RALEIGH DURHAM INTERNATIONAL AIRPORT

Janitorial Services Project # MNT 0801

REQUEST FOR PROPOSAL

June 2, 2008

Facilities Engineering & Maintenance Division
Raleigh Durham Airport Authority
1000 Trade Drive
P.O. Box 80001
Raleigh-Durham International Airport, N.C. 27623

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Raleigh-Durham International Airport Janitorial Services Request for Proposal

NOTICE TO PROPOSERS

The Raleigh-Durham Airport Authority is soliciting proposals from previously pre-qualified janitorial service companies to perform custodial/housekeeping services at the Raleigh-Durham International Airport. It is the intent of the Airport Authority to award a five-year agreement, with two (2) optional one-year renewal terms, to a single contractor, which will commence on or about September 1st, 2008. The Airport Authority will evaluate responses to the requested information contained in this RFP, as well as the proposed pricing, in awarding the Agreement. Proposals submitted by companies not previously pre-qualified will not be considered.

Complete specifications and Contract Documents will be available at no cost on compact disc (CD) to Proposers on Monday, June 2nd, 2008 through the office of the Airport Director at 1000 Trade Drive, RDU International Airport, North Carolina or by electronic means for downloading through the RDU Website at www.rdu.com.

Each proposal shall be accompanied by a cash deposit or a certified check drawn on a bank or trust company insured by the Federal Deposit Insurance Corporation in an amount equal to but not less than 5% of the proposal or a bid bond of 5% of the proposal executed as set forth in the Agreement by a surety company licensed under the laws of North Carolina to execute such bonds. The deposits shall be made payable to the Authority and shall be retained by the Authority as liquidated damages in the event the successful Proposer fails to properly execute the Agreement within ten (10) days after the award and to give satisfactory surety bonds as required by the Contract documents.

The Authority reserves the right to retain all proposals for a period of 90 days after the scheduled closing time for receipt of proposals. No proposal may be withdrawn by a Proposer within 90 days after the scheduled closing time for receipt of proposals.

The Authority reserves the right to reject any or all proposals and to waive informalities and minor irregularities.

A non-mandatory pre-proposal meeting and site tour is scheduled for Tuesday, June 10th, 2008 at the RDU Maintenance Facility located at 200 Haleys Branch Road at the Raleigh-Durham International Airport.

EQUAL OPPORTUNITY EMPLOYER RALEIGH-DURHAM AIRPORT AUTHORITY

MICHAEL A. WEEKS CHAIRMAN JOHN C. BRANTLEY, III AIRPORT DIRECTOR

Raleigh Durham International Airport Janitorial Services Request for Proposal

INSTRUCTIONS TO PROPOSERS

1. PROPOSAL SCHEDULE

June 2, 2008	RFP made available to potential Contractors
June 10, 2008	Non-mandatory pre-proposal meeting and tour of facilities Meet at the RDU Maintenance Building*at 9:00 am local time. The site tour will be limited to two (2) representatives per company.
June 12, 2008	Last day to submit requests for alternative equipment. Proposers must submit via electronic means any request to use alternative equipment that is not specified on the Required Minimum Equipment Schedule. Any such request must include the manufacturer's cut sheets and any other information available for the Authority to ascertain the proposed equipment's equivalency to the specified equipment.
June 17, 2008	Last day to submit questions and requests for clarification. Questions must be submitted, by the procedure stated below, no later than 4:00 pm, local time. Responses will be posted on RDU website by 4:00 pm on June 19 th .
June 24, 2008	RFP responses due by 4:00 p.m. local time. Proposals not received by that time will not be accepted. Proposals must be delivered to the RDU Maintenance Facility, 200 Haleys Branch Road, RDU Airport, NC 26623.
July 18, 2008	Proposers notified of decision of intent to award.
September 1, 2008	Selected Contractor begins service.

All dates are subject to change except for proposal due date.

*Directions to the RDU Maintenance Facility: From 1-40 take Aviation Parkway (exit 285) and go toward the airport. Turn right on National Guard Drive. Go to the end and make a left on Haley's Branch Road. Take the first right into the parking lot. Park to the left as you enter the parking lot and enter through the main door. If necessary, call (919) 840-7801 for directions.

All communications, questions, and requests for clarification regarding this RFP must be submitted via email to: janitorialservices.rfq@rdu.com

2. GENERAL INFORMATION

- a) As used herein, the term "Authority" shall refer to the Raleigh-Durham Airport Authority; the term "Airport" shall refer to the Raleigh-Durham International Airport; the term "Proposer" shall refer to any company responding to this Request for Proposal (RFP); and the term "Contractor" shall refer to any company performing work under the awarded Agreement. The term "RFP" shall refer to this request for proposal, which is a solicitation for proposals and qualifications for janitorial maintenance services.
- b) Only prequalified firms are eligible to respond to this RFP. By responding to this RFP, the Proposer represents and warrants that it meets or exceeds the minimum qualifications as stated in the RFQ and that all information provided in response to this RFP is true and accurate. The Proposer also represents and warrants that it is in good standing in the state of its organization, is qualified to do business in the state of North Carolina, and has all licenses, permits and certifications necessary to provide the products and services required in this RFP. The Proposer shall provide copies of evidence thereof to the Authority upon request.
- c) The Authority shall not be liable to reimburse the Proposer for any costs incurred relating to the formulation of the Proposer's response to this RFP.
- d) The Authority requests that Proposers not contact Airport Authority Board Members or Authority Staff, other than as previously prescribed, in conjunction with the RFP. Any unauthorized contact will be grounds for rejection of a response to this RFP.

3. INTERPRETATIONS

Each Proposer shall carefully examine the RFP Documents and all Addenda or other revisions, and thoroughly familiarize itself with the detailed requirements prior to submitting a proposal. Should a Proposer find discrepancies or ambiguities in, or omission from the RFP Documents, or should it be in doubt as to their meaning, it shall notify the Authority at once. All questions and requests for clarification regarding this RFP must be submitted by the date and time specified in the RFP schedule. No allowance will be made after proposals are received. The Authority will post Addenda, inclusive of answers to specific questions to all Proposers where necessary, on its website at www.rdu.com. Proposers shall not be entitled to rely upon any oral instructions or interpretations by the Authority. All Addenda shall become a part of the Contract documents.

It is the intent of the Authority that this RFP permits competition. It shall be the Proposer's responsibility to advise the Authority Representative in writing if any language, requirement, specification, etc., or any combination thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source, except in specified circumstances. The deadline to furnish such notification will be the same as the deadline for submitting questions and requests for clarification.

4. COMPLETION OF PROPOSALS

a) Proposals must be made in strict conformity with the terms of these Instructions and shall be comprised of the following:

- (1) Section 1: Executive Summary
- (2) Section 2: Proposed equipment schedule detailing all equipment to be furnished. (See Attachment A to Proposal);
- (3) Section 3: Proposed chemical schedule detailing all chemicals to be used. (See Attachment B to Proposal);
- (4) Section 4: Proposed consumable supply schedule detailing all consumable supplies to be provided. Include product information regarding paper, plastic, soap, and other consumable supplies. (See Attachment C to Proposal);
- (5) Section 5: Proposed uniform information. Include a full description and pictures of all uniforms to be supplied;
- (6) Section 6: Proposed staffing plan. Include an organizational chart and job descriptions of all positions, facility-specific staffing information by shift, and a labor cost work sheet showing weekly hours and hourly rates for all positions;
- (7) Section 7: Proposed communications plan. The plan should describe how communications will flow through the on-site organization for problem resolution and provide details for handling emergency requests from the Authority both during and after regular business hours. The plan also must include the types, quantities, and users of the provided communications devices;
- (8) Section 8: Proposed outline of Green Cleaning Program;
- (9) Section 9: Proposed quality control plan. The plan should provide a detailed description of the proposed inspection system. Examples of the reporting environment from a facility similar in size and scope in which the inspection system is being used should be included;
- (10) Section 10: MBE Program Forms (Attached hereto as Appendices 1 through 6).
- (11) Section 11: Proposer's Pricing Sheets (See Exhibit D to Proposal);
- (12) Section 12: Exceptions to Requirements (see item 4d below).
- b) Where a discrepancy occurs between the prices quoted in words and/or in numbers, the figure quoted in words, unless obviously incorrect, shall take precedence and govern in determining final costs or award of Agreement. In the case of error in the extension of proposal prices, the unit prices will govern, unless the unit price is obviously incorrect.
- c) It is the responsibility of each Proposer to clearly mark any part of his proposal considered to be of proprietary or confidential nature. Proposers shall not mark sections of their proposal as "proprietary" or "confidential" if the section is to be part of the award of the Agreement and is "Material" in nature, (i.e., prices).
- d) Any deviations from, or exceptions to, the requirements as specified in this RFP, shall be clearly noted. Adequate information must be provided to allow the Authority to evaluate

the exceptions. Such information must be detailed so that the Authority is able to ascertain any pricing and/or quality differences. If exceptions are noted, the Proposer must complete the Pricing Sheet as if no exceptions were made, then detail any price differences related to each exception. In the same manner, any exception(s) affecting the non-cost elements of the Proposal, must be explained in great detail.

- e) Proposers, by submitting a signed proposal, certify that the proposal is not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under North Carolina or United States law.
- f) Any question(s) regarding this RFP must be submitted by the Proposer, according to the directions specified in the Instruction to Proposers. Questions or issues, which materially affect the nature of this RFP, may result in a delay of the submission deadline.
- g) The submittal of a proposal shall be held to be conclusive evidence that the Proposer has examined the premises and satisfied itself as to the existing conditions under which it will be obligated to operate in performing the Services under this Agreement.

5. SUBMISSION OF PROPOSALS

Proposers shall submit one (1) original and five (5) copies of their complete Proposal, including all required submittals and attachments to:

Contract Administrator Raleigh-Durham Airport Authority PO Box 80001 (Postal Delivery) 1000 Trade Drive (Overnight, Express, or Hand Delivery) Raleigh, North Carolina 27623

Proposals are to be in either a sealed envelope or a sealed box and labeled with the project number and name. Proposals must be received in the office of the Authority no later than the date and time listed on Page 1 of the Instructions to Proposers. Individual proposals will not be read in public or available for public inspection until after final execution and approval of a contract.

6. MODIFICATIONS AND/OR WITHDRAWAL OF PROPOSALS

A Proposer may withdraw or revise a proposal, provided that a proposal withdrawal request is submitted to the Authority, in writing by fax at (919) 840-7830, no later than the deadline for responding to the RFP. The Proposer may submit a revised proposal to the Authority according to the same requirements and deadlines as the original proposal. Negligence on the part of the Proposer in the preparation of its proposal shall not be grounds for modification or withdrawal of the proposal after the time set for proposal receipt.

7. REJECTION OF PROPOSALS

- a) Proposals containing any omission; alteration of form; additions or conditions not called for; conditional or alternate proposals, unless called for may be considered irregular and may be rejected.
- b) The Authority reserves the right to reject any or all proposals, to waive any informalities or irregularities therein, to award or refrain from awarding a Agreement for work, to resolicit proposals, and to negotiate with all qualified firms for services. If funds are not available, the Authority has the right to reject the proposal in its entirety or any part thereof.
- c) Under no circumstances shall the Authority be obligated to reimburse the Proposer for any costs associated with the preparation of the solicited proposal.

8. AWARD OF AGREEMENT

The award of the Agreement, if it is awarded, will be to the most responsible/responsive Proposer, as such award may be evaluated to be in the best interest of the Authority. No award will be made until the Authority has concluded such investigations, as it deems necessary, to establish the responsiveness, responsibility, qualifications, and financial ability of the Proposers to do the work in accordance with the Contract Documents. The Authority reserves the right to reject the proposal of any Proposer who does not pass such investigation to the Authority's satisfaction.

- 1) Responsiveness shall be defined as:
 - a) The completeness of the proposal, including pricing and requested deliverables;
 - b) A proposal presenting the most advantageous pricing to the Authority;
 - c) A proposal without excisions or special conditions;
 - d) A proposal having no alternative bias for any items unless requested in the Performance Work Statement;
 - e) A proposal without obviously unbalanced unit prices
- 2) Responsibility shall be based on whether the Proposer:
 - a) Displays a thorough understanding of the size and scope of the project;
 - b) Has adequate experience, equipment, staff, and other resources to perform the Janitorial Services properly and within the time limits that have been established;
 - c) Maintains documented quality assurance, employee training, and safety programs.
 - d) Has adequate financial status to meet obligations contingent to doing the Work.

9. PROPOSAL DEPOSIT, PERFORMANCE AND PAYMENT BONDS

a) A cash deposit, a certified check drawn on a bank or trust company insured by the Federal Deposit Insurance Corporation or a bid bond in the amount equal to not less than five percent (5%) of the proposed Agreement amount shall be furnished to the Authority

with Contractor's proposal, said deposit to be retained by the Airport Authority as liquidated damages should the successful Proposer fail to execute the Agreement within ten (10) days after award. For the purposes of the proposal deposit, the proposal Agreement amount shall be defined as the total of all base and miscellaneous items included in the proposal.

b) Contractor shall furnish a good and sufficient Performance and Payment Bond, in the amount equal to the value of twelve months of the monthly service charge agreed upon in the Agreement, which guarantees that the Agreement, including the various guarantee periods there under, will be faithfully performed, and that Contractor will promptly make payment to all persons supplying him labor, materials, supplies and services used directly or indirectly by the Agreement in the prosecution of the work provided for in the Agreement, with a surety Company satisfactory to the Authority and licensed to conduct business in the State of North Carolina. The performance and payment bonds, along with appropriate Power of Attorney, shall be delivered to the Authority no later than ten (10) calendar days from the date of Notice to Award and acceptance, simultaneously with Contractor's execution of the Agreement. If, at any time after the execution of the Agreement, and the Contract Bonds as above required, the Authority deems the surety or sureties upon such bond or bonds to be unsatisfactory, or if, for any reason, such bond or bonds ceases to be adequate to cover the performance of the work or prompt payment as above specified, the Contractor shall, at its expense within five (5) days written notice from the Authority to do so, furnish additional bond or bonds in such form and amount and with such surety or sureties as shall be satisfactory to the Authority. In such event, no further payment to the Contractor shall be deemed due under the Agreement until such new or additional bond or bonds are furnished in a manner and form satisfactory to the Authority.

10. CANCELLATION OF AWARD

The Authority reserves the right to cancel the award without liability, except return of the Proposal Deposit, at any time before the Agreement has been fully executed by all Parties.

11. EXECUTION OF AGREEMENT

The Contractor shall sign (execute) the necessary documents for entering into the Agreement and return such signed Agreement to the Authority, along with the fully executed Performance and Payment bond(s) and required insurance certificate(s), within ten (10) calendar days from the date of the Notice of Award by the Authority.

12. APPROVAL OF AGREEMENT

Upon receipt of all required documents from the Contractor, the Authority shall complete the execution of the Agreement in accordance with local laws or ordinances, and return the fully executed Agreement to the Contractor. No Agreement is binding upon the Authority until it has been executed by the Authority and delivered to the Contractor.

13. FAILURE TO EXECUTE AGREEMENT

Failure of the successful Proposer to execute the Agreement and furnish the required insurance document(s) and surety bond(s) within ten (10) calendar days after receipt the Notice of Award, shall be just cause for cancellation of the award and retention of the deposit described in Paragraph 10 above, but as liquidated damages to the Authority. The Award may then be made to the next selected responsible/responsive Proposer, or the Work may be readvertised, or otherwise handled as the Authority may elect.

14. MINORITY BUSINESS GOOD FAITH EFFORT PLAN

- a) Policy. It is the Authority's policy to take actions and to require all Proposers to take actions to ensure that Minority Business Enterprises as defined herein have the maximum opportunity to compete for the awarding of contracts and subcontracts on all projects that it undertakes.
- b) Definitions. As used in this Plan:
 - 1) The term "Minority Business Enterprise" (MBE) means a business:
 - a) in which at least fifty-one percent (51%) is owned by one or more minority or female persons, or in the case of a corporation, in which at least fifty-one percent (51%) of the stock is owned by Minority Persons;
 - b) of which the management of daily business operations are controlled by one or more of the female or minority disadvantaged persons who own it; and
 - c) that maintains a place of business or has engaged in substantial business activity within the Raleigh Durham Metropolitan Statistical Area ("MSA").
 - 2) The term "Disadvantaged Minority Person" means a person who is a citizen or lawful permanent resident of the United States and of the State of North Carolina and who is:
 - a) Black, that is, a person having origins of any of the Black racial groups in Africa; or
 - b) Hispanic; or
 - c) Asian American; or
 - d) American Indian, that is, a person having origins in any of the original peoples of North America; or
 - e) Female.
 - 3) The term "socially and economically disadvantaged individual" is defined as those socially disadvantaged individuals that have been subjected to racial or ethnic prejudice or cultural bias because of their identity as a member or a group without regard to their individual qualities as defined in 15 U.S.C. 637.
 - 4) The term "verifiable goal" means that the Authority has established written guidelines specifying the actions that the prime Proposer must take to ensure a good faith effort in the recruitment and selection of minority and female disadvantaged businesses for participation in contracts awarded under this section; the required actions are set forth in the Good Faith Effort ("GFE") Plan provisions included in the

General Conditions and must be documented in writing by the Proposer to the Authority.

c) Participation Goals. The Verifiable Goals for MBE subcontractor participation under this Agreement, expressed in percentage terms, for each prime Proposer's aggregate share of the work are as follows:

1) GOAL FOR THIS AGREEMENT:

a) Fifteen percent (15%) unified

- 2) The Verifiable Goals are applicable to all of the Proposer's construction work, and achievement of the goal will be determined by dividing the total dollar volume of the work subcontracted to MBEs respectively by the total dollar amount of the Proposer's proposal. Each MBE included in the proposal must be certified by the Authority and must be identified by name, address, MBE category, type of work, and dollar amount of subcontract.
- d) GFE Obligations. All Proposers shall agree by the submission of a proposal for this project ensures that MBEs have the maximum opportunity to participate in the performance of contracts and subcontracts. All Proposers shall be required to take all steps reasonably necessary in accordance with this Plan to ensure that MBEs have the maximum opportunity to participate in the work. Failure to make a good faith effort and to adequately document such efforts to the Authority will be grounds for disqualifying a proposal as non-responsive. Proposers shall not discriminate on the basis of race, color, national origin or gender in the selection of suppliers and subcontractors and in the performance of this Agreement.
- e) Compliance. All Proposers for work on construction projects at Raleigh-Durham International Airport are hereby notified that failure to carry out the obligations of this Plan will constitute a breach of good faith in dealing with the Authority, and the Authority will take any and all actions permitted by law to ensure compliance by all Proposers employed by it. Any Proposer who fails to meet or exceed the goals and fails to provide satisfactory evidence of its Good Faith Effort to include MBEs in its proposal will be deemed to have submitted an incomplete or non-responsive proposal and its proposal may be rejected.
- f) Agreement Award. The Authority shall be the sole arbiter to determine if a Proposer has made a reasonable Good Faith Effort toward MBE participation in its proposal on any project. The Authority reserves the right to reject any and all proposals submitted and to reject the proposal of any Proposer who fails to make a Good Faith Effort and submit timely, satisfactory evidence of its Good Faith Effort.
- g) MBE Subcontracts. Participation by MBE firms as subcontractors under this Plan shall be listed separately for each firm owned and operated by Minority Persons and the category of Minority Persons owning the firm shall be shown for each firm employed. All MBE participation must be identified and included in the sealed proposal. Any increase in MBE participation which occurs after the proposals are received will not be considered in determining the Proposer's achievement of the Verifiable Goals or its Good Faith Effort to achieve the goal.

- 1) A Proposer may count toward its achievement of MBE participation goals expenditures for materials and supplies obtained from MBE suppliers and manufacturers, provided that the MBE assumes the actual and contractual responsibility for the provision of the material and supplies.
- 2) A Proposer may count its entire expenditures to a MBE manufacturer (i.e., a supplier that produces goods from raw materials or substantially alters them before resale).
- 3) A Proposer may count sixty (60%) percent of its expenditures to MBE suppliers that are not manufacturers, provided that the MBE supplier performs a commercially useful function in the supply process (i.e., assumes the contractual responsibility for the provision of the materials supplied).
- h) Available MBEs. MBEs may be utilized from the following approved directories: <u>City of Durham</u>, <u>City of Raleigh</u>, <u>NC Department of Administration (HUB Vendors) and NCDOT</u>. (See Attachment 1- Instructions to Proposers). Credit toward the Verifiable Goal will not be counted unless the MBE to be used has been certified by the Authority prior to the proposal receipt or certification can be verified by the Authority based upon information provided by the Proposer to the Authority prior to the award of the Agreement.
- i) Proposer's Required Submissions. Each Proposer shall include in his proposal the following information concerning MBE participation in the Agreement:
 - 1) A description, including names and addresses, as required, by **Forms A through D of Appendix 1 to the Proposal,** of all proposed MBE subcontractors and/or suppliers and Non-MBE subcontractors and/or suppliers to be utilized in performing the prime Proposer. Type or print legibly all information entered on the forms.
 - 2) Written documentation of its Good Faith Efforts to involve MBE subcontractors in the portions of the work that will not be subcontracted to MBE firms. (Appendix 3 to the Proposal) Prospective Proposers who propose to perform the entire Agreement with their own work force shall submit information sufficient for the Authority to determine that it is a normal and necessary practice of the Proposer to perform all such elements of a project without the use of subcontractors, and, if possible, shall document at least four (4) similar government contracts within the past two (2) years in which they have done so (Appendix 4 to the Proposal). Such Proposers are encouraged to make maximum use of MBE suppliers whenever possible. Type or print legibly all information entered on the forms.
 - 3) APPENDICES 1 through 6, according to the instructions, MUST BE SUMITTED WITH THE PROPOSAL.
- j) <u>Satisfactory Good Faith Effort.</u> Each Proposer shall submit with its proposal documentation which demonstrates that it made Good Faith Efforts to meet the Verifiable Goals applicable to its portion of the work (**Appendix 2 to the Proposal**).

NOTE: Any Proposer who fails to provide satisfactory evidence of its Good Faith Effort with its proposal and desires to be permitted to provide additional evidence of its Good Faith Effort must make that request in writing to the Authority's Facilities Engineering & Maintenance Division not later than two hours following the time for receipt of proposals; otherwise, the opportunity to do so will be forfeited. Additional evidence of

the Proposer's Good Faith Effort must be in written form and must be delivered to the Authority's Facilities Engineering & Maintenance Division not later than twenty-four (24) hours following the time for receipt of proposals; otherwise, the opportunity to do so will be forfeited.

- 1) The following criteria will be considered and should be addressed point by point in the Proposer's submission:
 - a) Whether the Proposer attended Pre-proposal/MBE conference;
 - b) Whether the Proposer advertised contractual opportunities in general circulation, trade association, or minority-focus media concerning opportunities. Whether the advertising was specific to the project in question;
 - c) Whether the Proposer provided satisfactory written solicitations requesting participation of MBEs that reasonably could have been expected to submit a quote that were known to the Proposer or available on state or local government maintained lists no later than ten (10) days prior to the proposal receipt;
 - d) Whether the Proposer provided MBEs with:
 - 1) adequate description of all work to be contracted;
 - 2) adequate information about the location of the plans, PWS, and requirements of the contact, and;
 - 3) the date the quotation was due to the Proposer;
 - e) Whether the Proposer followed up initial solicitations of interest in person or by telephone to determine if the MBE was interested in participation;
 - f) Whether the Proposer broke down or combined elements of work to be performed by MBEs into economically feasible units in order to facilitate minority participation;
 - g) Whether the Proposer made available or provided prospective MBEs with plans, PWS, and requirements for the work to be subcontracted at least 10 days before bids or proposals were due;
 - h) Whether the Proposer negotiated in good faith with MBEs and whether the Proposer rejected MBEs as unqualified for any reason;
 - i) Whether the Proposer negotiated in good faith with interested MBEs whose initial responses were not the lowest bids for the work to be subcontracted;
 - j) Whether the Proposer offered assistance to interested MBEs in obtaining bonding or insurance required by the Authority or by the Proposer;
 - Whether the Proposer worked with minority trade, community or Proposer organizations identified by the Office of Historically Underutilized Businesses or included in the proposal documents that provide assistance in the recruitment and placement of MBEs;

- Whether the Proposer specifically negotiated with subcontractors to assume part
 of the responsibility to meet the Agreement Verifiable Goals when the work to be
 sublet includes potential for MBE participation;
- m) Whether the Proposer provided assistance to otherwise qualified MBEs in need of equipment, loan capital, lines of credit, or joint pay agreements to secure loans, supplies or letters of credit, including waiving credit that is ordinarily required or assisted MBEs in obtaining the same unit pricing with Proposer's suppliers in order to help MBEs in establishing credit;
- n) Whether the Proposer provided quick pay agreements and policies to enable MBEs to meet cash flow demands, and:
- Whether the Proposer submitted records for subcontracting with MBEs on prior contracts both with the Authority and otherwise, as well as its utilization in its proposal of subcontractors and suppliers who would qualify as MBEs;
- p) Whether the Proposer negotiated joint venture and partnership arrangements with MBE's in order to increase opportunities for MBE participation.

NOTE: The fifteen (16) items set forth above are minimum requirements and the Authority may require the Proposer to submit information on additional actions a Proposer took to secure MBE participation. Proposers are encouraged to submit to the Authority information on all additional efforts made to include MBEs in its proposal.

K. Proposer Assurances. Agreements between a Proposer and a MBE in which the MBE promises not to provide subcontracting quotations to other Proposers are prohibited. Proposers shall make a satisfactory good faith effort to replace any MBE subcontractor that is unable to perform successfully with another MBE subcontractor. All substitutions shall be coordinated with and approved by the MBE Coordinator and the Authority's project manager prior to being made.

The Contractor shall establish and maintain records and submit monthly reports which will identify and assess progress in achieving MBE subcontract participation. The report shall include a certification by the Proposer and Subcontractor regarding payment to each MBE subcontractor for the prior month's work. These reports will be certified as true and correct by an appropriate company official (See Attachments 2 and 3 to these Instructions).

- L. MBE Obligation. The Proposer agrees to ensure that the MBEs have the maximum opportunity to participate in the performance of contracts and subcontracts for work to be performed.
 - In this regard, all Proposers shall take all necessary and reasonable steps to ensure that MBEs have the maximum opportunity to compete for and perform such contracts and/or subcontracts. Proposers shall not discriminate on the basis of race, color, national origin, or gender in the performance of any contracts awarded by the Authority.
 - 2) The MBE Coordinator shall be available to Proposers and MBEs to provide assistance to the parties to encourage participation of qualified MBEs in the Agreement.

M. Achievement of Verifiable Goals. Contractor shall provide identifying information (**Appendices 5 & 6 to the Proposal**) for all MBE subcontractors and suppliers who it proposes to engage in carrying out and completing the work called for by this proposal. These forms must be signed by the Contractor and by each prospective MBE and must be received by the Authority within seventy-two (72) hours of the Authority's notice of award. Following the receipt of the proposals, no change shall be made in any of the MBE subcontractors proposed to be engaged by the Proposer without the prior written consent and approval of the MBE Coordinator and the Authority's project manager.

List of MBE Directories

Proposers may utilize the following approved MBE Directories for project participation. In the event a firm is not listed on one of the following approved listing, you must request in writing verification of the firms MBE certification status before proposal submission. Firms not currently certified by an approved certifying agency may not be counted towards your project MBE participation goal.

