in the State of Tennessee and the laws of said state shall govern the validity and interpretation of the RFP and the decisions thereunder. The parties agree that only a state or federal court of law sitting in Nashville, Tennessee shall hear matters arising from the RFP issuance; for such matters, the non-prevailing party shall pay the prevailing party's reasonable attorney's fees and all other expenses reasonable related to litigation.

E. Jurisdiction

Any legal action, suit or proceeding under, relating to or arising out of or in connection with this Proposal, or any breach of any of the foregoing, may be brought exclusively in the United States District Court for the Middle District of Tennessee or in the state courts of the State of Tennessee, and by execution and delivery of this Proposal, Proposer irrevocably accepts, consents and submits to the jurisdiction of the aforesaid courts *in*

personam, generally and unconditionally, with respect to any such action, suit or proceeding involving Proposer. Proposer further irrevocably consents and agrees to the service of any and all legal process, summons, notices and documents out of any of the aforesaid courts in any such action, suit or proceeding by mailing copies thereof by registered or certified mail, postage prepaid, to Proposer at the address set forth in this Proposal. In addition, Proposer irrevocably and unconditionally waives any objection which Proposer may now or hereafter have to the laying of venue of any of the aforesaid claims, suits or proceedings brought in any of the aforesaid courts, and further irrevocably and unconditionally waives and agrees not to plead or claim that any such action, suit or proceeding brought in any such court has been brought in an inconvenient forum.

F. Equal Employment Opportunity Requirements

If awarded this contract, the Proposer agrees as follows:

1. The Proposer will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, handicap, or creed. The Proposer will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, national origin, handicap, or creed. Such action shall include, but not be limited to the following: Employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeships. The Proposer agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.
2. The Proposer will, in all solicitations or advertisements for employees placed by or on behalf of the Proposer; state that all qualified applicants will receive considerations for employment without regard to race, color, religion, sex, national origin, handicap, or creed.
3. The Proposer will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or

understanding, a notice to be provided advising the said labor unions or workers' representatives of the Proposer's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

G. Tennessee Drug-Free Workplace Program

The MNAA endorses the operation of a drug-free workplace program. All Proposers on services for the MNAA are required to submit an affidavit as part of their Proposal, attesting that the Proposer operates a drug-free workplace program or other drug or alcohol-testing program containing requirements at least as stringent as that of the program operated by the MNAA. See model affidavit, Exhibit "K".

H. Insurance Requirements

Commercial General Liability Insurance:

1. The Proposer shall obtain and maintain continuously in effect at all times during the term of this Contract, at its sole cost and expense, commercial general liability insurance coverage (the "CGL Coverage"), with coverage limits of not less than Five Million and No/100 Dollars (\$5,000,000) per occurrence and Five Million and No/100 Dollars (\$5,000,000) in aggregate, that insures against claims, damages, losses and liabilities arising from bodily injury, death and/or property damage. The aggregate deductible amount under the insurance policy or policies providing the CGL Coverage shall not exceed Two Hundred Fifty Thousand and No/100 Dollars (\$250,000) per occurrence. Each insurance policy providing the CGL Coverage shall name the Authority and its commissioners, officers and employees as additional insureds thereunder and shall provide that such insurance policy will be considered primary insurance as to any other valid and collectible insurance or self-insured retention the Authority may possess or retain. Any insurance coverage maintained by the Authority shall be considered excess insurance only.
2. Each insurance policy providing the CGL Coverage shall provide contractual liability coverage under which the issuing insurance company agrees to insure the Proposer's obligations under Sections I.2 of the Indemnifications and Hold Harmless

provision contained herein. Each insurance company issuing an insurance policy providing the CGL Coverage shall be (A) admitted to do business in the State of Tennessee and rated not less than the Minimum Rating (as defined herein) or (B) otherwise approved by the Chief Financial Officer of the Authority. Such approval may be denied or withheld based upon an insurance company's rating by the Rating Service (as defined herein) or other indications of financial inadequacy, as determined in the sole discretion of the Chief Financial Officer of the Authority.

Automobile Liability Insurance:

1. The Proposer shall obtain and maintain continuously in effect at all times during the term of this Contract, at its sole cost and expense, automobile liability insurance coverage (the "Auto Coverage"), with a coverage limit of not less than Five Million and No/100 Dollars (\$5,000,000) per occurrence, that insures against claims, damages, losses and liabilities arising from automobile related bodily injury, death and/or property damage. The aggregate deductible amount under the insurance policy or policies providing the Auto Coverage shall not exceed Two Hundred Fifty Thousand and No/100 Dollars (\$250,000) per occurrence. Each insurance policy providing the Auto Coverage shall name the Authority and its commissioners, officers and employees as additional insureds thereunder and shall provide that such insurance policy will be considered primary insurance as to any other valid and collectible insurance or self-insured retention the Authority may possess or retain. Any insurance coverage maintained by the Authority shall be considered excess insurance only.
2. Each insurance policy providing the Auto Coverage shall provide contractual liability coverage under which the issuing insurance company agrees to insure the Proposer's obligations under Section I.2. of the Indemnifications and Hold Harmless provision contained hereof. Each insurance company issuing an insurance policy providing the Auto Coverage shall be (A) admitted to do business in the State of Tennessee and rated not less than the Minimum Rating (as defined herein) or (B) otherwise approved by the Chief Financial Officer of the Authority. Such approval may be denied or withheld based upon an insurance company's rating by the Rating

Service (as defined herein) or other indications of financial inadequacy, as determined in the sole discretion of the Chief Financial Officer of the Authority.

Workers' Compensation Insurance:

1. The Proposer shall obtain and maintain continuously in effect at all times during the term of this Contract, at its sole cost and expense, workers' compensation insurance coverage (the "WC Coverage") in accordance with statutory requirements and providing employer's liability coverage with limits of not less than One Hundred Thousand and No/100 Dollars (\$100,000) for bodily injury by accident, One Hundred Thousand and No/100 Dollars (\$100,000) for bodily injury by disease, and Five Hundred Thousand and No/100 Dollars (\$500,000) policy limit for disease.
2. Each insurance company issuing an insurance policy providing the WC Coverage shall be (A) admitted to do business in the State of Tennessee and rated not less than the Minimum Rating (as defined herein) or (B) otherwise approved by the Chief Financial Officer of the Authority. Such approval may be denied or withheld based upon an insurance company's rating by the Rating Service (as defined herein) or other indications of financial inadequacy, as determined in the sole discretion of the Chief Financial Officer of the Authority.

Pollution Liability Insurance:

1. The Proposer shall obtain and maintain continuously in effect at all times during the term of this Contract, at its sole cost and expense, pollution liability insurance coverage (the "Pollution Coverage"), with coverage limits of not less than One Million and No/100 Dollars (\$1,000,000) per occurrence and One Million and No/100 Dollars (\$1,000,000) in aggregate, that insures against claims, losses and liabilities arising from a discharge, dispersal, release or escape of any solid, liquid, gaseous or thermal irritant or contaminant, including smoke, vapors, soot, fumes, acids, alkalis, toxic chemicals, medical waste and waste materials, into or upon land, or any structure on land, the atmosphere or any watercourse or body of water that results from activities of the Proposer or others for which the Proposer is legally obligated. The aggregate deductible amount under the insurance policy or policies

- providing the Pollution Coverage shall not exceed \$250,000 per occurrence. Each insurance policy providing the Pollution Coverage shall name the Authority and its commissioners, officers and employees as additional insureds thereunder and shall provide that such insurance policy will be considered primary insurance as to any other valid and collectible insurance or self-insured retention the Authority may possess or retain. Any insurance coverage maintained by the Authority shall be considered excess insurance only.
2. Each insurance policy providing the Pollution Coverage shall provide contractual liability coverage under which the issuing insurance company agrees to insure the Proposer's obligations under Sections I.2 of the Indemnifications and Hold Harmless provision contained herein. Each insurance company issuing an insurance policy providing the Pollution Coverage shall be (A) rated not less than the Minimum Rating (as defined herein) or (B) otherwise approved by the Chief Financial Officer of the Authority. Such approval may be denied or withheld based upon an insurance company's rating by the Rating Service (as defined herein) or other indications of financial inadequacy, as determined in the sole discretion of the Chief Financial Officer of the Authority.

General Insurance Requirements:

1. For purposes of this Contract, the CGL Coverage, the Auto Coverage, the WC Coverage and the Pollution Coverage are collectively referred to as the "Insurance Coverages". The Proposer agrees that each insurance policy providing any of the Insurance Coverages (A) shall not be altered, modified, cancelled or replaced without thirty (30) days prior written notice from the Proposer to the Authority, (B) shall provide for a waiver of subrogation by the issuing insurance company as to claims against the Authority and its commissioners, officers and employees, (C) shall provide that any "other insurance" clause in such insurance policy shall exclude any policies of insurance maintained by the Authority and that such insurance policy shall not be brought into contribution with any insurance maintained by the Authority, and (D) shall have a term of not less than one year.

2. The Authority shall have the right to change the terms of the Insurance Coverages if such changes are recommended or imposed by the Authority's insurers, so long as the Authority agrees to reimburse the Proposer for any increases in insurance premium costs resulting solely from any such change. The Proposer shall provide, prior to the commencement of the Proposer's performance under this Contract, one or more certificates of insurance which shall indicate that the Proposer maintains the Insurance Coverages and that the insurance policy or policies referenced or described in each such certificate of insurance comply with the requirements of this Contract. Each such certificate of insurance shall provide that the insurance company issuing the insurance policy or policies referenced or described therein shall give to the Authority written notice of the cancellation or non-renewal of each such insurance policy not less than thirty (30) days prior to the effective date of such cancellation or the expiration date of such insurance policy, as applicable. Upon receipt of a written request from the Authority, the Proposer also agrees to provide to the Authority duplicate originals of any or all of the insurance policies providing the Insurance Coverages. The certificate(s) of insurance provided by the Proposer to evidence the WC Coverage shall specifically certify that the insurance policy or policies which provide the WC Coverage cover the Proposer's activities in the State of Tennessee.
3. If the Proposer shall at any time fail to obtain or maintain any of the Insurance Coverages, the Authority may take, but shall not be obligated to take, all actions necessary to effect or maintain such Insurance Coverages, and all monies expended by it for that purpose shall be reimbursed to the Authority by the Proposer upon demand therefore or set-off by the Authority against funds of the Proposer held by the Authority or funds due to the Proposer. The Proposer hereby grants, approves of and consents to such right of set-off for the Authority. If any of the Insurance Coverages cannot be obtained for any reason, the Authority may require the Proposer to cease any and all work under this Contract until all Insurance Coverage are obtained. If any of the Insurance Coverages is not obtained within a period of time to be determined solely by the Authority, the Authority may terminate this Contract.

4. It is expressly understood and agreed that the minimum limits set forth in the Insurance Coverages shall not limit the liability of the Proposer for its acts or omissions as provided in this Contract.
5. The term “Rating Service” shall mean A.M. Best Company, or, if A.M. Best Company no longer exists or discontinues its rating of insurance companies, such alternative rating service for insurance companies as determined in the sole discretion of the Chief Financial Officer of the Authority. The term “Minimum Rating” shall mean a rating (if A.M. Best Company is the Rating Service) of A- (Financial Size: X) based upon the criteria for financial strength and financial size ratings utilized by A.M. Best Company on the date of this Contract, or such equivalent rating (if A.M. Best Company is not the Rating Service or if A.M. Best Company subsequently revises its criteria for financial strength and financial size ratings) as determined in the sole discretion of the Chief Financial Officer of the Authority.

I. Indemnification And Hold Harmless

1. Indemnified Parties.

For purposes of this Contract, the term “Indemnified Parties” shall mean MNAA and Authority and their commissioners, officers, employees, agents, servants, representatives, contractors, subcontractors, affiliates, subsidiaries, successors and assigns.

2. Indemnification.

- a. Negligent or Intentional Act or Omission: The Proposer agrees to indemnify and hold each of the Indemnified Parties harmless from and against any and all suits, losses, costs, claims, damages, demands, penalties, fines, settlements, liabilities and expenses (including, without limitation, reasonable attorneys’ fees, court costs and litigation expenses) claimed or incurred by reason of any bodily injury, death and/or property damage arising from any negligent or intentional act or omission of the Proposer or any of the Proposer’s officers, contractors, subcontractors, agents, representatives or employees.

- b. Hazardous Materials and Environmental Laws: The Proposer agrees to indemnify and hold each of the Indemnified Parties harmless from and against any and all suits, losses, costs, claims, damages, demands, penalties, fines, settlements, liabilities and expenses (including, without limitation, reasonable attorneys' fees, court costs and litigation expenses) arising from any intentional or negligent act or omission of the Proposer or any of the Proposer's officers, contractors, subcontractors, agents, representatives or employees with respect to (A) any investigation, monitoring, clean-up, containment, removal, storage or restoration work performed by the Authority or a third party with respect to the use or placement of Hazardous Materials (of whatever kind or nature, known or unknown) on the Airport premises or any other areas; (B) any actual, threatened or alleged contamination by Hazardous Materials on the Airport premises or other areas; (C) the disposal, release or threatened release of Hazardous Materials on the Airport premises or other areas that is on, from or affects the soil, air, water, vegetation, buildings, personal property, persons or otherwise; (D) any bodily injury, death or property damage with respect to the use or placement of Hazardous Materials on the Airport premises or other areas; or (E) any violation of any applicable Environmental Laws.

J. Safety Requirements

The Proposer will perform daily tasks using "SAFETY FIRST" practices and comply with all TOSHA standards as they apply to the Custodial Services Contract. The Proposer and each of its employees will comply with all applicable TOSHA rules and practices. The Proposer will provide safety devices and apparel at no cost to its employees and will ensure employees wear all safety devices required by TOSHA. These devices and apparel will include, without limitation, respiratory protection, head, eye, hand, and foot protection, hearing protection, and traffic vests as required. The Proposer will furnish documentation, as directed by MNAA, of the completion of the safety training of equipment operators and other personnel. The safety training will comply with all TOSHA standards and a sample program will be submitted to MNAA.

The MNAA reserves the right to inspect all areas for safety violations at its discretion, and to direct the Proposer to make immediate improvement of necessary conditions and procedures, or stop ongoing work if hazards are deemed to exist. In the event that the MNAA elects to stop work because of any type of existing safety hazard, the Proposer will bear all costs for eliminating the hazards and will not be granted compensation for the work stoppage. The operation of the Proposer's vehicles or private vehicles by the Proposer's employees on or about the property will conform to posted regulations and safe driving practices. Aisles, passageways, alleyways, entrances or exits to fire protection equipment must remain unobstructed at all times. Proposer will use proper barricades and signage while completing tasks.

K. Security Requirements

Contractor agrees to observe all security requirements of the Transportation Security Administration (TSA) and the Airport Security Program, and to take such steps as may be necessary or directed by the MNAA to insure that subcontractors, material suppliers, employees, invitees, and guests observe these requirements.

If MNAA incurs any fines and/or penalties imposed by the Transportation Security Administration (TSA) or any expense in enforcing the TSA regulations and/or the Airport Security Program as a result of the acts or omissions of the Contractor, Contractor agrees to pay and/or reimburse all such costs and expense. MNAA reserves the right to take whatever action necessary to rectify any deficiency in security identified by it or the TSA, in the event Contractor fails to remedy the security deficiency.

The Contractor shall provide on-call personnel and their emergency phone numbers, 24 hours a day to respond in case of emergencies or security violations. The Contractor shall be required to obtain MNAA security badges for all personnel of the contractor and its subcontractors. All personnel must have background checks and Security Identification Display Area (SIDA) training prior to the issuance of security badges. This background investigation shall consist of a Criminal History Records Check (CHRC) by means of fingerprint submission to the Federal Bureau of Investigation. The CHRC must show that the individual has not been found guilty of any of the crimes listed in 49 CFR Part 1542.209

in the last ten years. Contractor must certify to the MNAA that none of its employees nor agents, including its subcontractors and their employees and agents, shall be allowed in a secured area on the job site at any time for any purpose unless a satisfactory background investigation has been completed on such individual; otherwise, such individual is to be, at all times, escorted by or under the supervision or surveillance of a person whose background has been satisfactorily investigated and has received SIDA access.

MNAA requires that the Contractor's personnel not under escort have attached to and worn at all times on an outer garment an identification badge issued by the MNAA Airport Police. Absence of this identification card shall be grounds for removing the supervisor/employee from the secured area.

The following charges shall be in effect for issuing identification badges but are subject to change without notice:

CHRC Fingerprinting	\$40.00 per applicant
Initial Issue - Non-Refundable	\$25.00
Reissue Lost ID Badge	\$50.00
Reimbursement for Found ID Badge	\$25.00

Upon completion of employment or the contract, all security items issued shall be returned to the MNAA's Department of Public Safety. A charge of \$100 per item shall be imposed for each security item not returned. All authorized vehicles, including escorted vehicles, must display the appropriate numbered color-coded vehicle identification pass as issued by the MNAA's Department of Public Safety. Contractor shall designate a person, whose name is to be on file with MNAA Airport Police, to authorize issuance of ID badge to all Contractor and subcontractor personnel.

L. Protest Waiver

By submitting a Proposal, Proposers waive any rights they may have to protest the selection of the successful Proposer by the MNAA, and further waive any cause of action they may have against the MNAA including any action arising from any reliance on

advice by the Purchasing Director or her designee. This waiver is effective notwithstanding the fact that the MNAA may have in place certain Proposal protest procedures, which may be applicable in other situations.

M. Affirmative Action Program

Proposer shall ascertain and determine that, to the extent applicable, it will undertake an affirmative action program as required by 14 Code of Federal Regulations Part 152, Subpart E, to ensure that no person shall on the ground of race, creed, color, national origin, handicap, or sex be excluded from participating in any employment activities covered in 14 CFR, Part 152, Subpart E. Proposer ensures that no person shall be excluded on these grounds from participating in or receiving the services or benefits of any program or activity covered by said subpart. Proposer ensures that it will require its covered subcontractors to provide assurances to Proposer that they similarly will undertake from their subcontractors, as required by 14 CFR, Part 152, Subpart E, to the same effect.

EXHIBIT “A”

DEFINITIONS

Acceptable Quality Level will mean that level of service that meets all specifications of this Contract, is performed to the “A” or “prestige” level, and is defect free. **Authority** will mean the Metropolitan Nashville Airport Authority (MNAA) and will include such public officials and public bodies as may, by operation of law, succeed to any or all of the rights, powers or duties that lawfully reside in the Metropolitan Nashville Airport Authority.

Clean will mean:

- The absence of litter or undesirable debris that can be eliminated by appropriate policing techniques.
- The absence of unbounded dust builds up on any surface of any items subject to appropriate dusting techniques.
- The complete, comprehensive and thorough cleaning of any item subject to cleaning, including corners, inside, outside, top bottom, under and over all surfaces.
- The absence of any surface marks, including fingerprints, spills or other undesirable bonded surface residue that can be eliminated by appropriate damp or wet cleaning techniques.
- The absence of any soil, wax or other undesirable bonded build up which can be eliminated by appropriate heavy duty, cycle or project cleaning techniques.
- The absence of any soil, wax or other undesirable bonded build up which can be eliminated by approximately heavy duty, cycle or project cleaning techniques.
- The presence of appropriate surface gloss, protection, or reflective capacity in line with “like new” or designated gloss levels.
- The absence of dust, lint and other in-fiber accumulation in fabric and carpeted areas that can be eliminated by appropriate vacuum cleaning techniques.