North Carolina Department of Transportation Disadvantaged Business Enterprise Directory

http://apps.dot.state.nc.us/constructionunit/directory/default.asp?CallingPage=CR

City of Durham Small Disadvantaged Business Enterprise Program

http://www.ci.durham.nc.us/applications/SDBE_public/Index.cfm

City of Raleigh M/WBE Program

http://www.raleighnc.gov/portal/server.pt/gateway/PTARGS 0 0 306 200 0 43/http://pt03/DIG Web Content/category/Business/Economic Development/Business Assistance Programs/mwbe/directory.aspx

NC Department of Administration (HUB Vendors)

http://www.ips.state.nc.us/ips/vendor/srchven.asp

Raleigh-Durham Airport Authority

Minority Business Enterprise (MBE) Participation Summary

The purpose of this form is to verify the participation of MBEs on Authority projects. All primes are required to submit an original of the report form monthly, in its entirety. Appendix 2 ITB (Instructions to Proposers) should be attached to this form upon submission. Completed reports should be submitted to the Contract Project Manager who will transmit them to the MBE Program Officer.

Project Title:		Reporting Period	l:	to		
Prime:			(Rep	ort Period cove	rs one calendar r	nonth)
Name of Contact for Prime:		Time Remaining	in Contract:		Years and	Months
Prime's Telephone Number: ()	Estimated Comp	letion Date f	or Project:		
MBE Participant	MBE Status	Description of Work Performed		Contract Amount	Amount Paid This Period	Amount Paid This to Date
Total contract Value	Total Paid to Prime to Date	MBE Participation Commitment At Time of Award	MBE Partio	cipation to Date	Total This Period	Total to Date
\$	\$	\$ %	\$ %		\$	\$
By affixing my signature below, I certify a breach of the Agreement to which this		contained on this form is true and corr	ect. I understar	nd that the willful p	rovision of false info	ormation shall constitute
Signature	Date	Print Nam	e		Print	Title
Invoices, canceled checks or o	ther documentat	tion deemed necessary to veri	fy payment	s to MBEs ma	y be required a	t a later date.

ITP-A2-1

MINORITY BUSINESS ENTERPRISE PAYMENT CERTIFICATION

(Submit Monthly for Each MBE Subcontractor/Supplier)

Project Title: Project Number:				
Name of Contractor: Address of Contractor:				
Name of MBE Subcontrac				
Address of MBE Subcontr	actor:			
Telephone #				
Period of Work Beginning	and e	nding		_·
Payment Schedule:	 Contract Amoun Payment This Pe Cumulative Total 	eriod =>	\$ \$ \$	
Certification:				
1) By Prime:				
	certify that the amounts show ounts that have been paid to th			
	Prime:By:	(Autho	rized Official)	
2) By Subcontrac				
	certify that we, the above nar	med MBE, have	e received the c	umulative total
	bcontractor/Supplier: By:	(Autho	rized Official)	
	Date:	(Aumoi		
(This form may be reprodu	iced.)			

Appendix 1 to the Proposal Form A

MINORITY BUSINESS ENTERPRISE UTILIZATION PLAN: MBE <u>SUBCONTRACTOR</u> UTILIZATION

		, do certify that on the subje		
		Disadvantaged Business Enterprise al services. We intend to utilize ME		
this project must certify all Enterprise – AABE; Hispan	MBEs proposed for utilization on this	ing lower tiers, to be used on this project project. In column 4, specify MBEs by a ABE; Native American Business Enterpr	ethnic group: African-American B	usiness
Name of Subcontractor/ Consultant <u>Name of Firm</u>	Address Phone Number	Description of Work to be Subcontracted	BABE, HABE, NABE, APABE, SAABE or WBE	Subcontract Dollar Value
The undersigned will er Agreement with the Air		the MBE firms listed on this form, o	conditional upon execution of a	ì
By:				
Aut	horized Official		Title	
			(This form may be	reproduced)

Appendix 1 to the Proposal Form B

MINOI	RITY BUSINESS ENTERPRISI	E UTILIZATION PLAN: N	MBE <u>SUPPLIER</u> UTILIZATIO	ON
amount of the Agreement w	, do ith Disadvantaged Minority Business En ntend to utilize MBEs as follows:	o certify that on the subject project we witterprises. MBEs may be construction su	ill expend a minimum of% of the bcontractors, vendors, material supplies	e total dollar rs, or
on this project must certify Enterprise – AABE; Hispa	siness Enterprise subcontractors, include all MBEs proposed for utilization on to nic American Business Enterprise – H. Women Business Enterprise – WBE.	his project. In column 4, specify MBE	Es by ethnic group: African-American	n Business
Name of Subcontractor/ Consultant <u>Name of Firm</u>	Address Phone Number	Description of Work to be Subcontracted	AABE, HABE, NABE, ABE or WBE	Eligible Subcontract Dollar Value*
	ARE ALREADY ADJUSTED BY THE into a formal agreement with the MBE fin	•	,	irport
By:Authori:	zed Official	Ti	itle	
			(This form may be a	reproduced)

NON-MINORITY BUSINESS SUBCONTRACTOR UTILIZATION

List all Non-Minority Business subcontractors, including lower tiers, to be used on this project.

Name of Subcontractor/ Consultant <u>Name of Firm</u>	Address Phone Number	Description of Work to be Subcontracted	Subcontract Dollar Value

(This form may be reproduced)

Appendix 1 to the Proposal

NON-MINORITY BUSINESS SUPPLIERS

List all Non-Minority Business suppliers to be used on this project.

Name of Supplier <u>Name of Firm</u>	Address Phone Number	Description of Work to be Subcontracted	Subcontract Dollar Value

(This form may be reproduced)

GOOD FAITH EFFORT REVIEW FORM

(To Be Completed By Proposer)

Project	Name: Project Number:	
	ny Name:Telephone Number:	
Address	s:	
City/Sta	ate/Zip:Proposal Date:	
(1) Did	Proposer attend Pre-proposal/MBE conference? Yes No	
(2) a. b.	Did Proposer advertise contractual opportunities in general circulation minority-focus media concerning opportunities? Yes (attach affic Was advertising specific to the project in question?YesNo	
	the Proposer provide satisfactory written solicitations requesting particip	ation of MREs that reasonably
	the Proposer provide satisfactory written solicitations requesting participative been expected to submit a quote that were known to the Proposer or α	-
	ment maintained lists no later than ten (10) days prior to the proposal rece	
-	entation) No	105 (actaon
	Did the Proposer provide MBEs with:	
a.	adequate description of all work to be contracted?YesNo	
b.	adequate information about the location of the plans, Performance We requirements of the contact?YesNo	ork Statement, and
c.	date the quotation was due to the Proposer?YesNo	
	the Proposer follow-up initial solicitations of interest in person or by tele erested in participation? Yes (attach documentation) No	phone to determine if the MBE
	Proposer break down or combine elements of work to be performed by Ne units in order to facilitate minority participation?Yes (attach docume	•
requirer	Proposer make available or provide prospective MBEs with plans, Performents for the work to be subcontracted at least 10 days before bids or producumentation)No	
	the Proposer negotiate in good faith with MBEs? Yes No Did to ified for any reason? YesNo (attach written explanation and documen)	
	the Proposer negotiate in good faith with interested MBEs whose initial refer the work to subcontracted? Yes (attach supporting documentation)	•
, ,	the Proposer offer assistance to interested MBEs in obtaining bonding or ity or by the Proposer? Yes (attach supporting documentation No	insurance required by the

(10) Did the Proposer work with minority trade, community or contractor organizations identified by the Office of Historically Underutilized Businesses or included in the proposal documents that provide assistance in the recruitment and placement of MBEs?Yes (attach documentation)No
(11) Did the Proposer specifically negotiate with subcontractors to assume part of the responsibility to meet the Agreement Verifiable Goals when the work to be sublet includes potential for MBE participation?Yes (attach documentation)No
(12) Did Proposer provide assistance to otherwise qualified MBEs in need of equipment, loan capital, lines of credit, or joint pay agreements to secure loans, supplies or letters of credit, including waiving credit that is ordinarily required, or assist MBEs in obtaining the same unit pricing with Proposer's suppliers in order to help MBEs in establishing credit? YesNo
(13) Did Proposer provide quick pay agreements and policies to enable MBEs to meet cash flow demands? Yes No
(14) Did Proposer submit records for subcontracting with MBEs on prior contracts both with the Authority and otherwise, as well as its utilization in its proposal of subcontractors and suppliers who would qualify as MBEs?Yes (attach documentation)No
(15) Whether the Proposer negotiated joint venture and partnership arrangements with MBE's in order to increase opportunities for MBE participation. YesNo
By Title

GOOD FAITH EFFORT DOCUMENTATION

Attach Documentation Which Demonstrate Good Faith Effort To Meet The Verifiable Contract Goal Below:

Appendix 3 to the Proposal

STATEMENT LISTING MBEs NOT INCLUDED IN PROPOSAL MINORITY BIDDERS

(To Be Completed By Proposer)

Name of Subcontractor/ Consultant/Supplier <u>Name of Firm</u>	Address Phone Number	Description of Work Or Materials To Be Supplied	AABE, HABE, NABE, ABE or WBE	<u>Subcontract</u> <u>Dollar Value</u>	Reason for Non-utilization
Pursuant to "Raleigh-Durhan Business Enterprises were co	m Airport Disadvantaged Business Fontacted in good faith and that said I	Enterprise Good Faith Effort Plan," MBEs were not identified in the pr	the undersigned certifoposal for reasons indic	ies that the above state cated.	d Disadvantaged
Ву:	Authorized Official		T	itle	

Appendix 4 to the Proposal

STATEMENT OF INTENT TO PERFORM WORK WITHOUT SUBCONTRACTING (To Be Completed, Signed and Notarized By Proposer, If Applicable)

Project	Name: _	Janitorial Services	Project Number: MNT0801
			_, hereby certify that it is our intent to perform 100% of the work
required f	for the Agi	reement.	
In making following	_	fication, the Proposer, pursu	ant to Section I, Item 2 of the Good Faith Effort Plan, states the
1.	type Agr	reement with its own work f	business practice of the Proposer to perform all elements of this forces without the use of subcontractors. The Proposer has mentation of at least three (4) other government projects within y have done so.
2.	Propose	r will notify the Authority an	o subcontract some portion of the work at a later date, the nd institute good faith efforts to comply with all requirements of all opportunities to MBE firms to subcontract the work.
3.		opportunities available unde	I opportunity to MBEs to participate in significant material er the prime Agreement and to document good faith efforts as
serves to	verify that	it is, and has been, a norma	d shall provide conclusive documentation (attached) which il business practice for the indicated firm to perform all elements ce and without the use of subcontractors.
	-	reby certifies that he or she ordance herewith.	has read the terms of this certification and is authorized to bind
Signature document		of authorized official of the	company and the date must be properly executed on this
		By	:
	Date		:Authorized Official
		-	Title

Appendix 4 to the Proposal

PERFORM WORK WITHOUT SUBCONTRACTING DOCUMENTATION

LETTER OF INTENT TO PERFORM AS A SUBCONTRACTOR

(To Be Completed By Each MBE Subcontractor)

Proje	ect Name: Janitorial Services	Project Number:	MNT0801		
	undersigned intends to perform v Minority Business Enterprise /			nced project as (check one):	
The		de the following described		ess of being // certified by the Air ection with the project (specify in	
	Items				
1.					
 3. 4. 					
5. 6.					
You	have projected the following cor work as follows:		n work, and the	undersigned MBE Proposer is p	rojecting completion of
Iten	ms	Projected Commenceme	ent Date	Projected Completion Date	
	undersigned will enter into a form the Airport Authority.	mal agreement for the spec	cified work wit	h you conditioned upon your exe	ecution of a Agreement
	(Date)	(Nar	ne of MBE Co	ntractor)	
		Ву	Authorized	Official	
(This	s form may be reproduced.)		Title	2	

Appendix 6 to the Proposal

LETTER OF INTENT TO PROVIDE MATERIALS OR SUPPLIES

(To Be Completed By Each MBE Materials or Supplies Subcontractor)

Project Name: Project Number:				
Proposer:		MBE Subcontract	or:	
	tor/Supplier intends to provide mater			
by the Authority The Subcontract	of the Subcontractor/Supplier (chector/Supplier is prepared to provide the lar materials or services to be performanced.	ne following materials in connec	·	
Material	or Service to be Provided		Quantity	
1.				
2.				
3.				
4.				
5.				
at the following You have project	price: \$ eted the following delivery date for s	uch materials or services:		
<u>Items</u>		<u>D</u>	elivery Date	
	tor/Supplier will enter into a formal in the Proposer's execution of a Agre		k with the Proposer	
	(Date)	Name of MBE Contractor)		
	E	Authorized Offici	al	
	_	Title		
	be reproduced.)			

RALEIGH-DURHAM AIRPORT AUTHORITY PROPOSAL FOR JANITORIAL SERVICES AGREEMENT

TO: Raleigh-Durham Airport Authority P.O. Box 80001 RDU Airport, NC 27623

The undersigned, as Proposer, hereby declares that the only person or persons interested in this proposal as principal or principals is or are named herein and that no person other than those herein mentioned, has any interest in the proposal or in the Agreement to be entered into; that this proposal is made without connection with any other person, company or parties making a proposal; and that it is in all respects fair and in good faith without collusion or fraud.

The Proposer further declares that he has examined the site of the work and informed himself fully in regard to all conditions pertaining to the place where the work is to be done, that he has examined the specifications for the work and the Contract Documents relative thereto, and has read all special provisions furnished prior to the opening of proposals; and that he has satisfied himself relative to the work to be performed. In case of conflict between words and figures, the words will govern.

The Proposer proposes and agrees that if this proposal is accepted, to contract with the Authority in the form of Agreement specified in the RFP, to furnish all necessary materials, equipment, machinery, tools, apparatus, means of transportation and labor necessary to perform all work in full and complete agreement with the Contract Documents to the full and entire satisfaction of the Authority as computed from the schedule of unit prices and/or lump sum prices hereinafter shown. The quantities of work required to satisfy the Contract Documents, including any plans and specifications, are the actual quantities needed to accomplish the work. The proposal price(s) stated herein includes all applicable North Carolina Sales and Use Taxes, as well as all profit and overhead.

A Proposer shall be considered disqualified for any of the following reasons, among others:

- (a) Submitting more than one proposal from the same partnership, firm or corporation under the same or different name.
- (b) Evidence of collusion among Proposers. Proposers participating in such collusion shall be disqualified as Proposers for any future work of the Authority until any such participating Proposer has been reinstated by the Authority as a qualified Proposer.

The Authority reserves the right to reject any or all proposals or sections thereof or to accept such proposals or sections thereof, as it appears in its judgment to be in the best interest of the Authority.

Proposers are hereby notified that all proposals may be rejected. Nothing in this paragraph shall limit in any manner the Authority's right to reject any and all proposals if it appears in its judgment to be its best interest to do so.

The Contractor agrees, if awarded the Agreement, to commence work on the commencement date stated in the Agreement. The Contractor agrees to complete all work associated with the Agreement in a timely manner and acknowledges that failure to perform may result in the Authority taking over the Work and terminating the Agreement. In such event, all additional costs incurred by the Authority shall be recoverable from the Contractor.

It is the policy of the Authority that Minority Businesses Enterprises as defined in the Authority's Minority Business Enterprise Plan and in N.C.G.S. 143 shall have the maximum opportunity to compete for the awarding of contracts and subcontracts without regard to race, religion, color, creed, national origin, gender, age or handicapping condition as defined in N.C.G.S. 168A-3. The Authority shall not, nor shall it require its Proposers to, award contracts or subcontracts to companies, vendors, or suppliers, who are not qualified to perform the work and who do not submit the lowest responsible proposal(s).

Each Proposer shall provide the following information to assist the Authority in its determination as to acceptability of the qualifications and experience of the Proposer to contract for work of the Authority. The Proposer understands the Authority is the sole interpreter and judge of the information provided. Any questionnaire not fully complete will be considered unresponsive and rejected with no further consideration. The Authority reserves the right to waive minor irregularities and errors.

Firm Name: STATE OF , On this___day of______,2008, personally appeared before me_____(Official of Firm), for______(Firm Name) who signed the foregoing Affidavit in my presence and made oath to the truth of the statement herein contained. (Notary Signature) My commission expires _____ Respectfully submitted this _____ day of ______, 20____. (Name of Proposer) (Address of Proposer)

The foregoing information is certified to be correct, complete, and accurate to the best

of my knowledge and belief.

Corporate Seal

ACKNOWLEGEMENT OF ADDENDA RECEIVED:

ADDENDA NODATED
ADDENDA NODATED

Attachment A to Proposal Proposed Equipment Schedule (Copy as needed)

Equipment Type	Quantity	Specific Equipment Information (manufacturer, model, size, etc)	Location(s) for Equipment Use
Example: Upright vacuum cleaner	20	Nobles UltraGlide 16" vacuum with dual motor and HEPA filtration	Terminal 1, Terminal 2, RDU Center

Attachement B to Proposal Proposed Chemical Schedule (Copy as needed)

Chemical Type	Specific Chemical Information (manufacturer, chemical name, etc)	Anticipated Uses of Chemical
Example: Glass cleaner	Easy-off ammonia-free concentrate	Cleaning glass and mirrors

Attachment C to Proposal Proposed Consumable Supply Schedule (Copy as needed)

Supply Type	Specific Supply Item Information (manufacturer, product name, etc)
Example: Standard roll tissue	Georgia Pacific Angle Soft 16580; two ply

Cost	Terminal 1 - Tenant Areas Cost includes labor, chemicals, consumable supplies, equipment, PT&I and any other applicable taxes, and profit and overhead.				
Line Number	Tenant	Offices	Baggage Office	Club Room	Total Monthly Cost
R-1	AirTran Airways	\$	\$		\$
R-2	Air Wisconsin	\$			\$
R-3	Continental Airlines	\$	\$		\$
R-4	Delta Airlines	\$	\$	\$	\$
R-5	ExpressJet Airlines	\$			\$
R-6	JetBlue Airlines	\$	\$		\$
R-7	Southwest Airlines	\$	\$		\$
R-8	US Airways	\$	\$	\$	\$
R-9	Total of Tenant Areas \$				\$

Terminal 1 - Airline Hold rooms Cost includes labor, chemicals, equipment, PT&I and any other applicable taxes, and profit and overhead				
Line Number				
R-10	\$	35,2302	\$	

Terminal 1 - Airline Loading Bridges					
Line Number	Cost ner bridge ner month Total Quantity of Kridges Total Monthly Cost				
R-11	\$	22	\$		

Terminal 1 – Common Areas						
	(All specified interior areas not included above) Cost includes labor, chemicals, equipment, PT&I and any other applicable taxes, and profit and overhead					
Line	Line Cost per square foot per month Total Area (square feet) Total Monthly Cost					
Number		111 (1111)	3			
R-12	\$	\$ 156,982 \$				

	Terminal 1 – Exterior Areas					
	(Aircraft ramp, exterior walks and curbs, and loading dock)					
	Cost includes labor, chemicals, equipment, PT&I and any other applicable taxes, and profit and overhead					
Line	Total Monthly Cost					
Number	Total Monthly Cost					
R-13	\$					

Terminal 1 – Consumable Supplies Cost includes cost of consumable supplies indicated in Section 9					
Line Number	Passengers ner month				
R-14	\$0.	480,000	\$		

Terminal 1 – Health Insurance Costs Includes cost of employee health insurance as indicated in Section 20							
	Mont	hly Premium	Cost		Total Cost		
Line Number	Employee Only	Employee + Spouse	Employee + Family	Number of Employees	of Premiums Assume 100% participation at Employee Only level	Less Employee Contribution of 10%	Total Monthly Cost
R-15	\$	\$	\$		\$	\$	\$

Terminal 1 – Total Monthly Janitorial Costs				
Line	Total of Line Items R-9 through R-15			
Number	_			
R-16	\$			

Terminal 1 – Marble Floor Restoration Work One time charge for marble floor restoration work as specified in Section 8.3 of the Requirements for Services				
Line Number	Amount			
R-17	\$			

Cost	Terminal 2 - Tenant Areas				
Line Number	Tenant Offices Raggage Office Club Room				
R-18	American Airlines		\$		\$
R-19	United Airlines	\$	\$		\$
R-20	Delta Airlines	\$	\$	\$	\$
R-21	Total of Tenant Areas \$				

Terminal 2 - Airline Hold rooms			
Cost includes labor, chemicals, equipment, PT&I and any other applicable taxes, and profit and overhead Line Cost per square foot per month Total Area (square feet) Total Monthly Cost			Total Monthly Cost
Number	Cost per square root per month	Total firea (square feet)	Total Withting Cost
R-22	\$	40,253	\$

Terminal 2 - Airline Loading Bridges				
	Cost includes labor, chemicals, equipment, PT&I and any other applicable taxes, and profit and overhead			
Line Number	Cost per bridge per month Lotal Chiaptity of Kridges Lotal Monthly Cost			
R-23	\$	20	\$	

Terminal 2 – Common Areas				
(Aircraft	(Aircraft ramp, exterior walks and curbs, loading dock, and all specified interior areas not included above)			
	Cost includes labor, chemicals, equipment, PT&I and any other applicable taxes, and profit and overhead			
Line Number	Cost per square foot per month	Total Area (square feet)	Total Monthly Cost	
R-24	\$	308,758	\$	

	Terminal 2 – Exterior Areas		
	(Aircraft ramp, exterior walks and curbs, and loading dock)		
	Cost includes labor, chemicals, equipment, PT&I and any other applicable taxes, and profit and overhead		
Line	Total Manthly Cost		
Number	Total Monthly Cost		
R-25	\$		

Terminal 2 – Consumable Supplies Include costs for Terminal C Cost includes cost of consumable supplies indicated in Section 9			
Line Number	Cost per passenger per month (maximum 5 decimal places)	Passengers per month (includes passengers for Terminal C)	Total Monthly Cost
R-26	\$0.	357,000	\$

	Terminal 2 – Health Insurance Costs Includes cost of employee health insurance as indicated in Section 20						
	Monthly Premium Cost			Total Cost			
Line Number	Employee Only	Employee + Spouse	Employee + Family	Number of Employees	of Premiums Assume 100% participation at Employee Only level	Less Employee Contribution of 10%	Total Monthly Cost
R-27	\$	\$	\$		\$	\$	\$

	Terminal 2 – Total Monthly Janitorial Costs		
Line Number	Total of Line Items R-17 through R-27		
R-28	\$		

	Terminal C - Airline Hold rooms Cost includes labor, chemicals, equipment, PT&I and any other applicable taxes, and profit and overhead		
Line Number	Cost per square foot per month	Total Area (square feet)	Total Monthly Cost
R-29	\$	27,501	\$

Terminal C – Common Areas				
(Exterior walks and curbs and all specified interior areas not included above)				
	Cost includes labor, chemicals, equipment, PT&I and any other applicable taxes, and profit and overhead			
Line	Total Monthly Cost			
Number				
R-30	\$			

	Terminal C – Total Monthly Janitorial Costs		
Line Number	Total of Line Items R-29 through R-30		
R-31	\$		

	Remote Locations Costs includes labor, chemicals, equipment, PT&I and any other applicable taxes, and profit and overhead		
Line Number	Location Name	Monthly Cost	
R-32	General Aviation Terminal	\$	
R-33	RDU Center	\$	
R-34	Airport Operations Center	\$	
R-35	Maintenance Facility	\$	
R-36	Central Energy Plant	\$	
R-37	Taxi Staging Facility	\$	
R-38	Fuel Facility	\$	
R-39	South Cargo 3	\$	
R-40	Observation Park	\$	
R-41	Parking Garage and Exit Plaza	\$	
R-42	T-Hangar Restrooms	\$	
R-43	Commercial Staging Lot Restroom	\$	
R-44	Park & Ride 3 Shelters and Exit Plaza	\$	
R-45	Park & Ride 3 Shelters and Exit Plaza	\$	
R-46	Remote Exit Express Shelters	\$	
R-47	Gate 55 Guard House	\$	
R-48	Total Of Remote Locations	\$	

All Locations – Total Proposed Amount				
Line Number	Proposed Item	Amount		
R-49	Monthly Total of Line Items R-16, R-28, R-31, and R-48	\$		
R-50	Annual Proposed Amount (R-49 x 12)	\$		
R-51	One Time Charge for Marble Floor Restoration	\$		
R-52	Total Proposed Amount (R-50 + R-51)	\$		

Company Name:		
Authorized Signature:		

Section 1 Insert Executive Summary Here

Section 2 Exhibit A to Proposal Insert Proposed Equipment Schedule Here

Section 3 Exhibit B to Proposal Insert Proposed Chemical Schedule Here

Section 4 Exhibit C to Proposal Insert Proposed Consumable Supply Schedule Here

Section 5 Insert Proposed Uniform Information Here

Section 6 Insert Proposed Staffing Plan Information Here

Section 7 Insert Proposed Communications Plan Here

Section 8 Insert Proposed Green Cleaning Plan Outline Here

Section 9 Insert Proposed Quality Control Plan Here

Section 10 Insert MBE Program Forms and Documentation Here (Appendices 1 through 6 as applicable)

Section 11 Exhibit D to Proposal Insert Proposal Pricing Sheets Here

Section 12 Insert Exceptions to Requirements Here

Section 13 Insert Bid Security Here

Form of Agreement

This Agreement is entered into this the	day of	, 2008, between the Raleigh-Durham
Airport Authority (the "Authority") and _		(the "Contractor") for
Janitorial Services at the Raleigh-Durham	n International A	Airport (the "Airport").

1. DEFINITIONS:

When used herein with initial capitalization, whether in the singular or in the plural, the following terms shall have the following meanings:

"Agreement" = This written agreement between the Authority and the Contractor covering the work to be performed and including the other Contract Documents made a part hereof as provided herein.

"Authority Representative" = The Authority employee designated to administer the Agreement and coordinate the Contractor's performance hereunder on behalf of the Authority.

"Change Directive" = A written order signed by the Authority, directing a change in the Janitorial Services prior to agreement on adjustment, if any, in the payments to the Contractor. The Authority may, by Change Directive, without invalidating the Agreement, order changes in the Janitorial Services within the general scope of the Contract Documents consisting of additions, deletions or other revisions. A Change Directive shall be used in the absence of total agreement on the terms of a Change Order. A Change Directive may or may not be agreed to by the Contractor.

"Change Order" = A Change Order is a written instrument signed by the Authority and Contractor stating their agreement upon the change in the Janitorial Services and the amount of the adjustment, if any, in the payment to the Contractor.

"Effective Date" = The date set forth in the Agreement at which the Contractor shall begin providing Janitorial Services to the Authority.

"Lump Sum Price Work" = Portions of the Janitorial Services to be paid for on the basis of fixed prices.

"Janitorial Services" = All services and procedures required to fulfill the Contractor's obligations as set forth in the Contract Documents. Includes the furnishing of all labor, materials, supplies, and equipment.

"Non-conforming Janitorial Services" = Janitorial Services provided by the Contractor which do not meet the minimum requirements for such goods or services as stated herein.

"Performance Work Statement and Drawings" = The Performance Work Statement is the portion of the Contract Documents that consists of written technical descriptions of materials, equipment, services, performance standards, and workmanship as applied to the Janitorial Services and certain administrative details applicable thereto. The Drawings show the character and location of the Janitorial Services, and are included in the Contract Documents.

"Subcontractor" = An individual or firm having a direct contract with the Contractor or with any other Subcontractor for the performance of a part of the Janitorial Services.

"Supplier" = A manufacturer, fabricator, supplier, distributor, or vendor who supplies labor, material, equipment, or services to the Contractor or a Subcontractor for use in performing the Janitorial Services.

"Unit Price Work" = Portions of the Janitorial Services to be paid for on the basis of unit prices.

"Work Order" = A document issued hereunder by the Authority to the Contractor setting forth, without limitation, a description of specific Janitorial Services to be performed.

2. CONTRACT DOCUMENTS

Contract Documents shall include: the Request for Proposal, the Instructions to Proposers, the Contractor's Proposal (insofar as it conforms to the requirements of the other Contract Documents), the Agreement, Payment and Performance Bonds, Bid Bond, Insurance Certificate(s), Performance Work Statement, and any Addenda issued to Proposers.

3. CHANGES IN JANITORIAL SERVICES.

- (a) Changes in the Janitorial Services may be accomplished after execution of the Agreement and without invalidating the Agreement, by Change Order or Change Directive. Changes in the Janitorial Services shall be performed under applicable provisions of the Contract Documents, and the Contractor shall proceed promptly, unless otherwise provided in the Change Order or Change Directive.
- (b) A Change Order is a written instrument signed by the Authority and Contractor stating their agreement upon the change in the Janitorial Services and the amount of the adjustment, if any, in the payment to the Contractor.
- (c) A Change Directive is a written order signed by the Authority, directing a change in the Janitorial Services prior to agreement on adjustment, if any, in the payments to the Contractor. The Authority may, by Change Directive, without invalidating the Agreement, order changes in the Janitorial Services within the general scope of the Contract Documents consisting of additions, deletions or other revisions. A Change Directive shall be used in the absence of total agreement on the terms of a Change Order. A Change Directive may or may not be agreed to by the Contractor.
- (d) The Authority may initiate changes to the Janitorial Services by giving the Contractor a Change Order Request. The Contractor shall, as soon as reasonably possible, but not later than twenty (20) days following receipt of a Change Order Request, furnish to the Authority a statement setting forth in detail, with suitable breakdown by trades and work classifications, the charges, if any, attributable to the changes set forth in such Change Order Request. When pricing any charges attributable to the changes set forth in the Change Order Request, labor for workers and/or supervisors shall be quoted at the rate listed by the Contractor in the Proposal for the applicable category of labor and shall not exceed the time usually associated in the industry, and in the Triangle Area, with the service. Consumable supplies shall be billed at the rates listed by the Contractor in the Proposal for the applicable category of supplies. Parts for specified equipment shall be quoted at cost plus 10% which shall cover

the actual cost FOB and all incidental costs associated with handling, etc. The Contractor shall ensure it has obtained the best price for all parts for specified equipment, within the Triangle Area if so available, and shall provide three quotes, vendors to be chosen at the discretion of the Authority, to prove such low pricing. The Contractor shall provide to the Authority as backup information: parts quotes, pay statements of employees, shipping invoices, and any other back up information pertinent to the charges submitted and requested by the Authority. The Authority will review the proposal and negotiate with the Contractor when necessary to arrive at a reasonable estimate. The final cost for the work incorporated into any Change Order shall not exceed the estimated cost by more than ten (10) percent. If the Authority approves of such charges, a Change Order shall be executed and payment to the Contractor shall be adjusted as set forth therein. Agreement on any Change Order shall constitute a final settlement on all items covered therein, subject to performance thereof and payment thereof pursuant to the terms of this Agreement. Failure of the parties to agree on the price of any portion of a Change Order Request shall not excuse the Contractor from proceeding with the prosecution of the Janitorial Services or work, as changed, for an amount equal to the amount undisputed by the Authority for such a Change Order Request, with Contractor reserving its rights to claim additional compensation for the disputed portion of such Change Order work. If the Contractor fails to respond to a Change Order Request within the allotted twenty (20) calendar day period, the Owner shall not be obligated to reimburse the Contractor for any additional costs due to the Change Order Request.

- (e) In the event the Change Order increases payments to the Contractor, Contractor shall include the Janitorial Services covered by such Change Orders in applications for payment as if such Janitorial Services were originally part of the Contract Documents.
- (f) If the parties cannot agree on a Change Order for changes to the Janitorial Services, the Authority will issue a Change Directive which will establish the payment to the Contractor for the changes. The Change Directive shall provide that labor shall be paid at the rate listed by the Contractor in the Proposal for the applicable category of labor and shall not exceed the time estimate usually associated in the industry, and in the Triangle Area, with Janitorial Service to be provided. Consumable supplies shall be reimbursed at the rates listed by the Contractor in the Proposal for the applicable category of supplies. The Change Directive will provide that parts for specified equipment shall be billed at cost plus 10% which shall cover the actual cost, FOB and all incidental costs associated with handling, etc.
- (g) Upon receipt of a Change Directive, the Contractor shall promptly proceed with the change in the Janitorial Services involved and advise the Authority of the Contractor's agreement or disagreement with the method, if any, provided in the Change Directive for determining the proposed adjustment in the payments to the Contractor. A Change Directive signed by the Contractor indicates the agreement of the Contractor therewith, including adjustment to the payments to the Contractor or the method for determining them. Such agreement shall be effective immediately and shall be recorded as a Change Order. If the Contractor disagrees with the method provided in the Change Directive for determining the proposed adjustment in the payment to the Contractor, Contractor shall, as soon as reasonably possible but not later than twenty (20) days following receipt of a Change Directive, furnish to the Authority a statement setting forth in detail, with suitable breakdown by trade, and work classifications, the changes to the payments due the Contractor it contends results from the Change Directive. If the Contractor does not provide written notice of disagreement with the Change Directive within twenty (20) days following receipt thereof, the Contractor will be deemed to have accepted the Change Directive and such Change Directive will be treated as a Change Order.

- (h) If the Contractor disagrees with the method for adjustment in the payments to the Contractor set forth in the Change Directive and complies with the provisions of subparagraph (g) and the Authority determines that the adjustment in the payments to the Contractor set forth in the Change Directive should be further adjusted based on the statement submitted by the Contractor pursuant to subparagraph (g), the parties shall execute a Change Order to reflect their agreement on any adjustments to the compensation to the Contractor. Conversely, if the Authority determines that the submission by the Contractor pursuant to subparagraph (g) does not justify adjustment of the payment to the Contractor beyond that set forth in the Change Directive, the Contractor shall perform the changes to the Janitorial Services described in the Change Directive and may resolve its dispute over payment therefrom pursuant to the provisions of Paragraph 27 of the Agreement.
- (i) No change in the Janitorial Services by way of alteration or addition shall be the basis for any additional payment to the Contractor unless and until such alteration or addition has been authorized by written Change Order or a Change Directive executed and issued in accordance with and in strict compliance with the requirements of the Contract Documents. This requirement is of the essence of the Contract Documents. Accordingly, no course of conduct or dealing between the parties, nor express or implied acceptance of alterations or additions to the Janitorial Services, and no claim that the Authority has been unjustly enriched by any alteration or addition to the Janitorial Services, whether or not there is any such enrichment, shall be the basis for any claim to an increase in the payments to the Contractor.

4. WARRANTY AND GUARANTEE

- (a) The Contractor warrants that all Janitorial Services furnished under this Agreement shall be performed in a workmanlike manner and shall be free of defects in material or workmanship. All equipment and materials incorporated in the work will be new, unless otherwise specified. If required by the Authority, the Contractor will furnish satisfactory evidence as to the kind and quality of equipment and materials. All materials and equipment shall be applied, installed, connected, erected, used, cleaned and conditioned in accordance with the instructions of the applicable manufacturer, fabricator or processor, except as otherwise specifically provided in the Contract Documents. The Contractor warrants that any electronic parts provided by the Contractor under this Agreement, that are intended to function as part of a system for use by the Authority, are compatible with other electronic or software components of such system regardless of whether the Contractor provides all the electronic and software components of such system. Any work not so conforming to these standards may be considered defective.
- (b) The Contractor warrants that its performance of Janitorial Services does not violate any third party's copyright, patent, trade secret or other proprietary right. The Contractor warrants that Janitorial Services, and the performance thereof, are in compliance with all applicable federal, state, and local laws, statutes, ordinances, and regulations, including without limitation the standards required by the Occupational Safety and Health Act of 1970. The Contractor warrants that all chemical substances brought to the Airport by the Contractor are not hazardous or toxic wastes as defined by any federal or state laws or regulations.
- (c) If, within one (1) year after the date of final acceptance by the Authority, any of the Janitorial Services are found to be defective or not in accordance with Contract Documents, the Contractor shall, at no cost to the Authority, correct such defect within ten (10) business days, or other mutually agreed to time frame, after receipt of written notice from the Authority to

do so. These warranties are cumulative of, and in addition to, any other warranties provided by law.

5. REMEDIES

Refer to Performance Work Statement

The Authority shall have the right to inspect and accept or reject the Janitorial Services performed thereon based upon its compliance with the warranties set forth herein. The Authority may require the Contractor to re perform or replace non-conforming Janitorial Services at the Contractor's expense. In the event the Contractor has attempted and failed to satisfactorily re-perform such non-conforming Janitorial Services, the Authority, at its option, may engage a third party to re-perform or replace the non-conforming Janitorial Services at the Contractor's expense without making payment on the original repair effort to the Contractor. The Contractor's failure to meet required response times, other service level requirements, or applicable availability guaranties set forth in the Requirements for Services, or otherwise perform its obligations hereunder, shall, at the Authority's option, subject the Contractor to deductions from the monthly invoice amounts as specified in Section 10, Remedies for Non-Performance, of the Requirements for Services, performance reviews, disqualify the Contractor from consideration for additional Authority contracts, and/or constitute cause for termination of this Agreement. These remedies are cumulative of, and in addition to, any other remedies provided by law.

6. MOST FAVORED CLIENT

The Contractor represents that all of the fees, prices, warranties, benefits and other terms being provided hereunder are equivalent to or better than the terms being offered by the Contractor to its other customers. If, during the term of this Agreement, the Contractor enters into an agreement with any other customer providing such customer with more favorable terms, the Contractor shall immediately notify the Authority, amend the Agreement, and retroactively provide such terms to the Authority. The Contractor shall promptly provide the Authority with any refund or credits thereby created.

7. RELATIONSHIP BETWEEN PARTIES

The Contractor is not an employee or agent of the Authority, and shall perform its obligations hereunder as an independent contractor. The Contactor's personnel shall not be considered employees of the Authority within the meaning or application of any federal, state, or local laws or regulations. The Contractor shall be responsible for the payment of wages, salaries, and other amounts due its personnel in connection with their performance hereunder, and shall he responsible for all payroll reports and obligations, including but not limited to withholding, social security, unemployment insurance, workers' compensation, immigration and naturalization, and other similar business responsibilities. The Contractor shall be responsible for the management and supervision of all of its personnel. Any directions or requests regarding Janitorial Services under this Agreement that is given directly to Contractor's personnel by the Authority shall not be construed as management or supervision of the Contractor's employee.

8. OPERATION OF THE AIRPORT

The Airport has numerous vehicles, aircraft and passenger operations occurring in areas within and adjacent to the grounds and facilities covered under this Agreement. Any Work performed under the Contract Documents shall be carried on in such a manner so as to insure the regular and continuous operations of the Airport, including, but not limited to the control of noise, debris and dust. In order to minimize operational conflicts and protect Airport users and other contractors, the Contractor must adhere to all safety regulations, methods and procedures outlined in the Performance Work Statement, and any other material referred to herein. The Contractor shall not close any roadways or other areas of the Airport until so authorized by the Authority.

9. EQUAL EMPLOYMENT

The Contractor agrees that it shall not discriminate against any employee or applicant for employment because of race, creed, color, age, sex, national origin, marital status, liability for service in the armed forces, disability due to veteran status, status as veteran of the Vietnam era, or the handicapped, and it shall comply with all the requirements of the Equal Opportunity Clause set forth in Executive Order 11246, as amended, and its implementing instructions, as well as the Rehabilitation Act of 1973 and the Vietnam Era Veterans' Readjustment Assistance Act of 1974. In the event that, and at such time as, the Authority requests, the Contractor shall furnish to the Authority written certification that the Contractor is in compliance with Executive Order 11246 and applicable regulations there under. The Contractor certifies that it does not and shall not maintain facilities for its employees in a segregated manner or permit its employees to perform its services at any location under its control where segregated facilities are maintained, and agrees to obtain similar certifications from any subcontractors.

10. SUBCONTRACTS AND ASSIGNMENT

Except as detailed in the Performance Work Statement, the Contractor shall not subcontract any portion of its obligations under this Agreement without the Authority's prior written approval. The Contractor shall not assign, in whole or part, any of its benefits or obligations under this Agreement without the Authority's written consent.

11. AGREEMENT PRICES

All line item prices, whether quoted per unit or as a lump sum, shall remain in effect for the full Agreement term, without escalation and shall be inclusive of all taxes, overhead, and profit. Prior to the execution of any Agreement extension as defined in Section 19 of the Agreement, the Authority will allow an escalation of Contractor pricing not to exceed the consumer price index (CPI) for the US City Average as defined by the United States Department of Labor, Bureau of Labor Statistics: US City Average, Other Goods & Services, 12 month percent change, for the year preceding the proposed extension period. Such pricing increases shall be fully justified, in writing, by the Contractor to the satisfaction of the Authority.

12. INVOICES AND PAYMENTS

- (a) The Contractor shall provide a single monthly payment requisition to the Authority not later than the 10th day of the month for the Janitorial Services rendered during the previous month. The payment requisition will be prepared within Expedition Contract Control Software and submitted electronically to the Authority. Each element of work will be itemized according to the approved Schedule of Values and cost coded appropriately by cost center or other subdivision of cost as pre-approved by the Authority. The Contractor shall provide backup information attached electronically to the payment requisition document (in one file unless instructed otherwise by the Authority's project manager) in Expedition and shall indicate the appropriate Authority-issued work order number, when applicable. Such attached documents shall possess all appropriate certifications and/or signatures.
- (b) The Authority shall make payment, for work that has been accepted, within 30 days of receipt of the payment requisition, at the address of the Contractor stated herein. Payments made by the Authority shall not be considered as acceptance of satisfactory performance of the Contractor's obligations under this Agreement, nor shall any payment be construed as acceptance of Non-conforming Janitorial Services, or as relieving the Contractor from its full responsibility under the Agreement. The Contractor is responsible for the accuracy of its billing information. The Authority is not responsible for billing errors or billing omissions and each payment requisition shall be considered to be a full and complete accounting of monies owed the Contractor for work performed during the billing period.

The billing address for any mailed invoices shall be:

Raleigh Durham Airport Authority Attn: Finance Dept. P0 Box 80001 Raleigh, NC 27623

Sales Tax and Reporting Requirements: The Contractor hereby agrees that all materials to be (c) purchased by Contractor (or any Subcontractors) in connection with the Agreement, and which are annexed to, affixed to or become part of the building or structures to be serviced by Contractor, shall be purchased in the State of North Carolina or else, wherever possible, purchased so that North Carolina sales and use tax and applicable local sales and use taxes shall be paid with respect to all such purchases. Contractor shall keep, maintain and provide to the Authority on a monthly basis, as a part of its Application for Payment, certified statements of all materials purchased (whether by Contractor or Subcontractors) under the Agreement and which are annexed to, affixed to or become part of the building or structures to be serviced by Contractor including, without limitation, the date of purchase, a description of the materials purchased, invoice number, name and location (including county) of the seller, the county to which the materials were delivered, the purchase price amount, the amount of North Carolina and/or local sales and use taxes paid, together with all receipts and all other written evidence and/or acknowledgements of payment of North Carolina sales and use taxes and local sales and use taxes (all such records described herein, together with all other records reasonably required by the Authority to be kept, maintained and provided by the Contractor, hereinafter, collectively referred to as the "Tax Records"). Contractor shall keep, maintain and provide when requested all Tax Records throughout the term of the Agreement and for a period of three (3) years following termination of the Agreement. The failure to keep, maintain, and provide such Tax Records to the Authority on a monthly basis shall be a

basis for withholding payment to the Contractor for the amount which the Authority may reasonably estimate to be the sales and use taxes applicable to materials purchased under the Agreement. The Authority may supply to Contractor a standard form to be used for monthly reporting of sales and use taxes paid.

13. FINAL PAYMENT

- (a) Final payment shall become due when the Contractor submits to the Authority (1) an affidavit that payrolls, bills for materials and equipment, and other indebtedness connected with the Janitorial Services for which the Authority or the Authority's property might be responsible or encumbered (less amounts withheld by Authority) have been paid or otherwise satisfied, (2) a certificate evidencing that insurance required by the Contract Documents to remain in force after final payment is currently in effect and will not be canceled or allowed to expire until at least 30 days' prior written notice has been given to the Authority, (3) a written statement that the Contractor knows of no substantial reason that the insurance will not be renewable to cover the period required by the Contract Documents, (4) consent of surety, if any, to final payment, (5) if required by the Authority, other data establishing payment or satisfaction of obligations, such as receipts, releases and waivers of liens, claims, security interests or encumbrances arising out of the Agreement, to the extent and in such form as may be designated by the Authority, (6) all warranties, guarantees, Record Drawings for the Janitorial Services and all other required close-out documents, (7) all Identification Badges issued by Authority to employees of the Contractor or subcontractors have been returned, and all required sales tax and use tax reports have been submitted.
- (b) The final payment due the Contractor shall not become due until the Contractor has furnished to the Authority the following:
 - (i) An affidavit by the Contractor signed, sworn, and notarized to the effect that all payments for materials, services, and for any other reason in connection with the Agreement have been satisfied and that no claims or liens exist against the Contractor in connection with the Agreement; and
 - (ii) Affidavits from each authorized subcontractor and supplier signed, sworn, and notarized to the effect that each Subcontractor or supplier has been paid in full by the Contractor for all Janitorial Services performed and/or materials supplied by it in connection with the Agreement and that all payments for materials, services, and for any other reason in connection with the subcontract or supply contract have been satisfied and that no claims or liens exist against the Subcontractor or supplier in connection therewith.
- (c) In the event that the Contractor cannot obtain such affidavits from subcontractors or suppliers, the Contractor shall state in its affidavit that no claims or liens exist against any subcontractor or supplier to the best of Contractor's knowledge, and that if any appear afterwards, the Contractor shall save the Authority harmless on account thereof.

14. REIMBURSEMENT

The Authority shall not be obligated to reimburse the Contractor for any costs associated with the formulation of proposals or estimates for any work or services under this Agreement.

15. USE OF NAME

The Contractor shall not use the name of the Authority, the Airport, or the Airport's trademark in any advertisement, marketing publication, or other announcement, or make known to others any information relating to the subject matter of this Agreement, without the prior written approval of the Authority.

16. DAMAGE AND INDEMNIFICATION

- (a) In executing any services hereunder, the Contractor shall make every effort not to interrupt or damage existing facilities at the Airport. The Contractor agrees pay for the cost of repairing all damages to existing facilities which are proximately caused or arise out of the performance of services pursuant to this Agreement.
- (b) The Contractor further agrees to indemnify and save the Authority harmless from and against all losses, claims, demands, payments, suits, actions, recoveries, and judgments of every nature and description brought or recoverable against the Authority by reason of any act or omission of the Contractor and its agents and employees in the performance of services pursuant to this Agreement, or as a result of any negligence or carelessness in performing the same. The Contractor further agrees to indemnify and hold harmless the Authority, and any employee or agent thereof, against all claims of intellectual property infringement arising from the products or services provided hereunder. The Contractor's obligation to indemnify shall survive the expiration or termination of this Agreement by either party for any reason.
- (c) The Contractor's liability for damages of any kind, including but not limited to those in contract and tort, shall not exceed the amount of the insurance coverage required under the Agreement <u>plus</u> the annual price of the agreement.

17. INSURANCE

- (a) For and during the term of this Agreement and for as long as the Contractor is performing its obligations hereunder, the Contractor shall secure and maintain, at its own expense, insurance of the following types and amounts:
 - (i) Commercial General Liability Insurance in an amount of not less than \$2,000,000 per occurrence, subject to a \$5,000,000 aggregate covering, without limitation, bodily injury (including death), personal injury, defamation, property damage including contractual liability for such injury or damage assumed by the Contractor under this Agreement. This policy shall include products/completed operations coverage.
 - (ii) Workers' Compensation in accordance with all federal and state statutory requirements.
 - (iii) Comprehensive Commercial Automobile Liability Insurance in an amount of not less than \$2,000,000 combined single limit covering bodily injury (including death) and property damage for all owned, hired, and non-owned vehicles used by the Contractor.

- (iv) Umbrella Excess Liability Insurance with respect to subsections (i) and (iii) in an amount of not less than \$5,000,000 combined single limit.
- (v) The Contractor shall provide an Owners and Contractors Protective Liability (OCPL) policy, naming the Authority as the insured, with minimum limits of \$2,000,000 aggregate and for each occurrence.
- (b) All of the foregoing policies shall be issued by insurance companies having an "A" rating or better by A.M. Best Company. These insurance provisions set forth the minimum amounts and scopes of coverage to be maintained by the Contractor to cover the acts or omissions of Contractor and its agents in the performance of its duties under this Agreement and are not to be construed in any way as a limitation on the Contractor's liability under this Agreement. The insurance required above shall protect, by written endorsement, the Authority as an additional insured for the acts or omissions of Contractor and its agents in its performance of its duties under this Agreement and shall be so indicated on insurance certificates provided to the Authority prior to execution of the Agreement. The insurance provided to the Authority by the Contractor pursuant to this Article shall, by written endorsement, be primary insurance without the right of contribution from any insurance maintained by the Authority. The Contractor shall furnish Certificates of Insurance, and copies of the endorsements described above, issued by the insurance companies, not local agents thereof, evidencing all of the forgoing insurance coverage prior to the execution of this Agreement. All of the abovedescribed policies shall provide that no less than thirty (30) days prior written notice of cancellation, material modification, reduction in coverage, or non-renewal shall be given to the Authority.

18. PERFORMANCE AND PAYMENT BONDS

Contractor shall furnish a good and sufficient Performance and Payment Bond, in the amount equal to the value of twelve months of the monthly service charge agreed upon in the Agreement, which guarantees that the Agreement, including the various guarantee periods there under, will be faithfully performed, and that Contractor will promptly make payment to all persons supplying him labor, materials, supplies and services used directly or indirectly by the Agreement in the prosecution of the work provided for in the Agreement, with a surety Company satisfactory to the Authority and licensed to conduct business in the State of North Carolina. The performance and payment bonds, along with appropriate Power of Attorney, shall be delivered to the Authority no later than ten (10) calendar days from the date of Notice to Award and acceptance, simultaneously with Contractor's execution of the Agreement. If, at any time after the execution of the Agreement, and the Contract Bonds as above required, the Authority deems the surety or sureties upon such bond or bonds to be unsatisfactory, or if, for any reason, such bond or bonds ceases to be adequate to cover the performance of the work or prompt payment as above specified, the Contractor shall, at its expense within five (5) days written notice from the Authority to do so, furnish additional bond or bonds in such form and amount and with such surety or sureties as shall be satisfactory to the Authority. In such event, no further payment to the Contractor shall be deemed due under the Agreement until such new or additional bond or bonds are furnished in a manner and form satisfactory to the Authority.

19. AGREEMENT PERIOD

This Agreement shall cover a sixty (60) month period from approximately September 1, 2008 through August 31, 2013. The Agreement may be renewed at the option of the Authority at the expiration of

its initial term by mutual, written agreement of the Contractor and the Authority. The renewal (extension) may be for up to two (2) additional one (1) year periods. Notice of intent to renew will be given to the Contractor in writing by the Authority sixty (60) days before the expiration date of the initial Agreement or renewal period. This notice will not be deemed to commit the Authority to renew the Agreement for the renewal period, until such time as the Authority takes official, written action to commit to such a renewal. Nothing herein shall affect the right or remedies of either party to terminate this Agreement for a material breach thereof, or for any other cause described in Paragraph 21 hereof, including, but not limited to, unsatisfactory service by the Contractor.

20. TERMINATION FOR CAUSE

If either party materially or repeatedly defaults in the performance of any of its duties or obligations hereunder (including defaults for which specific remedies are provided herein), and said default is not substantially cured within fifteen (15) days after written notice specifying the default is given to the defaulting party, or, with respect to those defaults that cannot reasonably be cured within fifteen (15) days, if the defaulting party fails to provide in writing within fifteen (15) days to the party not in default a reasonable plan and completion date for curing such default and thereafter proceeds with all due diligence to substantially cure the same in accordance with such plan and by such completion date, then the party not in default may, by giving written notice thereof to the defaulting party, terminate this Agreement as of the date specified in such notice of termination. If either party suffers a material adverse change in its financial condition that adversely affects its ability to perform hereunder, becomes or is declared insolvent or bankrupt, is the subject of any proceedings relating to its liquidation or insolvency or for the appointment of a receiver for it, makes an assignment for the benefit of all or substantially all of its creditors, or enters into an agreement for the composition, extension, or readjustment of all or substantially all of its obligations, then the other party may, by giving written notice thereof to such party, terminate this Agreement as of a date specified in such notice of termination. If any insurance coverage or policy required to be maintained by the Contractor under this Agreement is terminated, lapses or for any reason does not remain in full force and effect, or any coverage or policy is replaced or materially modified without the prior written consent of the Authority, then the Authority may, by giving written notice thereof to the Contractor, terminate this Agreement upon the date specified in the notice, which date may be the date of the notice.

21. TERMINATION FOR CONVENIENCE

The Authority may terminate this Agreement at any time by providing sixty (60) days written notice of termination to the Contractor. In the event the Authority initiates this provision, the Authority shall pay for all products or services provided up to the effective date of the termination of services.

22. CHANGE IN MANAGEMENT

The Authority may terminate this Agreement should the Contractor replace key management personnel having responsibility under this Agreement without prior approval of the Authority.

23. FORCE MAJEURE

In the event that either party is unable to perform any of its obligations under this Agreement, or to enjoy any of its benefits because of an event wholly beyond its control, including without limitation

fire, natural disaster, national strikes, lockouts, and an action or decree of a governmental body (a "Force Majeure Event"), the party who has been so affected shall immediately give written notice to the other party and use reasonable efforts to resume performance. Upon receipt of such notice, performance of the affected obligations under this Agreement shall be temporarily suspended for the duration of the Force Majeure Event, if the period of nonperformance exceeds sixty (60) days from the receipt of such notice, the party whose ability to perform has not been so affected may, by giving written notice, terminate this Agreement. A delay in delivery due to a Force Majeure Event shall automatically extend the delivery date for a period equal to the duration of such Force Majeure Event. Any warranty period affected by a Force Majeure Event shall likewise be extended for a period equal to the duration of such Force Majeure Event. As applied to this section, and to determine whether an event is wholly beyond control of a party, local strikes, wildcat labor disputes, slowdowns, or other labor related delays are not Force Majeure Events.

24. DEFAULT OR WAIVER

Continued performance by the Authority, as to terms of the Agreement, after default by Contractor, shall not be deemed a waiver by Authority of the right to terminate for any subsequent default, and a waiver of such default shall not be construed as a waiver of any subsequent default.

25. SEVERABILITY, WAIVER, SURVIVAL

Any invalidity, in whole or in part, of any provision of this Agreement shall not affect the validity of any other of its provisions. No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Failure to exercise a right or remedy at law or granted hereunder shall not be deemed a waiver of such right or remedy. Failure to claim default hereunder shall not waive any default. Termination of this Agreement shall not release either party from their respective obligations hereunder with regard to products or services already delivered or performed, including, without limitation, obligations of payment, warranty, intellectual property rights, and from the confidentiality and indemnity provisions hereof.

26. APPLICABLE LAW

This Agreement shall be governed by and interpreted in accordance with the laws of North Carolina, without giving effect to its conflicts of laws principles.

27. DISPUTE RESOLUTION

Any and all disputes between the parties arising under this Agreement, or in any way related to the Janitorial Services to be provided by the Contractor hereunder, shall be resolved in accordance with the provisions of this paragraph. To the extent such a dispute arises, the Authority and Contractor shall attempt to reach an agreement on the resolution of such dispute through good faith discussion and/or negotiation. If the Authority and Contractor do not reach agreement on the resolution of such dispute after good faith discussion and/or negotiation, such dispute shall be subject to litigation. Either party may commence legal action only in a state or federal court located in Raleigh, North Carolina, and the parties hereby agree to submit to the jurisdiction of such courts over their person and the subject matter of such disputes.