A surface will be considered clean if (1). Immediately after wiping it with a clean white glove there is neither a visible change in the appearance of the surface nor the appearance of a visible mark on the glove or (2). The Contractor demonstrates to the satisfaction of the CSC that any visible dirt, dust, foreign matter, film, grime, stains, fingerprints, streaks, spots, blemishes, and/or chemicals residues that remain on the surface after cleaning cannot be removed without permanently damaging the underlying surface.

Cleaning will mean the process of removing dirt, foreign matter, dust, grime, film, stains, finger- prints, and chemical residues from the surfaces on which they are found.

Cleaning Supplies and Materials will mean all consumable and other supplies, products, materials, or any other item or article required to properly execute the terms and provisions of this agreement which are to be furnished by Contractor at its sole cost and expense unless specifically indicated in the Contract as being furnished by the MNAA. All cleaning supplies and materials must be approved by the CSC prior to being used.

Contract Services Coordinator (CSC) will mean the person or persons appointed by the Manager of Facilities Maintenance to administer the Contract, and who will be responsible for ensuring the Contractor maintains full compliance with all the terms and provisions of the Contract documents.

Contract Discrepancy Report (CDR) will mean a report initiated by the CSC whenever performance is unsatisfactory. The CDR requires the Contractor to explain in writing why performance was unsatisfactory, how performance will be returned to satisfactory levels, and the corrective action that will be taken to prevent recurrence.

Corrective Action means with respect to hazardous materials, investigation, passive remediation, active remediation removal cleanup, containment, sampling analysis or monitoring, or any of them.

Custodian will mean an individual who performs housekeeping and custodial tasks. This individual may also be known as a cleaner, custodial or housekeeping worker.

Defect will mean each instance of non-compliance with a Contract requirement. A defect may be caused by either non-performance or poor performance.

Disinfectant will mean a product that kills tuberculosis, hepatitis, and HIV on contact.

Dust will mean fine particulate matter derived from many sources inside and outside the building. It is light enough to become airborne, so it can build up on any surface. It is often held in place by static electricity, which increases the difficulty of removal.

Employees will mean all personnel engaged by Contractor to perform the services contemplated by this agreement.

Envelope will mean all areas within in the floors, walls and ceiling of the interior of the building and include all items attached or not attached inside the cube of the interior building surfaces.

Equipment (Custodial Cleaning) will mean all mechanical and electrical devices, custodial carts, mop buckets and wringers, ladders, or any other type or piece of equipment required to properly execute the terms and provisions of this agreement which are to be furnished by the Contractor at its sole cost and expense unless specifically indicated by name in the Contract as being furnished by the MNAA.

Equipment (Glass/Window Cleaning) will mean all mechanical equipment such as bucket trucks and high lifts, pressure washers, scaffoldings and any other type of equipment, mechanical or otherwise, necessary to properly and successfully complete the services detailed in the Specifications.

Federal Aviation Administration (FAA) will mean the agency of the U.S. Government responsible for the regulations and procedures related to air transportation.

Film will mean a thin film coating that usually builds up over time and often is so uniform that it goes unnoticed. Air pollution is a major contributor to film formation. Film is found on infrequently cleaned toilet bowls due to foreign or impurities settling out of the tap water. Film is also found on the inside surfaces of exterior glass.

Grime will mean foreign matter that clings to or is embedded in a surface. It becomes embedded or built up by repeated touching or handling, such as a door handle or light switch. Careless or incomplete cleaning procedures may contribute to the development of grime.

Grit will mean coarse particulate matter such as sand, fragments of metal and/or glass, salt and ice melt compounds (before they absorb moisture and liquefy).

Grounds will mean land, parking lots, roadways, walks, bridges, airfields etc. at the Airport.

Team Leader (TL) will mean an individual who is a member of a work group/team and who also provides leadership to the group/team as a part of his/her assigned duties.

Hazardous Materials will mean any bodily fluids, wastes, substances, radiation, or materials (whether solids, liquids or gases) which are hazardous, toxic, infectious, explosive, radioactive, carcinogenic, or mutagenic; which are or become defined as a "pollutants" "contaminants," "hazardous materials," "hazardous wastes," "hazardous substances," "toxic substance," "radioactive materials," "solid wastes," or other similar designations in, or otherwise subject to regulation under, any laws; which threatens to cause a nuisance pursuant to applicable statutory or common law upon the premises or to adjacent properties; which contain polychlorinated biphenyls (PCBs), asbestos, lead-based paints, urea formaldehyde foam insulation, and petroleum or petroleum products

(including, without limitation, gasoline, crude oil or any fraction thereof); or which pose a hazard to human health, safety, natural re-sources, industrial hygiene, or the environment, or an impediment to working conditions.

Hazardous Materials, Contractor's will mean the Contractor's hazardous materials arising out of the Contractor's past, present or future use or occupancy of the Premise or the Contractor's acts or omissions. "The Contractor's hazardous materials" includes, but is not limited to any hazardous materials generated, used, stored, released, discharged, treated, disposed of, managed or transported by the Contractor or transported to the premises under an agreement with the Contractor. As used herein, the Contractor includes the Contractor's employees, agents, successors, contractors, subcontractors, or persons acting on behalf of the Contractor.

HCS will mean Hazardous Communication Standard also known as "HAZCOM" or "Right to Know."

Holidays will mean holidays observed by the MNAA.

IAQ will mean Indoor Air Quality.

Job Site will mean the area within the MNAA's property lines or portions of such area which are defined within this Specification or as described in writing by the COTR.

Key Personnel will mean the individual employed by the Contractor, who has the responsibility and authority for fulfilling any of the requirements of this Specification and or the associated contract document.

Law Or Laws will include but are not limited to Authority, local, state, federal, or regional statutes, regulations, ordinances, rules, policies, directives, orders, demands, or other laws of whatever nature, as they now exist or may hereinafter be adopted or

amended including but not limited to the Comprehensive Environmental Response Compensation and Liability Act, 42 USC. Section 9604, et seq.

Lint will mean clinging bits of fiber, hair or thread that cling to surfaces. Lint may include such things as carpet fibers, fuzz from sweaters and cobwebs.

Litter will mean litter will include, but not be limited to, waste paper, branches detached from trees and shrubs, beverage containers, dead birds, and dead animals.

MSDS will mean Material Safety Data Sheet.

OSHA will mean U.S. Occupational Safety and Health Administration. OSHA is the Federal government agency responsible for providing the rules and regulations on safety and health requirements in the work place.

Policing Housekeeping Task (Policing) will mean to make neat and orderly. This will include but not be limited to removing visible loose dirt, trash and debris from floors and walkways, empty trash and recycling containers, refill restroom paper product, soap dispenser, as well as clean up spills and take appropriate action to abate potential safety hazards. .

Premises will mean all areas designated by this Contract and Exhibits, including all fixtures, equipment, and other property of the MNAA located therein as the place or places where the business of the Contractor is to be conducted.

President will mean the President or Acting President of the MNAA as from time-time appointed by the MNAA, and will include such person or persons as may from time-to-time be authorized in writing by the President to act for him/her with respect to any and all matters pertaining to this Contract.

Project Manager (PM) will mean the position in the Contractor's organization that is responsible for the overall performance of the Contract. The individual will be directly responsible for all Contractor personnel.

Project Services Crew will mean a staff of Contractor's custodial personnel dedicated specifically to the performance of PROJECT WORK as defined in this document. The size of the Project Services Crew may vary from time-to-time as conditions may warrant as determined solely by the CSC. If additional Project personnel are requested by the MNAA, such addition will be made only upon receipt of an approved Contract Amendment or Purchase Order issued by the MNAA's Purchasing Department. The days of the week to which the Project Services Crew will be assigned will be determined solely by the CSC.

Project Work will mean cleaning services required by cleaning personnel other than routine or policing work. Such cleaning will include, but not be limited to, wall washing, carpet cleaning, machine scrubbing of hard surface floors (including restroom floors), stripping and refinishing of hard surface floors, spray buffing, pressure washing, glass cleaning, cleaning light diffusers, dusting, polishing furniture, cleaning escalators and stairs as required, and any other cleaning as may be requested by the CSC.

Quality Assurance (QA) will mean those actions taken by the MNAA to determine that the services received meet the Contract requirements.

Quality Control (QC) will mean those actions taken by Contractor to ensure the specifications and standards of the Contract are met.

Recyclables will mean any material that retains useful properties that can be reclaimed after the production or consumption process, including cardboard, paper, plastics and metal containers.

Routine Cleaning, Custodial and Policing Services will mean the cleaning and policing services performed on a daily basis as detailed in the cleaning specifications and procedures. The frequency of routine cleaning and policing will be determined by the Authority and may change from time-to-time as conditions may warrant.

Services will mean all work specified to be performed by Contractor pursuant to these Contract Documents. Includes services performed, workmanship, and material furnished or utilized in the performance of services.

Shift will mean the various times periods for which the Task and Frequencies specified herein are to be accomplished. These periods may or may not be related to the actual time periods that the contractor's employees are compensated on the job site.

Slip Resistance will mean a measurement of a floor film's coefficient of friction that provides a safe walking surface. Slip resistance is evaluated according to American Society of Testing and Materials (ASTM) methods. A coefficient of friction reading of 0.5 indicates a safe floor film.

Spots will mean a non-uniform film or coating that is visible to various degrees depending on the angle of view.

Streaks will mean a non-uniform film or coating that is visible to various degrees depending on the angle of view. It is usually associated either by the use of dirty cleaning equipment or inadequate rinsing of cleaning products from the surfaces on which they are used.

Units of Measure will mean units of measure applicable to work / services as follows:

- Dust mop, sweep, and vacuum floors: Square feet (SF) of non-carpeted floors, including stairwells.
- Strip/seal/wax floors: Square feet (SF) of non-carpeted floors.

- Shampoo and extract carpets: Square Feet (SF) of rugs, carpets and matting.
- Cleaning wall surface: Square feet (SF)
- Wash windows and other glass: Each complete installation (e.g. all glass in a window sash (interior), door, display case, or in a partition) is defined as one unit.
- Clean vertical blinds: Each vertical blind is one unit.
- Clean and polish furniture and fixtures: Each piece of furniture or each fixture.
- Clean Restroom: Square feet (SF) inclusive of floors, partitions, walls, countertops, and each basin, mirror, urinal, toilet, and fixture.

VOC will mean Volatile Organic Compounds.

EXHIBIT “B”
TECHNICAL SPECIFICATIONS

Equipment Specifications & Standards

1. Equipment used in the performance of the services will comply with all TOSHA standards and requirements. All equipment provided by the contractor will be new when the project begins. The CSC will be provided with a detailed equipment inventory including date of purchase, manufacturer name, model number, capabilities, and maintenance/warranty schedule. Contractor will be responsible for warranty and maintenance on the equipment used to perform required services. Contractor’s equipment will include, but not be limited to: safety signs, vacuum cleaners, scrubbers, buffers, shampoo machines, extractors, pressure washers, sweepers, mop buckets, wringers, mops, brooms, and brushes. Battery holding trays will be installed in all battery-powered equipment. **All batteries will be gel cell-type batteries.** The MNAA reserves the right to request the replacement of equipment based on appearance, cleaning ability, age, and type. The CSC will review the condition of equipment semi-annually and recommend replacements as necessary.

2. Equipment and tools will be used in a manner that will not scar or mark walls or other surfaces. Larger equipment and tools will be equipped with non-marking rubber, vinyl, or plastic tips on the ends of the handles to prevent marking or scarring of walls. All wheeled and moveable equipment will be equipped with protective non-marking bumpers or guards around the entire perimeter of the equipment to prevent damaging the building structure or other objects. Bumpers or guards will be properly maintained. Equipment with improper bumpers or guards will be immediately removed. Damage(s) caused by Contractor’s equipment will be repaired and paid for by the Contractor. Electrical equipment will be equipped with a non-marking, 3-conductor, grounded plug electrical cord. All electrical equipment will be rated to operate on normal 120V-20AMP circuits.

3. Appropriate equipment, including any required additional safety equipment such as floor signs, temporary barricades and stanchions may be made available on-site when needed. Protective equipment will be removed from public areas when not in use. Equipment will be properly maintained and secured when not in use. Carts, trash brutes, brooms, brushes, pans, and mops will not be left out in hallways or public areas unattended. All equipment will be cleaned on a consistent schedule

Chemical Specifications & Standards

1. The Contractor will identify and submit a list of chemicals, quantities on hand, intended use, Material Safety Data Sheets (MSDS), applicable specifications, trade name, and manufacturer to the MNAA's CSC during Contractor's phase-in with certifications that the chemicals meet or exceed the Contract requirements. The CSC will be given an email notification when a new cleaning chemical is utilized describing the purpose and area where the new chemical will be used. Chemical inventories will be updated quarterly.
2. Contractor will use chemicals formulated for long-lasting superlative performance in severe duty environments. Chemicals will be stored and delivered to the job site in the original labeled containers. Labels will include the chemical name, instructions for use and hazards. MNAA reserves the right to exclude any cleaning chemical from use by the Contractor.

Work Specifications & Standards

1. Floor Care
 - 1.1 Carpeted Floors and Rugs. Clean carpet rugs, carpet runners, and carpet mats per manufacturer's specifications. Contractor will clean carpet spots as they are encountered and will not wait for the CSC to point them out.

Vacuuming. Vacuum carpeted floors and rugs with a commercial vacuum cleaner to remove all surface litter, dust, foreign substances, and embedded grit from surfaces including those adjacent to and under furniture, fixtures, trash cans, entrance mats, runners, in corners, abutments, baseboards, stair steps and risers, and on hard surface floors, stairs/landings, stages, and elevators. Carpeted floors and rugs include floor runners, area rugs, carpet entrance mats, and installed carpet. Use an appropriate gum remover or spot cleaning method when gum, tar, or other foreign substance is encountered. The carpeted floors and rugs will be free of all detectable soil, embedded grit, litter, and spots.

Extraction. Water extraction cleaning of carpets consists of pile lifting, spot cleaning, vacuuming, **water extraction equipment**, and re-vacuuming of all carpet. Use equipment, materials, and chemicals specifically designed for water extraction cleaning. Chemicals used for this process will be pre-approved by the CSC. Operate the water extraction equipment over the entire carpeted area. Follow the instructions provided by the carpet manufacturer. Vacuum the carpet following a pattern that will give the carpet pile a uniform appearance after allowing sufficient drying time. **Spinning Bonnet Carpet Treatments Are Not Allowed.** Carpets will be free of litter, materials such as paper clips and staples, soil streaks, stains, spots, and embedded dirt and the pile uniform after water extraction cleaning. Return furnishings to their original positions. Certain carpeted areas may require extraction more frequently than others due to different soiling rates, for example, the outside doorways require more extraction than office areas. Apply extraction a minimum of twice monthly at public areas of the terminal and concourses. Treat carpets further by using a “pile lifter” as necessary. The work will be accomplished in accordance with the approved schedule submitted to the CSC by the Contractor’s PM.

1.2 Non-Carpeted Floors

Sweep. Sweep all not-carpeted floors by removing all soil, including dust, dirt, litter, gum, tar, and other substances, including those adjacent to and under furniture, fixtures, trash cans, entrance mats, runners, in corners, abutments, baseboards, stair steps and risers, and on hard surface floors, stairs/landing, stages, and elevators. Sweep all floors, including areas beneath movable objects smaller than desks or filing cabinets. The entire floor surface, including in corners and around wall projections, will be clean and free of all soil, streaks, footprints, and spots. Sweeping maybe accomplished manually or mechanically.

Machine Scrub. Machine scrub soiled floor surfaces that cannot be removed through wet mopping. Machine scrub floors using a neutral cleaner by operating a floor machine design for scrubbing the solid floor type at handover all accessible floor areas and areas that can be reached by moving furnishings; manually scrub areas that are inaccessible with the machine. Do not leave water or scrubbing solution on the floors longer than necessary to complete the cleaning. Collect dirty water and rinse the floor clean until it is free of all solution. Place wet floor caution signs on the floor around the wet area. All floor surfaces and grout will be free of soiling, marks, stains, and free of chemical residue.

Buff/Restore Vinyl Tile. Buff all surfaces of vinyl-tiled floors with machine, accessories, and spray-buff chemical if necessary. Buff after the floor is swept, heel marks and other marks removed, and the floor wet-mopped and rinsed. Match the floor finish in the spray-buff chemical to that already on the floor. Move chairs and other readily moveable items while accomplishing tasks. Remove spray-buff solution baseboards and furniture. The entire floor will have a uniform coating of floor finish and a uniform, glossy appearance, be free of scuffmarks, heel marks, and stains after upon completion. Return all furnishing to their original positions.

Strip/Seal/Wax. Strip, seal, and wax the floors in accordance with the Custodial Work Schedule and/or as needed. Stripping is the complete removal, without damage to the floor surface, of all finish and/or sealer from all visible floor surfaces and from those floor surfaces that may be exposed by the removal of all non-fixed furnishings. Stripping also includes the complete removal of all marks, scuffs, and stains. Contractor's stripping chemicals will comply with the Chemical Specifications for the type of finish and/or sealer being stripped, and will be used in accordance with the manufacturer's directions. All floor surfaces to which stripper is applied will be thoroughly rinsed with clean water. No stripping solution will remain on baseboards, cove moldings, doors, or other non-floor surfaces. Use a liquid non-slip water emulsion type floor wax or floor finish on all floor coverings cleaned according to specifications. Non-slip properties of the floor finish are especially important in public corridors, tenant spaces, and stairwells. Mandatory slip meter testing will be conducted proactively, following major work, after a slip and fall, and as directed by MNAA. Apply the wax to the floor surfaces with a clean mop only after the floor surfaces are thoroughly cleaned by mopping, scrubbing, or stripping. Application of wax and sealer is required. The application of excessive amounts of wax will be avoided and excessive buildup of wax is not permitted. Sufficient wax will be used to fully protect the floor surface and present a uniform luster and neat, well-kept appearance. After the finish has dried, the reflectance will be uniform with no streaks or swirls visible. When inspection shows a buildup of wax or other deposits of foreign materials, or wax over dirt, strip the surface clean and apply new wax. When inspection shows a wax build-up in corners, edges, or flashed on cove moldings or stainless steel kick plates, remove the wax buildup. Return all furnishings to their original positions.

Wet Mop. Wet mop non-carpeted floors by applying a water/detergent solution to loosen and suspend soil, removing the soil, and rinsing the floor surface. Sweep the entire floor surface and move all furniture smaller than desks or filing cabinets prior to mopping. Remove all soil and stains from the entire area including stairs.

Wet-mop restrooms, kitchens, and coffee rooms with germicidal detergent solution. The floor will have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil upon completion of wet-mopping. There will be no splash marks or mop streaks on furniture, walls, or baseboards; nor mop strands remaining in the area. All expended cleaning solutions and materials will be properly disposed of in the appropriate location or receptacle without creating soiling. Return all furnishings to their original positions.

Spot Mop. Remove gum, marks, and streaks from washable surfaces of non-carpeted floors. Spot clean or mop to completely remove soil, spills, mud, footprints, fingerprints, and any other foreign substance that cannot be removed by sweeping or vacuuming. Floor surfaces will be ready for vacuuming or sweeping upon completion of spot cleaning and spot mopping.

2. Building Surface Maintenance

2.1. Building Surfaces Maintenance. Building surfaces include interior and exterior doors, hardware, walls, partitions, trim, handrails, stair rails, balusters, baseboards, frames, windowsills, ledges, mirrors, grills, light fixtures, restroom fixtures, and other horizontal surfaces. The remaining portions of the building envelope above the floors will be the contractor's responsibility including walls ceilings and attached items that are structural or decorative.