28. NOTICES

All notices or other communications required or contemplated herein shall be sufficient and deemed delivered if in writing and deposited with the United States Postal Service, postage prepaid via certified mail, addressed to the parties as set forth below, or to such other address as may be changed from time to time by notice duly given.

Contractor: Name and address of Contractor

Raleigh Durham Airport Authority: Maintenance Manager

Maintenance Department

Raleigh Durham Airport Authority

P0 Box 80001 Raleigh, NC 27623

End of Form of Agreement

PERFORMANCE WORK STATEMENT

1. CONTRACT CONCEPT

This Contract uses a concept known as performance based service contracting (PBSC), which uses a Performance Work Statement (PWS) rather than a technical specification. A PWS differs significantly from a technical specification as it focuses on Contractor output using measurable performance standards and Contractor quality control rather than processes and detailed work instructions. A PWS establishes acceptable quality levels and uses a quality assurance evaluation process by the organization for which the services are being performed to evaluate the Contactor-provided services.

This PWS allows the Contractor to use acceptable commercial practices and its own management expertise, business and technical experience to provide janitorial services to the Authority. The Contactor's results will be measured against performance standards and tasks detailed in this PWS.

The Contractor will be paid for services performed satisfactorily in accordance with this PWS and will not be paid for unsatisfactory or unperformed services as measured against the established acceptable quality levels. This provides an economic incentive for the Contractor to maintain a quality control process and maintain and properly manage a skilled efficient workforce.

This PWS allows the Contractor to determine the best use of its resources in providing janitorial services to meet or exceed the required level of quality. Using this approach, the Contractor has the opportunity to plan, organize, and perform the required services in a way that takes advantage of its expertise in a manner economically advantageous for both the Contactor and the Authority.

2. SCOPE OF WORK

The Contractor shall provide all labor, supervision, equipment, tools, janitorial cleaning supplies, consumable supplies, uniforms and all other items necessary or proper for, or incidental to, performing janitorial maintenance of the facilities and areas detailed in this document and located at the Raleigh-Durham International Airport (RDU). In general, the Contractor shall provide janitorial services at the facilities listed below:

Terminal A (hereafter known as Terminal 1), Terminal 2, Terminal C, General Aviation Terminal, RDU Center, Airport Operations Center, Maintenance Facility, Central Energy Plant, Taxi Staging Facility, Fuel Facility, South Cargo Building, Observation Park, Parking Garage Atrium and Exit Plaza, T-Hangar Restrooms, Commercial Staging Lot Restroom, Park & Ride 3 Shelters and Exit Plaza, Park & Ride 4 Shelters and Exit Plaza, Remote Exit Express Shelters, Gate 55 Guard House.

The Contractor is required to achieve the performance standards as outlined in this PWS in such a manner that will present a clean, neat and professional appearance at all times to the traveling public, visitors, tenants and employees of RDU.

3. SERVICE STANDARDS

For all facilities and areas serviced by the Contractor, the following minimum service standards shall be met. In addition to the cleaning standards below, the Contractor shall be expected to meet the service standards stated in Exhibit E (Excerpts from the RDU Service Standards Manual).

3.1 Floor Care

All hard surface floors shall be cleaned and protected as needed, and as appropriate for the particular type of floor, to provide a bright and uniform appearance. Floors, including the corners and wall/floor edges, shall be kept free of liquid, dirt, debris, dust, gum, scuff marks, heel marks, stains and discoloration, and other foreign matter. Grout lines shall be kept clean and bright. All baseboards, walls, furniture, trash receptacles, etc. shall be maintained free of the residue from cleaning solutions and floor finish.

Carpeted floors shall be maintained to ensure a clean appearance and to extend the life of the carpet. The Contractor shall perform vacuuming, spot cleaning, pile lifting, hot water extraction and any other approved cleaning at frequencies necessary to keep the carpet free of dust, dirt, debris, stains, gum, and other foreign materials.

Entrance mats, including surface mats and recessed pedimats, are to be kept clean and free of dirt, stains, spills, sand, and gravel.

The Contractor shall display wet floor signs any time a floor surface is wet. Signs shall be removed from public view and stored appropriately when the floor is dry.

See Section 8 for more detailed floor care requirements.

3.2 Building Surfaces

All vertical and horizontal building surfaces up to ten (10) feet above the floor shall be maintained free of dust, dirt, smudges, spots, streaks, spills, and other foreign material. Cleaning methods and materials shall be appropriate for the surface being cleaned. Specific surfaces include, but are not limited to:

- A. Interior windows, glass doors, glass partitions; exterior entryway glass; and exterior curbside windows at terminals.
- B. Stainless steel surfaces (high gloss, non-oily finish).
- C. Metal, wood, stainless steel, and fiberglass doors and door frames.
- D. Ceilings including ceiling surface, light fixtures, and HVAC vents. Cobwebs and dust above ten (10) feet that can be reached with an eighteen (18) foot extension pole shall be removed.
- E. Walls including wall surface, baseboards/cove base, signs and graphics, and artwork.
- F. Ledges, columns, awnings, signs, and directories.

3.3 Interior Furnishings

All furniture and fixtures shall be kept free of dust, dirt, spills, streaks, and other foreign material. Cleaning methods and materials shall be appropriate for the surface being cleaned. Specific furnishings include, but are not limited to:

- A. Public seating, including seat cushions, arm rests, and bases. Vinyl protectant, such as Armor All or equivalent, shall be applied to vinyl surfaces to maintain a uniform glossy appearance without any oily excess.
- B. Public area waste and recycling containers, including interior and exterior surfaces of outer housing, inner liner, and top. Containers shall be emptied as often as necessary to ensure they do not overflow. Containers must be free of odors.
- C. Sign and rope stanchions.
- D. Water fountains, including the orifice, exterior surfaces, and visible plumbing components.
- E. Office furnishings including, desks, chairs, filing cabinets, bookcases, tables, lamps, waste receptacles, telephones, and computer monitors.

All furnishings, including, but not limited to, furniture, trash receptacles, sign and rope stanchions, and plant containers must be returned to their normal positions after each cleaning activity. It will be the Contractors responsibility to ensure that public-area furnishings in each terminal are in their exact place prior to the opening of the checkpoints each day.

3.4 Escalators & Moving Walks

- A. Escalator and moving walkway handrails shall be free of dust, dirt, gum, stickers, spills, and other foreign materials.
- B. Escalator and moving walkway steps and pallets shall be free of any accumulation of dust, dirt, oil, grease, spills, stickers, and other foreign material. Steps include the treads and the risers.
- C. Other exterior surfaces of escalators and moving walks shall be free of dust, dirt, gum, stickers, spills, spots, smudges, and other foreign materials.
- D. See Section 7 for more detailed requirements.

3.5 Elevators

- A. Elevator door tracks and thresholds shall be kept free of spills, scuff marks, floor wax, dirt, lint, and other foreign materials.
- B. Elevator call buttons, hall lanterns, and cab panels shall be kept clean.
- C. Interior car walls and doors and exterior hoist way doors shall be kept clean and free of dust, spills, and smudges.
- D. Interior cab light covers shall be removed as necessary to clean the top surface. Light covers that require special tools or assistance are not included.
- E. See Section 7 for more detailed requirements.

3.6 Break Rooms

Break room furnishings shall be kept clean and free of dirt, dust, spills, splatters, stains, and other foreign materials. Specific furnishings include, but are not limited to:

A. Refrigerator (inside and outside in Authority occupied spaces; outside only in tenant space)

- B. Microwave oven (inside and outside)
- C. Tables and chairs
- D. Waste containers
- E. Sinks
- F. Counter tops and cabinet facings
- G. Vending machines (top and other exterior surfaces)
- H. Paper towel dispensers (where provided, shall be kept clean and stocked)

3.7 Restrooms

Restrooms shall be kept clean, sanitary, odor free, and stocked with appropriate supplies at all times.

Specific restroom cleanliness standards include:

- A. Floors shall be kept clean, dry, and litter-free.
- B. Toilets and urinals, including the seat, piping, and area under the rim, shall be kept clean, sanitary, odor-free, and in good working order.
- C. Sinks, including faucets and under-counter piping, shall be kept clean, sanitary, and in good working order.
- D. Soap dispensers shall be kept clean, filled with soap, and in good working order.
- E. Counter tops shall be kept clean, dry, and litter-free.
- F. Towel dispensers shall be kept clean, filled with towels, and in good working order.
- G. Trash receptacles shall be kept clean, lined, odor-free, in good working order, and no more than three-quarters full.
- H. Sanitary product dispensers shall be kept clean and in good working order.
- I. Sanitary product receptacles shall be kept clean, lined, odor-free, and in good working order.
- J. Stall partitions shall be kept clean; free of spots, streaks, and graffiti; and in good working order.
- K. Sanitary seat cover dispensers shall be kept clean, stocked, and in good working order
- L. Walls shall be kept clean and free of spots, splatters, graffiti, and other foreign material.
- M. Mirrors shall be kept free of water spots, streaks, smudges, splatters, and graffiti.
- N. Baby changing stations shall be kept clean, sanitized, stocked with liners, and in good working order.
- O. Handwritten or unprofessional signs shall not be posted. All signs must be preapproved by the Authority before posting.
- P. Appropriate signing shall be displayed when restrooms are being cleaned or are closed for any reason. Appropriate signing shall advise customers of other restrooms in closest proximity.
- Q. Wet floor signs shall be displayed at any time the floor is wet; however, signs shall be removed from public view when the floor is dry.

3.8 Exterior Cleaning

- A. Exterior areas generally within twenty (20) feet of building entrances shall be kept free of trash, litter, cigarette butts, and cobwebs. This standard shall apply for the entire terminal curb, commercial curb, and loading dock areas.
- B. Concrete surfaces shall be kept free of spills and shall periodically be deep cleaned to remove stains, gum, grease, and grime.

- C. Exterior benches are to be kept clean and bright.
- D. Exterior planters shall be kept clean and free of trash, cigarette butts, and other debris.
- E. Aircraft parking ramps, from the building to the tail-end of the aircraft footprint, are to be kept free of litter, sand, gravel, and other Foreign Object Debris (FOD).
- F. Exterior trash receptacles shall be kept clean on the inside and outside, and shall be free of odors and insects.
- G. Receptacles for cigarette disposal shall be emptied as needed to prevent the potential of smoldering fires. Exterior surfaces shall be clean and free of dirt, spills and other foreign matter.
- H. Building overhangs, soffits, and canopies, up to a height of ten (10) feet from the ground, shall be free of cobwebs, leaves, insects, and bird droppings.
- I. Exterior building light fixtures (outer surface only) and signs, up to a height of ten (10) feet from the ground, shall be kept clean and bright and free of dust, dirt, cobwebs, insects, and bird droppings.
- J. Exterior stairwells shall be considered part of the building and maintained accordingly.

4. CATEGORIES OF CLEANING SERVICES TO BE PERFORMED

Routine Cleaning – This category contains the various levels of cleaning that are needed on a routine basis to achieve the required standards.

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

Project Work – This category contains the periodic services that are intended to clean and restore to a "like new" condition. These non-routine tasks include, but are not limited to, high dusting, wall washing, extraction cleaning, stripping and waxing, window cleaning, and other detailed services not normally performed during routine cleaning or policing.

5. FACILITY SPECIFIC INFORMATION AND REQUIREMENTS

This section provides information specific to each facility to be cleaned under this Agreement. This information is intended to provide general descriptions and scopes of work for each facility; however may not be inclusive of all considerations needed to fulfill the requirements of this PWS.

5.1 Airport Operations Center

Description of Facility:

The Airport Operations Center (AOC) is located on Cargo Drive and houses many of the Airport's operational departments including Law Enforcement, Operations, Security/Badging, Parking, Grounds Transportation, Information Services, and the Airport Communication Center.

The building has five floors; however, the fifth floor is currently undeveloped. The building consists of offices, large conference/meeting rooms, a computer room, restrooms, locker rooms, and break rooms. Floor compositions consist of carpet, VCT, slate, ceramic tile, and concrete. The facility has two elevators. A trash dumpster is located at the front of the facility.

Several departments in the AOC operate 24x7x365 with the remainder keeping normal business hours. The large training room hosts frequent meetings including semi-weekly SIDA training classes. Access to certain areas in the facility is restricted and requires making a request for entry to the respective Authority department. These areas include, but are not limited to, spaces on the first floor occupied by the Parking Department, space on the second floor occupied by Information Services, the Law Enforcement locker rooms on the second floor, the space occupied by Law Enforcement on the third floor, and the Airport Communications Center located on the fourth floor.

Scope of Service:

The scope of service at the Operations Center includes policing and routine cleaning of various areas as indicated in the table below. A day shift will be provided Monday through Friday from 8:00 am to 5:00 pm and Saturday and Sunday from 8:00 am to 12:00 noon for policing and some routine cleaning activities. All other routine cleaning and project work will be scheduled and performed at night and on weekends as indicated in the table below. A map of the facility is attached as Exhibit G-1.

Airport Operations Center			
Specific Area	Type Cleaning	Specific Information	
Common corridors, stairwells and	Policing	7 days per week on day shift	
restrooms	_		
Common corridors, stairwells and	Routine Cleaning	Monday – Friday, evening/night hours	
restrooms			
1 st floor Parking Dept. restrooms and	Policing	7 days per week on day shift	
break room	roncing	7 days per week on day shift	
1 st floor Parking Dept offices, break room,	Routine Cleaning	Monday – Friday, evening/night hours	
restrooms, conference room	Routine Cleaning		
1 st floor Parking Dept shop areas	Routine Cleaning	Once per week; floor cleaning and trash removal	
	S	only	
2 nd floor Information Services offices	Routine Cleaning	Monday – Friday, evening/night hours	
2 nd floor communications room	Routine Cleaning	Floor care once per week on day shift	
2 nd floor LE locker room	Routine Cleaning	7 days per week on day shift	
3 rd floor Security office	Routine Cleaning	Monday – Friday on day shift	
3 rd floor training room	Policing	Monday – Friday on day shift	
3 rd floor training room	Routine Cleaning	Monday – Friday, evening/night hours	
3 rd floor Law Enforcement offices	Policing	7 days per week on day shift	
3 rd floor Law Enforcement offices	Routine Cleaning	Monday – Friday, evening/night hours	
4 th floor offices	Policing	Monday – Friday on day shift	
4 th floor offices	Routine Cleaning	Monday – Friday, evening/night hours	
4 th floor Communications Center	Policing	7 days per week on day shift	
4 th floor Communications Center	Routine Cleaning	Monday – Friday, evening/night hours	
		Sweeping, mopping, and dusting once per month	
Information Services SSR/PCF rooms (2)	Routine Cleaning	on second shift. Requires coordination with IS	
		Department for access	
Electrical/mechanical/telcom/shop/storage	Routine Cleaning	Cleaning of floors, doors, and removal of trash	
		and cobwebs once per month	
Exterior areas*	Policing	7 days per week on day shift	

^{*}Exterior areas include entrances, walkways, parking lot, smoker's outposts, and dumpster corral

5.2 Central Energy Plant

Description of Facility:

The Central Energy Plant is located on Departure Drive and serves as the utility plant for Terminal 2. It houses the chillers, boilers, pumps, generators, and electrical switchgear needed to provide heating, cooling, and emergency power to the terminal. The building consists of an office, unisex restroom, a locker room with shower, maintenance rooms, and electrical/mechanical rooms. Floor compositions consist of carpet, VCT, ceramic tile, and epoxy painted concrete.

The building is typically a lights-out facility, staffed by one operator during various shifts. Other staff and contractors may work in the facility as needed.

Scope of Service:

The scope of service at the CEP includes routine cleaning three days per week of the office, restroom, and corridors; routine cleaning once per week of the electrical and mechanical rooms; and project work in all areas as needed. The Contractor must take extreme caution when cleaning in the electrical and mechanical areas to stay away from the equipment. Only normal building surfaces, including the floors and pump pads, doors, windows, walls, and sinks are to be cleaned. Cobwebs that can be reached with a pole are to be removed. A map of the facility is attached as Exhibit G-2.

Central Energy Plant			
Specific Area	Type Cleaning	Specific Information	
Operator's office	Routine Cleaning	Monday, Wednesday, and Friday	
Restroom and locker room	Routine Cleaning	Monday, Wednesday, and Friday	
Corridors	Routine Cleaning	Monday, Wednesday, and Friday	
Electrical/mechanical/telcom/shop/storage	Routine Cleaning	Cleaning of floors, doors, and removal of trash	
		and cobwebs once per month	
		Sweeping, mopping, and dusting once per	
Information Services SSR/PCF rooms (1)	Routine Cleaning	month on second shift. Requires coordination	
		with IS Department for access	

5.3 Commercial Staging Lot

Description of Facility:

The Commercial Staging Lot (formerly known as Park & Ride 1) is a staging area for private commercial transportation vehicles and is located on Cedar Fork Drive. The lot houses a small facility with a restroom which is open at all times for use by commercial drivers and Airport Park & Ride bus drivers. The lot also has several exterior trash containers. The restroom consists of a toilet and a sink, and has a VCT floor.

Scope of Service:

The scope of service consists of routine cleaning in the morning, seven days per week; policing in the afternoons, seven days per week; project work as needed.

Commercial Staging Lot			
Specific Area Type Cleaning Specific Information			
Restroom	Policing	Afternoons, seven days per week	
Restroom	Routine Cleaning	Mornings, seven days per week	
Exterior *	Policing	Afternoons, seven days per week	

^{*}Exterior areas consist of area within 20 feet of front of building and all exterior trash containers in parking lot.

5.4 Fuel Facility

Description of Facility:

The Fuel Facility is located at 2800 Terminal Boulevard. It houses the Airport's fueling operations. The building consists of a reception area, offices, a conference room, a fuel testing laboratory, break room, a vehicle maintenance area, restrooms, locker rooms, and electrical/mechanical rooms. Floor compositions consist of carpet, VCT, ceramic tile, concrete, and rubberized floor tile manufactured by Roppe. A trash dumpster is located outside the facility.

The single-story building is divided in to three sections: the administrative section, the operations section, and the vehicle maintenance section in the center. The operations section of the building operates 24x7 with the rest of the building keeping normal business hours.

Scope of Service:

The scope of service at the Fuel Facility consists of policing and routine cleaning as indicated in the table below. All project work cleaning will be performed at night or on weekends. A map of the facility is attached as Exhibit G-3.

Fuel Facility			
Specific Area	Type Cleaning	Specific Information	
Administrative section	Routine Cleaning	M-F evenings after 5:00	
Break room	Policing	Saturday & Sunday	
Operations section	Routine Cleaning	M-F evenings after 5:00	
Operations control room	Policing	Saturday & Sunday	
Operations area restrooms	Policing	Saturday & Sunday	
Electrical/mechanical/telcom/shop/storage	Routine Cleaning	Cleaning of floors, doors, and removal of trash and cobwebs once per month	
Exterior areas*	Policing	M-F evenings after 5:00	

^{*}Exterior areas include entrances, walkways, apron around building, and smoker's outposts

5.5 T-Hangar Restrooms

Description of Facility:

The T-Hanger Restrooms are located on the southern end of the 800 T-Hanger structure. Access to these restrooms is through Security Gate 23.1 which is off of Executive Drive. The restrooms consist of two side-by-side restrooms each with one toilet, one sink, and a VCT floor. These restrooms receive occasional use by general aviation patrons.

Scope of Service:

The scope of service consists of routine cleaning two days per week, according to the table below, and project work as needed.

T-Hanger Restrooms		
Specific Area Type Cleaning Specific Information		
Restrooms	Routine Cleaning	Two days per week (M & F)

5.6 General Aviation Terminal

Description of Facility:

The General Aviation Terminal is located on East International Drive. This facility houses various amenities for pilots and crew of general aviation aircraft, a restaurant, conference room, and several tenants. The pilot's lounge includes a lounge area, exercise room, four snooze rooms, showers, and a laundry room. The building has a second-level observation deck that overlooks the general aviation ramp and 23L runway. Building management is provided by a contracted management vendor who frequently leases out the common areas of the building for private functions. Also, the Authority occasionally uses the facility for luncheons and meetings. Floor compositions consist of roll carpet, VCT, rubber floor tile, terrazzo, and concrete. The building has one elevator, one janitorial closet and a trash dumpster which is located in the FBO parking lot across from the FAA tower on Sawyer Circle.

The building operates seven days per week from 6:00 am until 7:00 pm (Oct 1 - Mar 31) and 6:00 a.m. until 9:00 p.m. (April 1 - Sept 30) and is closed on seven holidays. The restaurant typically operates from 8:00 am to 6:00 pm (M-F) and 8:00 am to 4:00 pm (Sat & Sun). Private functions may last as late as midnight.

Scope of Service:

The scope of service consists of policing and routine cleaning seven days per week as defined in the table below. Restaurant cleaning is not included; however the operator may request carpet cleaning services from the Contractor for a fee. All areas and fixtures in the pilots lounge are to be cleaned; however, making the beds and cleaning the linens is not included. The Contractor will be expected to keep the exercise equipment clean. Tenant space is not included; however, service may be negotiated with the tenant.

At times when private functions are scheduled in the facility, the Contractor will be expected to make adjustments to the normal cleaning routine to accommodate the hours of the function. Usually, the catering service performs a general clean-up, including trash removal, after scheduled functions; however, it will be the Contractor's responsibility to ensure that the building is returned to its normal state of cleanliness prior to the next day's opening. The Contractor shall not be entitled to extra compensation for heavy cleaning after scheduled functions except in extenuating circumstances. In such cases the Contractor shall document the condition of the facility and notify the Contract Administrator of such condition on the next business day.

All project work will be performed at night. A map of the facility is attached as Exhibit G-4.

General Aviation Terminal			
Specific Area Type Cleaning		Specific Information	
Common areas	Policing	Afternoon: all days 1:00 – 3:00	
Common areas	Routine Cleaning	Evening hours: all days	
Pilots Lounge	Routine Cleaning	Evening hours: all days	
Restrooms	Policing	Afternoon: all days 1:00 – 3:00	
Restrooms	Routine Cleaning	Evening hours: all days	
CLS Office	Routine Cleaning	Afternoon: all days 1:00 – 3:00	
Conference room	Routine Cleaning	Evening hours: all days	
Electrical/mechanical/telcom/shop/storage	Routine Cleaning	Cleaning of floors, doors, and removal of trash	
		and cobwebs once per month	
Exterior areas*	Policing	Afternoon: all days 1:00 – 3:00	

^{*}Exterior areas include observation deck, entrances, exterior stairway, walkways, parking lot, smoker's outposts, and dumpster corral

5.7 Maintenance Facility

Description of Facility:

The Maintenance Facility is located on Haleys Branch Road, which is at the end of National Guard Drive. It houses the Airport's Maintenance Department and Public Transportation Section. The building consists of offices, maintenance shops, a large conference room and kitchen, a vehicle maintenance area, a materials warehouse, restrooms and an employee break room. Floor compositions consist of roll carpet, VCT, and epoxy painted concrete. Trash and recycling dumpsters are located in the dumpster corral.

The building operates 24x7 except for the front office which typically maintains normal business hours. During winter weather events, the entire building is operational. The large conference room is used frequently by building occupants and other Airport entities for meetings, training purposes, and luncheons.

Scope of Service:

The scope of service at the Maintenance Facility includes morning policing and routine cleaning of various areas as indicated in the table below. Cleaning of the floors in the maintenance shops and warehouse is included on a monthly frequency. All project work will be performed at night or on weekends. A map of the facility is attached as Exhibit G-5.

Maintenance Facility			
Specific Area Type Cleaning		Specific Information	
Front lobby area	Policing	Morning: M-F 9:00 – 11:00	
Front lobby area	Routine Cleaning	Evening hours: M-F	
Front offices	Routine Cleaning	Evening hours: M-F	
Supervisors offices	Routine Cleaning	Morning: M-F 9:00 – 11:00	
Break room	Policing	Morning: all days 9:00 – 11:00	
Break room	Routine Cleaning	Evening hours: all days	
Restrooms	Policing	Morning: all days 9:00 – 11:00	
Restrooms	Routine Cleaning	Evening hours	
Mechanics restroom	Routine Cleaning	Morning: M-F 9:00 – 11:00	
Large conference room	Routine Cleaning	Evening hours: M-F	
Public Transportation offices	Routine Cleaning	Evening hours: all days	
All other interior common areas	Policing	Morning: all days 9:00 – 11:00	
All other interior common areas	Routine Cleaning	Evening hours	

Electrical/mechanical/telcom/shop/storage	Routine Cleaning	Cleaning of floors, doors, and removal of trash and cobwebs once per month. The VCT floor in the vehicle maintenance store room and library area is to be stripped and waxed semi-annually.
Exterior areas*	Policing	Morning: M-F 9:00 – 11:00

^{*}Exterior areas include entrances, walkways, parking lot, picnic areas, exterior trash containers, and smoker's outposts

5.8 Observation Park

Description of Facility:

Observation Park is a public-use area located on Business Street between East International Drive and West International Drive, north of the FAA tower. The facility consists of an observation platform overlooking the west-side airfield, restrooms, picnic area, and children's play area. The area is open to the public 24x7x365 and receives a significant amount of visitation, especially during warm weather.

Scope of Service:

The scope of service consists of routine cleaning of the restrooms, and policing of exterior areas. Cleaning frequencies shall be seven days per week, twice per day between the dates of April 1st and October 31st; and seven days per week, once per day between the dates of November 1st and March 31st. Periodic pressure cleaning of the restrooms, picnic tables, and trash containers will be required. A map of the facility is attached as Exhibit G-6.

Observation Park			
Specific Area Type Cleaning Specific Information			
Restrooms	Routine Cleaning	April 1 – Oct. 31: early morning and mid afternoon seven days per week	
Restrooms	Routine Cleaning	Nov. 1 – Oct. 31: early morning seven days per week	
Exterior *	Policing	April 1 – Oct. 31: early morning and mid afternoon seven days per week	
Exterior *	Policing	Nov. 1 – Oct. 31: early morning seven days per week	

^{*}Exterior areas consist of the observation platform, area under the platform, picnic areas, play area, walkways, and parking area.

5.9 Park and Ride 3

Description of Facility:

The Park and Ride 3 facility is located on National Guard Drive near Aviation Parkway. The facility offers long-term parking and bus shuttle service to the terminals. Busing operations typically operate seven days per week from 4:00 am to 2:00 am. (22 hours per day). The facility consists of approximately 4000 parking spaces, an entry plaza, five bus shelters, and an exit plaza with office space and three remote cashier booths. The exit plaza office facility contains a cashier booth, break room, interior restroom, office, janitorial closet, and an exterior restroom. The facility is manned 24x7x365 with at least one cashier.

Scope of Service:

The scope of service at Park and Ride 3 consists of routine cleaning of the bus shelters and office facility seven days per week, and routine cleaning of the remote cashier booths twice per week. Project work will be performed as needed. A map of the facility is attached as Exhibit G-7.

Park & Ride 3			
Specific Area	Type Cleaning	Specific Information	
Bus shelters*	Routine Cleaning	Seven days per week	
Office facility	Routine Cleaning	Seven days per week	
Remote cashier booths (3)	Routine Cleaning	twice weekly as scheduled with Parking Dept.	
Electrical/mechanical/telcom/shop/storage	Routine Cleaning	Cleaning of floors, doors, and removal of trash and cobwebs once per month	

^{*}Includes shelter, area within ten feet of shelter, benches, trash container, directory

5.10 Park and Ride Lot 4

Description of Facility:

The Park and Ride Lot 4 facility is located on International Drive near Commerce Boulevard. The facility offers long-term parking and bus shuttle service to the terminals and has a separate section dedicated for Airport employee parking. Busing operations run 24x7x365. The facility consists of approximately 3300 parking spaces, four bus shelters, and an exit plaza with office facility and two remote cashier booths. The exit plaza office facility contains a cashier booth, break area, and an interior restroom. The facility is manned 24x7x365 with at least one cashier.

Scope of Service:

The scope of service at Park and Ride 4 consists of routine cleaning of the bus shelters and office facility seven days per week and routine cleaning of the remote cashier booths twice per week. Project work will be performed as needed. A map of the facility is attached as Exhibit G-8.

Park & Ride 4			
Specific Area	Type Cleaning	Specific Information	
Bus shelters*	Routine Cleaning	Seven days per week	
Office facility	Routine Cleaning	Seven days per week	
Remote cashier booth (1)	Routine Cleaning	twice weekly as scheduled with Parking Dept.	
Electrical/mechanical/telcom/shop/storage	Routine Cleaning	Cleaning of floors, doors, and removal of trash and cobwebs once per month	

^{*}Exterior areas include shelter, area within ten feet of shelter, benches, trash container, directory

5.11 Parking Garage

Description of Facility:

The Parking Garage is located between the main terminal facilities and consists of four sections designated as PG1, PG2, PG3, and PG4. A pedestrian atrium traverses through sections PG3, PG4, and PG 1 from Terminal 1 to Terminal C and channels all pedestrian traffic from the parking garage to one of the terminals.

PG1 is the oldest portion of the garage and is located directly across from the existing Terminal C. It consists of three parking levels with the top floor being the atrium level. This section of

the garage has three elevators, one stairwell several exit express machines, a directory, several planters, and multiple trash receptacles. The area for cleaning includes the atrium area from PG4 to the curb at Terminal Boulevard, and the lower elevator lobbies. Items to be maintained include the floor, glass partition, wall surfaces, elevators, stairwell, planters, trash receptacles, cigarette receptacles, directory, and signs. The Exit Express machines should not be cleaned except removing litter that is left on or around the machines.

PG2 is the second low-rise deck and adjoins PG-1 to the north. It also consists of three parking levels. To the north of the atrium area is a bank of two elevators accompanied by one stairwell. The area for cleaning in this section of the garage includes only the elevators, elevator lobbies, and stairwell area on each level.

PG3 is the 5-story deck located across from Terminal 1. The atrium for this section begins at the glass entryway of the Terminal 1 pedestrian tunnel and ends at the vehicle pass-through. This section has four elevators, two moving walks, two stairwells, six planters, one directory, and multiple trash and cigarette receptacles. The area for cleaning includes the atrium area, the two center stairwells, and the elevator lobbies and walkways around the light well on each floor. Walkways around all upper levels include the area between the atrium rails and the bollards separating the parking area. Items to be maintained include the floor, entrance mats, elevators, moving walks, directories, planters, trash receptacles, cigarette receptacles, signs, stainless rails, and glass partitions.

PG4 is the 7-story deck located between PG1 and PG3 and is the newest section of the garage. This section includes eight elevators, two moving walks, four winding stairwells, six planters, and two directories. The area for cleaning includes the atrium area, the four winding stairwells, the stairwell leading to the vehicle exit tunnel, and the elevator lobbies and walkways around the light well on each floor. Walkways around all upper levels include the area between the atrium rails and the bollards separating the parking area. Items to be maintained include the floor, elevators, moving walks, directories, planters, trash receptacles, cigarette receptacles, signs, stainless rails, and glass partitions.

The exit plaza of the Parking Garage includes two cashier booths that operate 24x7x365. Typically, only one booth is manned at a time. Each booth is to be cleaned three times each week and scheduled with the Parking Department. Items in each booth to be maintained include the floor, glass windows, door, trash receptacle, and general dusting.

Water is available in the garage from various plumbing risers from April 1st to October 31st. After the system is winterized, water is only available from a hose bib located to the right of the Terminal 1 entrance.

A room is located on the lower level of PG3 at the southern end for equipment and supply storage; and a trash dumpster is located at the north end of PG4 outside the deck.

Scope of Service:

The scope of service at the Parking Garage includes policing and routine cleaning of all included areas according to this description and schedule below. The heavier routine cleaning will be performed at night to minimize any impact to the public. Project work will also be performed at night and scheduled as needed.

Parking Garage			
Specific Area	Type Cleaning	Specific Information	
Lower level atrium from Terminal 1 to Terminal 2, upper level walkways, elevator lobbies, elevators, stairwells	Policing	Seven days per week between the hours of 7:00 am and 10:00 pm	
Lower level atrium from Terminal 1 to Terminal 2, upper level walkways, elevator lobbies, elevators, stairwells	Routine Cleaning	Seven days per week between the hours of 10:00 pm to 7:00 am	
Exit Plaza cashier booths (2)	Routine Cleaning	Three times per week (to be scheduled with Parking Supervisor)	

5.12 RDU Center

Description of Facility:

The RDU Center, also called the Authority Building, is located on Trade Drive. It serves as the headquarters of the Airport Authority and houses many of the Airport's administrative departments, including the Airport Director. A portion of the lower level is leased to a tenant. The building consists of offices, conference rooms, restrooms, and employee break rooms. Floor compositions consist of roll carpet, VCT, rubber floor tile, and slate. The building has one elevator, and a trash dumpster is located on the side of the building.

The building operates primarily Monday through Friday from 7:30 am until 5:00 pm. On the third Thursday of each month, the Airport Authority Board conducts its monthly meetings, using several of the building's conference rooms. The large conference room is used frequently by Authority departments and others for meetings, training purposes, and luncheons.

Scope of Service:

The scope of work at the RDU Center includes morning/afternoon policing and evening cleaning five days per week and as indicated in the table below. The policing function includes cleaning up the restrooms and conference room area during and after any function, if the schedule permits. Project work will be performed at night and on weekends. A map of the facility is attached as Exhibit G-9.

RDU Center		
Specific Area	Type Cleaning	Specific Information
Front Lobby	Policing	Morning/Afternoon 10:00 – 2:00
Front offices	Routine Cleaning	Evening hours
Break room	Policing	Morning/Afternoon 10:00 – 2:00
Break room	Routine Cleaning	Evening hours
Restrooms	Policing	Morning/Afternoon 10:00 – 2:00
Restrooms	Routine Cleaning	Evening hours
Tenant space	Routine Cleaning	Evening hours
Offices	Routine Cleaning	Evening hours
Large conference room	Policing	Morning/Afternoon 10:00 – 2:00
Large conference room	Routine Cleaning	Evening hours
All other common areas	Policing	Morning/Afternoon 10:00 – 2:00
All other common areas	Routine Cleaning	Evening hours
Electrical/mechanical/telcom/shop/storage	Routine Cleaning	Cleaning of floors, doors, and removal of trash and cobwebs once per month

Exterior areas*	Policing	Morning/Afternoon 10:00 – 2:00
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^{*}Exterior areas include second floor veranda, entrances, walkways, parking lot, smoker's outposts, and dumpster corral

5.13 Remote Exit Express Shelters

Description of Facility:

The Remote Exit Express Shelters consist of three (3) glass panel shelters, each housing an Exit Express pay-on-foot machine and a trash receptacle. Two of the shelters are located in the General Aviation area in the parking lots flanking the GA Terminal. The third shelter is located in the surface parking lot on the north end of the parking garage.

Scope of Service:

The scope of service consists of cleaning the shelter and policing the surrounding area twice weekly. The shelter includes the glass panels, the work surface, the trash container, and the concrete pad. Cleaning of the machine is not required.

Remote Exit Express Shelters		
Specific Area Type Cleaning Specific Information		
Shelter	Routine Cleaning	Twice per week
Exterior*	Policing	Twice per week

^{*}Exterior area includes area within ten feet of shelter

5.14 South Cargo Building 3

Description of Facility:

South Cargo 3 is a combination cargo and office facility located off outbound Terminal Boulevard. The office portion is a two-story building that houses several tenants. Both floors of the facility consist of multiple tenant suits, a common corridor, and common restrooms. The building has one elevator, two interior stairwells, and two janitorial closets. There is no outside trash dumpster at this facility. Floor compositions consist of carpet, VCT, and ceramic tile. Tenants in the building typically keep normal business hours.

Scope of Service:

The scope of service at South Cargo 3 consists of routine cleaning as indicated in the table below. Cleaning of cargo areas and tenant offices is not included. Project work will be performed at night or on weekends. A map of the facility is attached as Exhibit G-10.

South Cargo Building 3			
Specific Area	Type Cleaning	Specific Information	
Front and rear entryway	Routine Cleaning	Three days per week (M,W,F)	
Interior common areas	Routine Cleaning	Three days per week (M,W,F)	
Electrical/mechanical/telcom/shop/storage	Routine Cleaning	Cleaning of floors, doors, and removal of trash and cobwebs once per month	
Exterior Areas	Policing	Three days per week (M,W,F)	

^{*}Exterior areas include entrances, walkways, apron around building, and smoker's outposts

5.15 Taxi Staging Facility

Description of Facility:

The Taxi Staging Facility is located on Taxi Drive and serves as a staging area for the Airport's contracted taxi service. The facility includes one office, a lounge area, two exterior-accessible restrooms, and outside vending and picnic shelter areas. The facility operates 24x7x365 and at peak hours receives a significant amount of use. Floor compositions consist of rubberized floor tile and epoxy painted concrete. A trash dumpster is located outside the building.

Scope of Service:

The scope of service consists of policing and routine cleaning as indicated in the table below. The picnic area and walks around the facility will be pressure washed on a semi-annual basis. Other project will be performed as needed. A map of the facility is attached as Exhibit G-11

Taxi Staging Facility			
Specific Area	Type Cleaning	Specific Information	
Restrooms	Policing	Mornings, seven days per week	
Restrooms	Routine Cleaning	Afternoons, seven days per week	
Interior space	Policing	Mornings, seven days per week	
Interior space	Routine Cleaning	Afternoons, seven days per week	
Exterior Areas*	Policing	Mornings, seven days per week	
Exterior concrete areas	Project work	Semi-annual pressure washing	

^{*}Exterior areas consist of picnic area, vending area, exterior trash receptacles, and area within 10 feet of perimeter of facility.

5.16 Terminal 1

Description of Facility:

Terminal 1 is located on Terminal Boulevard across from the central parking garage and serves as an origination and destination terminal for several large airlines. The terminal facility is a two-story structure connected to a three-story office building, and houses various airline and concession tenants, the Transportation Security Administration, and several Authority departments. The primary public areas of the facility include the pedestrian tunnel, two ticketing and baggage claim areas, two security checkpoints and queuing areas, the lower level connector, and the upper level concourse with airline gate areas. Other areas include tenant and Authority offices, airline operations space, concession and retail space, a loading dock and receiving room, a chapel, USO Club, utility areas, terminal curb, commercial vehicle curb, and aircraft parking ramp. The facility is approximately 296,000 total square feet in area and has 6 elevators, 6 escalators, 2 moving walks, 24 restrooms (excluding tenant space), and 23 airline gates and loading bridges.

The primary floor material is carpet in the common public areas and marble in the restrooms. Other floor compositions include VCT, ceramic tile, and concrete. The carpet installed in the public areas of the terminal was manufactured by Shaw.

Terminal 1 is open to the public 24x7x365. The check points open at 4:30 am each day with the first flight departing around 5:45 am. Typically, the last daily flights have departed by 9:00 pm and the last arrival is around 12:30 am, barring adverse weather conditions or other delays.

The renaming of Terminal A to "Terminal 1" will become effective upon the opening of Terminal 2 which is scheduled to take place in the fall of 2008. It is anticipated that at least one major airline will move from Terminal 1 to Terminal 2 shortly after Terminal 2 opens. Upon the completion of Phase 2 of Terminal 2, it is anticipated that additional airlines will move to the new facility and redevelopment will commence in Terminal 1.

Scope of Service:

The scope of services at Terminal 1 consists of continuous policing, routine cleaning, and project work seven days per week. Services will be provided for all interior public areas, various tenant spaces, and certain exterior areas, as indicated in the table below. Work will be performed 24x7x365 with three shifts per day. The first and second shifts will primarily be policing shifts and the third shift used to complete heavy routine cleaning and project work. A map of Terminal 1 is included as Exhibit G-12.

Terminal 1 - Lower Level Public Areas		
Specific Area	Specific Information	
Public Restrooms	Policing during first and second shifts at a frequency to ensure consistent	
D.:Idiaa autoonia	cleanliness; routine cleaning at night; project work as needed	
Building entryways	Policing, routine cleaning, and project work	
Main ticketing area	Policing, routine cleaning, and project work; includes ticket counter and area behind ticket counter	
Security queuing area	Policing, routine cleaning, and project work	
Information area	Policing, routine cleaning, and project work	
Chapel	Routine cleaning once per day	
Main baggage claim area	Policing, routine cleaning, and project work. Includes cleaning the baggage carrousels	
Lower level connector	Policing, routine cleaning, and project work	
North ticketing area	Policing, routine cleaning, and project work; includes ticket counter and area behind ticket counter	
North security checkpoint area	Policing, routine cleaning, and project work; includes queuing area and information desk. Does not include security checkpoint	
North baggage claim area	Policing, routine cleaning, and project work	
Flight Information Display	Clean inside of FIDS cabinets once per quarter. Work must be scheduled with	
System (FIDS) cabinets	RDU Information Services on second shift	

Terminal 1 - Lower Level Non-Public Areas		
Specific Area	Specific Information	
Airline offices, bag make-up areas, and operations space	Routine cleaning and project work	
Airline lost baggage offices	Routine cleaning and project work	
VS Volunteer area	Routine cleaning and project work	
VS and GT office area	Routine cleaning and project work; includes taxi office	
Common corridors	Routine cleaning and project work; includes corridors behind north security checkpoint	

Terminal 1 - Lower Level Exterior Areas		
Specific Area	Specific Information	
Commercial Curb	Policing, routine cleaning, and project work	
Terminal Curb	Policing, routine cleaning, and project work	
Loading dock	Policing, routine cleaning, and project work	
Taxi dispatch booth	Routine cleaning	
Aircraft parking ramp	Weekly ramp sweeping	

Terminal 1 - Concourse Level Public Areas		
Specific Area	Specific Information	
Public Restrooms	Policing during first and second shifts at a frequency to ensure consistent	
	cleanliness; routine cleaning at night; project work as needed	
Concourse corridor	Policing, routine cleaning, and project work	
Airline hold rooms	Policing, routine cleaning, and project work	
Passenger loading bridges	Policing, routine cleaning, and project work	
Delta Crown Room	Routine cleaning and project work	
US Airways Club Room	Routine cleaning and project work	
Flight Information Display	Clean inside of FIDS cabinets once per quarter. Work must be scheduled with	
System (FIDS) cabinets	RDU Information Services on second shift	

Terminal 1 - Office Tower Areas		
Specific Area	Specific Information	
Second floor restrooms and corridor	Policing, routine cleaning, and project work	
Second floor US Air offices	Routine cleaning and project work	
Second floor Air Wisconsin		
offices	Routine cleaning and project work	
Third floor restrooms and corridor	Policing, routine cleaning, and project work	
Third floor Law Enforcement offices	routine cleaning and project work	

Terminal 1 – Stairwells	
Specific Area Specific Information	
Building stairwells	Policing, routine cleaning, and project work

Terminal 1 – Utility Areas		
Specific Area	Specific Information	
Information Services SSR/PCF	Sweeping, mopping, and dusting once per month on second shift. Requires	
rooms (2)	coordination with IS Department for access	
Electrical/mechanical/telcom/ shop/storage	Cleaning of floors, doors, and removal of trash and cobwebs once per month	
Trash chute rooms (2)	Routine cleaning and project work. Includes removing spills from inside area of chute door.	

5.17 Terminal 2

Description of Facility:

Terminal 2 is a new terminal facility which is located on Terminal Boulevard across from the central parking garage and serves as an origination and destination terminal for several large airlines.

The facility has four main levels. Level one consists of baggage claim, the Federal Inspection Services (FIS), a baggage corridor, airline and tenant operations space, electrical, mechanical, and telecommunications facilities, and the terminal ramp; level two is the concourse; level three consists of ticketing, the security checkpoint, airline and Authority office space, and concessions; and the fourth level includes offices and airline club rooms. There is a terminal curb outside

ticketing for passenger drop-off and pick-up, and a terminal curb and commercial vehicle curb outside baggage claim. A large basement area known as the "utilidor" is under the baggage claim level and houses electrical and mechanical facilities.

The facility is being constructed in two phases. The first phase, which includes about 60% of the total building, is scheduled to open in the fall of 2008. After the opening of Phase 1, construction will begin on Phase 2, which is tentatively scheduled to open in the winter of 2010.

Phase one of the facility will encompass about 550,000 square feet of space and will include 13 permanent and 2 temporary elevators, 7 escalators, 6 moving walks, 41 restrooms (excluding tenant space), and 19 airline gates and loading bridges. Phase two will add about 320,000 square feet of space, 10 elevators, 4 escalators, 4 moving walks, 28 restrooms, and 13 airline gates and loading bridges.

The floors in the public areas of the terminal are primarily terrazzo with carpet in the gate areas and passenger loading bridges. The floor types in non-public areas include carpet, VCT, ceramic tile, and concrete. The terrazzo is an epoxy-based system and the carpet manufacturer is InterfaceFlor. Entryway mating and carpet is Maxi Tuft.

Scope of Service:

The scope of services at Terminal 2 consists of continuous policing, routine cleaning, and project work seven days per week. Services will be provided for all interior public areas, various tenant spaces, utility areas, and certain exterior areas, as indicated in the table below. Work will be performed 24x7x365 with three shifts per day. The first and second shifts will primarily be policing shifts and the third shift used to complete heavy routine cleaning and project work. A map of Terminal 2 is included as Exhibit G-13.

Terminal 2 - Lower Level Public Areas				
Specific Area Specific Information				
Public Restrooms	Policing during first and second shifts at a frequency to ensure consistent			
Fublic Resultonis	cleanliness; routine cleaning at night; project work as needed.			
Building entryways	Policing, routine cleaning, and project work			
	Policing, routine cleaning, and project work; includes FIS common areas. Also			
Baggage Claim area	includes cleaning the baggage carrousels. Work in FIS will be restricted during			
	the processing of international flights.			
FIS offices and locker rooms	Routine cleaning and project work. Work must be scheduled with US-CBP.			
Oversize bag rooms	Routine cleaning and project work			

Terminal 2 - Lower Level Non-Public Areas				
Specific Area	Specific Information			
Restrooms	Policing during first and second shifts at a frequency to ensure consistent cleanliness; routine cleaning at night; project work as needed.			
Common corridors	Policing, routine cleaning, and project work			
Airline lost bag offices	Routine cleaning and project work;			
Baggage system corridor	Routine cleaning and project work			
Concession support rooms	Routine cleaning and project work; excluded caged areas			
Airline operations offices	Routine cleaning and project work			
Baggage Handling System Control Room	Routine cleaning and project work			

Terminal 2 - Lower Level Exterior Areas			
Specific Area Specific Information			
Commercial Curb	Policing, routine cleaning, and project work		
Terminal Curb Policing, routine cleaning, and project work			
Taxi dispatch booth Routine cleaning			
Aircraft parking ramp	Weekly ramp sweeping		

Terminal 2 - Concourse Level Public Areas				
Specific Area Specific Information				
Public Restrooms Policing during first and second shifts at a frequency to ensure consistent cleanliness; routine cleaning at night; project work as needed.				
Concourse corridor	Policing, routine cleaning, and project work			
Airline hold rooms	Policing, routine cleaning, and project work			
Passenger loading bridges	Policing, routine cleaning, and project work			

Terminal 2 - Ticketing Level Public Areas				
Specific Area	Specific Information			
Public Restrooms Policing during first and second shifts at a frequency to ensure consist cleanliness; routine cleaning at night; project work as needed.				
Building entryways	Policing, routine cleaning, and project work			
Common ticketing area Policing, routine cleaning, and project work; includes ticket counter, behind counter and ticket kiosks				
Chapel	Policing, routine cleaning, and project work			
FIS area Routine cleaning and project work; includes FIS offices; work must be scheduled with US-CBP				
Security queuing area	Policing, routine cleaning, and project work			

Terminal 2 - Ticketing Level Non-Public Areas				
Specific Area Specific Information				
Restrooms	Policing during first and second shifts at a frequency to ensure consistent cleanliness; routine cleaning at night; project work as needed.			
Common corridors	Policing, routine cleaning, and project work			
Heritage Room	Routine cleaning and project work			
Airline offices	Routine cleaning and project work			
Law Enforcement offices	Routine cleaning and project work			
RDU offices	Routine cleaning and project work			

Terminal 2 - Club Level				
Specific Area	Specific Information			
Restrooms	Policing during first and second shifts at a frequency to ensure consistent cleanliness; routine cleaning at night; project work as needed.			
Common corridors	Policing, routine cleaning, and project work			
International arrivals sterile corridor	Routine cleaning and project work			
Airline club rooms	Policing, routine cleaning, and project work			
RDU offices and conference rooms	Routine cleaning and project work			
Resource Management Center (ramp tower)	Routine cleaning and project work			

Terminal 2 – Utility Areas				
Specific Area Specific Information				
Information Services SSR/PCF rooms (16).	Sweeping, mopping, and dusting once every two weeks on second shift. Requires coordination with IS Department for access. Includes four tenant SSR rooms.			
Electrical/mechanical/telcom/ shop/storage	Cleaning of floors, doors, and removal of trash and cobwebs once per month			

5.18 Terminal C

Description of Facility:

Terminal C is located on Terminal Boulevard across from the central parking garage and serves as an origination and destination terminal for several large airlines. The terminal is a three-story structure that houses various airline and concession tenants, the Transportation Security Administration, and a Federal Inspection Services (FIS) area for international flights. The primary public areas of the facility include the baggage claim area on the first floor, security connector and concourse on the second floor, and the ticketing area on the third floor. Other areas include tenant offices, airline operations space, concession and retail space, the terminal curb on baggage and ticketing levels, the commercial vehicle curb, and aircraft parking ramp. The facility has 3 elevators, 7 escalators, 19 restrooms, and 13 airline gates and loading bridges. The primary floor material is ceramic tile. Other floor compositions include carpet and VCT.

Terminal C receives one daily international flight which utilizes the FIS area. During the processing of this flight, which is normally from 2:30 pm to 7:00 pm, the FIS area is restricted for access. From time to time, other international flights may operate at which time the FIS area will also be restricted.

Operations in Terminal C will cease and the building will be closed for demolition upon the opening of Terminal 2, which is scheduled for the fall of 2008.

Scope of Service:

The scope of services at Terminal C consists of continuous policing, routine cleaning, and project work seven days per week. Services will be provided for all interior public areas, various tenant spaces, and certain exterior areas, as indicated in the table below. Work will be performed 24x7x365 with three shifts per day. The first and second shifts will primarily be policing shifts and the third shift used to complete heavy routine cleaning and project work. A map of Terminal C is attached as Exhibit G-14.

Terminal C - Public Areas						
Specific Area	Specific Information					
Public Restrooms	Policing during first and second shifts at a frequency to ensure consistent					
Fublic Restrooms	cleanliness; routine cleaning at night; project work as needed.					
Baggage claim area	Policing, routine cleaning, and project work					
Ticketing area	Policing, routine cleaning, and project work					
Second floor security connector	Policing, routine cleaning, and project work; includes the queuing area but not					
Second floor security connector	the checkpoint					
	Policing, routine cleaning, and project work. Includes concourse corridor,					
Concourse	nursery, trash room, and airline hold rooms. Does not include passenger					
	loading bridges.					
Gate 16 lower level	Routine cleaning and project work in area between FIS and escalators. Daily					
Gate 10 lower level	policing in vacant hold room space.					

Ī	FIS	Routine	cleaning	and	project	work;	includes	FIS	offices;	work	must	be
	113	schedule	d with US	-CBF	P. Area i	ncludes	the check	poin	t outside	FIS.		

Terminal C – Non-Public Areas			
Specific Area Specific Information			
Law Enforcement ready room	Routine cleaning		
Lower level airline restrooms and locker rooms	Routine cleaning and project work		

5.13 Gate 55 Guard House

Description of Facility:

The Guard House at Gate 55 is located off Cargo Drive between the buildings of South Cargo-1 and South Cargo-2. The facility is manned 24x7x365 and consists of an attendant's area and a restroom. The floor of the facility is VCT

Scope of Service:

The scope of service consists of routine cleaning and policing around the exterior of the facility two times per week, and project work as needed.

Gate 55 Guard House					
Specific Area Type Cleaning Specific Information					
Guard House	Routine Cleaning	Twice per week			
Exterior*	Policing	Twice per week			

^{*}Exterior area includes area within ten feet of shelter

6. FOOD SERVICE AND RETAIL AREAS

The Contractor will not be required to do any cleaning in food service or retail areas; however, the cleaning of vending areas is included as shown on the drawings. Necessary policing and cleaning of vending machine areas, where it is not done by machine operators, will be accomplished periodically during each workday.

7. ELEVATORS, ESCALATORS, AND MOVING WALKS

The Contractor shall perform policing, routine cleaning and project work on all elevators, escalators, and power walkways. In doing such, the Contactor shall ensure that its employees are fully trained to prevent injury to themselves and the public as well as damage to the equipment. General guidelines and information for each type of equipment is listed below:

7.1 Elevators

Cleaning includes the outside surfaces of the hoist way doors, the inside surfaces of the cab doors, the cab walls, the cab flooring, the selector panel inside the cab including push buttons

and indicator lights, the hallway call station and directional lights, the door frame, the door tracks and threshold, and the cab ceiling. If the light covers can be removed without tools, they shall periodically be taken down and cleaned on the top surface.

The Contractor shall exercise care to not spray any cleaning solution directly on any of the buttons or lights. Also, the Contractor shall not block open the elevator doors, by any method, to clean inside.

7.2 Escalators

Cleaning includes the handrails, step treads and risers, top and side panels, and the step plates. Handrails shall be cleaned and disinfected on a daily basis. Deep cleaning of steps will be performed at least four times per year using the Rotomac 330 escalator cleaning equipment specified in the equipment schedule.

The Contractor must keep in mind the hazards associated with moving stairways and exercise great caution during cleaning processes. Except for daily handrail cleaning, the unit must be shut off prior to beginning any cleaning task. Only the night time supervisor or other management level employees will be allowed to shut off an escalator and the Authority will provide training to such staff. The Authority will also provide a key to restart the unit after completion of the cleaning.

7.3 Moving Walkways

Cleaning includes the handrails, step pallets, top and side panels, and step plates. Deep cleaning of step pallets will be performed at least four times per year using the Duplex 550 escalator cleaning equipment specified in the equipment schedule.

The Contractor must keep in mind the hazards associated with moving walkways and exercise great caution during cleaning processes. Except for daily handrail cleaning, the unit must be shut off prior to beginning any cleaning task. Only the night time supervisor or other management level employees will be allowed to shut off a moving walk and the Authority will provide training such staff. The Authority will also provide a key to restart the unit after completion of the cleaning.

8. FLOOR CARE

Maintaining the floors in each facility will be a priority of the Contractor. The Contractor's employees performing project floor work shall be knowledgeable of and thoroughly trained in the methods, materials, and equipment used to maintain the various floor types in the Airport's facilities. Within the first month the start of the services hereunder, the Contractor shall provide a detailed schedule for each facility, which indicates the type and frequencies of floor maintenance work by area. Thereafter, the Contractor shall provide a monthly report showing the floor maintenance performed during the previous month as well as the schedule for the upcoming period.

Within the first four-month period of the contract, herein referred to as the renovation period, and at no additional cost to the Authority, the Contractor will be expected to have thoroughly cleaned all carpeted floors, stripped and resurfaced all VCT floors, stripped and resealed the terrazzo floors at the GA Terminal and Terminal 2, and stripped and

resurfaced the rubberized floors at the Fuel Facility. In addition, the Contractor shall provide for restoration services of the marble restroom floors in Terminal 1. This service will also be provided within the renovation period, however the cost will be billed to the Authority.