General Cleaning. Clean, sanitize, and polish areas within designated facilities, including all washable surfaces of walls, partitions, columns, glass surfaces, doors, door hardware, door glass, elevators, stairways, hand railings, mirrored surfaces, furniture, fixtures, and appliances. Employ appropriate cleaning techniques and use commercial-grade products and equipment to ensure a first-class professionally maintained appearance. Use germicidal detergent in restrooms, locker rooms, food areas, and drinking fountains. All surfaces will be free from soil, smudges, fingerprints, gum, marks, or streaks upon completion of

general cleaning. General cleaning is not spot cleaning; rather it is the cleaning of total surface areas within a building.

Cleaning and Disinfecting. Clean and disinfect doors, walls, partitions, trim, baseboards, handrails/stair rails, frames, windowsills, ledges, and horizontal surfaces including their component parts to be clean and free from all dirt, dust, film, streaks, smudges, lint, and cobwebs. Restroom/locker room wainscots, stall partitions, doors, and walls will be free from stains, graffiti, spots, streaks, and cobwebs. Clean baseboards according to the schedule, and after each stripping, scrubbing or refinishing activities. The Base of walls where the floor meets the wall will be free from splashes, dirt, cobwebs, finish buildups streaks, and crevice accumulations of dirt.

Damp-Wiping. Damp-wipe surfaces to be free of dirt, dust, marks, film, streaks, smudges, lint, cobwebs, and debris.

Metal Cleaning and Polishing. Clean and polish metal surfaces to be clean and bright and without deposits or tarnish. Remove metal cleaner quickly from adjacent surfaces. Apply cloth to surfaces being cleaned or polished. Do not spray directly on metal surfaces to reduce any slip hazard caused by such agents drifting onto floors.

Spot Cleaning. Spot clean a smaller surface area within a total surface area to be free of all stains and deposits. Surfaces will be substantially free of cleaning marks upon completion of spot cleaning.

Dusting. Dusting includes all surfaces remove dust, dry soil, lint, litter and cobwebs. This includes, but is not limited to the structure, furniture and equipment surfaces, horizontal, vertical and under surfaces, corners, crevices, moldings, and ledges. Do not disturb items on top of the desk. All surfaces six

feet from the top of the floor surface and below will be uniformly clean, free of dust, dry soil, lint, litter, and cobwebs upon completion of dusting.

High Dusting. Remove dust, dry soil, lint, litter, and cobwebs from all surfaces more than 6 feet above the finished floor. Surfaces will be uniformly clean after high dusting. High dusting includes but is not limited to ceiling surfaces, wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, mirrors, sills, ledges, globes, shades, plastic type panels, blinds and exposed architectural design beams. Ventilation louvers, grills, and panels will be cleaned by damp wiping, dusting, washing or vacuuming with appropriate agents and equipment. Clean and replace removable light filters or shades (egg crates, diffusers, etc.) according to schedule using appropriate cleaning agents. Use caution when cleaning these delicate structures.

Reducing Airborne Dust. Dust with a vacuum cleaner equipped with non-conductive type nozzles and brushes in areas where airborne dust cannot be tolerated, such as computer rooms, clean rooms, data processing rooms, electronics rooms, telephone equipment rooms, and other areas containing precision equipment.

Ceiling Cleaning. Ceilings and ceiling tile will be restored to “like-new” or “near-new” appearance leaving no degradation to acoustical properties of the ceiling. Use agents that will be safe for use on ceiling vents, light fixtures, grids, and other ceiling fixtures. Disinfect and deodorize the ceiling tiles.

Glass and Mirror Cleaning. Glass surfaces include windows and mirrors, all display cases and cabinets, building directory board enclosures, picture frame enclosures, and glass panels within or adjacent to interior and exterior doors. Glass and mirrors will be without streaks, film smudges, deposits, and stains and be uniformly bright in appearance. Adjacent surfaces will be wiped clean. Frames, casings, sills, and ledges will be free of soil, dirt, tape, tape residue,

smudges, or splash marks. Splashed glass cleaner, drip marks, and all other types of soil streaks will be removed from all adjacent surfaces such as walls, frames, casing, and trim.

Clean Blinds. Clean blinds, including tapes and cords, to remove all dust, stains, soil, and smudges. Do not stain tapes or cords during cleaning. Replace blinds removed for cleaning immediately. Do not allow blinds to remain down for more than 48 hours. The blinds, tapes and cords will be free of dust, stains, soil and smudges upon completion of cleaning blinds.

Clean Marker Boards. Clean all marker boards upon request. The writing surface of the marker board will have a uniform appearance with no marks, streaks, or excess dust; the marker board tray and erasers will contain no excess marker dust; and the floor underneath and the walls adjacent to the marker boards will have no traces of marker dust upon completion of cleaning.

Clean Drinking Fountains. Remove all soil, mineral deposits, streaks, and smudges from the drinking fountains and cabinets, and disinfect all surfaces including the orifice and drain. Remove soil and dust from air vents. The entire drinking fountain will be clean, disinfected, and free of any soil, mineral deposits, streaks, detergent residue, and debris upon completion of cleaning drinking fountains.

Clean Entrances. Entrances, lobbies, corridors, docks, ramps, stairwells, and risers of entrances will be cleaned and policed for the removal of dirt, mud, trash, and litter. Clean the exterior walls in entrance areas, up to six feet from the top of the entrance floor surface. Clean items such as mats, surfaces under mats, and foot scrapers. All glass doors and glass panels adjacent to glass doors will be cleaned. All entrance surfaces and entrance mats will be clean and free of any soil, streaks, and debris upon completion of cleaning entrances. Return mats to their original positions.

Clean and Restock Custodial Storage Space and Storerooms. Stock extra paper and janitorial products including but not limited to toilet paper, hand towels, hand soap, and both large and small trashcan liners adequate to prevent depletion of these supplies in the facility before the next routine servicing. Store these supplies and any Contractor furnished items in an orderly and safe manner, insuring proper ventilation of cleaning materials. All storage space surfaces will be disinfected with no detectable streaks, marks, detergent residue, dirt accumulations, or soiling; and storage spaces will be amply stocked with supplies upon completion of cleaning and re-stocking custodial storage spaces.

Clean Elevators. Elevators to be uniformly clean with no dust, soil, fingerprints, or smudges. Perform the following tasks to complete cleaning elevators:

- Pickup any trash, food, or debris dropped on the floors.
- Spot clean spills.
- Spot clean fingerprints from the stainless steel fascia in the elevator landings.
- Mop floors to remove dirt and stains.
- Scrub floors.
- Remove gum from floors.
- Clean walls, car stations, push buttons, kick panels.
- Clean door tracks with scrub brush or vacuum cleaner (back pack).
- Clean light fixtures.
- Dust ceilings.
- Clean stainless steel elevator walls and doorsills with white cloth.
- Spot clean and polish to remove marks and smudges by using a small amount of stainless steel cleaner.
- Clean all stainless steel fascias in the elevator lobby.
- Polish stainless steel surfaces.

- Scrub floors.

Clean Escalators and Power Walks. Escalators and Power Walks to be uniformly clean using the escalator step cleaning equipment leaving no dust, soil, fingerprints, smudges, grease, stains, or spills. Perform the following tasks in order to complete cleaning and servicing escalators and power walks:

- Shift Supervisor will properly shut down escalator or power walk by using the key so that employees can perform cleaning tasks safely and thoroughly.
- Pick up food, trash, screws, hooks, and other obstacles from step sections of the escalator or power walk.
- Spot clean spills.
- Wipe down stainless steel panels, glass side panels with approved cleaners and disinfectants, removing streaks, spills, fingerprints, etc.
- Clean step sections and ingress and egress sections by using appropriate machines and equipment Steps, step vertical faces, ingress and egress sections, comb plate, and all other sections of the escalator/power walk will be kept clean at all times. A project crew will be scheduled on a daily basis to properly clean escalators and power walks, cleaning one unit thoroughly daily on a continuous rotating schedule.
- Clean and polish all stainless steel surfaces.

3. Clean and Polish Furniture and Fixtures.

3.1 Clean Furniture/Furnishings. Remove all soil and dust from office desks, chairs, file cabinets, tables, stands, directories, and other furnishings. (Wood doors will also be considered furniture for this service). Clean and polish wood furnishings with a wood polish, using no water or detergents. Vacuum all cloth-upholstered furniture, including under and between cushions. Clean upholstered furniture

with an approved spot cleaner and detergent to remove soil that cannot be removed by vacuuming. Clean synthetic-covered furniture with vinyl cleaner. All surfaces of furniture and fixtures will be free of dust, soil smears, smudges, streaks, stains, and excess polish upon completion of cleaning furniture and fixtures.

- 3.2 Polish Metal. Remove all tarnish, clean and polish: brass, stainless steel and nonferrous metal, push plates, kick plates, door hardware, name plates, protective and ornamental plates and flanges, railings, furniture, fixtures, and similar items. Apply metal polish by cloth to surfaces being cleaned or polished. Do not spray directly on metal surfaces to reduce any slip hazard caused by such agents drifting onto floors. All metal surfaces will be free of dust, soil, smears, tarnish, smudges, streaks, stains, and excess polish; and be clean and bright upon completion of polishing metal.

4. Trash/Recyclables Removal

- 4.1. Remove Trash. Empty and return all trash containers of any type and size to their original positions. Remove bulky items such as rolls of plans or cardboard boxes that are placed by to trash containers and clearly marked as trash. Clean spills and foreign substances from all surfaces of the trash container. Replace plastic bags (liners) in all trash containers after each servicing. Empty trash and rubbish into a designated dumpster or receptacle to avoid littering adjacent areas. Clean up any spill or litter generated by Contractor work operations. All trash containers and the areas adjacent to trash containers will be free of trash, spills, foreign substances; a clean, new trash can liner will be placed in the container; and all trash will be placed into the designated dumpster upon completion of trash removal. The Contractor will also empty recycle containers ,transport recyclables to the recycle compactors located at C16, the A/B ramp location or the Main loading dock and coordinate pick up with the Metropolitan Public Works Curby

Division. Trash and Recycle containers will be wiped clean each time they are emptied.

5. Restroom Maintenance

5.1. Clean and Service Restrooms. Restrooms will be uniformly clean and sanitized with no streaks, smudges, deposits, or stains (includes locker rooms and showers where present). Perform the following tasks when cleaning restrooms:

- Remove trash
- Clean mirrors.
- Sweep non-carpeted floor
- Wet-mop non-carpeted floors with a germicidal detergent.
- Machine scrub floors that cannot be completely cleaned by wet mopping with a germicidal detergent.
- Spot Mop.
- General clean.
- Fill paper products, and soap dispensers.
- Clean and disinfect all surfaces of fixtures and toilet and bath accessories.
- Clean and disinfect all surfaces of partitions, stalls, stall doors, and wall areas adjacent to wall-mounted lavatories, urinals, and toilets.
- Damp clean and disinfect all interior and exterior surfaces of toilet bowls, urinals, lavatories, showers, showerheads, dispensers, soap dishes, and other such surfaces.
- Damp clean and disinfect all surfaces of shower curtains and doors.
- Damp clean and disinfect all exterior surfaces of lockers.
- Flush cleaning chemicals through the traps daily to reduce accumulation of scale.
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace plastic bag liner with a new liner.

- Clean and flush floor drains with germicidal detergent, followed by a second flushing with clean rinse water.
- Clean wall and ceiling vents and air-intakes, removing lint and dust.
- Clean and scrub all tile floors with a germicidal disinfectant cleaner.
- Change hand dryer mats weekly scheduled with mat rental contractor.

5.2. Restrooms Deep Cleaning Requirements. Use germicidal detergent to clean and disinfect all surfaces of restrooms except mirrors. De-scale toilet bowls and urinals. After de-scaling, the entire surface will be free of streaks, stains, scale, scum, detergent residue, mineral deposits, and stains. Acid type bowl cleaner will not be used on floors, walls, or any surfaces other than inside toilet bowls and urinals. Chrome plated or stainless steel hardware will be cleaned with a non-abrasive cleaner. Upon completion of cleaning and servicing restrooms, trash will have been removed; all surfaces of restrooms will be disinfected and there will be no streaks, stains, marks, detergent residue, dirt accumulations, mold, fungus, mineral deposits, or soiling on any surface; and dispensers will be full.

5.3. Clean and Fill Dispensers. Clean and disinfect the towel, toilet paper, toilet seat covers and soap dispensers. Upon completion of cleaning and filling dispensers, all dispenser surfaces will be clean, free of all soil and streaks, disinfected with germicidal detergent.

5.4. Cleaning and Disinfecting Sinks, Commodes, Urinals. Clean and disinfect the washbasins and sinks to be free from streaks, stains, scale, scum, soap deposits, and odors. Plumbing pipes above and below counters, fixtures, faucets, and metal ware will be clean and bright and free of dirt, dust and deposits. To clean bright metal finishes in the restrooms use soft cloth towels only, there will be absolutely no use of paper towels or scrubbing pads to clean metal finishes such as faucets, flush valves or soap dispensers.

6. Clean and Service Kitchens and Break Rooms

6.1. Clean and Service Kitchens and Break Rooms. Kitchen or break room will be uniformly clean and disinfected. Perform the following tasks in order to complete cleaning of kitchens and break rooms:

- Remove trash.
- Vacuum rug and carpeted floors.
- Sweep non-carpeted floors.
- Clean drinking fountains.
- Spot Mop.
- Wet-mop non-carpeted floors with a germicidal detergent.
- Machine scrub floors that cannot be completely cleaned by wet-mopping with a germicidal detergent.
- General Clean.
- Fill towel and soap dispensers.
- Clean and disinfect all surfaces of fixtures and accessories.
- Flush cleaning chemicals through the traps daily to reduce accumulation of scale.
- Clean exterior of microwave ovens.
- Clean exterior of refrigerators.
- Clean coffee makers, except those owned by private Coffee Service Vendor(s) as advised by the CSC.
- Clean and Service Kitchens and Break Rooms

6.2 Disinfecting. Use a germicide cleaner to clean and disinfect all surfaces of kitchens and coffee rooms, including cabinets, basins, counter tops, tables, walls, dispensers, all exterior surfaces of appliances, and all floor surfaces.

6.3 Final Appearance. Trash will be removed, all surfaces disinfected, no streaks, marks, detergent residue, dirt accumulations, or soiling on any kitchen or coffee

room surface, and dispensers full upon completion of cleaning and servicing kitchens and break rooms.

7. Food Court Cleaning

The airport has four Food Court areas: Concourse C, Concourse A/B Secured, A/B Unsecured Meeter/Greeter, C/D unsecured Meeter/Greeter. The food courts require an attendant at all times during customer service times dedicated to each food court. The concourse C food court is very busy and requires an overlapping schedule so that there are two attendants on duty during lunch (11 am – 1 pm) and Dinner times (4 pm – 6 pm). The three remaining food courts will be attended beginning no later than 6 am until 10 pm. The attendants will be responsible for keeping the food court areas clean during hours of operations by policing floors, trash, tables and other surfaces that need to be cleaned while on duty and keep the furniture in the correct location. The deep cleaning for floors, window, walls and ceilings, will be accomplished after the food vendors have closed for business.

8. High Dusting

High dusting is accomplished twice annually in all areas. It includes all surfaces above 6 feet from the floor including walls, ceilings, structural steel, light fixtures, mirrors, HVAC supplies and exhausts, some picture frames and to include any and all surfaces within the envelope of the building. High cleaning will not include art work displayed in the terminal but will include the reflective mirrors.

9. Children's Play Areas

The children's play areas are located on the concourses at A6, B9 and C15. The children's play areas are to be vacuumed throughout the day as necessary, the toys in the area are to be cleaned with a disinfectant at least once per shift. The deep cleaning will be done on 3rd shift.

10. Terminal 4th Floor Administration

The 4th floor of the terminal houses the MNAA Administration and the only times the area is available for unescorted cleaning is 8:00 am – 5:00 pm Monday – Friday. The 4th floor is where MNAA meets with business partners and stakeholders and must be maintained in a first class condition.

- Office, common space cleaning and trash removal must be completed during the work day.
- All cleaning must be schedule during times that will not disturb regular business activity.
- The cleaning staff must be very flexible with this area as the activities change daily.
- Once per Month the Maintenance Department will escort the cleaning team to the 4th floor on 3rd shift to complete detail deep cleaning.

11. Checkpoint Cleaning

The TSA checkpoint is where all of our customers move through to be screen before every flight as they enter the secured areas of the concourses. The checkpoint is a very high traffic area and the traffic is moving slowly through the space. Customers are asked to remove their shoes as they enter the screening lanes to complete the screening process. The floors must stay clean. The checkpoint closes at approximately 11:00 pm and TSA re-enter the area to prepare their equipment for customer screening at 4:00 am. Daily cleaning deep must take place during the closed hours. Policing the area during the day is required to empty trash and remove dust from under the lines and at the benches. The checkpoint also offers a unique problem with dust above the lines. Heavy dust forms on the windows and ledges above the checkpoint and must be cleaned twice each month. Twice per month high dusting in the checkpoint includes the windows and below. The white structural piping and ceiling are cleaned twice annually.

12. Emergency and Special Occasion Cleaning

During operations on occasions there are special circumstances that require everyone to step out of their regular duties to maintain services. The contractor will be required at no additional cost to MNAA to utilize the manpower on duty to assist with emergency situations with clean up or other required services. Any emergency services and special occasions requiring additional manpower the contractor may request additional charges. Also, there are occasions when the Public or Government Officials will have special programs in the airport and special cleaning services will be required for an area. The contractor will utilize manpower on duty to create a pleasant experience for our visitors.

13. Inclement Weather (Winter Storm) Cleaning

Inclement weather requires extra work by all staff at the airport to maintain service and reduce service interruptions for travelers and tenants. The janitorial crews will be required to clean ice melt, snow and slush that are tracked into the building from outside during and after each event. There will be no extra charge to the airport for these services. The airport may provide additional mats for the ticket level entrances that will be the responsibility of the janitorial contractor to install and maintain. The parking garage will be heavily soiled during each event and the contractor will be required to remove the excess ice melt and slush from the surfaces and soon as possible. The contractor will also make themselves available for other problems that arise because of winter events. The contract will not be responsible for applying ice melt.

14. Holiday Extra Staff

Two holiday weeks (Christmas and Thanksgiving) will require an additional male and female restroom cleaner on 1st and 2nd shift. The days will vary with expected traffic

and the schedule will be developed between the Project Manager and the CSC at least two weeks in advance of the holiday week. These two holiday weeks are very busy and extra support will be needed in all areas.

15. Sky Light Cleaning in the Concourses

Sky lights in the concourses are cleaned inside and out quarterly. All safety precautions must be observed to protect the cleaner because of the height, walls, floors and on the outside the roof. ***Contractor must supply equipment to reach the glass inside the building.***

16. Clean Exterior Surfaces

Exterior surfaces include: sidewalks, drive ramps, parking garage drive surfaces, parking garage floors, concrete building walls, Alucobond building panels, structural piping, curb side signage, metal ceilings, glass, columns, trash and ash cans, wall hung ash urns, benches, decorative art, handrails, escalators, power walks, elevators, stairs. All areas require specific cleaning methods and must remain in excellent conditions because this is the first impression our customers have of the airport operations.

17. Drive/Parking Garage Cleaning

MNAA owns an Advance/Nilfisk Riding Cyclone Pressure Washer to use for cleaning the drive ramps in front of the terminal and all three levels of the parking garage. This piece of equipment pressure washes the surface and removes the water as it cleans. When the water in the tank is too heavy with soil to pass through the filters then the unit must be emptied, cleaned and refilled to begin cleaning again. The cleaning process can take as much as an hour and must be completed a minimum of once each time the equipment is used. This piece of equipment does take a person with a mechanical aptitude to operate. The surface pressure washing can only take

place when there is not a chance of the residual water freezing after cleaning the surface.