The Contractor shall use his knowledge and the floor manufacturer's recommendations in determining the methods and frequencies to incorporate into the floor maintenance program. The following are general requirements and may not include all the necessary considerations or provisions for a detailed floor maintenance program.

8.1 Carpeted Floors:

- A. Entrance mats are to be vacuumed and periodically cleaned. All mats will be removed periodically and cleaned underneath.
- B. Regular and thorough vacuuming is the single most important part of the carpet care program, and will be performed as often as necessary to deep the carpet free of visible and imbedded materials.
- C. Spots and spills will be removed as they occur throughout each shift in the terminals. In other facilities, spot removal will be a daily activity. Gum removal shall also be performed accordingly.
- D. Pile lifting shall be incorporated in the carpet care program.
- E. Hot water extraction shall be the primary method of deep cleaning the carpet. Other methods of cleaning may be used if accepted under the manufacturer's recommendations and approved by the Contract Administrator.
- F. Bonnet cleaning will not be allowed except for spot cleaning areas less than three square feet.
- G. The Contractor shall use sufficient carpet fans or other drying methods to insure carpets are dry within four (4) hours of cleaning.
- H. Cleaning patterns shall be altered each time to ensure uniform coverage and to prevent a patterned appearance from the cleaning equipment.
- I. The Contractor shall promptly notify the Authority of any tears, raveling, permanent stains, or other damage to the carpet.

8.2 Terrazzo

- A. The terrazzo floors at the GA Terminal and Terminal 2 are "Terroxy" epoxy based systems.
- B. Daily dust moping and removal of spills, gum, heel marks, etc. is a requirement.
- C. Machine scrubbing will be performed on a weekly basis or more often to keep the floor clean.
- D. Only neutral cleaners will be allowed.
- E. The floors will be buffed periodically with a non-abrasive pad to maintain a low luster appearance
- F. As needed, but no less than annually, all sealer will be removed and no less than two (2) new coats of water-based acrylic sealer shall be applied. The initial striping and resealing at Terminal 2 and the GA Terminal will occur during the renovation period as described in Section 8.
- G. Terrazzo floor maintenance should follow the guidelines established by the National Terrazzo and Mosaic Association.

H. Any sealer used must provide slip resistance with a coefficient of friction rating of at least 0.5.

8.3 Marble

- A. The marble floors in the restrooms at Terminal 1 consist of white marble tile and black/gray epoxy-based cast marble tile. Frequent spot moping throughout the day and a thorough routine cleaning is required.
- B. Within the renovation period as described in Section 8, the Contractor shall restore all marble and cast marble floors in Terminal 1. The renovation will consist of chemically removing old sealer, diamond honing and re-polishing the floors, resealing with an impregnating sealer (topical sealer around urinals), and filling any cracked tiles with a color-matching polyester fill.
- C. On a semi-annual basis after the restoration, the marble floors will be spot honed to remove scratches and etching, resealed, and polished to maintain a glossy finish. The cost of the semi-annual maintenance will be separate from the routine services and will be billed to the Authority upon completion.
- D. Any sealer used must provide slip resistance with a coefficient of friction rating of at least 0.5.

8.4 Slate

- A. The slate floor at the RDU Center is to receive daily sweeping and moping.
- B. Periodic machine scrubbing is required to thoroughly clean the slate and grout.
- C. No sealer or wax is to be applied to this floor.

8.5 Vinyl Composition Tile

- A. Floors are to be swept and mopped each day, or more frequently if needed.
- B. Periodic spray buffing will be performed to maintain a glossy finish.
- C. Quarterly, or more frequently if needed, floors will be machine scrubbed and recoated with a minimum of one coat of floor finish.
- D. Semi-annually, or more frequently if needed, all floor finish will be stripped from the floor. A minimum of three (3) coats of floor finish will be applied and the floor will then be buffed to a high gloss finish.
- E. The sheen expectation for VCT floors is a uniform high gloss finish.
- F. Floors shall be maintained with a coefficient of friction rating of at least 0.5.

8.6 Ceramic Tile

- A. Floors are to be swept and mopped each day, or more frequently if needed.
- B. Periodic machine scrubbing is required to thoroughly clean the tile and grout.
- C. No sealer or wax is to be applied to these floors.

8.7 Rubber Floor Tile

- A. Floors are to be swept and mopped each day, or more frequently if needed.
- B. As needed, machine or hand scrubbing will be performed to thoroughly clean the surface.
- C. Fuel Facility: Semi-annually, or more frequently if needed, all floor finish will be stripped off and a minimum of (3) coats of new finish will be applied.

8.8 Concrete

- A. Interior common area concrete floors will be swept and spot mopped on a routine basis. As needed to keep the floor uniformly clean, machine scrubbing will be performed.
- B. Frequent sweeping, vacuuming, or and/or blowing; and periodic scrubbing and/or power washing of the terminal curbs, commercial curbs, walkways, and loading docks will be performed to keep these areas clean and attractive.
- C. Interior and exterior concrete steps will be frequently swept, vacuumed, or blown and periodically scrubbed or power washed.

9. CONSUMABLE SUPPLIES

The Contractor shall furnish all consumable supplies listed in the table below. Sufficient quantities of each shall be stocked on site to ensure that supplies in the restrooms never run out.

All supplies must be installed properly in the appropriate dispensers. At no time shall paper towels or toilet tissue be placed beside or on top of any dispenser. The Contractor shall only install products that are designed for use in any particular dispenser. Also, modification of any product will not be allowed (e.g. refilling OneShot soap bottles and 800ml soap cartridges).

The cost of consumable supplies for the terminals will be based on a per-passenger calculation. The proposed unit cost will be multiplied by the estimated monthly passenger traffic through the Airport. Each quarter, the Authority and the Contractor will reconcile these costs according to actual passenger traffic to correct any overpayments or underpayments. As a result, a debit or credit will be applied to the next month's billing by the Contractor. The cost of consumable supplies for all other facilities will be built in to the respective fixed monthly fees.

Passenger traffic statistics for 2007 are included as Exhibit C.

Consumable Item	Specification	Quantity Used In 2007*
White Roll Towels	GP Acclaim 26601 or equal	12042 rolls
Georgia Pacific Roll Towels	10" GP 89460 enMotion towel	6000 rolls (installed May 2007)
Georgia Pacific Roll Towels	8" GP 89420 enMotion towel	828 rolls (installed May 2007)
Multi-fold Towels	GP Acclaim 20204, White, or equal	8512 packs
Jumbo Toilet Tissue (JRT Jr)	Vondrehle 1209 two ply, or equal	36024 rolls
Standard Roll Toilet Tissue	GP Angle Soft 16580, or equal	3840 rolls
Toilet Seat Covers	Rochester Midland 50RA, or equal	3140 packs
Automatic Hand Soap	Technical Concepts 74261	1992 bottles
800ml Hand Soap	Kutol 44105, or equal	240 cartridges
Bulk Soap	Spartan pink lotion soap, or equal	440 gallons (used to refill 800ml)
Cartridges for WaterFree Urinals	Falcon Waterfree cartridges	53 cartridges
Sanitary Napkins	Maxipad #4, or equal	Unknown
Tampons	Playtex Gentle Glide, or equal	Unknown
Waxed Liner	Sanisac #77, or equal	Unknown
Baby changing table liners	Koala Kare liners	New product; None used
Urinal screens	Without deodorant block	New product; None used
24 x 33 plastic can liners	Black; high density; 10 microns	72 cases
30 x 37 plastic can liners	Clear and black; high density;	406 cases
	10,12,and 14 microns	
40 x 48 plastic can liners	Clear and black; high density; 10,12,and 14 microns	691 cases

*Consumable supply usage for 2007 is based on the most reliable information available to the Authority. As such, the Authority assumes no liability for inaccuracies in this data. The quantities indicated are for all areas of the Airport that were cleaned by the Authority's contractor(s) in 2007.

10. EQUIPMENT

The Contractor shall furnish and maintain all equipment, accessories and tools necessary to perform the work properly as defined in this Contract. At no time shall the Contractor be allowed to use tools or equipment belonging to the Authority. All equipment required for the performance of work under the Contract shall be new and designed to perform the kind of work prescribed in the specifications at the time services begin at RDU, whether leased or purchased.

This Contract is designed to allow the Contractor as much flexibility as possible in determining the type, manufacturer, model, and quantity of equipment to be used in performing work at RDU; however, certain minimum quantities and baseline specifications are required as indicated on Exhibit D. Where specific equipment specifications are stated with the option of an "approved equivalent" the Authority will consider alternate equipment only if the Proposer provides adequate information within the time allotted as indicated on Page 1 of the Instructions to Proposers, to allow the Authority to determine if the alternate equipment is equal or superior to the specified equipment. All equipment items, whether proposed by the Proposer or specified by the Authority, indicated on the Proposer's equipment schedule(s) will become minimum required equipment under the Contract.

The Contractor, if desirous of changing from the initial equipment selection set forth in its Proposal and agreed upon, shall first ascertain that the alternate equipment or tool complies with the general specifications for equipment and tools. The Contractor shall then submit a written request for alternate equipment to the Contract Administrator which explains the reason for the desired change and provides the same technical information required originally. If requested by the Contract Administrator, the Contractor shall make available for performance evaluation by the Contract Administrator the specific tool or equipment item proposed by the Contractor. Any costs associated with evaluating or changing to alternate tools or equipment that was not included on the initial list submitted by the Contractor shall be borne by the Contractor if such testing or changing was a result of the Contractor's request to change.

The Contractor shall maintain on file at the Airport, one (1) complete set of operating and maintenance instructions for all types, brands and models of powered equipment used in the performance of the work.

All equipment shall be kept clean and in good operating condition at all times. Bumper guards and other guards are required on all floor equipment to prevent marking and scratching of fixtures, furnishing or building surfaces.

All electrical equipment used by the Contractor shall meet all applicable safety requirements. This shall include either the use of ground fault interrupters or a wiring inspection program to assure the integrity of ground pins, grounding continuity, strain relief and insulation quality of plugs and cords. The equipment must operate at full rated performance levels using existing

building circuits. It shall be the responsibility of the Contractor to prevent the operation or the attempted operation of electrical equipment, or combinations of equipment that requires power exceeding the capacity of existing building circuits.

The Contractor agrees that the Contract Administrator or his/her representatives shall have the right at all times, but not the obligation, to examine all equipment, vehicles, tools, and supplies used by the Contractor, or by its subcontractors in the performance of the Contractor's obligations under this Contract. If any of the above is found to be unsafe or not in good working condition, the Contract Administrator has the right to direct the Contractor to, and the Contractor shall, remove it from service and repair or replace it promptly.

All equipment and tools must be clearly and permanently labeled with the Contractor's name and a unique equipment number. These tools and equipment are to be used exclusively for the performance of work defined in the Contract.

11. PRODUCT DISPENSERS

All dispensers (soap dispensers, toilet paper and towel dispensers, tampon machines, etc) within the areas serviced, shall be supplied, installed, and maintained by the Authority, except for 800ml soap dispensers and plastic JRT dispensers which will be provided by the Contractor. Replacements for damaged 800ml soap dispensers and plastic JRT dispensers shall be stocked by the Contractor and provided to the Authority's Maintenance Department for installation. In any case, dispensers shall be selected and/or approved for use by the Contract Administrator or her/his representative(s). The Authority will turn over to the Contractor any dispenser keys that are available at the beginning of the Agreement; however the Contractor will ultimately be responsible to obtain the keys needed. The Contractor's employees shall never pry open a dispenser due to lost keys or non-working locks.

The Contractor will immediately notify the Airport Maintenance Department of any malfunctioning dispenser. The Contractor will not be required to replace or repair any defective or damaged dispensers, or any parts thereof, except that the Contractor will maintain those dispensers that Contractor collects revenues from. For revenue-producing dispensers, the Contractor will be responsible to repair defects resulting from normal wear and tear. Damage due to vandalism is not a responsibility of the Contractor

The Contractor will collect and retain any dispenser revenue. Such revenue will be accounted for at all times by the Contractor. All vending prices must be approved by the Authority.

A listing of all restroom equipment is attached as Exhibit F.

12. CRITICAL AND/OR NEEDED REPAIRS

The Contractor's Supervisor(s) shall be responsible to notify the Authority of needed repairs and/or damage to fixtures, buildings, and appurtenances. Any items of a critical nature (situations which, if not corrected, may result in personal injury or property damage) will be

reported to the Maintenance Work Control Desk, the Airport Communications Center, or the Contract Administrator, or her/his representatives, immediately upon discovery. At the end of the second shift of each day, the Contractor's Supervisor(s) will furnish to the Authority's Maintenance Department a restroom report which indicates needed repairs and/or damage, including, but not limited to: inoperative lights, soap dispensers, faucets, and paper dispensers; damaged mirrors, partitions, walls, floors, ceilings, and fixtures; slow draining or clogged drain lines; and other plumbing problems such as improper water temperature, drips, and leaks.

The Contractor shall provide toilet plungers to be used by its employees prior to reporting clogged toilets.

13. AUTHORITY OF THE CONTRACT ADMINISTRATOR

The day-to-day administration of this Contract is vested in the Airport Director, who shall appoint an employee of the Facilities Engineering and Maintenance Division to serve as Contract Administrator.

The Contract Administrator, or his/her representative(s), are to have free access to the materials and the work at all times for measuring and inspecting the work, and the Contractor is to afford the Contract Administrator, or his/her representative(s), all necessary facilities and assistance for so doing. The Contract Administrator will decide all questions that may arise as to the quality and acceptability of chemicals, supplies, tools, equipment, training, and work performed, and as to the manner of performance and rate of progress of the work. The Contract Administrator will decide all questions that may arise as to the interpretation of the Contract Documents as it relates to the day-to-day work required herein. In addition to Contractor's response, the Contract Administrator may receive and respond, to requests, complaints and suggestions concerning the performance of the work directed under the Contract.

The Contract Administrator will see that adequate facilities are provided as available to the Contractor to insure the proper completion of the work, and that these facilities are properly maintained by the Contractor. The Contract Administrator, or his/her representative(s), shall coordinate the activities of the Contractor and occupants to minimize any interference and delay to either party.

The Contract Administrator, or his/her representative(s), shall perform frequent inspections of each work assignment. The emphasis during these inspections will concentrate on the existence of those factors that significantly affect the probability of the custodial assignment being performed as specified. The Contract Administrator or his/her authorized representative(s) shall determine the amount and quality of the several kinds of work performed and the quality and quantity of supplies, materials and equipment furnished, that are to be paid for under the Contract, to insure compliance with specifications contained within the Contract.

The Contract Administrator shall have the authority to reject materials, equipment, and performance; and/or to suspend the work until any questions at issue are decided. If the Contractor fails to maintain the approved schedule of progress, or, if in the judgment of the Contract Administrator, the Contractor's work methods are not adequate to assure completion of

the work per the allotted schedule, the Contract Administrator may direct the Contractor, at no additional cost to the Authority, to revise its work schedule to ensure completion of the work. The Contract Administrator may make changes in the assignments, tasks, task frequencies or methods, if such changes do not alter the general nature of the work being performed. Such changes shall not be considered modifications of the Contract and shall not affect the amount of payment to the Contractor.

The Contract Administrator shall in no case act as a foreman or perform other duties for the Contractor nor interfere with the management of the work by the latter. Any advice given the Contractor shall in no way be construed as binding to the Authority, or releasing the Contractor from fulfilling all the requirements of the Contract.

14. STAFFING LEVELS

This Contract is designed to allow the Contractor as much flexibility as possible in determining the staffing positions and quantity of labor hours for each position to be provided; however, certain positions are required and will be included in the Contractor's staffing plan, as set forth in Section 15 below. The Contractor shall at all times provide sufficient labor hours to consistently meet the performance standards for each facility. The Contractor is required to provide relief personnel for absent or vacationing employees at all times.

The Contractor shall provide a monthly staff report which indicates up-to-date staffing information. Specific information required on this reports is detailed elsewhere in this document.

15. REQUIRED POSITONS

The Contractor shall include in its staffing plan, and provide in its performance of services under this Contract, the positions described below. The position titles and job descriptions are general guidelines and may be adjusted as desired.

Project Manager – 1 required

This position will be responsible for the overall on-site management of the Contractor's services. The Project Manager will be a full-time position and dedicated exclusively to the Authority's Agreement.

Assistant Project Manager – 1 required

This full-time position will be responsible for overall on-site management of the Contractor's services in the absence of the Project Manager. This position will also be responsible for receiving supply shipments, delivering supplies to storage closets at each facility, maintaining equipment, moving equipment between facilities for project work as needed, and other duties as needed by the Project Manager.

Quality Control Inspector – 1 required

This position will be responsible for setting up and managing the Contractor's quality control program under the direction of the Project Manager. The QC Inspector will perform scheduled inspections, produce reports, and provide feedback to the Project Manager and the Authority's Contract Administrator regarding the level of service being provided. Other Administrative functions may be assigned by the Project Manager; however due to the importance of the inspection process, such other duties must be approved by the Contract Administrator.

Administrative Assistant – 1 required part-time

This part-time position will provide administrative support to the Project Manager. Duties include, but are not limited to, maintaining employee records, maintaining safety and training records, producing reports, payroll administration, ordering supplies, and any other administrative function deemed necessary by the Project Manager.

16. CONTRACTOR'S PROJECT MANAGER

The Contractor shall provide a full-time, on-site Project Manager, trained, qualified, and acceptable to the Authority's Contract Administrator, exclusively for this Contract. The Project Manager shall have full authority to act for the Contractor and, at all times, to carry out the provisions of this Contract. At any time the Project Manager is absent for any reason, the Contractor shall provide an equally qualified and competent alternate that has been given full authority to carry out the duties of the position as required.

The Contractor's Project Manager must have at least a high school education and a minimum of five (5) years experience in managing custodial services and operations under a janitorial contract comparable in size and scope to the work to be performed under this Contract. Such person must have knowledge and experience with cleaning methods and a proven track record of coordinating multiple tasks. Such person must also be capable of interpreting the requirements and cleanliness standards set forth in this Contract, and possess the monitoring, communication, and understanding skills needed to effectively manage the work to be performed under this Contract.

It is intended that the assigned duties of the Project Manager shall be primarily management of staff and subcontractors, resolution of problems, and insuring overall Contract compliance.

The Project Manager shall be available as needed to meet with the Contract Administrator or his/her appointee to review any aspect of the work being performed under this Contract. Constant contact and interaction between the Contractor's Project Manager and the Authority's Contract Administrator is required. The Project Manager shall also attend the meetings and participate as an active member of the RDU Customer Service Council.

The Contractor agrees that it shall obtain the approval of the Airport's Contract Administrator of any candidate for the position of Project Manager prior to assigning such candidate to the position. The Contractor shall submit a resume of the proposed Project Manager, along with other information reasonably requested by the Authority, in order to obtain such approval.

17. SHIFT HOURS

For Terminals 1, 2, and C, the Contractor will provide the services required hereunder twenty-four (24) hours per day, seven (7) days per week, and every day of the year without exception. Specific shift timeframes shall be determined by the Contactor and outlined in its proposal.

Manager, supervisor, and employee shift timeframes, including shift starting/quitting times and break times, shall overlap to ensure no breaks in regular service activity. All employees should be at their assigned work areas, ready for work, at the start of their assigned shift and remain there until relieved by their shift or break-time replacement.

18. MINIMUM WAGES FOR ALL REQUIRED / PROPOSED POSITIONS

The Authority believes it is in its best interest to require, and the Contractor agrees to pay, no less than the minimum wage for the required / proposed positions listed below. This wage scale is for the first three years of the Contract, unless otherwise dictated by state or federal law. At the beginning of the fourth Contract year, the Authority may require these rates to be adjusted according to the Consumer Price Index (CPI) for the US City Average as defined by the United States Department of Labor, Bureau of Labor Statistics: US City Average, Other Goods & Services, 12 month percent change, for the year preceding the adjustment year. At any time the Authority requires an adjustment in the minimum hourly rates, the Contractor will be allowed to adjust its charges to the Authority accordingly.

Note: Proposers are free to propose other positions with minimum rates; however, the proposed rates must be comparable to the rates listed herein. Also, these rates are intended to be the minimum. Proposers may propose, and the Contractor may pay, higher rates as desired.

For each invoice period, the Contractor shall provide payroll documentation that verifies the payment of these minimum hourly rates.

Minimum Wages				
Position	Minimum Wage Rate Years 1- 3			
Project Manager (required)	\$24.00			
Assistant Job Manager (required)	\$18.00			
Quality Control Inspector (required)	\$14.00			
Administrative Assistant, part-time (required)	\$12.00			
Shift Manager – day	\$15.00			
Shift Manager – evening	\$15.00			
Shift Manager – night	\$17.00			
Crew Leaders – day shift	\$10.50			
Crew Leaders – evening shift	\$11.00			
Crew Leaders – night shift	\$11.75			
Custodians - day	\$8.50			
Custodians - evening	\$9.00			
Custodians - night	\$9.75			
Project Cleaners	\$10.75			

19. HOLIDAYS AND EMPLOYEE LEAVE

First and foremost, the Contractor shall be aware that the Airport operates 24 hours per day, every day of the year. The Contractor shall fully staff all areas and meet all other obligations under this Agreement during holidays and employee leave-time at no additional cost to the Authority.

For all full-time employees working under this Agreement, the Contractor shall allow, at a minimum, the paid time off (PTO) indicated in the schedule below, which may be taken after the employee's first continuous year of service with the Contractor. PTO may be used for vacation and sick leave as needed by the employee, and shall be granted in accordance with the Contractor's employee policies and procedures. In addition, the Contactor shall allow for seven (7) paid holidays per year. The days to be observed by the Contractor for holidays shall be determined by the Contractor.

Schedule for Paid Time Off Availability			
Completed Duration Of Continuous Service With Contractor	Hours Available To Be Taken		
0 to 6 months	40 hours (to be used for sick leave only)		
End of first six months	0 hours + up to 40 hours from previous period		
End of first year	96 hours + up to 16 hours from previous period		
End of second year	96 hours + up to 16 hours from previous year		
End of third year	104 hours + up to 16 hours from previous year		
End of Fourth year	104 hours + up to 16 hours from previous year		
End of Fifth year (If extended)	112 hours + up to 16 hours from previous year		
End of Sixth year (If extended)	112 hours + up to 16 hours from previous year		

For the purpose of Paid Time Off, incumbent employees that join the Contractor's initial workforce with at least 12 months of continuous service at RDU shall be considered to have completed one year of service and will be eligible for 96 hours.

20. HEALTH INSURANCE

As a straight pass-through cost to the Authority, the Contractor shall make available basic health care coverage to all full-time employees with at least six (6) months of continuous employment. Incumbent employees joining the Contractor's initial workforce shall be covered under the plan at the beginning of this Contract. Participation in the health care program shall be optional and participating employees shall pay 10% of the monthly premium for their elected coverage through payroll deduction. The health care program shall provide options for employee only coverage, employee plus spouse coverage, and employee plus family coverage, and shall include the following minimum levels of coverage, deductibles, and co-payments:

Minimum Employee Health Insurance Plan Coverage				
Plan Description	In network	Out network		
Deductibles	\$2500 / \$5000	\$5000 / \$10,000		
Maximum Out-of-Pocket	\$3000 / \$6000	4K / 8K		
Lifetime Maximum	Unlimited	Unlimited		
Office Visit Copayment	\$35	50%		
Pre-natal Copayment	\$35	50%		
Specialist Copayment	\$70	50%		
Eye Examinations	\$35	N/A		
Outpatient Services				
Lab & Diagnostic	70%	50%		
Physician Services	70%	50%		
MRI Copayment	70%	50%		
Surgical & Related Services	70%	50%		
Inpatient Services				
Inpatient Admissions	70%	50%		
Physician Services	70%	50%		
Maternity Care	70%	50%		
Emergency Services				
Emergency Room	70%	50%		
Urgent Care Center	70%	50%		
Mental Health / Substance Abuse				
Outpatient - Individual/Group	70%	50%		
Inpatient - MH (30 days)	70%	50%		
Inpatient - SA	70%	50%		
Other				
Prescription Copayment	10/30/45/75%			
Durable Medical Equipment	70%			

The Contractor shall provide to the Authority monthly documentation from its health care provider as proof that premiums have been paid for each employee claimed. The costs of the Health Care Program shall be reimbursed by the Authority as part of the monthly invoice submitted by the Contractor.

The Health Care Program shall be reviewed by the Contractor annually in the month of October. If the cost of premiums is expected to increase, the Contractor shall request competitive pricing from other providers and submit such pricing along with other supporting documentation to the Contract Administrator by the first of November. If approved, any increase in cost will become effective on April 1st of the following year.

The Authority reserves the right to modify the Health Care Program at its discretion with adequate notice to the Contractor.

21. UNIFORMS

The Contractor shall furnish each of its employees with appropriate uniforms on which the Contractor's name and logo shall be prominently identified. All of the Contractor's employees must wear their uniforms while on duty. The Contractor will be allowed a two-week grace period for new hires; however, attractive tee-shirts, smocks, or other suitable attire with the

Contractor's name will be provided by the Contractor and worn by the employee during this time.

Uniforms for both male and female production staff shall include a minimum of five (5) sets of shirts and trousers. The uniforms shall fit properly and shall be kept neat, clean, in good repair. Shirts shall have the Contractor's name stitched on the front and must be tucked in at all times. In addition, all production staff will wear a name tag or have name stitched on the front. Supervisor's shirts will be different in color. Non-production staff will also be furnished with five (5) sets of uniforms. The style of uniforms for non-production staff shall be different and provide a more dressed-up appearance. Non-production uniform shirts shall have the employee's name stitched on the front.

All employees shall wear a belt and color-coordinated socks. Shoes shall be black in color and kept clean and in good repair. Hats may only be worn by employees working outside and must bear the Contractor's insignia. Cold weather gear, such as coats, coveralls, gloves, and raingear, must also be provided by the Contractor for employees required to work outside. All outer garments shall display the Contractor's insignia.

Should the Contractor employ subcontractors to perform a portion of the routine work hereunder, all of the uniform requirements stated above shall apply to the Subcontractor.

All uniforms must be approved by the Authority prior to commencement of any work and at any time a change in uniform style or color is desired.

22. VEHICLES

The Contractor shall provide a minimum of two vehicles, as specified in the Equipment Schedule, to be used exclusively for the purpose of providing the services required under this Contract. The Contractor shall provide all insurance, licenses, bonds, Airport permits, fuel, maintenance, etc. for each vehicle. All vehicles used by the Contractor must be kept clean, in good repair, and decaled for airside access.

23. PARKING

The Authority shall provide at no cost to the Contractor, access to the Parking Garage for all of the Contractor's vehicles required under this Agreement. The Parking Garage shall be for short term parking (non-overnight). The required vehicles will be equipped with an AVI sticker which will allow free entry and exit through specific lanes. These vehicles must be permanently decaled with the Contractor's name.

The Authority shall also provide at no cost to the Contractor, access to the manager's parking lot, which is north of Terminal 1, for all of the Contractor's vehicles required under this Agreement. The manager's lot shall be for longer term parking (overnight). The required vehicles will be

equipped with a proximity card which will allow free entry and exit from the lot. The assigned proximity cards shall only be used to gain access to the Managers Lot for the required vehicles.

For Contractor's managers and supervisors, the Authority shall allow access to the manager's lot for up to five employees per shift. All other Contractor's employees shall park in the employee section at Park & Ride Four. **The Authority will bill the Contractor on a monthly basis for all parking utilized by the Contractor's employees.** Information regarding parking fees may be obtained by contacting the RDU Parking Department at (919) 840-7584.

Parking illegally on Airport Property shall subject the offender and/or the Contractor to potential fines, towing charges, and forfeiture of parking privileges.

24. AVAILABLE STORAGE AND WORK AREAS

Where available, the Authority will provide, at no expense to the Contractor, office space, storage space and utilities as reasonably necessary for the performance of the Contractor's duties at the Raleigh-Durham Airport. These spaces will include business offices suitable for the management of the Contract, break rooms for Contractor's employees, storage rooms for supplies and equipment, and a laundry room.