18. Parking Garage

The Short-term Parking Garage is the first chance the airport has to show the customer the type of experience they will have inside the airport. The area must be clean and presentable at all times, with detailed cleaning efforts being displayed in the center walkways, waiting rooms and sidewalks. These areas are the first and last impressions our customers have of airport services. The parking garage is to be staffed around the clock with the detailed cleaning be accomplished at night. The garage is an open air building and must be cleaned daily; expect dust, dirt and leaves to blow in during the day that must be removed. The parking garage daily cleaning includes detailed cleaning of the walkways, waiting rooms, trash pickup and sweeping between parking spaces. The Cyclone Power Washer will be utilized to keep the drive and parking areas clean on a regular schedule. The garage contains two elevators, two escalators, four power walks, window glass, gray and green SUNDEK flooring, natural granite flooring, overhead signs, Alucobond trim, structural steel tubing, walkway walls, furniture, polished stainless steel trashcans and other surfaces that must be maintained clean in the outside environment.

19. Sidewalk Cleaning

Exterior sidewalk cleaning with water is a continual operation during the months when there is no risk of water freezing on the concrete. When there is a risk of freezing other methods of cleaning are required. All exterior sidewalks are to be cleaned and/or policed daily. Sidewalk water cleaning or other methods that could affect customers are to be completed on 3rd shift.

20. Alucobond and Concrete Building Exterior Walls

Alucobond is the brand name for the metal surfaces of the building in the entrances and trim. The building also has exterior wall portions that are constructed of formed concrete. The concrete portion of the building must be cleaned annually and the Alucobond must be cleaned semi-annually.

21. Window/Glass Cleaning

The glass at the airport is cleaned on a regular schedule that is included. All eye level exterior and interior glass is to be cleaned daily with all dirt, dust, handprints as well as any other marks or smudges removed.

22. Water Reclamation from Exterior Cleaning

MNAA owns two water reclamation units for collecting water from outside cleaning activity where water will accumulate on drive surfaces and enter storm drains. The contractor will be required to utilize these units anytime work is occurring outdoors using water that might possibly enter the storm drains. The contractor will be required to transport the units to the work areas, dispose of the water in a sanitary sewer and maintain the units in a clean condition. MNAA staff will perform maintenance and repairs to the units. The units take a minimum 2" hitch rated at 5000 LB CAP with a 2" hitch ball. Also, the trailers are equipped with brakes so the vehicle will require a Brake Box Controller for the brakes on the trailer. The trailer hitch should be a Class III rated hitch of up to 5000 LBS gross trailer weight and a maximum trailer tongue weight of 500 LBS.

23. Exterior Trash Pick Up

The contractor will provide a person to pick up trash as outlined in Exhibit C Section 12.5.

24. Cardboard/Recyclables/Compactors and Loading Docks

The contractor will empty the recycle containers in common use areas, office recycle containers will be emptied by the person occupying the office, the contractor will deliver and remove the large recycle trashcans or Curby containers in MNAA general office and other common use spaces. MNAA cooperates with Metropolitan Nashville Public Works Curby Program and the contractor will coordinate pick up with the Public Works Staff. The contractor will be responsible for putting the cardboard and other recyclables into the recycle compactors at C16 dock and the A/B ramp area. Used coffee grounds will be picked up daily at Starbucks and delivered to the main loading dock and stored for pick up by Maintenance Staff. The contractor will be required to participate in the recycling program.

EXHIBIT “C”

SCOPE OF SERVICES

1. Areas of Operation

The Contractor will perform Cleaning and Custodial Services, Glass/Window Cleaning, and other Miscellaneous Maintenance Services according to the MNAA procedures outlined. Service locations at Nashville International Airport include:

1. Terminal and Concourses
2. Parking Garage
3. Aircraft Rescue & Firefighting (ARFF) Building
4. West Side Maintenance Buildings (2)
5. Cab Holding Area, Restrooms, and Trash
6. Economy Parking Lot Restrooms
7. Gassaway Building
8. Jiffy Lube Building
9. Air Cargo Link Office & Freight Facility Common use areas
10. Car Rental Quick Turn-Around Restroom & Trash
11. Hangar 14
12. Consolidated Services Facility
13. Donelson Pike
14. Ring Road
15. Employee Parking Lot

Areas within these locations that will require basic and detailed cleaning and policing Area descriptions, cleaning frequencies, specific activities, and estimated square feet are divided into the following categories for further specifications and for pricing.

2. Basic Services

Contractor will furnish all management, supervision, labor, equipment, tools, transportation, materials, specified supplies, and other incidentals as required. Special cleaning projects such as carpet cleaning, tile scrubbing, and window cleaning will be scheduled during the Third Shift. Certain basic service tasks (i.e., carpet extraction, floor stripping, and waxing) may be scheduled for performance during hours other than above, as approved by the CSC. Contractor will develop and provide service plans and schedules to cover all work to be performed for review and approval by MNAA during Contractor's Phase-In.

MNAA reserves the right to designate specific cleaning times for those building areas whose occupants require custodial services be performed during a given time period. At any time during the term of the contract, MNAA may give written notice of a change, addition, or deletion of the cleaning times specified. Upon notification, Contractor will adjust its service plans and schedules accordingly, and submit a revised schedule to the CSC within five normal working days.

Shift hours will be developed to best meet the needs of the airport as agreed by both the airport and the contractor approved by the CSC. Contractor will ensure that there is no inefficiency between shift changes by monitoring employees closely during those times. Shift changes will be conducted in a smooth and professional manner.

3. Frequency of Basic Services

METROPOLITAN NASHVILLE AIRPORT	DAYS	SHIFT HOURS
Terminal, Terminal offices and Concourses	Seven Days a Week	Twenty-Four Hours Per Day
<u>Terminal</u> 4 th Floor. Executive Offices & Restrooms	Monday-Friday	8:00 am – 5:00 pm

Concourse D (Leased Space), TSA Offices & Restrooms 1 st Floor TSA 2 nd Floor TSA/DEA	Seven Days a Week Monday-Friday Seven days a Week Seven days a Week	Twenty-Four Hours a Day 1 st Shift 2 nd Shift 1 st Shift 1 st Shift
Concourse C Offices & Restrooms 3 rd Floor Ops Area Only 5 th Floor, AOC 6 th Floor, Observation Tower	Monday-Friday Seven Days a Week Seven Days a Week	1 st and 2 nd shift 2 nd Shift
<u>Terminal</u> Service Level, Vending Room & Restrooms, Main Corridor	Seven Days a Week	Twenty Four Hours Per Day
Short-Term Parking Garage	Seven Days a Week	Twenty Four Hours Per Day
Outlying Buildings & Areas: Aircraft Rescue & Fire Fighting Bldg Cab Holding Area Car Rental Quick Turn-Around West Side Maintenance Facilities Gassaway Building Air Cargo Link Office & Freight Facilities Donelson Pike Trash Pick-Up Jiffy Lube Building Hangar #14 Consolidated Service Facility Employee Parking Lot Ring Road Trash Pick-up	Seven Days a Week Seven Days a Week Monday-Friday Monday-Friday Monday-Friday Monday-Friday Monday-Friday Monday –Friday Monday-Friday Seven Day a Week Weekends Weekends	1 st Shift 1 st Shift 1 st Shift 1 st Shift 1 st Shift 1 st Shift 1 st Shift 1 st Shift 1 st Shift 2 nd Shift 1 st Shift 1 st Shift

4. Frequency and Procedures for Cleaning Main Terminal and Concourses

4.1 Daily

The Airport's desire is to have a first class facility that gives the traveling public an experience that is pleasant, memorable and gives a positive first impression of Nashville, Tennessee. The facility will be kept clean daily to aid that impression and the contractor will do whatever it takes to maintain the facility in a first class clean condition. The daily duties will be to keep all areas as clean as possible on a continual basis. Duties at other location that may be monthly or quarterly may be daily at the airport. Some duties always daily including but are not limited to: Empty waste receptacles into the trash collection container. Clean trash receptacles with a cloth dampened with cleaner/disinfectant solution every time

the receptacle is emptied. Replace disposable plastic liners as necessary. Dust all furniture, sills, and ledges with a lightly treated dust cloth or short-handled duster. Dust vertical surfaces only as dust tends to accumulate. Clean all water fountains with cleaner/disinfectant solution and wipe dry with a clean cloth. Polish all stainless steel surfaces with an approved stainless steel cleaner. Spot-clean walls, doors, ledges, and other surfaces with cleaner/disinfectant and a clean cloth. Vacuum and clean installed "walk-off" matting at entrances. Move the matting to one side and clean the floor underneath where possible.

Clean all hard-surfaced floors. Remove chewing gum and other stubborn materials from the floor. Pick up accumulated trash. Remove heavy or wet soil from floors by "spot-mopping" or extraction. Clean all windows at eye level and glass doors at entrances. Clean the glass surfaces with a glass cleaner and a clean cloth. Wipe dry glass surfaces to avoid streaks on the surface. Clean and dry the metal parts of the windows and doors with a cleaner/disinfectant solution. Vacuum all carpeted areas. Use carpet spot cleaning chemicals to remove soiled and stained areas on a daily basis. Return all furnishings to their original positions after cleaning. Align all furniture to its original position each day. Report items requiring maintenance to the CSC. The TSA Checkpoint will be given special attention daily because all of our customers move through this very active area where people must remove their shoes and walk on the floor. This is an area that must remain clean continually. The restrooms will be cleaned continually while customers are present. Customers start to arrive at 4:00 am and are arriving in Nashville from other airports until about 12:00 pm nightly. The daily cleaning will require sufficient staff to accomplish a first class appearance and a positive experience for traveling customers.

4.2 Three Times Per Week

Clean carpeting around both Security Check Points at the entrance to the queuing area and the exit using the hot water extraction method.

4.3 Twice Per Month

Clean all carpeting in terminal, concourses and departure lounges (gate holding areas) using the “water extraction” method. The extraction cleaning will be on a rotation schedule approved by the CSC. Some areas of carpet may need cleaning by extraction more often than twice per month during inclement weather or in heavy walk paths.

4.4 Monthly

Clean all interior Alucobond. Wipe down all the reflective art mirrors. Wipe down ATM’s, mailboxes and stainless steel phone booths.

5. Frequency and Procedures for Cleaning General Offices

5.1 Daily

Empty all waste receptacles into the waste collection container being careful not to drop any of the trash onto the floor. Wipe any soiled containers with a cloth dampened with cleaner/disinfectant solution. Replace plastic trashcan liners if soiled or at least once a week. Dust all surfaces in the assigned areas with a lightly treated dust cloth or short-handled duster. Do not disturb any papers lying on desks or tables.

Clean all telephones with a cloth dampened with cleaner/disinfectant solution. Do not spray the cleaner/disinfectant solution directly onto the telephone. Spot-clean all glass in doors and partitions using a glass cleaning solution and a clean, lint free cloth. Repeat the operation if "streaks" appear on any of the surfaces being cleaned. Clean the water fountains with cleaner/disinfectant solution and a clean cloth. Flush the surface of the water fountain with clear water and dry thoroughly with a clean cloth. Dust mop uncarpeted floor surfaces with a treated dust mop.

Use the proper sized mop for the area being cleaned. Pick up the trash... Spot-mop with a damp mop and a neutral detergent mopping solution to clean heavily soiled areas or to remove sticky residue. Vacuum the carpeted floors daily. Follow spot removal procedures for carpet maintenance on a daily basis. Return all furnishings to their original positions after cleaning. Report items requiring maintenance to the Project Manager for prompt repair.

5.2 Monthly

Dust and damp wipe Venetian blinds. Dust picture frames with a lightly treated dust cloth or short-handled duster. Spray-buff scuffed, marked, worn, or dull areas of hard-surfaced floors that have been coated with floor finish. Dust mop after buffing to remove floor finish particles generated during the spray-buffing operation. Increase the frequency of spray-buffing depending upon the amount of traffic in the area. Spray-buffing will not eliminate the need for damp or wet mopping when the floors are heavily soiled. Vacuum all areas of carpeted floors (to include areas under and around furniture and along the edges of the walls). Dust vertical surfaces using a lightly treated dust cloth or a short-handled duster.

6. Frequency and Procedure for Cleaning Conference Rooms, Break Rooms, and Service Kitchens

6.1 Daily

Empty all waste receptacles into the waste collection container. Avoid spilling the trash onto the surrounding surfaces. Spot-clean the waste cans with a cloth dampened with cleaner/disinfectant solution. Clean sinks, chrome hardware and wall areas around the sinks with a cloth and cleaner/disinfectant solution. Use a clean, dry cloth to wipe all polished surfaces dry to prevent water spotting. Clean all telephones with a cloth dampened with cleaner/disinfectant solution. Do not spray the cleaner/disinfectant solution directly onto the telephone instrument

itself. Spot-clean all glass in doors and other glass surfaces using a glass cleaner. Remove spots and soil from walls, doors, door frames, and furniture designed to be cleaned with a mild detergent solution. Rinse with clear water after cleaning and dry thoroughly. Dust mop hard-surfaced floors with a treated dust mop. Pick up accumulated soil with a counter brush and dustpan. Vacuum the traffic patterns on carpeted floors daily. Note the areas that need spotting with a spot removal chemical. It is essential that soiled areas on carpets (usually the results of coffee or soft drink spills) be cleaned as quickly as possible after becoming soiled. Spot-clean fabric covered furniture with the carpet spotting kit. Return all furnishings to their original positions after cleaning. Report items requiring maintenance to the Project Manager for prompt repair.

6.2 Twice Weekly

Vacuum all carpeted floors (including areas under and around furniture and along the edges of the wall). Spot-clean carpets as necessary. Dust horizontal surfaces of furniture, sills, shelves, ledges, and air conditioning vents with a lightly treated dust cloth or short-handled duster. Do not disturb any papers that may have been left in the conference room.

6.3 Weekly

Damp mop all hard surface floors with a neutral detergent solution. Spray-buff scuffed, marked, or dull areas of floors that are coated with floor finish. Dust mop after spray-buffing to remove loose particles of floor finish generated during the spray-buffing operation. Vacuum all furniture, using a tank vacuum with a crevice tool paying particular attention to seams and crevices. Dust vertical surfaces of furniture, etc., using a lightly treated dust cloth or short-handled duster.

7. Frequency and Procedures for Cleaning Restrooms

7.1 Daily

If the restroom has a door clean both sides of doors leading into the restroom with a cloth dampened with cleaner/disinfectant solution with particular attention to push plates, ventilation grilles, and "kick plates". Dry all metal surfaces after wet cleaning to prevent water spotting. Clean the waste receptacles with a cleaner/disinfectant solution before placing a new plastic liner into the receptacle. Replenish paper products and soap supplies in the rest rooms. Remove trash and soil from the floor by dust mopping. Pick up the trash; clean all mirrors to a streak-free finish using a lint free cloth and glass cleaner. Clean lavatory sinks, shelves, chrome hardware, partitions, countertops, changing stations and wall areas around the basins with a cloth and cleaner/disinfectant solution. Rinse the surface with clear water. Wipe all polished surfaces dry to prevent water spotting. Clean the flushing hardware, commode seats, and the outside of the commodes and urinals with cleaner/disinfectant solution. Wipe the commode seats dry with a clean cloth after cleaning (the underside of the seat should be cleaned just as thoroughly as the topside). Clean the inside of the commode and urinal bowls, the walls behind the wash basins, commodes, and urinals and the partitions between the commodes and urinals. Wipe all polished metal surfaces dry to prevent water spotting using a clean, dry cloth. Wet mop the restroom floor daily with a cleaner/disinfectant mopping solution. Rinse the floor thoroughly with clear water to prevent a build-up of detergent residue. Use "CAUTION – WET FLOOR" signs when mopping restroom floors. Pour some of the cleaner/disinfectant mopping solution down the floor drains to insure that the "trap" is full to prevent any sewer gas from escaping through the traps and into the restrooms. Report items requiring maintenance to the CSC. De-scale fixtures, if necessary, using a mild, acid-type bowl cleaner. Use a different colored or a different kind of cloth for rest room cleaning to ensure that these cloths are not used to clean other areas.

7.2 Twice a Month

The restroom will be deep cleaned on a schedule rotating through the restrooms in an orderly fashion so all restrooms are deep cleaned twice each month. Deep clean all vertical walls, scrub floors and fixtures with approved chemicals/disinfectants. Contractor will be responsible for ensuring that proper chemicals are used on the building fixtures following the manufacturers approved cleaning methods, particularly during de-scaling of fixtures, being careful not to stain/tarnish bathroom chrome faucets, flush valves, and soap dispensers. Rubber gloves will be worn when cleaning rest rooms and safety goggles will be used when using acid-type bowl cleaners.

7.3 Monthly

Urinal screens and deodorizers will be refilled or changed.

8. Frequency and Procedures for Cleaning Elevators, Escalators, and Power Walks

8.1 Daily

Before proceeding with the cleaning of the equipment, make the device inoperative by placing the control switch in the off or stop position. The interior of the elevators can be cleaned as any other room by cleaning the floors, walls and ceilings with a cleaning chemical that meets the finish in the elevator. The entrance door floor tracks must remain free of dirt and trash to operate correctly so these door tracks must be cleaned daily. Wipe escalator and power walk handrails with a cloth dampened with a neutral detergent solution. . Clean the escalator and power walk steps daily. It will be necessary to advance the handrails and treads by momentarily activating the control switch. Advance as necessary to complete cleaning. The glass in the escalators and power walks must be cleaned daily. Vacuum the loading and discharge areas of escalators. The safety bar at the entrance and exit from each escalator and power walk must remain clean and dirt free. Use stainless steel cleaner/polish on all stainless steel

surfaces after removing soil. The handrails in the parking garage produce black chalk because the units are located outside and the hand rails chalk daily so they will be required to clean at least daily in the early morning hours. The required appearance for the escalators and power walks are that there will not be the presence of dust or stains on the standing plates, glass or other surfaces.

8.2 Continuous

Clean treads of escalators and power walks using approved tread-cleaning machine as scheduled. During inclement weather, some additional cleaning services may be required. Work will be done on the 3rd shift only.

9. Frequency for Cleaning Stairwells

9.1 Daily

Spot-clean walls and stairwell doors on each floor with a cloth and neutral detergent solution. Clean risers and baseboards (and on occasion scuffmarks) with a neutral detergent solution. Collect all litter and trash from the stairwell and dust mop stairs. Remove gum and other resistant materials.

Spot-mop the stairs and landings with a damp mop using a neutral detergent solution. Use "CAUTION-WET FLOOR" signs when mopping the stairwells. Remove signs when no longer required.

Report any loose handrails, bad or loose step treads, or any other item requiring maintenance (and which may present a safety hazard to anyone using the stairs) to the Project Manager for further action.

9.2 Weekly

Clean all handrails and banisters with a cloth wet with cleaner/disinfectant solution. Rinse with a cloth dampened with clear water. Wet mop the stairwells and landings using a neutral detergent mopping solution. Mop heavily used stairs frequently. Remove spider webs from ceiling and corners. Report any equipment, supplies or other material stored in stairwells to the CSC for removal. Stairwells are for emergency exits only and will not be used for storage areas.