The Contractor shall store its supplies, materials, and equipment only in storage areas and janitorial closets designated by the Authority. The Contractor agrees to keep these areas in a neat, clean, and orderly condition at all times and to comply with applicable fire regulations. At no times will equipment or supplies be stored in a manner that impedes any path of egress, or blocks access to an electrical panel or any other space. The Authority will not be responsible in any way for the supplies, materials, equipment, or personal belongings stored in any area utilized by the Contractor that may be damaged or lost by fire, theft, accident, other conditions or circumstances. All janitorial storage rooms are to remain closed to public view and locked. All locked areas assigned to the Contactor shall be accessible by the Contractor Administrator and other Authority personnel deemed by the Authority to have a need for access. The Authority reserves the right to reassign and remove storage space as it deems necessary.

The initial spaces to be made available for the Contractor use at various facilities are indicated on Exhibit B.

25. RESPECT OF OFFICE ENVIRONMENT

During the course of performing services in any office area, the Contractor's employees shall be respectful of the business environment. The Contractor shall prohibit its employees from disturbing papers on desks, opening desk drawers or cabinets, or using the telephone or other office equipment. Contractor's employees should be polite, however should refrain from engaging in personal conversations. Singing, humming, and whistling will not be allowed in office areas, and the use of personal cell phones and electronic music devices will be prohibited. Without expressed approval from office occupants, vacuuming shall not be performed during regular business hours.

26. EMPLOYEE BREAKS, BREAK AREAS, AND LOCKERS

It is imperative for the Contractor to maintain sufficient staffing levels, at all times, to meet the contract requirements; therefore, employee lunch and break times should be staggered to ensure that all service areas are adequately maintained

In any facility covered under this agreement, the Contractor's employees shall be permitted to take breaks only in cafeterias, food courts, snack bars, or designated break areas. At no time shall employees eat or lounge in any other public area, unless otherwise agreed to in writing by the Contract Administrator. Break rooms designated for Contractor use must be kept in a neat and clean condition.

The Contractor's employees should arrive at the Airport dressed for work; changing facilities are not available. The Contractor shall provide lockers in each terminal to be used by custodial employees, supervisors and managers, to store personal items during their work shift.

27. GRATUITIES AND FOUND ITEMS

The Contractor's personnel, and any subcontractors providing services hereunder, shall not solicit or accept, for any reason whatsoever, any gratuity from the passengers, tenants, customers, or other persons using the premises. Further, all items of value found by the Contractor's personnel or any subcontractor during the performance of duties hereunder, shall be immediately turned in to the Authority's Law Enforcement Department.

28. ACCIDENT REPORTS

Upon occurrence, the Contractor shall notify the Contract Administrator and other appropriate Authority or tenant personnel of any accidents involving bodily injury to Contractor's workers, building occupants, passengers, or other persons; and accidents resulting in any property damage. The notification shall be made immediately by telephone and followed up with a written report within twelve (12) hours. Written reports shall be on forms developed by the Contractor for this purpose.

29. ON-SITE COMMUNICATIONS

The Contractor shall provide adequate communication devices for use by its employees in the performance of the services required herein. At a minimum, the Project Manager, Assistant Project Manager and Quality Control Manager each will be provided with a single device which has cellular phone, 2-way radio and email capability and connectivity for use 24-hours per day. Other shift managers shall have one cell phone with 2-way radio service that will be used for all

shifts. All other supervisors and/or crew leaders shall have a device with 2-way radio service only, to be used while on the job. Sufficient spare batteries and chargers shall be provided for duty devices to support 24x7 operations. Contractor's employees shall not be allowed to use personal cellular telephones while on duty.

In addition to the cellular telephone and 2-way radio requirements stated above, the Contractor shall provide one (1) 800 MHz radio to be used by the senior position on each shift for communications with the Authority. The radio will utilize the Authority's 800 MHz radio communications system and shall meet the following requirements:

- A. Radio must be 2-way digital.
- B. Radio must be able to communicate on both analog and digital frequencies.
- C. Radio must be compatible with the Authority's antenna and antenna systems and demonstrate clear reception.
- D. Radio must have seamless migration capability to APCO Project 25 digital standard infrastructure to support true, full interoperability.
- E. Radio must allow customer specific programming of modes and features.
- F. Radio must be durable, efficient, reliable, and able to work continually in a 24/7/365 environment.
- G. Radio must be manufactured in a manner that guarantees protection against water from blowing rain.
- H. Radio must be full featured allowing capacity to customize and allow for enhancements should more sophisticated features and technologies occur.
- I. Radio must have noise reduction software that eliminates ambient background noise.
- J. Radio batteries must be factory approved and certified as intrinsically safe.
- K. Radio batteries must indicate the calibration cycle, and provide automatic, adaptive reconditioning; optimization of battery life cycle; and maximized talk time.
- L. Radio must have sufficient spare batteries and chargers to support a 24/7/365 operation.
- M. Examples of acceptable radio models are:
 - a. Motorola XTS 2500
 - b. Motorola XTS 3000
 - c. Motorola XTS 5000
- N. Examples of acceptable batteries includes:
 - a. Impress Batteries

30. OFFICE EQUIPMENT AND TELECOMMUNICATION SERVICE

The Contractor is required to have in its terminal office, a desk top computer with color printer, copying machine and fax machine. Data and telecommunication services must include: multiline telephone service, fax line and high-speed internet service with email. The phone line shall have either voice mail capability or a connected answering machine.

The Contractor must make its own arrangements for communications services and will be responsible for the cost of the services as well as any installation cost. The Authority owns and operates its own telecommunication and data network and is able to provide such services to the Contractor. The Contractor has the option to purchase these services from the Authority or from

a third-party service provider. For information on Authority-provided services, contact the Telecommunications & Data Services Circuit Activation Desk at (919) 840-7678.

31. EMERGENCY AND EXTRA WORK

The Contractor shall respond to emergency clean-up situations or perform extra work as requested by the Authority from time to time. In most cases, such response will be provided by the Contractor's normal work force during their regularly scheduled work periods. In this situation, the Contractor will not be entitled to any extra compensation, except for additional materials used or other miscellaneous costs; and will not be penalized for non-performance of regular services. If such emergency services or extra work requires additional labor hours, the Authority will compensate the Contractor accordingly.

32. EXCLUSIVE PERFORMANCE

Neither the Contractor nor any of his/her employees shall perform any work at the Airport other than the work which is defined herein, or requested by the Authority, unless authorized in writing by the Contract Administrator. When such other work is approved, it is expressly understood that the needs of the Authority are to have precedence over any such work. At any such time that the Contractor is allowed to perform other work at the Airport, its employees performing such work shall wear uniforms that are different from the uniforms required for the Authority's service and shall utilize separate facilities (storage rooms, break areas, etc). In addition, the supervision of any such work will be provided by managers and/or supervisors that are not assigned to the Authority's contract.

33. OTHER CONTRACTS

The Authority may award other contracts for additional work, and the Contractor shall fully cooperate with such other contractors in a manner that promotes success for all parties. The Contractor shall have no claim against the Authority for additional payment due to delays or other conditions created by the operation of other contractors. The Authority will decide the respective rights of the various contractors in order to secure the completion of the work.

34. SUBCONTRACTING

The Contractor may subcontract to other firms, portions of the Work required under this Contract. Acceptable portions that may be subcontracted include routine cleaning in any facility other than Terminal 1, Terminal 2, or the RDU Center; and project work such as stripping and waxing, ramp sweeping, and window cleaning in any facility.

Subcontractors will be managed solely by the Contractor and will follow all rules, regulations, and contractual requirements as specified herein. All subcontractors must be approved by the Authority prior to performing any work hereunder. There will be no mixing of work forces within any one facility for the performance of routine daily cleaning or policing.

35. TRANSITION TO NEW TERMINAL

The Authority is constructing a new terminal which will replace the existing Terminal C. The new facility, designated as Terminal 2, is being constructed in two phases. The first phase, consisting of about 75% of the processing areas (ticketing, security, baggage claim) and the entire north concourse, is scheduled to open in the fall of 2008. When Phase One opens, the Authority will close the existing Terminal C for demolition, which will lead into the construction of Phase Two of the new terminal. The second phase, consisting of the remainder of the processing areas and the south concourse, is tentatively scheduled to open in the winter of 2011.

To accommodate this transition, the Contractor's initial staffing plan will need to allow for adequate staff to maintain the existing Terminal C until it is closed while preparing the new terminal for opening. The construction cleaning will be performed by the general contactor before the date of substantial completion, which is scheduled for July 31, 2008. Upon commencement of services under this Agreement, the Contractor shall provide the necessary services to maintain the facility through final fit-up so that it is in immaculate condition for the pre-opening events and the grand opening which are tentatively scheduled for late-September to mid-October time frame.

36. SOLID WASTE AND RECYCLING PROGRAM

The Contractor shall be responsible for participating in the Airport's Solid Waste and Recycling Program. All trash and recyclable materials must be handled by the Contactor in a manner that is consistent with the Authority's Trash Removal and Recycling Procedures which is attached as Exhibit A.

The Contractor's employees shall be responsible for picking up, and transporting to the appropriate receptacle, any recyclable material they encounter at any time during their work. RDU currently recycles aluminum cans, plastic bottles, glass bottles, newspaper, office paper, cardboard, and telephone books. The Contractor shall be responsible for supporting any future recycling efforts or program enhancements that RDU implements during the Contract term. This could include changes in the recycling materials, segregation approach, locations and types of receptacles, and volume of materials generated.

37. SAFETY AND JOB TRAINING PROGRAM

The Contractor shall provide each of its employees working at the Airport with the initial and recurrent training needed to safely and competently perform the work hereunder. The Contractor shall maintain as a part of each employee's record a training record for that employee. A transcript of the training records shall be made available to the Contract Administrator upon request. All training shall be provided at the Contractor's expense, and the Contract Administrator and/or his or her representatives may attend such training at their discretion to monitor the content.

At a minimum, each employee shall receive training in the following areas as soon as practical after employment or when new procedures, methods, equipment, or chemicals have been introduced.

- A. General orientation, areas of Contractor's responsibility
- B. Introduction to Contractor's assignment areas
- C. Chemical usage, right to know, and safety precautions to include the Material Safety Data Sheets (MSDS)
- D. Tools and equipment operations and general safety
- E. Blood-borne pathogen safety
- F. General Airport procedures, security, ID badges, parking, vehicle rules, and keys
- G. Assisting passengers and customer service
- H. Restroom cleaning and disinfecting
- I. Common mistakes
- J. Floor care and maintenance
- K. Airport solid waste and recycling

38. BLOOD-BORNE PATHOGEN SAFETY PROGRAM

The Contractor shall be responsible for developing and implementing a Blood-borne Pathogens Safety & Training Program for workers involved with trash removal, restroom cleaning, dispenser servicing, and cleaning of blood and other body fluid spills. This program will cover all employees, including employees of any subcontractor, potentially exposed to blood and other bodily fluids, with the goal of preventing the transmission of pathogens such as HIV and Hepatitis B. At a minimum, the following items must be included in the Blood-borne Pathogens Safety Program:

Universal Precautions – According to the concept of Universal Precautions, all human blood and certain human body fluids are treated as if known to be infectious for HIV, HBV, and other blood borne pathogens.

Vaccinations: The Contractor's policy on making available appropriate vaccinations, including the Hepatitis B series, and it's procedures for maintaining records of such vaccinations.

Personal protective equipment (PPE) – When there is occupational exposure, the Contractor shall provide its employees with appropriate personal protective equipment such as gloves, gowns, face shields, masks, and eye protection. PPE must be adequate to prevent blood or other potentially infectious materials from reaching the employee's clothing, skin, eyes, mouth, or other mucous membranes.

General exposure control methods (all exposure incidents will be reported to the supervisor immediately).

Clean up procedures, waste storage and disposal, care of PPE, laundry, and housekeeping practices.

Training – The Contractor shall ensure that all new employees are trained in the Blood-borne Pathogen Safety Program before assignment. Each employee shall receive annual refresher training and copies of training logs shall be made available to the Contract Administrator upon request.

39. ENVIRONMENTAL PROGRAM

The Authority seeks to improve the efficiency with which it utilizes janitorial services and reduce the impact of those services on the environment and human health. Below are the environmental guidelines and requirements that the Contactor will be expected to adhere to.

39.1 Green Cleaning Program

In accordance with standards promoted by the United States Environmental Protection Agency EPP program, the Green Seal program, and those standards and practices specified by the U.S. Green Building Council LEED EB program, the Contractor must create and follow a "Green Cleaning Standard Operating Procedure" (GCSOP) that governs the overall provision of janitorial services. The GCSOP developed by the Contractor must address cleaning tasks; the selection and stocking of chemical products; safe chemical use and handling; waste disposal; equipment selection, operation and maintenance; communications protocols; worker safety, training and awareness; public and customer safety; inspections, reporting and recordkeeping. The format and content of the GCSOP should loosely follow the Green Seal Environmental Standard for Cleaning Services which may be found at:

www.greenseal.org/certification/cleaning_services_gs-42.pdf

Within three months of the Contract start date, the Contractor must develop and follow a building-specific Green Cleaning plan for each facility that details the actions and schedules to be followed by the Contractor and his staff in performance of duties at each site. This plan should loosely follow the format outlined in the Green Seal Environmental Standard for Cleaning Services GS-42, and must incorporate and build upon the more general procedures and guidelines provided in the umbrella GCSOP. Worker training, procedures for routine/ urgent communications, chemical handling and equipment operations safety, and waste management must be addressed in each Building Specific Green Cleaning Plan.

The Contractor's green cleaning plan must be cost-neutral.

39.2 Chemicals and Consumable Supplies

The Contractor shall establish and maintain a chemical plan that follows the LEED-EB MR Credit 4.1-4.3 and IEQ 10.3 requirements documenting compliance of cleaning products that meet the Green Seal GS-37 standard when applicable and where GS-37 is not applicable, products that comply with the California Code of Regulations maximum allowable VOC levels. Hand soaps shall not contain antimicrobial agents (other than as a preservative system), except

where required by health codes and other regulations (i.e., food service and health care requirements). Additionally when GS-37 is not applicable, documentation shall exist notating the aspects of the chemical that make it more environmentally preferable. Logs detailing the monthly chemical purchases for each chemical used onsite shall be maintained and submitted to the Authority's Representative on a monthly basis.

The Contractor shall establish and maintain a purchasing plan that follows the LEED-EB MR Credit 4.1-4.3 requirements documenting compliance of consumable janitorial paper products and plastic trash can liners. The products shall be of standard quality and final approval must be obtained from the Authority. Logs detailing the monthly consumable janitorial paper products and trash can liners shall be maintained and submitted to the Authority on a quarterly basis.

Green cleaning should make use of products and processes that rely on targeted chemical effectiveness and the synergistic application of energy. Products used and their wastes should readily degrade in the environment on exposure to air, sunlight, or normal microbial activity. Aqueous wastes suitable for discharge should degrade readily in primary sanitary wastewater treatment conditions.

Products containing fragrances, dyes, and added ingredients not required for the primary function of the product should be avoided. The susceptibility of workers and individual members of the public should be considered when selecting cleaning products and processes. Products and processes that liberate abundant fumes, vapors or gases that cause respiratory irritation, or are absorbed through inhalation should be avoided or severely limited by schedule or application. Products whose ingredients are readily absorbed through skin, cause dermal irritation, sensitization on contact, rapidly destroy skin tissue, or the mucous membranes should not be used. Products with known negative and irreversible health impacts, such as carcinogens and bio-accumulative chemicals, must not be used.

Product and equipment labels should be easy to find and read (recommend additional color coding), describe product hazards and precautions, and contain clear instructions on use and disposal for anyone using said product and/or equipment labels.

39.3 Janitorial Equipment

The motorized cleaning equipment used during the fulfillment of this contract shall meet the LEED-EB IEQ Credit 10.6 and IEQ 10.3 requirements when applicable. When equipment types not covered by these requirements are used in the fulfillment of the contract the model used shall have the least environmental impact while adequately meeting performance needs. The Contractor shall provide documentation detailing each equipment model's compliance with IEQ Credit 10.6, manufacturer's cut sheets, date purchased as well as the repair/maintenance records for each piece of equipment. This documentation shall be submitted to the Authority on a quarterly basis. Minimum requirements for traditional janitorial equipment are noted below:

Vacuuming Equipment:

Carpet and Rug Institute Green Label/Green Label+ certified

Capture 96% of particulates at .3 microns and operate with a sound level less than 70 dBA at operator's position.

Battery-powered vacuums are equipped with environmentally preferable gel batteries.

Equipment should be ergonomically designed to minimize vibration, noise and operator fatigue.

Equipment should be equipped with mark-resistant bumpers or wheels to prevent damage to building surfaces

Carpet Cleaning Equipment:

Carpet and Rug Institute Seal of Approval certified

Hot water extraction equipment is capable of removing sufficient moisture to allow carpets to dry in less than 24 hours.

Battery-powered carpet equipment is equipped with environmentally preferable gel batteries.

Equipment should be ergonomically designed to minimize vibration, noise and operator fatigue.

Equipment should be equipped with mark-resistant bumpers or wheels to prevent damage to building surfaces.

Hard Surface Floor Equipment:

Equipped with vacuums, guards and/or other devices for capturing fine particulates (Active filtration preferred over passive filtration).

Operate with a sound level less than 70 dBA at operator's position.

Propane-powered equipment has high-efficiency, low emission engines.

Automated scrubbing machines are equipped with variable-speed feed pumps for optimum use of cleaning fluids.

Battery-powered floor equipment is equipped with environmentally preferable gel batteries.

Where appropriate, active micro fiber technology is used to reduce cleaning chemical consumption and prolong the life of disposable scrubbing pads.

Equipment should be ergonomically designed to minimize vibration, noise and operator fatigue.

Equipment should be equipped with mark-resistant bumpers or wheels to prevent damage to building surfaces

The Contractor shall implement, wherever possible, environmentally preferable micro fiber technology including but not limited to cloths, dust sleeves and flat mops. Laundering considerations will be addressed on a site by site basis.

39.4 Recycling Support

RDU has implemented a voluntary recycling program. The successful Contractor will be required to support fully the program by ensuring that recyclable materials are placed in the correct containers for recycling. All of the Contractor's employees that are responsible for waste disposal activities must be made aware of the RDU Recycling Program as the success of the program depends greatly on the support of the successful Contractor. In addition, the Contractor will be requested to supply information to the Contract Administrator regarding areas of the recycling program that could be improved (e.g., areas where recycling is not being conducted, obvious signs of contamination in containers, etc). A copy of the Airport's waste disposal and recycling procedures is attached as Exhibit A.

39.5 Waste Management and Disposal

The Contractor shall ensure that all of the Contractor's employees are aware of and follow the airport's waste disposal procedures. The Contractor will be responsible for the proper disposal of bulky waste materials such as pallets, barrels, appliances, and hazardous waste generated by the Contractor. These materials may not be disposed of on airport property and any disposal

costs of such will be the responsibility of the Contractor. Other solid wastes that exhibit no hazardous characteristics and are non-recyclable may be disposed of responsibly in available on-site Authority trash receptacles or dumpsters.

Green cleaning should minimize the generation of waste materials, the consumption of resources and the emissions of pollutants in the manufacture, use and disposal of cleaning products and in the performance of cleaning tasks. Product packaging should be minimal and consist of reusable or recyclable primary containers. Products should be supplied in bulk quantities and in concentrate form to minimize the need for packaging. Application materials and equipment should be durable and designed for long-term repeated use. Equipment should be maintained and repaired for safety and longevity. The proper means of disposal should be determined for each waste stream based upon the characteristics and chemical nature of the wastes. Disposal of wastes to the landfill is discouraged and should be reserved only for sanitary municipal wastes (collected dirt, dusts and soils, ash, soiled consumer wastes, food scraps and bioorganic wastes). Recycling of paper, wood, plastics, glass, and metals is encouraged.

The Contractor remains the owner of all the chemical products it specifies, procures, uses, and stores at the work site. Upon completion or termination of services provided under this Agreement, the Contractor must remove and take possession of all remaining stock including partial packages.

No materials/effluent will be allowed to enter the Authority's storm water sewer system. Only those products suitable for discharge via the sanitary sewer system will be considered allowable discharges. All sanitary sewer discharges shall comply with the Authority's NPDES permit and The Federal Clean Water Act.

39.6 Exposure

Green cleaning processes should be designed to minimize occupational exposure and the need for worker specialized personal protective equipment. Favorable cleaning processes should not generate air-borne dusts or the volatilization of soils and cleaning products. Cleaning agents should be non-volatile, or the concentration of volatile ingredients should be low to minimize the generation of indoor air pollution and inhalation risks.

Green cleaning processes must allow for the containment and collection of mobilized soils and cleaning products and wastes. Processes whereby soils and the products used to clean them become water-borne or air-borne and then diluted and released into the larger indoor or outdoor environment are specifically prohibited.

39.7 OSHA Form 20

Prior to using any chemical, the Contractor shall provide to the Contract Administrator for approval, copies of Material Safety Data Sheets (MSDSs) for all chemicals to be used under this Agreement. This obligation is continuing for the term of this Agreement. MSDSs are the minimum level of required documentation. Additional information on the product formulation may be required to assess risk associated with the chemicals. This, or any additional requested information, must be made available to the Contract Administrator upon request. If new product

formulations are to be used at the Airport by the Contractor, a new MSDS must be furnished to and approved by the Contract Administrator prior to bringing the material onsite.

39.8 Containers

All chemical containers shall retain the original label that must define the instructions for use of the chemicals and any pertinent warnings and safety instructions. All chemicals used must have manufacturer's quality control batch numbers included on cases or containers.

Chemical solutions may be issued to janitorial workers in clearly labeled secondary containers. These containers should be labeled with the container contents such as "Germicide Detergent". The Contract Administrator may require additional secondary container label clarification criteria during the term of this Contract.

40. INSPECTIONS AND QUALITY CONTROL

The Contractor shall establish, provide, and maintain an effective software-based Quality Control Program, acceptable to the Authority, for daily use by its onsite management for the purpose of monitoring, analyzing and documenting the cleaning processes used to fulfill the Contract requirements. This software system shall be web-based and accessible by the Authority on its existing components.

The system should include, defect-based identification of any work that fails to meet the required standards, the ability for free-text notes, barcode or RFID inspection location identification and web-based reporting which allows 24/7/365 access to run the reports by the Authority. Planned maintenance windows of less than 24 hours are allowed. The Contractor shall provide a minimum of two PDA's for its managers use and two PDA's for the Authority's use.

The system must be capable of exporting reports to Microsoft Excel format as a standard system feature. The Contractor is responsible for ensuring all standard features and PDA devices are compatible with the Authority's network and hardware components. The Contractor is responsible for PDA set-up, syncing, and any other task(s) necessary to ensure a completely usable system.

Inspections shall be completed daily, on all shifts, by the appropriate managers and/or supervisors. In order to ensure an accurate depiction of the work being performed, the contractor must complete a minimum of 200 inspections per month with 300 per month preferred. Each inspection shall be a random audit consisting of a minimum of 15 work locations. A work location shall be defined as an office, hallway, restroom, airline hold room, or sections or components thereof. Each work area covered under the Scope of Work shall be inspected a minimum of four (4) times per month for terminal locations and two (2) times per month for all other locations. A summary report of the inspections completed and corrective actions taken based upon those findings will be required of the Contractor on a monthly basis. The report shall also detail any proposed actions needed to reverse negative trends in any particular work location.

Daily inspection reports must contain the following information:

- A. Date, time, and location of each inspection, including room numbers where applicable.
- B. A detailed inspection of the area, that checks for compliance of all Contract requirements.
- C. Name of the person conducting the inspection(s).

The inspection program must be capable of recognizing any discrepancies, or areas that do not meet with Contract requirements. A daily discrepancy report shall be generated that outlines all areas needing additional attention. The Contractor shall correct any areas where discrepancies are found, and shall take immediate corrective action to resolve the problem area and prevent future discrepancy. Once the discrepancy has been corrected, the Contractor personnel shall reinspect the area for compliance as soon as possible, but no later than within twenty-four (24) hours of discrepancy identification.

If during the course of the inspection a maintenance/repair issue is found, it shall be the responsibility of the Contractor's personnel to notify immediately the Airport's Maintenance Department.

In addition to the required daily reports, the Quality Control Program shall be capable of generating the following equivalent monthly reports:

- A. Trend Report The trend report(s) shall provide daily trend analysis of areas throughout the Airport, for the period specified or requested. The trend analysis shall clearly identify changes in the areas inspected.
- B. Inspection Summary Report The inspection summary report(s) shall provide a summary of all inspections for the entire Airport and shall include the total number of inspections performed during any given month, the frequencies of discrepancies by type and associated correction timeframes, number and types of maintenance observations reported during said period, and all other relevant summary data.
- C. Location Report The location report(s) shall provide a detailed look at inspections conducted in specific locations during a specified time period. The location report shall have the capability to provide information on individual locations (such as a single restroom) or combined locations (such as a total facility).

In addition to Contractor inspections, an Authority Representative will perform periodic inspections of the Contractor's performance to determine that services performed by the Contractor meet the required standards.

The Authority and the Contractor shall work together to organize the specific inspection zones for the system. The system must be fully operational within sixty (60) days after the Contract begins.

41. REPORTS

In a format that is acceptable to the Contract Administrator, the Contractor shall provide the daily, weekly, and monthly reports, as prescribed in the table below, to the Contract

Administrator. Failure to provide the required reports will warrant potential fines to the Contractor. These reports may or may not be generated through the electronic inspection system.

	Required Contractor Re	eports			
Report	Details	Frequency	Delivery Method		
Daytime Repairs	Notification of needed repairs discovered during day shift	As discovered	Phone Call		
Daily Activity	For previous day: staffing levels, incidents, problems, etc	Daily by 8:00 am. (weekend activity will be reported on Monday)	Email		
Staff Report	Indicate for all current staff: name, position, hire date, hourly pay rate, and level of insurance coverage. Also indicate any PTO taken or scheduled, and any turnover and reason for turnover.	Monthly	Presented at monthly mtg.		
Equipment	Show current list of equipment by name, number, and location. Indicate operational status, repairs made, or problems encountered.	Monthly	Presented at monthly mtg.		
Consumable Supplies	Indicate consumable supplies purchased	Quarterly	Presented at monthly mtg.		
Chemical List	Indicate all chemicals used and stored; include MSDS for any new chemical	Quarterly	Presented at monthly mtg.		
Project Report	Indicate by facility all project work performed during previous month and forecast work scheduled for current month	Monthly	Presented at monthly mtg.		
Performance Report	Indicate summary of inspections performed, any complaints, and corrective actions taken	Monthly	Presented at monthly mtg.		
HUB Report	Indicate HUB participation	Monthly	Presented at monthly mtg.		

42. RESTROOM CHECKLIST

The Authority intends to implement a restroom report procedure for the terminals. Once implemented, the Contractor will be required to develop and provide a checklist or equivalent reporting tool for each restroom of the main terminals. This checklist shall be marked with the date, restroom number, cleaning item(s) performed, quantity of supplies restocked, repairs needed, and initials of the person performing policing or cleaning activities each time the restroom is cleaned. The checklist will be stored in each respective restroom or other suitable location for immediate review by the Contract Administrator. The Contractor's evening shift managers/supervisors will be responsible to collect the checklists on a daily basis. Data from the checklist will be used to notify the Authority's maintenance staff of needed repairs and for the Contractor's tracking and reporting needs.