10. Frequency and Procedures for Cleaning Custodial Closets and Equipment

10.1 Daily

Clean all housekeeping equipment and store rooms so that the housekeeping equipment and rooms are presentable to the public. Empty all waste collection containers. Spot-clean the doors, walls, and shelves with a neutral detergent cleaner. Clean sinks and walls adjacent to sink with cleaner/disinfectant solution... Arrange supplies on shelves in a neat and orderly manner. Check supplies and notify supervisor if any cleaning supplies or chemicals are needed. Sweep open floor area and damp mop with cleaner disinfectant solution. The cleanliness and organization of the housekeeping closets are scored each month as a portion of the Incentive Bonus program.

10.2 Weekly

Restock closet with consumable custodial supplies in coordination with MNAA Maintenance 3rd shift Supervisor.

11. Frequency and Procedures for Cleaning Mechanical Equipment Rooms

11.1 Once Per Month

Clean all mechanical rooms located on the Terminal and Concourse levels.

Remove all trash or debris from the floor. Sweep the floor with a push broom or dust mop. Spot-clean the walls and door surfaces to remove smudges, handprints, etc., using a cloth dampened with a detergent solution. Damp mop the floor in the mechanical equipment room (if it has been sealed and coated with a floor finish) with a neutral detergent mopping solution and spray buff those areas where maintenance of the finish is required. Additional cleaning may be required at various times during the year.

12. Policing/Trash Removal

12.1. Concourses, Hold Rooms, Hallways, Baggage Areas, and Other Public Areas

Check and empty all trash/recyclable containers and replace plastic liners. Clean receptacle as required and place new liner in container. Spot clean glass in doors and partitions. Remove litter, trash, or other items off the floor. Pay special attention to entrance mats during inclement weather. Spot clean soiled areas when policing carpeted areas. Remove soil or stain encountered with recommended carpet spot-cleaning chemical. Remove chewing gum using a putty knife and the chemical supplied for removing gum. Report any unusual problems to the supervisor and the CSC for immediate attention.

All policing tasks will be performed on a continuous basis throughout the day and evening shifts. All major cleaning tasks will be performed on the night shift unless the specifications state otherwise.

12.2 Offices, Conference Rooms, Break Rooms, and Service Kitchens

Empty waste receptacles and replace any wet or dirty plastic liners. Spot clean dirty glass in doors and office partitions. Spot clean obvious soils from walls with a cloth dampened with a neutral cleaning solution. Spot clean spills or other soiled areas of carpet and vacuum as required. Spot mop spills or heavy spillage using a damp mop and cleaner/disinfectant. Check conference rooms once in the morning and once in the afternoon and during the lunch break.

12.3 Restrooms

Check waste receptacles and Empty waste containers. Remove the plastic liners and seal by tying the top of the liners. Spot clean the waste receptacle as necessary and place new plastic liners in receptacles. Pick up paper, trash, or other types of litter on the floor. Check and replenish paper products, hand towels and soap dispensers. Spot clean soiled washbasins, toilet seats, urinals, partitions, etc., with a cloth and the cleaner/disinfectant solution. Spot clean glass with the glass cleaning solution. Spot mop with a cleaner/disinfectant solution to remove any spillages that may be on the floor. Report items requiring maintenance to the CSC for prompt repair. All policing tasks will be performed on a continuous basis throughout the day and evening shifts. All major cleaning tasks will be performed on the night shift unless the specifications state otherwise.

12.4 Elevators, Escalators, Power Walks, and Stairs

Remove any litter, trash, debris, etc., from stairs, elevator floors, or which may be trapped by the "groove alignments" on the escalators. Stop an escalator momentarily in order to remove the litter. Exercise extreme caution when cleaning the escalator treads, handrails, or side panels. Spot clean walls, glass, doors, and handrails in elevator using the appropriate cleaning chemical. Spot

mop or vacuum elevator floor as necessary. Wipe-down the handrails on the escalators with a cloth. Spot clean side panels of escalators with stainless steel cleaner/polish. All policing tasks will be performed on a continuous basis throughout the day and evening shifts. All major cleaning tasks will be performed on the 3rd shift unless the specifications state otherwise. Report repair problems on escalators, elevators, and power walks to the CSC immediately.

12.5 Exterior Areas

The contractor will provide a person to police trash in the following areas:

Daily

- Donelson Pike (both sides of the road) beginning at the entrance to the Cab Holding area to Knapp Boulevard.
- Cab Holding Area including: the bathrooms, the grassy area in the middle of the road and under the picnic shelter.
- Car Rental Quick Turn Around
- Guard Shacks at Rental Return North, Service Tunnel, Car Rental Tunnel and Gate 9.
- Triturate
- Cell Phone Waiting Area
- Parking Lots R1 and R2.

Weekends Only:

- Employee Parking Lot (Couchville Pike)
- Terminal Ring Road and Discrete Access (entrance & exit – I-40 (both sides)).

13. MNAA Furnished Resources

The MNAA will furnish and maintain the following equipment to assist the Contractor:

<u>Description</u>	<u>Quantity</u>	<u>Location For Use</u>
Roof-mounted winch & glass cleaning apparatus	1	Terminal Roof
Cyclone riding pressure washer	1	Parking & Drive areas

The MNAA will also furnish the following consumable supplies in support of the Contract: toilet tissue; paper towels; trashcan liners; trashcans (large and small); hand soap; toilet seat covers; urinal screens; deodorizers. Contractor must arrange a mutually agreeable time to obtain supplies furnished by the MNAA and must ensure that adequate supplies are maintained at work locations in order to ensure first-class performance of work.

The MNAA has the right to conduct inspections on all materials, supplies and incidentals furnished to Contractor under the Contract, and to inspect all records and logs regarding MNAA furnished materials without prior notice to Contractor. Contractor will maintain a Materials Supply and Inventory Usage Report and provide the said report to the CSC each month. The contractor will order materials weekly by sending an inventory of on hand supplies and request for needed supplies for the next week to the 3rd Shift Team Leader and the CSC 48 hours before is scheduled to be picked up on a routine day each week.

14. Contractor Furnished Resources

The Contractor is responsible for furnishing and maintaining all carpet extractors, vacuum cleaners, buffers and scrubbers, mops and mop buckets, brooms and dust pans, covered brute carts, safety signs, window washing equipment, man lifts & mobile platforms for special projects, company vehicle(s) and all other equipment required to accomplish a first class clean facility.

Adequate equipment must be available at all times to permit the timely completion of all operations. The Contractor will maintain equipment in good operating condition so as not to leak fuel or lubricants or produce excessive noise or noxious fumes beyond normal functioning levels as prescribed by the manufacturer. At the end of each

workday, the Contractor will remove all equipment and debris from the worksite. The Contractor is reminded that access to some areas is restricted to small vehicles or manual equipment and maintenance operations will be planned accordingly.

Contractor will furnish all consumable materials and cleaning supplies required to perform the work except those noted above. Contractor-furnished supplies must meet requirements as detailed in the scope of services and technical specifications. Contractor-furnished supplies include soaps and detergents; cleaning supplies and chemicals used on floors, walls, furniture, toilets, glass, brick, tile, concrete, or any other building material; floor care products including strippers, sealers, and waxes; mops, brooms, mop buckets, rubber gloves, rags, wipes, sponges, brushes, scrubbing and buffing pads, pails, spray bottles, and scrapers; germicides and fungicides; paper products used in the cleaning process; and others as required for the project.

EXHIBIT “D”

PROPOSAL PRICING FORMS

Proposers are requested to complete and submit final costs on the following pricing forms. Area descriptions, cleaning frequencies and estimated square feet are provided for pricing.

A. Terminal and Concourses

A-1 General/Floor/Carpet/Tile

A-2 Restrooms

A-3 Glass/Window Cleaning

A-4 Miscellaneous Services

A-5 Food Courts

B. Concourse D TSA Leased Spaces

B-1 General/Floor/Carpet/Tile

B-2 Restrooms

B-3 Glass/Window Cleaning

C. Short-Term Parking Garage

C-1 General/Floor/Tile

C-2 Glass/Window Cleaning

D. Outlying Buildings and Areas

D-1 General/Floor/Carpet/Tile

D-2 Restrooms

D-3 Glass/Window Cleaning

E. Five Year Specifications Summary Pricing Form

**TERMINAL AND CONCOURSES – GENERAL BUILDING ENVELOPE CLEANING
(EXCEPT LEASED SPACE ON CONCOURSE “D”)**

PROPOSAL SPECIFICATIONS AND PRICING FORMS (A-1)

AREA DESCRIPTION	SPACES INCLUDED	ESTIMATED SQ. FT	COST PER SQ. FT.	TOTAL COST
Ground Transportation – Terminal	Ground Transportation passenger areas including all entrances, Escalators, Halls behind the car rental offices Elevators, Stairwells	18,579		
Ground Transportation – Service Level	Service level hallway, Main loading dock area, Elevators, Stairwells, Vending Room, Property’s Conference room, Boiler Room office, Smoking area in the tunnel, Stairwells, Airport offices	14,163		
Ground Transportation Outside Concrete Areas	Sidewalks extending from the terminal building	24,297		
Baggage Level	All passenger areas including all entrances, Escalators, Stairwells, Entrances and exits, baggage carousel areas	48,113		
Baggage Level Outside Concrete Areas	Sidewalks extending from the terminal building	35,667		
Ticket Level	All passenger areas including all entrances, Escalators, Elevators, Stairwells, Entrances and exits, Mirrors above the counters, Art mirrors, Checkpoint entrances, MNAA Offices and Utility spaces	58,760		

AREA DESCRIPTION	SPACES INCLUDED	ESTIMATED SQ. FT.	COST PER SQ. FT.	TOTAL COST
Ticket Level	Offices and utility spaces	20861		
Ticket Level Outside Concrete Areas	All sidewalks extending from the terminal	25,000		
Checkpoint	TSA Checkpoint Area from the entrance from ticketing to the exit into the Concourse Connector	13,911		
Concourse Connector	Extending from the A/B connecting point to the C/D connecting point	11,239		
4th Floor Offices and Corridor Area Carpet and Tile	All 4th floor areas in the Terminal	26,000		
A Concourse	All Common passenger areas on Concourse A	28,700		
A Concourse Holding Areas	A1 – A4	11,200		
IAB	All IAB spaces	20,100		
B Concourse	All Common passenger areas on Concourse B	22,130		
B Concourse Holding Areas	All Hold Rooms	34,533		
C Concourse	All Common passenger areas on Concourse C	56,374		
C Concourse Holding Areas	C8, 15, 17	6,965		
C Concourse – 3rd Level Operations Area Including Corridor Carpet and Tile	Main Hall and MNAA Offices	5,595		

AREA DESCRIPTION	SPACES INCLUDED	ESTIMATED SQ. FT.	COST PER SQ. FT.	TOTAL COST
C Concourse – 5 th Level AOC – Carpet and Tile	All spaces	2,426		
D Concourse – Operations Level Including Holding Areas	All Spaces	17,075		
GRAND TOTAL (A-1)				

Notes: 1. The above include stairwells, vestibules, and corridor areas that adjoin these areas.
2. See Basic Services and Frequency of Work for hot water extraction requirements.
3. All costs associated with the requirements above will be included in the per square foot cost.

**TERMINAL AND CONCOURSES – RESTROOMS
(EXCEPT LEASED SPACE ON CONCOURSE “D”)**

PROPOSAL SPECIFICATIONS AND PRICING FORMS (A-2)

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	# OF WATER CLOSETS	# OF URINALS	# OF BASINS	CHANGING TABLES	SHOWE RS	<u>COST PER SQ. FT.</u>	<u>TOTAL COST</u>
Ground Transportation Level Men’s Restroom	Continuous 1 st & 2 nd Shifts	150	3	3	3	1	0		
Ground Transportation Level Women’s Restroom	Continuous 1 st & 2 nd Shifts	150	6	0	3	1	0		
Service Level – North End Men’s Restroom	1 time per 1 st & 2 nd Shifts	120	3	4	4	0	0		
Service Level – North End Women’s Restroom	1 time per 1 st & 2 nd Shifts	120	4	0	3	0	0		
Service Level – South End Men’s Restroom	Continuous 1 st & 2 nd Shifts	400	1	1	1	0	1		
Service Level – South End Women’s Restroom	Continuous 1 st & 2 nd Shifts	400	1	0	1	0	1		
Baggage Level – South Men’s Restroom	Continuous 1 st & 2 nd Shifts	400	3	4	4	1	0		
Baggage Level – South Women’s Restroom	Continuous 1 st & 2 nd Shifts	400	7	0	3	1	0		
Baggage Level – North Men’s Restroom	Continuous 1 st & 2 nd Shifts	400	3	4	3	1	0		
Baggage Level – North Women’s Restroom	Continuous 1 st & 2 nd Shifts	400	7	0	3	1	0		
Baggage Ramp Level C Concourse At the EDS Room Uni-sex Restroom	1 time per 1 st & 2 nd Shifts	120	1	0	1	0	0		

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	#OF WATER CLOSETS	# OF URINALS	# OF BASINS	CHANGING TABLES	SHOWERS	COST PER SQ. FT.	TOTAL COST
Baggage-Ramp Side Cut-Thru Centrally Located – Unisex RR	1 time per 1 st & 2 nd Shifts	180	2	0	2	0	0		
Ticket Level – A/B Knuckle Men’s Restroom	Continuous 1 st & 2 nd Shifts	600	7	10	8	1	0		
Ticket Level – A/B Knuckle Women’s Restroom	Continuous 1 st & 2 nd Shifts	600	12	0	7	1	0		
Ticket Level – A/B Knuckle Family Restroom	Continuous 1 st & 2 nd Shifts	100	1	0	1	0	0		
Ticket Level – C/D Knuckle Men’s Restroom	Continuous 1 st & 2 nd Shifts	600	7	10	8	1	0		
Ticket Level – C/D Knuckle Women’s Restroom	Continuous 1 st & 2 nd Shifts	600	12	0	7	1	0		
Ticket Level – C/D Knuckle Family Restroom	Continuous 1 st & 2 nd Shifts	100	1	0	1	0	0		
4 th Floor South Men’s Restroom	Continuous 1 st & 2 nd Shifts	200	2	3	3	0	0		
4 th Floor South Women’s Restroom	Continuous 1 st & 2 nd Shifts	200	3	0	3	0	0		
4 th Floor North Men’s Restroom	Continuous 1 st & 2 nd Shifts	200	2	2	3	0	0		
4 th Floor North Women’s Restroom	Continuous 1 st & 2 nd Shifts	200	3	0	3	0	0		
4 th Floor (Executive Area) President’s Office	1 time per day during office hours	50	1	0	1	0	1		
Ramp Level A Concourse Maint. Shop Unisex Restroom	1 time Per Day	75	2	1	1	0	1		
Ramp Level A Concourse Electrician’s office Restroom	1 time Per Day	75	1	0	1	0	0		
Ramp Level Carpenter’s Shop Restroom under IAB	1 Time Per Week	100	1	0	1	0	1		

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	# OF WATER CLOSETS	# OF URINALS	#OF BASINS	CHANGING TABLES	SHOWERS	COST PER SQ. FT.	TOTAL COST
Ramp Level 3 rd Shift Shop Restroom under IAB	1 Time Per Week	75	2	1	2	0	1		
A Concourse – IAB Men’s Restroom	1 time per day 1 st Shift	400	3	2	2	0	0		
A Concourse – IAB Women’s Restroom	1 time per day 1 st Shift	400	4	0	2	0	0		
Construction Office Ramp Level Concourse A Uni-sex Restroom	1 time Per Day	125	1	0	1	0	0		
A – 3 Men’s Restroom	Continuous 1 st & 2 nd Shifts	500	5	8	6	1	0		
A – 3 Women’s Restroom	Continuous 1 st & 2 nd Shifts	500	11	0	5	1	0		
A Concourse near beginning of the Concourse Men’s Restroom	Continuous 1 st & 2 nd Shifts	750	5	8	7	1	0		
A Concourse near beginning of the Concourse Women’s Restroom	Continuous 1 st & 2 nd Shifts	750	17	0	8	1	0		
A/B Family Restroom Men’s	Continuous 1 st & 2 nd Shifts	100	1	1	1	1	0		
A/B Family Restroom Women’s	Continuous 1 st & 2 nd Shifts	100	1	0	1	1	0		
B-5 Men’s Restroom	Continuous 1 st & 2 nd Shifts	500	5	8	6	1	0		
B – 5 Women’s Restroom	Continuous 1 st & 2 nd Shifts	500	11	0	5	1	0		
B – 8 Men’s Restroom	Continuous 1 st & 2 nd Shifts	500	5	8	6	1	0		
B – 8 Women’s Restroom	Continuous 1 st & 2 nd Shifts	500	11	0	5	1	0		

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	# OF WATER CLOSETS	#OF URINALS	#OF BASINS	CHANGING TABLES	SHOWERS	COST PER SQ. FT.	TOTAL COST
B-8 Family Restroom	Continuous 1 st & 2 nd Shifts	100	1	0	1	0	0		
B – 13 Ramp Level Men’s Restroom	1 time Per Day	200	2	3	2	0	1		
B – 13 Ramp Level Women’s Restroom	1 time Per Day	150	2	0	2	0	0		
Concourse Connector Uni-sex restroom inside the Safety & Security Offices	1 time Per Day	30	1	0	1	0	0		
C – 5 Men’s Restroom	Continuous 1 st & 2 nd Shifts	650	5	8	6	1	0		
C – 5 Women’s Restroom	Continuous 1 st & 2 nd Shifts	650	18	0	8	1	0		
C – 5 Family Restroom	Continuous 1 st & 2 nd Shifts	100	1	0	1	0	0		
C – 8 Men’s Restroom	Continuous 1 st & 2 nd Shifts	650	5	8	6	1	0		
C – 8 Women’s Restroom	Continuous 1 st & 2 nd Shifts	650	18	0	9	1	0		
C – 14 Men’s Restroom	Continuous 1 st & 2 nd Shifts	650	5	8	6	1	0		
C – 14 Women’s Restroom	Continuous 1 st & 2 nd Shifts	650	18	0	9	1	0		
C – 14 Family Restroom	Continuous 1 st & 2 nd Shifts	84	1	0	1	0	0		
C – 17 Men’s Restroom	Continuous 1 st & 2 nd Shifts	650	5	8	6	1	0		
C – 17 Women’s Restroom	Continuous 1 st & 2 nd Shifts	650	16	0	8	1	0		
Concourse C 3 rd floor Men’s	2 nd shift	216	2	2	3	0	0		

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	#OF WATER CLOSETS	#OF URINALS	#OF BASINS	CHANGING TABLES	SHOWERS	COST PER SQ. FT.	TOTAL COST
Concourse C 3 rd floor Women's	2 nd shift	224	4	0	3	0	0		
Men's Concourse C 3 rd floor inside Customer	2 nd shift	78	1	1	1	0	0		
Women's Concourse C 3 rd floor inside Customer Service/Communications	2 nd shift	78	1	0	1	0	0		
AOC Concourse C 5 th floor Men's	2 nd shift	48	1	0	1	0	0		
AOC Concourse C 5 th floor Women's	2 nd shift	75	1	0	1	0	0		
D Concourse Men's Restroom	Continuous 1 st & 2 nd Shifts	300	3	3	5	0	0		
D Concourse Women's Restroom	Continuous 1 st & 2 nd Shifts	300	6	0	5	0	0		
GRAND TOTAL (A-2)									

- Notes:**
1. All restrooms will be deep cleaned twice a month.
 2. Deep cleaning will be performed on 3rd shift only.
 3. All costs associated with requirements above will be included in the per square foot cost.

**TERMINAL AND CONCOURSES GLASS/WINDOW CLEANING
(EXCEPT LEASED SPACE ON CONCOURSE “D”)**

PROPOSAL SPECIFICATIONS AND PRICING FORMS (A-3)

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	COST PER SQ. FT	TOTAL COST
Sloped main skylight front of Terminal & extending down to AB & CD Knuckles (inside)	1/Year	12,395		
Sloped main skylight front of Terminal & extending down to AB & CD Knuckles (outside)	12/Year	12,395		
Curtain wall front of Terminal (inside/outside)	12/Year	16,940		
Skylight glass over Car Rental counters (inside)	2/Year	1,995		
Skylight glass over Car Rental counters (outside)	12/Year	1,995		
Ticket Level – security/windbreak walls	Daily	2,000		
Ticket Level – four (4) vestibules	Daily	1,700		
Baggage Level – four (4) vestibules (inside/outside)	Daily	495		
Ground Level Windows	Daily	1000		
Ticket Level Canopy glass (top/bottom)	4/Year	1,712		
Exterior Wall of Concourse Connector/Glass (outside)	6/Year	2,000		
Exterior Wall of Concourse Connector (inside)	Daily	2,000		

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	COST PER SQ. FT	TOTAL COST
Sloped glass in Concourse Connector (inside/outside)	6/Year	3,200		
Reflective art mirrors in terminal building	6/Year	300		
Baggage Level – over car rental front of terminal (inside/outside)	12/Year	1,467		
MNAA Offices (4th level overlooking dining) Outside surface (also dust ledges)	12/Year	1,076		
“Mirror” glass over all shops	12/Year	726		
Knuckle glass overlooking apron (inside)	12/Year	351		
Knuckle glass overlooking apron outside	4/Year	351		
Glass in 4 stairwells and turnstiles	4/Year	277		
Designate hold rooms Concourse “A” Passenger Level (inside)	Daily	3,835		
Concourse “A” Passenger Level (outside)	4/Year	3,835		
Concourse “A” Operations Level (outside)	4/Year	207		
Concourse “B” Passenger Level (inside)	Daily	3,965		
Concourse “B” Passenger Level includes Delta Room (outside)	4/Year	6,265		
Concourse “B” Operations Level (outside)	4/Year	250		
Designate hold rooms Concourse “C” Passenger Level including glass doors leading to jet way (inside)	Daily	5,854		
Concourse “C” Passenger Level (outside)	4/Year	4,355		
Concourse “C” Operations Level (outside)	4/Year	835		
Admiral’s Club skylight on Concourse “C”	4/Year	448		
Spiral Stairwell/Admiral’s Club outside surface only (includes glass adjacent to stairwell)	4/Year	882		

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	COST PER SQ. FT.	TOTAL COST
Admiral's Club glass (outside surface) facing outside of spiral stairwell	4/Year	638		
Admiral's Club looking down on seating area (outside surface only)	4/Year	1,744		
Concourse "C" (turn) overlooking apron	4/Year	1,489		
Ground Control Tower on top of "C" Concourse (inside/outside)	6/Year	1,750		
Concourse Sky Lights (inside & Outside)	4/Year	8048		
All interior glass partitions walls	Daily	2000		
GRAND TOTAL (A-3)				

Note: 1. All costs associated with requirements above will be included in the square foot cost.

TERMINAL AND CONCOURSES MISCELLANEOUS SERVICES

PROPOSAL SPECIFICATIONS AND PRICING FORM (A-4)

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ.FT.	COST PER SQ. FT./UNIT COST/ LABOR PER HOUR COST	TOTAL COST
Pressure wash all pre-cast on terminal/	1/April	100,000		
Pressure wash and remove gum from sidewalks and entrances	12/Year	10,000		
Pressure wash all exterior alucobond building panels	2/Year	10,000		
Clean all interior alucobond panels	12/Year	10,000		
Pressure wash and wipe down exterior canopies and exposed white design beams on all three Terminal Levels and Parking Garage	2/Year	10,000		
Dust and wipe down interior exposed white design beams on Ticketing Level/Check point/Concourse Connector	2/Year	30,000		
All “high” dusting (over 6’) in Terminal and Admiral’s Club area (Concourse area)	12/Year	100,000		
Wash/clean terminal service level loading dock	Daily	1,000		
Pressure wash terminal service level loading dock	12/Year	1,000		
Trash pick up – Donelson Pike	Daily	Monday - Friday		
Bale accumulated cardboard, Manage recyclables and Maintain dumpster locations in a clean and orderly state	Daily	3 locations		
Cyclone Surface Cleaner Operator	5Day P/Wk	Labor Per Hour		
Special Project(s)	Extra	Labor Per Hour		
Weekend Ring Road Trash Pick up – Empty trashcans in the Employee Parking Lot	Each Weekend	Per Month		
Quick Turn Around (QTA) Car Rental clean up area	Daily	Per Month		
GRAND TOTAL (A-4)				

Note: All costs associated with requirements above will be included in the square foot cost.

TERMINAL AND CONCOURSES FOOD COURTS

PROPOSAL SPECIFICATIONS AND PRICING FORM (A-5)

AREA DESCRIPTION	CLEANING FREQUENCY	Number of daily staff with supplies	Cost per Hour	TOTAL COST
A/B Concourse Unsecured Area Food Court	Continuous 1 st and 2 nd Shifts	2		
A/B Concourse Secured Area Food Court	Continuous 1 st and 2 nd Shifts	2		
Terminal C/D Concourse Unsecured Area Food Court	Continuous 1 st and 2 nd Shifts	2		
C Concourse Secured Area Food Court	Continuous 1 st and 2 nd Shifts	3		
All Food Court Detail Cleaning Including Floors, Walls, Furniture and other Portions of the Envelope	Weekly or as needed on 3 rd Shift	Sq. Ft. 18,810	Per Square Ft. cost	
GRAND TOTAL (A-5)				

- Notes: 1. The Food courts will have an attendant dedicated to each individual Food court 1st & 2nd Shift
2. Deep cleaning will be performed on 3rd shift only.
3. All costs associated with requirements above will be included in the cost per staff each.

CONCOURSE “D” LEASED SPACE – GENERAL BUILDING ENVELOPE CLEANING

PROPOSAL SPECIFICATIONS AND PRICING FORMS (B-1)

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	COST PER SQ. FT.	TOTAL COST
First Floor – TSA	Daily 8:00 a.m. – 4:30 p.m.	2,100		
Second Floor – TSA	Daily 8:00 a.m. – 4:30 p.m.	15,000		
Second Floor – DEA	Daily 8:00 a.m. – 4:30 p.m.	3,000		
Second Floor – Common	Daily 8:00 a.m. – 4:30 p.m.	2,500		
GRAND TOTAL (B-1)				

- Notes: 1. The above include stairwells, vestibules, and corridor areas that adjoin these areas.
2. All costs associated with the requirements above will be included in the per square foot cost.

CONCOURSE “D” LEASED SPACE - RESTROOMS

PROPOSAL SPECIFICATIONS AND PRICING FORMS (B-2)

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	# OF WATER CLOSETS	# OF URINALS	# OF LAVATORIES	SHOWERS	COST PER SQ. FT.	TOTAL COST
2nd Floor Men's	Daily 8:00-4:30	567	7	4	6	2		
2 nd Floor Women's	Daily 8:00-4:30	512	8	N/A	5	2		
GRAND TOTAL (B-2)								

- Notes:**
1. All restrooms will be deep cleaned twice a month.
 2. Deep cleaning will be performed on 3rd shift only.
 3. All costs associated with requirements above will be included in the square foot cost.

CONCOURSE “D” LEASED SPACE – GLASS/WINDOW CLEANING

PROPOSAL SPECIFICATIONS AND PRICING FORMS (B-3)

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	COST PER SQ. FT.	TOTAL COST
First Floor Offices – TSA (Inside/Outside)	6/Year	1,200		
Second Floor Offices – TSA (Inside/Outside)	6/Year	3,000		
Second Floor Offices – DEA (Inside/Outside)	6/Year	800		
GRAND TOTAL (B-3)				

Note: 1. All costs associated with requirements above will be included in the square foot cost.

SHORT-TERM PARKING GARAGE – GENERAL CLEANING

PROPOSAL SPECIFICATIONS AND PRICING FORMS (C-1)

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	COST PER SQ. FT; LABOR PER HOUR COST	TOTAL COST
2nd Level Parking Garage Cleaning wall and ceiling finishes, floors, floor tile, power walks, escalators, elevators, stairwells, trash removal, sidewalks, light bollards, handrails	Daily	300,000		
3rd Level Parking Garage Cleaning wall and ceiling finishes, floors, floor tile, power walks, escalators, elevators, stairwells, trash removal, sidewalks, light bollards, handrails	Daily	300,000		
GRAND TOTAL (C-1)				

- Note:** 1. Customer waiting rooms, sidewalks and walk paths through the garage are to be detail cleaned daily, the paring and drive areas are to be policed and swept and trash removed daily and cleaned with the Cyclone Surface cleaner as scheduled.
2. All costs associated with requirements above will be included in the square foot cost.

SHORT-TERM PARKING GARAGE – GLASS/WINDOW CLEANING

PROPOSAL SPECIFICATIONS AND PRICING FORM (C-2)

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT	COST PER SQ. FT.	TOTAL COST
Ground Level, Valet Parking & MTA Booths (Inside/Outside)	Daily	460		
Ground Level Opryland Booth (Inside/Outside)	Daily	460		
Hotel Shuttle Bus Waiting Room, Ground Transportation N. (Inside/Outside)	Daily	860		
Limousine Waiting Room (Inside/Outside)	Daily	860		
2nd Level Short Term Glass (Inside)	Weekly	2,150		
2nd Level Short Term Glass (Outside)	Monthly	2,150		
3rd Level Short Term Glass (Inside)	Weekly	12,000		
3rd Level Short Term Glass (Outside)	Monthly	12,000		
Skylight Glass	2/Year	1,900 sq. ft.		
GRAND TOTAL (C-2)				

Note: 1. All costs associated with requirements above shall be included in the square foot cost.

OUTLYING BUILDINGS AND AREAS – GENERAL BUILDING ENVELOPE CLEANING

PROPOSAL SPECIFICATIONS AND PRICING FORMS (D-1)

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	COST PER SQ. FT	TOTAL COST
ARFF Building #4334	Daily 8:00 a.m.– 4:30 p.m.	14,000		
Gassaway Building #4251 1 st Floor & 2 nd Floor Corridors	Daily Mon-Fri 8:00 a.m.– 4:30 p.m.	15,000		
Jiffy Lube #4132 1 st Floor	Daily Mon-Fri 8:00 a.m. – 4:30 p.m.	4,000		
Air Link #4106 Hallway, Common Restroom Areas	Daily Mon-Fri 8:00 a.m.– 4:30 p.m.	300		
Mobile Equipment #4107	Daily Mon-Fri 8:00 a.m.– 4:30 p.m.	400		
Westside Maintenance #4134, Break Room, Receiving	Daily Mon-Fri 8:00 a.m.– 4:30 p.m.	500		
Hangar 14	Daily Mon-Fri 8:00 a.m.-4:30 p.m.	1500		
Cab Holding/Economy Parking Restrooms	Daily 8:00 a.m.– 4:30 p.m.	800		
Consolidated Services Facility	Daily 8:00 a.m. – 11:00 p.m.	9000		
GRAND TOTAL (D-1)				

Notes:

1. All costs associated with requirements above will be included in the square foot cost.
2. Deep cleaning will be completed during non-service hours.

**OUTLYING BUILDINGS AND AREAS - RESTROOM CLEANING
PROPOSAL SPECIFICATIONS AND PRICING FORMS (D-2)**

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	#OF WATER CLOSETS	#OF URINALS	#OF LAVATORIES	SHOWERS	COST PER SQ. FT.	TOTAL COST
Quick Turn-Around	Daily, M-F 8:00-4:30	40	1	1	1	0		
ARFF	Daily 8:00-4:30	M: 990 W: 392	M: 3 W: 1	M: 2 W: N/A	M: 4/W: 2	M: 2/W: 1		
Gassaway Building	Daily, M-F 8:00-4:30	1 st Floor M: 143/W: 133 2 nd Floor M: 141/W: 267	1 st Floor M: 3/W: 4 2 nd Floor M: 3/W: 4	1 st Floor M: 2 2 nd Floor M: 2	1 st Floor M: 4/W: 4 2 nd Floor M: 4/W: 4	0		
Jiffy Lube Building 1 st Level 2 nd Level	Daily, M-F 8:00-4:30	1 st Level: 50 2 nd Level: 50	1 st Level: 2 2 nd Level: 1	0	1 st Level: 2 2 nd Level: 1	0		
Air Link Common Areas	Daily, M-F 8:00-4:30	North M: 40/W: 40 South M: 40/W: 40	North M: 1W: 1 South M: 2/W: 2		North M: 1/W: 1 South M: 1/W: 1			
Mobile Equipment Shop	Daily, M-F 8:00-4:30	100	2	1	2	0		
Maintenance Shops	Daily, M-F 8:00-4:30	200	4	2	2	0		
Taxi/Cab Holding	Daily 8:00-4:30	300	8	4	8	0		
Hangar 14	Daily, M-F 8:00-4:30	220	Men's 1 Women's 2	Men's 1	Men's 1 Women's 2	0		
Consolidated Service Facility Front	Daily 2 nd Shift	120	Men's and Women's 1 each	0	Men's and Women's 1 each	0		

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT.	#OF WATER CLOSETS	#OF URINALS	#OF LAVATORIES	SHOWERS	COST PER SQ. FT.	TOTAL COST
Consolidated Service Facility Front	Daily 2 nd Shift	560	Men's 3 Women's	Men's 2	Men's 4 Women's 5	0		
GRAND TOTAL (D-2)								

- Notes: 1. All restrooms shall be deep cleaned twice a month.
2. Deep cleaning shall be performed on 3rd shift only.
3. Restrooms are shown as Men (M) or Women (W).
4. All costs associated with requirements above shall be included in the per square foot cost.

OUTLYING BUILDINGS AND AREAS – GLASS/WINDOW CLEANING

PROPOSAL SPECIFICATIONS AND PRICING FORMS (D-3)

AREA DESCRIPTION	CLEANING FREQUENCY	ESTIMATED SQ. FT	COST PER SQ. FT.	TOTAL COST
ARFF Building #4334 (inside)	12/Year	1,888		
ARFF Building #4334 (outside)	6/Year	1,888		
Gassaway Building #4251 (outside & Inside MNAA Spaces)	2/Year	664		
Mobile Equipment #4107 (inside and outside)	6/Year	250		
Maintenance Building #4134 (inside and outside)	6/Year	250		
Jiffy Lube/Purchasing	6/year	125		
Hangar 14	Inside Daily Outside 6/Year	400		
Consolidated Service Building	Inside Daily Outside 6/Year	826		
GRAND TOTAL (D-3)				

Note: 1. All costs associated with requirements above shall be included in the square foot cost.

FIVE-YEAR SPECIFICATIONS SUMMARY PRICING FORM (E-1)

AREA DESCRIPTION	YEAR ONE	YEAR TWO % increase	YEAR THREE % increase	YEAR FOUR (OPTION) % increase	YEAR FIVE (OPTION) % increase
TERMINAL & CONCOURSES					
A-1: General Building Envelope Cleaning					
A-2: Restrooms					
A-3: Glass/Window Cleaning					
A-4: Miscellaneous Services					
A-5: Food Courts					
CONCOURSE "D" LEASED SPACE					
B-1: General Building Envelope Cleaning					
B-2: Restrooms					
B-3: Glass/Window Cleaning					
SHORT-TERM PARKING					
C-1: General Building Envelope Cleaning					
C-2: Glass/Window Cleaning					
OUTLYING BUILDINGS & AREAS					
D-1: General Building Envelope Cleaning					
D-2: Restroom Cleaning					
D-3: Glass/Window Cleaning					
TOTAL	\$	\$	\$	\$	\$

THREE-YEAR GRAND TOTAL:

ADDITIONAL ONE YEAR OPTION GRAND TOTAL FOR FOUR YEARS:

ADDITIONAL ONE YEAR OPTION GRAND TOTAL FOR FIVE YEARS:

\$ _____
 \$ _____
 \$ _____

EXHIBIT “E”

ACKNOWLEDGMENT OF ADDENDA

Addendum No. _____ Signature _____ Date _____

Addendum No. _____ Signature _____ Date _____

Addendum No. _____ Signature _____ Date _____

Addendum No. _____ Signature _____ Date _____

**EXHIBIT “F”
SMWBE PARTICIPATION FORM**

SMWBE Subcontractor Names & Addresses	Firm Subcontract is With	Anticipated Schedule of Use	Subcontract Work Item	Dollar Value Subcontract Work

Total Dollar Value of Subcontract Work

Total Dollar Value of Base Proposal

Percent of Total

%

EXHIBIT “G”

LIST OF PROPOSED SUBCONTRACTORS (OTHER THAN SMWBE)

The following list of proposed subcontractors is to be completely executed and submitted as part of this RFP.

All subcontractors are subject to the approval of the Authority.

[illegible]

EXHIBIT "H"

CERTIFICATE OF ACKNOWLEDGEMENT

STATE OF _____

COUNTY OF _____

Before me _____, of the State and County foresaid,
(Name of Notary Public)
personally appeared _____, with whom I am personally acquainted,
(Name of Person Signing)
(or proved to me on the basis of satisfactory evidence), and who, upon oath acknowledged
himself/herself to be president (or other officer authorized to execute the instrument) of the
_____, the within named bargainor, a corporation, and that
(Corporate Name)
he/she as such _____, executed the foregoing instrument for the purpose
(Title of Person Signing)
therein contained, by signing the name of the corporation by himself/herself as
_____.
(Title of Person Signing)

Witness my hand and seal, at office in _____, this _____
(City, State)
day of _____, 2010.

Notary Public

My Commission Expires: _____

(Notary Seal)

EXHIBIT "I"

NON-COLLUSION AFFIDAVIT

STATE OF _____

COUNTY OF _____

_____ (affiant name)

OF _____ (company name)

of lawful age, being first duly sworn, on oath says, that (s) he is the agent authorized by the Proposer to submit the attached Proposal. Affiant further says that the Proposal filed herewith is not made in the interest of or on behalf of any undisclosed person, partnership, company, association, organization or corporation; that such Proposal is genuine and not collusive or sham; that said Proposer has not, directly or indirectly, induced or solicited any other Proposer to put in a false or sham Proposal, and has not, directly or indirectly, colluded, conspired, connived or agreed with any Proposer or anyone else to put in a sham Proposal, or that anyone else will refrain from providing a Proposal, that said Proposer has not in any manner, directly or indirectly sought by agreement, communication or conference with anyone to fix the negotiated price of said Proposer or of any other Proposer, or to fix any overhead, profit or cost element of such negotiated price or that of any other Proposer, or to secure any advantage against the MNAA or anyone interested in the proposed contract.

Affiant further states that (s) he understands that any unauthorized contact between the Proposer, its agents, employees or others on the Proposers' behalf, either directly or indirectly, and the MNAA's Board, President, Staff, Consultants, Legal Counsel or Architect may cause the MNAA to reject a company's Proposal; that the Proposer has not been a party to any collusion with any of the MNAA's Board Members, President, Staff, Consultants, Legal Counsel or Architect as to quantity, quality, or price in the prospective contract; that there has been and will be no discussions between the parties stated heretofore concerning the exchange of money or other things of value for special consideration.

Affiant further says that all statements contained herein and contained in the Proposal are true.

Further affiant saith not.

Firm Name: _____

By: _____
Authorized Official

Title: _____

EXHIBIT "J": SAMPLE INSURANCE CERTIFICATE

ACORD®		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY)	
PRODUCER		THIS CERTIFICATION IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.			
INSURED		INSURERS AFFORDING COVERAGE		NAIC #	
		INSURER A:			
		INSURER B:			
		INSURER C:			
		INSURER D:			
		INSURER E:			
COVERAGES					
THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.					
INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO- JECT <input type="checkbox"/> LOC				EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMPIOP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS				COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
	EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below				E.L. DISEASE - ADVERTISED \$ E.L. DISEASE - POLICY LIMIT \$
	OTHER				
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS					
Project: Metropolitan Nashville Airport Authority, it's board of Commissioners, it's Officers and it's employees are additional insureds on General Liability coverages as required by written contract between them and the named insured for project referenced above. Cover is primary.					
CERTIFICATE HOLDER			CANCELLATION		
Metropolitan Nashville Airport Authority Attn: Purchasing Department One Terminal Drive, Suite 501 Nashville, TN 37214			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL <u>30</u> DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, AND FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE		

This statement is REQUIRED on all Insurance Certificates.

Certificate Holder should read as above.

Cross Out Text as Noted.

EXHIBIT “K”

STATE OF TENNESSEE DRUG-FREE WORKPLACE AFFIDAVIT

METROPOLITAN NASHVILLE AIRPORT AUTHORITY
NASHVILLE, TENNESSEE

**CLEANING AND CUSTODIAL SERVICES, GLASS/WINDOW CLEANING, &
MISCELLANEOUS MAINTENANCE SERVICES CONTRACT**

Each Proposer must complete the following Affidavit:

STATE OF TENNESSEE DRUG-FREE WORKPLACE AFFIDAVIT COUNTY
OF _____ OF PRIME PROPOSER NOW COMES AFFIANT, who being
duly sworn, deposes and says:

1. S/he is the principal officer for _____;
2. That the proposing entity has submitted a proposal to Metropolitan Nashville Airport Authority for **Cleaning and Custodial Services, Glass/Window Cleaning, & Miscellaneous Maintenance Services Contract**;
3. That the proposing entity employs no less than five (5) employees;
4. That Affiant certifies that the proposing entity has in effect, at the time of submission of its proposal to perform the construction referred to above, a drug-free workplace program that complies with § 50-9-113, *Tennessee Code Annotated*;
5. That this affidavit is made on personal knowledge.

Further Affiant saith not.

Proposer

Subscribed and sworn to before me this _____ day of _____, 2010.

Notary Public

My commission expires: _____

EXHIBIT "L"
PERFORMANCE BOND

STATE OF TENNESSEE

COUNTY OF

KNOW ALL PERSONS BY THESE PRESENTS, that we _____, a _____ duly organized and existing under the laws of the State of _____ and authorized to do business in the State of Tennessee, as Contractor, (hereinafter called the "Contractor"), and _____, a corporation duly organized and existing under the laws of the State of _____ and authorized to do business in the State of Tennessee, as Surety, (hereinafter called the "Surety"), do hereby acknowledge ourselves indebted and firmly bound unto the Metropolitan Nashville Airport Authority, Nashville, Tennessee as obligee, (hereinafter called the "Owner") a public corporation created by the Metropolitan Government of Nashville and Davidson County, Tennessee, organized and existing under the laws of the State of Tennessee, in the sum of _____ Dollars (\$ _____), good and lawful money of the United States, which sum is One Hundred Percent (100%) of the annual contract price, for the payment of which sum well and truly to be made, we do hereby bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Owner has contracted with the said Contractor for the sum of _____ Dollars (\$ _____) to furnish all labor, materials, equipment and appurtenances necessary for **Cleaning and Custodial Services, Glass/Window Cleaning, & Miscellaneous Maintenance Services** and for such other items or work as may be required for the complete performance of the project, the same being more particularly set forth in the Advertisement and Notices to Contractors, Proposals, Plans and Specifications and Supplementary Agreements incorporated in the Contract dated ____, day of _____ 20__, which Contract is by this reference hereby made a part hereof, (hereinafter called the "Contract"), and it being the desire of Owner that this bond will insure the performance of all undertakings under said Contract, including any guaranty or warranty contained therein, and will indemnify, defend, and save harmless the Owner from any and all cost and damage it may suffer by reason of any default in performance by contractor under said Contract.

PERFORMANCE BOND

Page Two

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that, if the said Contractor will furnish all necessary material and labor; and will fully perform and complete, in a thorough and workmanlike manner in full accordance with the terms and Specifications of said Contract and with the instruction of the Airport Engineer or engineer, all the work specified in said Contract; and will fully and faithfully perform all other undertakings and obligations under said Contract; including any guaranty or warranty contained therein; and will fully indemnify and save harmless the Owner from all cost and damage whatsoever which it may suffer by reason of any default or failure on the part of said Contractor so to do; and will reimburse and repay the said Owner any and all cost and expense which it may incur in making good any such default; and will defend and save the Owner harmless from any and all damage, loss, claim, suit and action, including of or be occasioned by the performance of Contractor under said contract or by reason of the improper constructions of a joint judgment by any court against said Contractor and said Owner, and will not claim or set-off or plead as a defense that said Contractor and Owner were joint wrongdoers and that said Contractor and this bond are not liable; and will otherwise comply in every respect with the terms of said Contract, then this obligation will be null and void, otherwise it will remain in full force and effect.

PROVIDED, however, that any alterations which may be in the term of said Contract, or in the work to be done there under, or the giving by the Owner of any extension of time for the performance of the Contract, or any other forbearance on the part of either the Owner or the Contractor to the other will not in any way release the Contractor and the Surety, of either or any of them, their heirs, executors, administrators, successors, or assigns from their liability hereunder; notice to the Surety of any such alteration, extension of time or forbearance being hereby expressly waived by the Surety. It is hereby stipulated and agreed that no change, extension of time, alteration or addition to the terms of the Contract or to the work to be performed there under, or to the specifications accompanying the same, will in any way affect the obligations of the contractor or the Surety under this bond, and notice thereof if hereby expressly waived by the Surety of any such change, extension of time, alteration or addition to the terms of the Contract, or to the work, or to the Specifications.

Whenever Contractor will be, and declared by Owner to be, in default in performance under the Contract, the Surety will promptly remedy such default or will promptly:

PERFORMANCE BOND

Page Three

(1) Complete the Contract in accordance with its terms and conditions, or

(2) Obtain a Proposal or Proposals for submission to the Owner for completing the Contract in accordance with its terms and conditions and, upon determination by surety of the lowest responsible Proposer, or, if the Owner elects, upon determination by the Owner and Surety jointly of the lowest responsible Proposer, arrange for a Contract between such Proposer and Owner, and make available as work progresses (even though there should be a default or a succession or defaults under the Contract or Contracts of completion arranged under this paragraph) sufficient funds to fully pay the cost for the completion of the project less the balance of the Contract price; but not exceeding including other costs and damages for which the Surety may be liable hereunder, the amount set forth in the first paragraph hereof. The terms "balance of the Contract price," as used in this paragraph, will mean the total amount payable by Owner to Contractor under the Contract, and any amendments thereto, less the amount properly paid by Owner to Contractor.

No right of action will accrue on this bond to or for the use of any person or corporation other than the Owner named herein, or the heirs, executors, administrators or successors of the Owners.

PERFORMANCE BOND

Page Four

IN WITNESS WHEREOF, the said Contractor has hereunto affixed its signature and said Surety has hereunto caused to be affixed its corporate signature and seal by its duly authorized officers on this _____ day of _____, 20____.

ATTEST:

CONTRACTOR:

BY: _____

BY: _____

TITLE: _____

TITLE: _____

ATTEST:

SURETY:

BY: _____

TITLE: _____

BY: _____

TITLE: _____

PERFORMANCE BOND

Page Five

CERTIFICATE AS TO CORPORATE PRINCIPAL

I, _____, certify that I am the Secretary of the Corporation named as principal in the within bond; that _____ who signed the said bond on behalf of the principal was then _____ of said Corporation; that I know his signature, and his signature is genuine; and that said bond was duly assigned, sealed, and attested for and in behalf of said Corporation by authority of its Board of Directors.

Secretary

(Corporate Seal)

EXHIBIT “M”
PERFORMANCE INCENTIVE BONUS PROGRAM

The following represents, without limitation, objective and subjective areas (Domain) that the MNAA proposes to consider when determining the semi-annual bonus available to the Contractor:

DOMAINS:

- I. Cleanliness
- II. Customer Service
- III. Management Performance & Responsiveness

Tab A-1: Bonus Computation/Instructions

Tab A-2: Monthly Performance Incentive Bonus Summary Form

Tab A-3: Semi-Annual Performance Incentive Bonus Summary Form

Tab B-1 Level of Cleanliness
Performance Evaluation Form, Evaluation Checklist, and Quality Rating Standards

Tab B-2 Level of Customer Service
Performance Evaluation Form, Evaluation Checklist, and Quality Rating Standards

Tab B-3 Level of Management Performance & Responsiveness
Performance Evaluation Form, Evaluation Checklist, and Quality Rating Standards

Tab A-1: Bonus Computation

Instructions

The purpose of the evaluation is to judge the performance of the cleaning/custodial operation, and to determine whether a semi-annual bonus is merited by such performance.

Step 1: Evaluate the performance of the Contractor monthly using a Performance Evaluation Form for each domain. Each item under each domain will be scored as follows:

4 = Exceeds Standards, 2 = Meets Standards, 0 = Below Standards

Step 2: Determine total contract amount, and calculate total available bonus. Maximum bonus available each six months is two percent of annual contract amount.

Step 3: Calculate the bonus available for each domain by multiplying the total available bonus by the percent of bonus to be awarded for the domain. A minimum attainment of 71% of domain points is required in each and every domain to be eligible for any bonus award. The amount of bonus available for each domain is to be reflected on the Performance Incentive Bonus Summary Form.

Step 4: Calculate the available bonus to be awarded for each domain by dividing total domain points awarded by maximum domain points available. The bonus awarded for each domain is the bonus available for the domain multiplied by the percent of domain bonus attained.

Step 5: Calculate the total bonus awarded by transferring the amounts awarded for each domain to the Performance Incentive Bonus Summary Form and totaling the domain bonuses.

Tab A-2:

Monthly Performance Incentive Bonus Summary Form for month of _____,
20____

Annual Contract Amount: \$_____

Maximum Monthly Bonus Available \$_____ (.333% of annual contract)

Domain I Bonus Awarded: Level of Cleanliness \$_____

Domain II Bonus Awarded: Customer Service \$_____

Domain III Bonus Awarded: Management Performance & Responsiveness \$_____

Monthly Bonus Awarded: \$ _____

Tab A-3:
Semi-Annual Performance Incentive Bonus Summary Form

Annual Contract Amount: \$_____

Maximum Bonus Available \$_____ (2% of annual contract)

Bonus earned for:

Month one \$_____

Month two \$_____

Month three \$_____

Month four \$_____

Month five \$_____

Month six \$_____

Total Semi-Annual Bonus Awarded = \$_____

Tab B-1

Domain I – Level of Cleanliness

Performance Evaluation Form for month of _____, 20____

Annual Contract Amount: \$_____

Maximum Monthly Bonus Available \$_____ (.333% of annual contract)

Available Domain Bonus = \$_____
(60 % of Maximum Contract Bonus)

Total Domain Points Awarded _____

Maximum Domain Points Available 248

% of Domain Points Attained _____

Domain Points Attainment	Percent of Domain Bonus	Domain Bonus
Level	Attained	
95>	100%	\$_____
91 – 95%	95%	\$_____
86 – 90%	75%	\$_____
81 – 85%	50%	\$_____
76 – 80%	25%	\$_____
71-75%	5%	\$_____
>71%	0%	N/A

Domain I Bonus Awarded: \$_____
(Post to Summary Form Tab A-2)

A minimum attainment of 71% of domain points is required in each and every domain to be eligible for any bonus award.

DOMAIN I: LEVEL OF CLEANLINESS: EVALUATION CHECKLIST

Inspected by _____

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

Date: _____

LOCATION	ITEMS	SCORE	COMMENTS
Terminal – Ground Transportation			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
	Miscellaneous		
Terminal – Baggage Level			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
	Miscellaneous		
Terminal – Ticketing Level			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
	Food Court		
	Miscellaneous		
Terminal – Administrative Level			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
	Miscellaneous		
Concourse A			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
	Food Court		
	Miscellaneous		
Concourse B			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
	Miscellaneous		

DOMAIN I: LEVEL OF CLEANLINESS: EVALUATION CHECKLIST

Inspected by: _____

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

Date: _____

LOCATION	ITEMS	SCORE	COMMENTS
Concourse C			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
	Food Courts		
	Miscellaneous		
Concourse D			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
	Miscellaneous		
Concourse D Leased Space			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
Parking Garage			
	Floor/Carpet		
	Windows/Glass		
Aircraft Rescue & Firefighting ARFF Building			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		

DOMAIN I: LEVEL OF CLEANLINESS: EVALUATION CHECKLIST

Inspected by: _____

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

Date: _____

LOCATION	ITEMS	SCORE	COMMENTS
Gassaway Building			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
Air Cargo Link Office & Freight Facility			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
Mobile Equipment Building			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
Westside Maintenance Building			
	Floor/Carpet		
	Restrooms		
	Windows/Glass		
Car Rental Quick Turn-Around			
	Floor		
	Restrooms		

DOMAIN I: LEVEL OF CLEANLINESS: EVALUATION CHECKLIST

Inspected by: _____

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

Date: _____

LOCATION	ITEMS	SCORE	COMMENTS
Cab Holding			
	Floor/Carpet		
	Restrooms		
Consolidate Services Building	Floor/Carpets		
	Restrooms		
	Windows/Glass		

Evaluation Score:

Evaluation Rating:

Score: 176-248 Exceeds

124-175 Meets Standards

0-123 Below Standards

DOMAIN I: LEVEL OF CLEANLINESS: RATING STANDARDS

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

CATEGORY	EXCEEDS (4)	MEETS (2)	BELOW STANDARDS (0)
FLOORS/CARPET			
Floors	Floors and baseboards free of all dirt, debris, removable stains, film, traffic marks, and wax buildup. Floors have a sheen appearance.	Isolated areas not clean to MNAA specifications.	Significant amount of area not cleaned, dusted, washed, and mopped.
Baseboards	Baseboards clean, walls clean, base of furniture clean and all free of wax residue and marks from cleaning equipment.	Isolated areas with wax/dirt build-up few and far between.	Significant amount of wax-dirt build-up.
Floor Finish	Wax applied thinly, uniformly, and evenly in such a manner as to avoid skipping of areas. No scuff marks or scratches.	Isolated areas not waxed with scuffmarks, scratches few and far between.	Significant amount of area not waxed and contained scuff marks/scratches.
Overall Appearance	Polished to an acceptable uniform luster, free of extreme highlights from the brushes of the machine. Free of streaks; mop strand marks, skipped areas.	Isolated areas with non-uniform luster or lack of wax.	Significant amount of area with non-uniform luster or lack of wax.
Vacuuming	Carpet clean/no dirt in corners, under furniture, or behind doors. Baseboards and furniture not damaged from vacuum cleaner. Vacuum cleaner bags in excellent condition.	Areas missed few and far between vacuum cleaner bags in good condition	Significant amount of area missed. Vacuum cleaner bags in poor condition.
Overall Carpet Appearance	Thoroughly clean and free from dust, dirt, and other debris. No spots.	Dirt, dust, debris and spots few and far between.	Significant amount of dirt, dust, debris, and spots.
Edges and Under Desk	No trash or foreign matter under desks, tables, or chairs.	Trash or foreign matter few and far between.	Significant amount of trash or foreign matter.
Carpet Spots	Carpet free of spots.	Spots few and far between.	Significant amount of spots.

DOMAIN I: LEVEL OF CLEANLINESS: RATING STANDARDS

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

CATEGORY	EXCEEDS (4)	MEETS (2)	BELOW STANDARDS (0)
RESTROOMS			
Floors	Free of dirt, dust, gum, grease, black marks, loose paper, water, mop stains, and strings. Floor shine.	Dirt, dust, marks, and loose paper few and far between.	Significant amount of dirt, dust, marks, and loose paper.
Baseboards	Free of dust, dirt, gum, grease, black marks, loose paper, water, mop stains, and strings.	Dust/dirt or other washable matter few and far between.	Significant amount of dust/dirt or other washable matter.
Fixtures, Toilets, Urinals, Sinks	Inside/outside and rims of all porcelain surfaces of toilets clean and shine. Urinals and sinks free of dust, dirt, spots, and stains.	Spots, stains, and debris few and far between in all categories	Significant amount of spots, stains, and debris in all categories.
Mirrors	Free of streaks, smudges, water, spots, and dust. All shine.	Spots/marks few and far between.	Significant amount of spots/marks.
Dispensers, Toilet Paper, Soap, Towels	Paper towels inserted properly, at $\frac{3}{4}$ filled; toilet paper dispenser filled; soap dispenser at $\frac{3}{4}$ filled; dispenser clean, no finger marks or water spots.	$\frac{1}{2}$ full in all categories and spots few and far between.	$\frac{1}{4}$ full in all categories and significant amount of spots.
Pipes under sinks and toilets	Clean; no water stains; green mold or rust; no dust; no dirt.	Dust, dirt, stains, mold, and rust few and far between.	Significant amount of dust, dirt, stains, mold, and rust.
Walls & Doors	Free of hand marks, dust, dirt, pencil or crayon marks, lipstick, smudges, water streaks, mop marks, mold, or other matter.	Dust, dirt and other washable matter few and far between.	Significant amount of dust, dirt and other washable matter.
Waste Baskets	Inside/outside each container clean with clean plastic liners.	Debris in baskets few and far between.	Significant amount of debris.
Deodorizer	Free of odor, fresh scent.	No fresh scent.	Odor.
WINDOWS/GLASS			
Windows/Glass	Glass doors and ground level rotunda glass shine. Free of streaks, smudges, water spots, dirt and dust. Inside window frames free of dust and dirt.	Windows not clean in isolated spots.	Significant number of windows not clean.

DOMAIN I: LEVEL OF CLEANLINESS: RATING STANDARDS

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

CATEGORY	EXCEEDS (4)	MEETS (2)	BELOW STANDARDS (0)
MISCELLANEOUS			
Entrances, Hallways, Doors	Clean doors/dusted/no trash/no dirt in corners or behind doors. Carpet spot free. Glass doors clean. Floor mats clean.	Isolated area of entrances/hallways not clean.	Significant amount of area not clean.
Terraces/Entry Walks	Clean, cans empty, cigarette urns clean, no trash or butts in planters. No loose paper or butts on floor. Concrete floors swept clean.	Amount of area not clean few and far between.	Significant amount of area not clean.
High Dusting, Air Vents, Shelves, Partitions, Top of Tower	Top of partition, macho shades, top of file cabinet and tower, and ceiling light fixtures free of dust.	Light, isolated dust.	Significant amount of dust.
PARKING GARAGE			
Garage	Garage door entrances floor mats clean. Cigarette and trash cans empty and clean. Garage stairwell landings, railings, steps and fire apparatus and all corners of stairs free of dirt and dust. Garage parking area free of loose paper and cigarette butts.	Areas not cleaned few and far between.	Significant amount of area not clean.

Tab B-2

Domain II – Level of Customer Service

Performance Evaluation Form for month of _____, 20 ____

Annual Contract Amount: \$_____

Maximum Monthly Bonus Available \$_____ (.333% of annual contract)

Available Domain Bonus = \$_____
(20 % of Maximum Contract Bonus)

Total Domain Points Awarded _____

Maximum Domain Points Available 32

% of Domain Points Attained _____

Domain Points Attainment	Percent of Domain Bonus	Domain Bonus
Level	Attained	
95>	100%	\$_____
91 – 95%	95%	\$_____
86 – 90%	75%	\$_____
81 – 85%	50%	\$_____
76 – 80%	25%	\$_____
71-75%	5%	\$_____
>71%	0%	N/A

Domain II Bonus Awarded: \$_____

(Post to Summary Form Tab A-2)

A minimum attainment of 71% of domain points is required in each and every domain to be eligible for any bonus award.

DOMAIN II: CUSTOMER SERVICE: EVALUATION CHECKLIST

Inspected by:

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

Date:

ITEMS	<u>SCORE</u>	COMMENTS
Employees are service oriented: attitude, enthusiasm and commitment to excellence.		
Employees complete customer service training.		
Employees are neat, clean and in approved uniform with proper identification.		
Employees know how to direct customers requesting assistance to the appropriate officials.		
Employees keep all restrooms properly stocked.		
Employees properly handle and dispose of waste products so as not to adversely affect customers.		
Employees demonstrate concern for customer safety during operations.		
Employees assist customers in emergency situations.		

Evaluation Score:

Evaluation Rating: %

Score: 23-32 Exceeds _____

16-22 Meets Standards _____

0-15 Below Standards _____

DOMAIN II: LEVEL OF CUSTOMER SERVICE: RATING STANDARDS

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

CATEGORY	EXCEEDS (4)	MEETS (2)	BELOW STANDARDS (0)
SERVICE ORIENTATION	No significant complaints regarding individual employees in a month.	Not more than one significant complaint regarding employees in a month.	More than one significant complaint regarding employees in a month.
EMPLOYEE TRAINING	All employees receive in service training within first 14 days of employment and annually thereafter within 30 days of anniversary.	All employees receive in service training within 30 days of employment and annually thereafter within 30 days of anniversary.	Employees with more than 30 days of employment or anniversary have not received in service training.
EMPLOYEE APPEARANCE	All employees receive and properly wear a neat, clean uniform within 15 days of employment. No uniform violations in a month.	All employees receive and properly wear a neat, clean uniform within 30 days of employment. Not more than one uniform violation in a month.	Employees do not receive uniforms within 30 days of employment. More than one uniform violation in a month.
EMPLOYEE KNOWLEDGE	All employees are able to refer customers to the appropriate official for information and problem resolution.	No more than one employee per month is unable to properly refer customers seeking assistance.	More than one incident per month and employee was unable to properly refer a customer seeking assistance to the appropriate official.
WASTE HANDLING	Trash receptacles are emptied before they become full, all trash is properly bagged, bags are tied, dumpsters are clean and not overloaded, bagged trash is not left in public view, appropriate exit routes and elevators are used to dispose of trash.	Filled trash cans are immediately emptied when requested, trash is properly bagged, and dumpsters are not overloaded. Public elevators are only used when operationally necessary.	Trash cans are allowed to overflow, dumpsters are not clean, overloaded or left unattended in public view, dumpsters are placed on public elevators unnecessarily.
DISPENSERS, TOILET PAPER, SOAP AND TOWELS HANDLING	Paper towels inserted properly, at $\frac{3}{4}$ filled; toilet paper dispenser filled; soap dispenser at $\frac{3}{4}$ filled; dispenser clean, no finger marks or water spots.	$\frac{1}{2}$ full in all categories and spots few and far between.	$\frac{1}{4}$ or less full in all categories and significant amount of spots.
CUSTOMER SAFETY	Public warning signs are available, properly used, removed when no longer required and properly stored.	No more than one incident per month when warning signs were not used when required and removed when no longer needed.	More than one incident per month when warning signs were not used when required and removed when no longer needed.
EMERGENCY OPERATIONS	Emergency requirements are anticipated and appropriately responded to before requests are made.	Emergency requests are responded to within 10 minutes.	Response to emergency requests takes longer than 10 minutes.

Tab B-3 Domain III – Level of Management Performance and Responsiveness

Performance Evaluation Form for month of _____, 20 ____

Annual Contract Amount: \$_____

Maximum Monthly Bonus Available \$_____ (.333% of annual contract)

Available Domain Bonus = \$_____

(20 % of Maximum Contract Bonus)

Total Domain Points Awarded _____

Maximum Domain Points Available: 72

% of Domain Points Attained _____

Domain Points Attainment	Percent of Domain Bonus	Domain Bonus
Level	Attained	
95>	100%	\$_____
91 – 95%	95%	\$_____
86 – 90%	75%	\$_____
81 – 85%	50%	\$_____
76 – 80%	25%	\$_____
71-75%	5%	\$_____
>71%	0%	N/A

Domain III Bonus Awarded: \$_____

(Post to Summary Form Tab A-2)

A minimum attainment of 71% of domain points is required in each and every domain to be eligible for any bonus award.

DOMAIN III: LEVEL OF MANAGEMENT PERFORMANCE & RESPONSIVENESS: RATING STANDARDS

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

CATEGORY	EXCEEDS (4)	MEETS (2)	BELOW STANDARDS (0)
PRESENCE	Project Manager works each shift at least once a week. Supervisor present on each shift.	Project Manager works each shift at least bi-weekly. Supervisor present on each shift.	Project Manager fails to work each shift during a two-week period. A supervisor was not present during a shift.
RESPONSIVENESS	Project Manager responds to calls within 15 minutes.	Project Manager responds to calls within 30 minutes.	Project Manager takes longer than 30 minutes to respond to a call.
MANNING	No instances of inadequate manning to maintain satisfactory cleanliness.	No more than one occurrence per month where inadequate manning impacted cleanliness.	More than one occurrence per month where cleanliness was adversely impacted by inadequate training.
ATTENDANCE	All employees properly clock in.	No more than one occurrence in any month where an employee fails to or improperly clocks in.	More than one occurrence in any month where an employee fails to or improperly clocks in.
EVACUATION PROCEDURES	All employees demonstrate knowledge of procedures.	All employees employed for more than 30 days demonstrate knowledge of procedures.	One or more employees with more than 30 days employment is unaware of procedures.
EMERGENCY PROCEDURES	All employees demonstrate knowledge of procedures.	All employees employed for more than 7 days demonstrate knowledge of procedures.	One or more employees with more than 7 days employment is unaware of procedures.
AWARENESS	All employees demonstrate knowledge of procedures.	All employees employed for more than 7 days demonstrate knowledge of procedures.	One or more employees with more than 7 days employment is unaware of procedures.
SECURITY	All employees are aware of security reporting and no work areas or equipment are left unprotected.	All employees are aware of security reporting and no more than one work area or equipment are unprotected.	One or more employees are unaware of security reporting and more than one work area or equipment are unprotected.
SIGNIFICANT COMPLAINTS	None.	No more than one per month.	More than one per month.
SPECIAL REQUESTS	Undertakes and satisfactorily accomplishes 75% of special requests.	Undertakes and successfully accomplishes 50% of special requests.	Fails to undertake or successfully accomplish 50% of special requests.
SCHEDULING	Publishes and adheres to all directed cleaning frequencies.	No more than one instance in a month when a required scheduled cleaning operation is missed.	More than one instance in a month when a required scheduled cleaning operation is missed.
TRAINING	All initial and annual training accomplished and documented prior to due date.	All initial and annual training accomplished and documented within 30 days of due date.	Initial and annual training more than 30 days past due.
SAFETY	PPE assessment conducted and all employees are wearing proper PPE.	PPE assessment conducted and not more than employee not wearing proper PPE.	PPE assessment not conducted or more than one employee is not wearing proper PPE.

DOMAIN III: LEVEL OF MANAGEMENT PERFORMANCE & RESPONSIVENESS: RATING STANDARDS

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

CATEGORY	EXCEEDS (4)	MEETS (2)	BELOW STANDARDS (0)
ACCURACY	All report and payroll records are error free.	No significant errors. Minor errors immediately corrected.	A significant error. Minor errors were not corrected.
TIMELINESS	Projects and reports are completed before due date.	Projects and reports are completed by due date.	Projects and reports miss due dates.
EFFICIENCY	Consumable supply controls in place and utilized. Documented conservation efforts.	Consumable supply controls in place and utilized.	No consumable supply program.
ORGANIZATION	All are clean and secured when not in use.	All are secured when not in use. No more than one dirty or unorganized.	One or more unsecured when not in use or more than one is dirty and unorganized.
ACCOUNTABILITY	Contractor and MNAA equipment controlled and whereabouts are known. Adequate contractor equipment operational.	MNAA equipment controlled and whereabouts are known.	MNAA equipment missing. Inadequate equipment to conduct operations.

DOMAIN III: MANAGEMENT PERFORMANCE & RESPONSIVENESS: EVALUATION CHECKLIST

Inspected by:

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

Date:

ITEMS	<u>SCORE</u>	COMMENTS
Supervisory manning.		
Supervisory responsiveness (daily).		
Employer manning.		
Employee attendance accurately documented.		
All personnel have been trained in and properly enter and exit work areas.		
Employees are aware of facility evacuation procedures.		
Employees know where the DPS office is located and how to notify DPS (on or off premises) to report a problem.		
Employees safeguard work areas and equipment and are aware of procedures to report suspicious persons, activities or articles.		
Volume and significance of complaints.		
Responsiveness to special requests.		
Publishes and adheres to cleaning schedules.		
PPE (Personal Protection Equipment) assessment has been conducted and employees are provided and use appropriate PPE.		
Employee training being conducted and documented.		
Reports and payroll are accurate.		

DOMAIN III: MANAGEMENT PERFORMANCE & RESPONSIVENESS: EVALUATION CHECKLIST

Inspected by:

SCORING STANDARDS: Exceeds (4) Meets (2) Below (0)

Date:

ITEMS	SCORE	COMMENTS
Meets customer due date.		
Effective consumable supply controls in place.		
Storage/utility closets are cleaned, organized, and locked when not in use.		
MNAA equipment properly maintained and controlled.		

Evaluation Score: _____

Evaluation Rating: _____

Score: 51-72 Exceeds _____

36-50 Meets Standards

0-35 Below Standards

EXHIBIT “N” to Custodial Services RFP

SMALL, MINORITY, AND WOMAN-OWNED BUSINESS ENTERPRISE (SMWBE) PROGRAM

1. Program Intent. It is the MNAA’s objective to promote, encourage, and stimulate participation of local, small, minority and woman-owned business enterprises (SMWBE) within its organization and the economic community served by it by providing maximum opportunities to participate in contracts, programs and all related business activities of the MNAA. MNAA will apply the local small minority woman-owned business participation levels where expenditures and purchases are made with non-federal funding, and to all contracts, leases, management agreements, consultants, prime contractors, subcontractors, respondents, bidders, or proposers involved in the performance of a commercially useful task for MNAA.

2. Definitions. A SMWBE is defined as a business that has been certified as a SMWBE by the MNAA Office of Business Diversity Development, that is located in Bedford, Cannon, Cheatham, Davidson, Dickson, Hickman, Mason Maury, Montgomery, Robertson, Rutherford, Smith, Sumner, Trousdale, Williamson or Wilson County, and that fulfills one or more of the following:

A Small Business Enterprise complying with the standards of the Small Business Administration, as set forth in 13 CFR Part 121.

A Minority Business Enterprise is a sole proprietorship, corporation, partnership, joint venture, or other business or professional entity in which at least 51% of the assets of the business is owned, managed, and controlled by one or more minority persons. The standards of the Small Business Administration, as set forth in 13 CFR Part 121, shall apply.

A Woman-owned Business Enterprise is a sole proprietorship, corporation, partnership, joint venture, or other business or professional entity in which at least 51% of the assets of the business is owned, managed, and controlled by one or more women. The standards of the Small Business Administration, as set forth in 13 CFR Part 121, shall apply.

3. Compliance. All Bidders/proposers, potential contractors, or subcontractors for this Contract are hereby notified that failure to carry out the policy and the SMWBE obligations, as set forth in the Contract, shall constitute a breach of Contract which may result in termination of the Contract or such other remedy as deemed appropriate by MNAA.

4. Subcontract Clauses. All Bidders/proposers and potential contractors will include the following clauses in all Subcontracts which offer further subcontracting opportunities:

Small Minority Woman Business Enterprises will be afforded full opportunity to submit Bids/proposals in response to this invitation and will not be discriminated against on the grounds of race,

color, national origin, age, sex, or handicap, in consideration for an award of any Contract entered into pursuant to this advertisement.

5. Contract Award. The owner proposes to award the contract to the lowest responsive and responsible bidder submitting a reasonable bid provided he has met the levels or has made an acceptable good faith effort to meet the established levels for SMWBE participation. Bidders are advised that the owner reserves the right to reject any or all proposals submitted.

6. SMWBE Participation Level. The attainment of the level established for this Contract is to be measured as a percentage of the total dollar value of the Contract. The SMWBE level established for this Contract is as follows: **participation level of Twenty Percent (20%) for Minority Business Enterprise (MBE) and Woman-owned (WBE).**

7. Calculation of Participation Level. The Authority uses the following to determine whether or not a bidder, proposer, or contractor has met the established SMWBE participation level:

(a) When a SMWBE participates in a contract, the Authority counts only the value of the work actually performed by the SMWBE toward SMWBE goals, and only if the SMWBE is performing a commercially useful function on that contract. A SMWBE performs a commercially useful function when it is responsible for execution of the work of the contract and is carrying out its responsibilities by actually performing, managing, and supervising the work involved. The SMWBE must also be responsible, with respect to materials and supplies used on the contract, for negotiating price, determining quality and quantity, ordering the material, and installing (where applicable) and paying for the material itself. To determine whether a SMWBE is performing a commercially useful function, the Authority must evaluate the amount of work subcontracted, industry practices, whether the amount the firm is to be paid under the contract is commensurate with the work it is actually performing and the SMWBE credit claimed for its performance of the work, and other relevant factors. If a SMWBE does not perform or exercise responsibility for at least 30 percent of the total cost of its contract with its own work force, or the SMWBE subcontracts a greater portion of the work of a contract than would be expected on the basis of normal industry practice for the type of work involved, the Authority will presume that it is not performing a commercially useful function.

(b) The Authority counts the entire amount of that portion of the contract that is performed by the SMWBE's own forces. Include the cost of supplies and materials obtained by the SMWBE for the work of the contract, including supplies purchased or equipment leased by the SMWBE (except supplies and equipment the SMWBE subcontractor purchases or leases from the prime contractor or its affiliate).

(c) The Authority counts the entire amount of fees or commissions charged by a SMWBE firm for providing a bona fide service, such as professional, technical, consultant, or managerial services, or for providing bonds or insurance specifically required for the performance of a DOT-assisted contract,

toward SMWBE goals, provided the Authority determines the fee to be reasonable and not excessive as compared with fees customarily allowed for similar services.

(d) When a SMWBE subcontracts part of the work of its contract to another firm, the value of the subcontracted work may be counted toward SMWBE goals only if the SMWBE's subcontractor is itself a SMWBE. Work that a SMWBE subcontracts to a non-SMWBE firm does not count toward SMWBE goals.

(e) When a SMWBE performs as a participant in a joint venture, the Authority counts a portion of the total dollar value of the contract equal to the distinct, clearly defined portion of the work of the contract that the SMWBE performs with its own forces toward SMWBE goals.

(f) The Authority counts expenditures with SMWBEs for materials or supplies toward SMWBE goals as follows:

- (1) If the materials or supplies are obtained from a SMWBE manufacturer, count 100 percent of the cost of the materials or supplies toward SMWBE goals.
- (2) If the materials or supplies are purchased from a SMWBE regular dealer, count 60 percent of the cost of the materials or supplies toward SMWBE goals.

8. Available SMWBEs. MNAA has a SMWBE Program that has been approved by its Board of Commissioners. This program maintains a list of certified SMWBEs. Bidders are encouraged to inspect this list to assist in locating SMWBEs for the work. Other SMWBEs may be added to the list in accordance with MNAA's approved SMWBE Program. Credit toward the SMWBE participation will not be counted unless the SMWBE to be used is certified by MNAA. For information on eligible SMWBE firms, bidders may contact the Director, Business Diversity Development, (615) 275-1620 or visit <http://www.flynashville.com/business/minority.aspx> for a complete and current listing of certified SMWBE firms.

9. Bidder's Required Submission. Although the participation level for this Contract is zero, should Bidder desire to commit to a SMWBE participation level, MNAA requires the submission of a completed SMWBE Subcontractor List, attached as Exhibit "D". Certain other SMWBE information may also be required.

10. Good Faith Effort Statement. If the Bidder fails to meet the Contract levels established in paragraph 6 above, bidder should submit information of the types below to assist MNAA in determining whether or not the Bidder made an acceptable good faith effort to meet the Contract levels.

- (1) Whether the Bidder attended any pre-solicitation or pre-Bid meetings that were scheduled by the Authority to inform SMWBEs of contracting and subcontracting opportunities;

- (2) Whether the Bidder advertised in general circulation, trade association, and minority-focus media concerning the subcontracting opportunities;
- (3) Whether the Bidder provided written notice to a reasonable number of specific SMWBE's that their interest in the Contract was being solicited, in sufficient time to allow the SMWBEs to participate effectively;
- (4) Whether the Bidder followed up initial solicitations of interest by contacting SMWBEs to determine with certainty whether the SMWBEs were interested;
- (5) Whether the Bidder selected portions of work to be performed by SMWBEs in order to increase the likelihood of meeting the SMWBE levels (including, where appropriate, breaking down contracts into economically feasible units to facilitate SMWBE participation);
- (6) Whether the Bidder provided interested SMWBEs with adequate information about the plans, specifications and requirements of the Contract;
- (7) Whether the Bidder negotiated in good faith with interested SMWBEs, not rejecting SMWBEs as unqualified without sound reasons based on a thorough investigation of their capabilities;
- (8) Whether the Bidder made efforts to assist interested SMWBEs in obtaining bonding, lines of credit, or insurance required by the recipient or Contractor, and
- (9) Whether the Bidder effectively used the services of available minority community organizations; minority contractors' groups; local and state and Federal Minority Business Assistance Offices; and other organizations that provide assistance in the recruitment and placement of SMWBEs.

Note: the nine (9) items set forth are merely suggested criteria and MNAA may specify that you submit information on certain other actions a Bidder took to secure SMWBE participation in an effort to meet the levels. A Bidder may also submit to MNAA other information on efforts it made to meet the levels.

11. Substitution. The Bidder shall make a good faith effort to replace a SMWBE Subcontractor that is unable to perform successfully with another SMWBE Subcontractor. Substitution must be coordinated and approved by MNAA.

12. Documentation. The Bidder shall establish and maintain records and submit regular reports, as required, which will identify and assess progress in achieving SMWBE subcontract levels and other SMWBE affirmative action efforts.

13. Penalty for Noncompliance. It would be difficult to estimate the actual damages incurred by MNAA where Contractor willfully fails to achieve the agreed upon SMWBE participation goal set forth

in the Contract. Accordingly, as liquidated damages, and in addition to other remedies as may be available to MNAA under this Contract at law or in equity, MNAA may, in its sole discretion, deduct from the final payment due Contractor the difference, calculated in dollars, between the agreed upon SMWBE participation goal and the actual SMWBE participation achieved by Contractor. In the event Contractor is able to demonstrate and document good faith efforts showing that its failure to achieve the agreed upon SMWBE participation goal was in good faith, and MNAA concurs with Contractor, then Contractor shall not be liable to MNAA for liquidated damages arising out of Contractor's failure to achieve the agreed upon SMWBE participation goal set forth in this Contract.