43. STANDARD OPERATING PLAN

The Contractor shall develop a written Standard Operating Plan, specific to the performance of services hereunder, which documents the policies and procedures which will be followed by the Contractor to ensure compliance with all contractual obligations under this Agreement. At a minimum, the Contractor's plan will include documented processes for:

- A. Ensuring the completion of the required inspections;
- B. Ensuring the timely submittal of required reports;
- C. Ensuring adequate and timely employee training;
- D. Ensuring compliance with safety and health requirements;
- E. Ensuring adequate and reliable communications;
- F. Ensuring subcontractor compliance to all standards and requirements;
- G. Ensuring compliance to equipment standards and requirements

In addition, the Contractor's SOP will include:

- H. The Contractor's staffing plan and shift hours;
- I. The Contractor's plan to fill vacancies due to holidays, PTO, and inclement weather;
- J. The Contractor's policies for granting holiday, vacation, and sick leave;
- K. The Contractor's Green Cleaning Standard Operating Procedures;
- L. The Contractor's annual schedule of project work for each facility.

The Contractor shall provide its Standard Operating Plan to the Authority's Contract Administrator within ninety (90) days of the start of this Contract. The Contractor will make revisions to the SOP as changes occur and provide an updated copy to the Contract Administrator.

44. DEDUCTIONS FOR NON-PERFORMANCE

Beginning with the second quarter of the Contact, the Authority, at its sole discretion, may deduct monetary penalties from the Contractor's compensation for failing to meet the specified performance standards and/or failing to comply with specific requirements of the Contract.

To measure the Contractor's performance, the Authority's Contract Administrator, or his/her designee, will perform announced random inspections of the inspection zones established for the Contractor. Once the targeted zones have been identified for the inspections, the Contract Administrator will provide a minimum one (1) hour notice to the Project Manager. The notice will identify the zone(s) to be inspected and the time of the scheduled inspection(s). The Contractor is encouraged to accompany the Contract Administrator on all inspections.

Using the same rating system established for the Contractor's internal inspections, a rating for each of the Authority's inspections will be produced. For all inspections receiving a rating of less than acceptable, a cure notice shall be given to the Contractor. Under most circumstances the Contractor will have 24 hours to correct all deficiencies. For more labor intensive tasks, the Contractor may be given a longer period of time, at the discretion of the Contract Administrator. At the end of the cure period, the Contract Administrator, or his/her designee, will re-inspect the

area. If the rating remains less than acceptable, the Contractor will be assessed a deduction of \$500.00.

On an ongoing basis, inspection trend reports will be reviewed to identify problematic areas. For any inspection zone that receives three (3) ratings of less than acceptable within one month or four (4) ratings of less than acceptable in one quarter, the Contractor shall be assessed an additional deduction of \$1000.00.

In addition to inspection-related deductions, the following non-performance deductions will be applied to situations that inhibit performance of this Contract:

- A. For any failure of the Contractor to respond via telephone or radio within fifteen (15) minutes of a request for service being placed to its on-site management by the Authority, the Contractor shall be assessed a deduction of \$500.00 for each and every deficiency. A response will be considered received when the Contractor makes contact with the requesting party (Contract Administrator, Airport Communications, Maintenance Work Control Desk, etc).
- B. For any failure of the Contractor to complete the minimum monthly quantity of work area inspections as agreed upon, the Contractor shall be assessed a deduction of \$2,500.00.
- C. For any failure of the Contractor to adequately stock any restroom with sufficient supplies, the Contractor shall be assessed a deduction of \$100.00 for each and every deficiency. A deficiency will be declared any time two or more like dispensers in any one restroom are empty. Where any facility has multiple restrooms with only one of any type of dispenser, a deficiency will be declared any time that dispenser is empty in two or more restrooms (example: no liners in baby changing stations in two restrooms in Terminal 1). For facilities with only one restroom which has only one of any type of dispenser, a one-hour cure notice will be issued after which a deduction of \$100.00 will be levied against the Contractor unless the deficiency is corrected within the one-hour period.
- D. For any failure of the Contractor's employees to properly wear the agreed upon uniform, the Contactor shall be assessed a deduction of \$200.00 for each and every deficiency.
- E. For any failure of the Contractor to provide the minimum equipment, including communication devices, in good working order as agreed upon, the Contractor shall be assessed a deduction of \$200.00. In addition, the Contractor will be issued a 30-day cure notice to bring the deficiency into compliance. If, after 30 days, the deficiency still exists, the Contractor shall be assessed a deduction of \$1000.00 per day until the deficiency is corrected.
- F. For any failure of the Contractor to follow the Authority's waste disposal and recycling plan, the Contractor shall be liable to a deduction of \$100.00 for each and every deficiency.

G. For any failure of the Contractor to furnish the required reports as specified, the Contractor shall be assessed a deduction of \$100.00 per day for each and every deficiency. For this purpose, each missing report will be considered one deficiency.

Deductions assessed against the Contractor's compensation will be deducted from the total monthly billing for the month in which the deficiencies occurred.

Failure of the Contract Administrator during the progress of the Agreement to discover or reject unacceptable work, or work not in accordance with the Agreement, shall not be deemed an acceptance thereof nor a waiver of the Authority's right to a proper execution of the Agreement or any part of it by the Contractor.

45. BONUS COMPENSATION PROGRAM

Beginning with the second quarter of the Contract, and at the sole discretion of the Authority, the Contractor shall have the opportunity to earn a quarterly bonus for providing excellent performance. To be eligible for a quarterly bonus, the following conditions must have been met during that quarter:

- A. The Authority will have received no negative customer feedback regarding cleaning issues during the quarter. The Authority receives customer feedback through the "Customer Feedback" link available on the RDU website, and through solicited electronic customer surveys.
- B. The Contractor was not assessed any deductions for non-performance issues during the quarter.

The Authority will utilize three evaluation tools to determine the amount, if any, of the potential bonus to be awarded:

- 1. Mystery Shops. The Authority contracts with a third-party firm to perform mystery shops of various terminal areas and services. Each quarter, the firm performs about 24 random mystery shops of restrooms in the terminals using passenger shoppers. After each shop, an evaluation is forwarded to the Authority's Contract Administrator for review. Each evaluation is rated with individual scores for cleanliness, maintenance, and custodial. The average of the scores for cleanliness and custodial will be used for the bonus evaluation and will be weighted at 35% in the evaluation formula.
- 2. Authority Inspections. Scores from inspections performed by the Authority's Contract Administrator, or his/her representative, will be used for the bonus evaluation and will be weighted at 45% in the evaluation formula.
- 3. Tenant Surveys. Scores from surveys solicited from the tenant organizations for whom the Contractor provides service, will be used for the bonus evaluation and will be weighted at 20% in the evaluation formula.

The Authority will use the following formula to determine the amount, if any, of the potential bonus to be awarded:

(Average of all mystery shops) (35%) + (Average of all Authority inspections) (45%) + (Average of all tenant surveys) (20%) = Bonus Evaluation Score

The Bonus Evaluation Score will determine the level of bonus compensation to be paid to the Contractor as indicated in the table below:

Bonus Evaluation Score	Amount of Bonus
Less than 90	\$ 0.00
90	\$ 2,000.00
91	\$ 2,200.00
92	\$ 2,400.00
93	\$ 2,600.00
94	\$ 2,800.00
95	\$ 3,000.00
96	\$ 3,200.00
97	\$ 3,400.00
98	\$ 3,600.00
99	\$ 3,800.00
100	\$ 4,000.00

All bonus compensation will be used by the Contractor to provide bonuses and incentives to its management and workforce at RDU. For each quarter in which bonus compensation is awarded, the Contractor shall provide documentation to the Contract Administrator which details how the funds were allocated.

46. EXPEDITION CONTRACT CONTROL SOFTWARE

The Contractor is required to utilize Primavera's Expedition Contract Control software, Version 11, or latest, to submit payment requisitions, requests for information, manage correspondence, and manage other Agreement documentation including change orders and/or change directives. The contractor will access this software (resident on the Authority's server) via the World Wide Web. No license purchase is necessary since the Authority already possesses sufficient licenses to accommodate the Contractor's needs. As such, the Contractor shall maintain high speed access to the World Wide Web and maintain and provide to the Authority a static IP address. The Authority will utilize this static IP address in order to open a portal through the Authority's firewall to allow the Contractor access to Expedition. The Contractor must also be capable of running Active X controls on its computer systems. The Authority will train one Contractor individual in the Authority's offices on use of the applicable portions of this software.

47. SECURITY, RAMP DRIVING AND ADHERANCE TO AIRPORT RULES

A. The Contractor shall cause its employees and agents to obey all reasonable instructions and directions issued by the Authority concerning its operations when the Contractor's employees and/or agents are on Airport property. The Contractor's employees and agents shall comply with the Authority's security, safety, and fire protection policies and procedures.

- B. While on Airport property, the Contractor's employees shall conduct themselves in a professional and businesslike manner. Sexual harassment, profanity, loud and obnoxious behavior, or other unacceptable behavior will not be tolerated at any time. The use or possession of, or working while under the influence of, alcohol or illegal drugs, while on Airport property, shall not be permitted. Possession of firearms and other weapons on Airport property is illegal and may result in prosecution of the offender. In addition, the Contractor's employees must abide by the Airport's smoking policy
- C. If the Contractor is provided keys or other access devices, including without limitation codes and passwords to Airport premises, equipment, or systems, the Contractor shall protect and account for such keys or access devices according to any direction given by the Authority, and shall discontinue use and return all such keys and access devices upon request or termination of its obligations hereunder. Any such keys and/or access devices must be obtained through the RDU Security and Badging Office.
- D. The Authority shall have the right to inspect the contents of all containers or packages being brought onto or removed from Airport property.
- E. All Contractor's employees and agents performing any work under this Agreement shall possess and display a valid RDU security badge at all times while on Airport property. All permanent employees shall obtain a Security Identification Display Area (SIDA) badge from the RDU Security and Badging Office before beginning work.
- F. Any employee or agent of the Contractor needing to drive any vehicle, including ramp sweeping equipment, within the secured area must obtain ramp driving privileges as part of the badging process. In addition, the Contractor must obtain an Airside Vehicle Permit for each vehicle that will be used in the secured area from the RDU Security and Badging Office. All vehicles operating within the secured area must be permanently decaled with the Contractor's name.
- G. All fees associated with obtaining security badges, vehicle permits, and keys shall be the responsibility of the Contractor. Details explaining the processes and fees are attached as Exhibit H.

End of Performance Work Statement

Exhibit A Raleigh-Durham Airport Authority Procedures for Waste Removal and Recycling

These procedures outline the general processes by which waste materials, including trash and recyclables, will be removed from facilities managed and maintained by the Raleigh Durham Airport Authority.

A. WASTE REMOVAL FROM FACILITIES

1. Public Areas (Terminals):

Waste containers will be provided in all public areas of the building in sufficient quantity and in locations convenient to public access, including curbside, for the collection of trash. All waste containers shall be lined with a high density black plastic liner of no less than 14 microns in thickness. As needed, liners will be removed by the janitorial staff, tied with a knot, placed in the janitorial trash cart, and transported to an outside waste dumpster or inside trash chute room, where available.

Recycling containers will be provided in public areas of the building for the collection of plastic and aluminum beverage containers, and newspaper. All recycling containers shall be lined with a high density clear plastic liner of no less than 14 microns in thickness. As needed, liners will be removed by the janitorial staff, tied with a knot, placed in the janitorial trash cart, and transported to an outside recycling dumpster or inside trash chute room, where available. As needed, the janitorial staff will separate trash from recycling material before placing them in the dumpster.

2. Non-public Authority-maintained Areas:

All waste containers shall be lined with a high density black plastic liner of no less than 10 microns in thickness for office areas and 14 microns for break rooms and restrooms. As needed, liners will be removed by the Authority's janitorial staff, tied with a knot, placed in the janitorial trash cart, and transported to an outside waste dumpster or inside trash chute room, where available.

For Authority-occupied spaces, recycling containers will be provided in office areas and break rooms for the collection of plastic bottles, aluminum beverage containers, and paper materials. Tenants shall provide their own recycling containers. All recycling containers shall be lined with a high density clear plastic liner of no less than 14 microns in thickness. As needed, liners will be removed by the janitorial staff, tied with a knot, placed in the janitorial trash cart, and transported to an outside recycling dumpster or inside trash chute room, where available. As needed, the janitorial staff will separate trash from recycling material before placing them in the dumpster. Bulk recyclable waste such as

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cardboard or surplus magazines shall be removed from tenant leasehold spaces by the respective tenant.

3. Tenant-maintained Areas:

All food waste containers shall be lined with a high density black plastic liner of no less than 22 microns in thickness. All non-food waste containers shall be lined with a high density black plastic liner of no less than 12 microns in thickness. As needed, liners will be removed by the tenant, tied with a knot, placed in a trash cart, and transported by the tenant to an outside waste dumpster or inside trash chute room, where available.

All tenants shall be required to follow the Authority's waste disposal and recycling guidelines. Tenants shall be responsible for separating recyclable materials from ordinary waste within their respective lease hold areas and for transporting their own recyclables to an outside recycling dumpster or inside trash chute room for disposal.

4. Aircraft:

Airlines shall be required to follow the Authority's waste disposal and recycling guidelines for waste materials removed from their aircraft. These materials shall be transported by the airlines to an outside waste or recycling dumpster.

B. RECYCLABLE MATERIALS

All waste materials deemed as "recyclable" shall only be disposed of in a container designated for such materials. Containers/bottles/etc. should be empty before being placed in recycling containers. These materials include:

Paper products (newspaper, magazines, office paper, junk mail, brochures)

Cardboard (boxes must be broken down)

Paperboard / chipboard

Glass food and beverage containers (clear, amber/brown, green)

Aluminum food and beverage containers

Steel / tin food containers

Plastic containers and bottles with a neck

Telephone directories

Coffee grounds and food grease generated from food and beverage establishments shall be recycled by the tenants as part of the concessions program. These products shall not be disposed of in the Authority's containers designated for solid waste or recyclable materials.

C. OUTSIDE CONTAINERS

1. Terminals

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The Authority shall provide transportable 8-yard containers (dumpsters) at various locations on the ramp to receive waste and recyclable materials. At each location, there shall be one waste container and one recycling container. As needed, the Authority's Maintenance Department shall transport these containers to the Consolidated Waste Facility to be emptied. All waste materials must be placed inside the containers and not on the ground around the containers.

2. Other Facilities

At non-terminal facilities, the Authority shall provide a transportable container (typically an 8-yard dumpster) outside the facility to receive solid waste. Also, a container will be provided to receive recyclable materials. The recycling container may be a dumpster, storage shed, roll-out carts, or other suitable container. As needed, the Authority's Maintenance Department shall transport these containers to the Consolidated Waste Facility to be emptied. All waste materials must be placed inside the containers and not on the ground around the containers.

D. TRASH CHUTE ROOMS

1. Terminal A

Two concourse-level trash chute rooms are available in Terminal A for the disposal of trash and recyclables from the concourse. Each room contains a chute for solid waste and a chute for recyclable materials. Above each chute door is a LED that will be lit when the container has been pulled out for empting. While the LED is lit, there shall be absolutely no materials placed in the chutes. At no time may trash nor recyclables be left in the chute rooms. Also, the door to the chute room and the doors on the chutes must be closed when not in use.

2. Terminal C

A trash chute room is available in Terminal C between Gates 18 and 19 on the concourse. The room contains one chute which is for solid waste materials only. Cardboard and sealed bags of recyclable materials may be placed on the floor near the rear of the room. Boxes must be broken down and stacked neatly. While the LED is lit, there shall be absolutely no materials placed in the chutes. Also, the door to the chute room and the doors on the chutes must be closed when not in use.

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Exhibit B Contractor's Assigned Storage and Work Areas

Facility	Space Type	Description of Location
	Storage, break room, office	Located off corridor beside men's restroom at north security checkpoint. Space has multiple rooms suitable for equipment and supply storage, lockers, break room, and office.
	Mop room	Located at loading dock. Small room with mop basin.
	Storage	Located on upper level south extension between gates A7 and A8. Large shell space suitable of bulk supplies and equipment storage.
Terminal A	Storage, mop room	Located on upper level south extension adjacent to men's restroom. Small room with mop basin suitable for limited supply storage.
Terminar A	Storage, mop room	Located on concourse between gates A12 and A14. Medium size room with mop basin suitable for supplies and equipment storage.
	Storage	Located on concourse near gate A16. Small room suitable for limited supply storage.
	Storage	Located on concourse between restrooms near gate A20. Suitable for limited supply storage.
	Storage, mop room	Located on concourse adjacent to women's restroom near gate A25. Medium size room with mop basin suitable for supply and equipment storage.
	Office, storage	Located on concourse across from C15 gate area.
Terminal C	Storage, mop room	Located between each set of restrooms on concourse (4 locations). Small room with mop basin suitable for very limited supply storage.
Terminal C	Break room	Located off concourse in ramp tower. Large room suitable for break area and lockers.
	Storage	Located on ticketing level adjacent to elevator. Large room suitable for supply and equipment storage.
	Storage, mop room	Located in baggage claim area between restrooms. Small room with mop basin suitable for limited supply and equipment storage.
	Storage, mop	Located in lower level FIS area between restrooms. Small room with mop basin suitable for limited supply and equipment storage.
	Storage, mop room	Located in lower level operations area. Small room with mop basin suitable for limited supply and equipment storage.
	Break room	Located in lower level operations area. Medium size room suitable for break area.
Terminal 2	Office	Located in lower level operations area. Medium size room suitable for office space.
	Storage, mop room	Located in ticketing area between restrooms. Small room with mop basin suitable for limited supply and equipment storage.
	Storage	Located in ticket level office area between restrooms. Small room suitable for limited supply and equipment storage
	Storage	Located in ticket level FIS area at restrooms. Small room suitable for limited supply and equipment storage.
	Storage, mop room	Located adjacent to restrooms on concourse (4 locations). Small room with mop basin suitable for limited supply and equipment storage
	Storage	Located on concourse under ramp from secure corridor. Large room suitable for supply and equipment storage.

Facility	Space Type	Description of Location
Terminal 2	Storage	Located on third level at office area restrooms. Small storage room suitable for limited supply and equipment storage.
Terminar 2	Storage	Located on third level at club room area restrooms. Small storage room suitable for limited supply and equipment storage.
RDU Center	Storage, mop room	Located on lower level. Medium size room suitable for supply and equipment storage.
	Storage, mop room	Located on first floor adjacent to restrooms. Small room with mop basin suitable for supply and equipment storage.
Operations Center	Storage, mop room	Located on 2 nd floor inside men's locker room (Law Enforcement). Small room with mop basin suitable for supply and equipment storage. Limited access.
	Storage, mop room	Located on 3 rd floor inside men's restroom in LE. Small room with mop basin suitable for supply and equipment storage.
	Storage, mop room	Located on 4 th floor inside men's restroom. Small room with mop basin suitable for supply and equipment storage.
Maintenance Facility	Storage, mop room	Located off back hallway. Large room with mop basin suitable for supply and equipment storage.
General Aviation Terminal	Storage, mop room	Located on 2 nd floor. Small room with mop basin suitable for supply and equipment storage.
Central Energy Plant	Mop room	Located in pump room near restroom. Room suitable for storage of mop bucket but not supplies.
Taxi Staging Facility	Storage, mop room	Located near restrooms. Room suitable for storage of mop bucket and very limited supplies.
Evel Facility	Storage, mop room	Located near restrooms in office section of building. Small room with mop basin suitable for supply and equipment storage.
Fuel Facility	Storage	Located near restrooms in control room section of building. Small room suitable for supply and equipment storage
	Storage, mop rooms (2)	Located on each floor of office section. Small rooms with mop basin suitable for supply and equipment storage.
South Cargo Building	Bulk Storage	Located in cargo section. Large fenced in cargo area with loading dock and roll-up door suitable for bulk supply and equipment storage.
Observation Park	Storage, mop room	Located adjacent to restrooms. Small room with mop basin suitable for supply and equipment storage.
Parking Garage	Storage room	Located at south end of PG3. Large room shared with RDU Maintenance Department and suitable for supply and equipment storage.
Park & Ride 3	Storage, mop room	Located inside P&R3 exit plaza facility. Small room with mop basin suitable for supply and equipment storage.

Exhibit C Passenger Statistics 1999 - 2007

Month	1999	2000	2001	2002	2003	2004	2005	2006	2007
January	525,949	588,991	769,132	555,693	546,741	545,750	632,382	659,824	705,541
February	541,346	723,692	748,445	553,901	552,447	571,576	618,038	631,678	656,933
March	676,799	904,590	934,275	649,276	648,588	681,426	848,667	789,885	822,932
April	717,688	910,042	962,570	631,728	628,171	721,892	773,161	793,881	842,226
May	716,144	943,408	936,657	798,655	687,833	741,967	846,462	825,972	891,087
June	832,487	960,126	996,445	816,196	728,365	791,408	866,957	853,090	939,086
July	877,412	981,588	1,034,162	811,592	750,835	833,655	874,778	855,741	944,075
August	823,848	922,491	891,104	759,631	693,918	756,487	834,614	839,576	938,428
September	699,273	800,379	454,679	612,171	591,481	678,172	732,279	727,534	773,304
October	871,891	928,389	624,452	728,048	713,475	810,401	828,666	830,110	874,384
November	855,823	907,360	612,220	642,930	664,000	752,520	793,743	823,922	845,647
December	803,115	867,329	615,140	681,432	706,693	752,352	460,245	801,712	803,781
Total	8,941,775	10,438,585	9,584,087	8,241,253	7,912,547	8,637,606	9,409,992	9,432,925	10,037,424

Exhibit D Specifications for Suggested Minimum Equipment

Assigned Facility	Minimum Quantity	Equipment Type	Minimum Specifications
Where Needed	ТВР	Upright Vacuum Cleaner	12"- 18" cleaning path; dual motor; HEPA filtration; Nobles UltraGlide or approved equivalent
Where Needed	ТВР	Wide Area Vacuum Cleaner	22" - 30" cleaning path HEPA filtration; Nobles Magna Twin or approved equivalent
Where Needed	ТВР	Cordless Sweeper (indoor)	Tennant model 3610 or approved equivalent
Where Needed	ТВР	Cordless Sweeper (outdoor)	Tennant S8 cordless sweeper or approved equivalent
Where Needed	ТВР	Back Pack Vacuum Cleaner	HEPA filtration; Proteam Supercoach or approved equivalent
Where Needed	ТВР	Pile Lifter	Certified Model "S" Pile Brush or approved equivalent
Where Needed	ТВР	Ride-on Carpet Extractor	Nobles Strive Rider with ReadySpace Technology or approved equivalent; 28" cleaning path; flashing safety light
Where Needed	TBP	Walk-behind Extractor	Nobles Strive walk-behind with ReadySpace Technology or approved equivalent; 22" cleaning path
Where Needed	ТВР	Walk-behind Extractor	Nobles Power Eagle or approved equivalent; 16-20 cleaning path
Where Needed	ТВР	Extractor attachments	Floor wand, 15' recovery hose, 15' solution hose; fits specified Nobles equipment or other approved equipment
Where Needed	ТВР	Hand-held Portable Extractor	Nobles Anser or approved equivalent
Where Needed	ТВР	Floor Machine	20" dual speed machine
Where Needed	ТВР	Floor Burnisher	Electric operation, 20", 2000 RPM, Dust Control, Nobles Speedshine 2000 or approved equivalent
Where Needed	ТВР	Wet/Dry Vacuum	15 gallon capacity; Nobles Typhoon or approved equivalent
Where Needed	ТВР	Carpet Fans	3-speed fans
Terminal A	ТВР	Restroom Cleaning Machine	Kaivac 1750 or approved equivalent
Terminal 2	ТВР	Restroom Cleaning Machine	Kaivac 1750 or approved equivalent
Where Needed	ТВР	Trash Dump Cart	Size as needed; lid required
Where Needed	ТВР	Restroom Cart	Acceptable models: Akro Mils AkroClean and Rubbermaid 9T72 high capacity or approved equivalent
Terminal A	1	Battery-powered Scooter	Pacelite HCF 707 electric scooter or approved equivalent
Terminal 2	1	Battery-powered Scooter	Pacelite HCF 707 electric scooter or approved equivalent
Terminal 2	ТВР	Ride-on Floor Scrubber	26", Nobles Speed Scrub Rider with FAST technology (Echo technology is preferred but currently may not be available) or approved equivalent
Terminal 2	TBP	Walk-behind Floor Scrubber	17"-32", Nobles Speed Scrub Walk behind with Echo technology or approved equivalent
Terminal 2	1	Ride-on Sweeper	Propane powered ride-on sweeper; vacuum wand attachment, flashing safety light, back-up alarm, tower rear bumpers; Tennant model S30 or approved equivalent
Parking Garage	1	Pressure Washer	Commercial grade, gasoline engine, minimum 3500 psi, 3 GPM, 50' hose
Parking Garage	1	Flat Surface Pressure Washer Attachment	Landa WaterJet model 30-585 or approved equivalent
Terminal A	1	Gum Removal Machine	GumBuster or approved equivalent
Terminal 2	1	Escalator Cleaning Machine	Rotomac 330 or approved equivalent

Assigned Facility	Minimum Quantity	Equipment Type	Minimum Specifications
Terminal 2	1	Escalator Cleaning Machine	Duplex 550 or approved equivalent
Parking Garage	1	Walk-behind Litter Vacuum or Sweeper	Billy Goat VQ 10 hp Intek OHV I/C with accessory hose kit or Tennant S8 cordless sweeper or approved equivalents
Parking Garage	1	Back Pack Leaf Blower	Stihl BR 500 or approved equivalent
Terminal 2	1	Cargo Van	Full size cargo van
Terminal A	1	Pick-up Truck	Full size extended-cab pick-up with lift gate
Parking Garage	1	Fuel Storage Cabinet	Comply with OSHA 29 CFR 1910.106d; Meet NFPA Code 30
Terminal A	TBP	Wheeled Scaffolding Unit	6' height; Werner model 4101 or approved equivalent
Terminal 2	TBP	Wheeled Scaffolding Unit	6' height; Werner model 4101 or approved equivalent
Terminal 2	1	Laptop Computer	
Terminal 2	1	Desktop Computer	
Terminal 2	1	Color printer/Copier/Fax	
Terminal A	1	800-MHz radio, chargers	Motorola XTS 2500, 3000, or 5000; Impres Batteries
Terminal A	3	Smartphone	Blackberry, Apple, or approved equivalent; cell phone, 2-way, and email enabled
Where Needed	TBP	Cellular Phones	Cell phone and 2-way enabled
Terminal A	1	Digital Camera	Canon Powershot 7.1 MP or approved equivalent

TBP = To Be Proposed

Exhibit E Excerpts From the RDU Service Standards Manual

1.0 Courtesy, Awareness and Efficiency

- 1.1 All Employees shall:
- 1.1.1 Be capable of communicating adequately when in contact with customers.
- 1.1.2 Greet all customers in a courteous and professional manner and maintain appropriate eye contact.
- 1.1.3 Display a positive attitude toward customers and fellow employees at all times.
- 1.1.4 Project a pleasant, friendly and attentive demeanor at all times.
- 1.1.5 Maintain appropriate body language and a pleasant tone of voice while conversing with a customer and fellow employees to create a positive climate.
- 1.1.6 Use proper and courteous vocabulary and tone of voice with customers. Use words such as; "please," "yes," "hello," and "thank you."
- 1.1.7 Address customers proactively. Be welcoming and approachable. Anticipate customer's needs. Customer shall not have to initiate contact.
- 1.1.8 Assure that the customer's needs are met by providing or calling for the appropriate services, even when those needs are outside the employee's specific job scope.
- 1.1.9 Be well-informed, capable of providing directions and information using clear and understandable terms. Know how to obtain requested information or services for customers and provide accurately.
- 1.1.10 Remain calm when encountering an upset customer and never argue with a customer.
- 1.1.11 Listen, show empathy, and offer a solution or an adequate alternative when dealing with a dissatisfied customer. If unable to satisfy the customer or resolve the issue, direct the customer to the immediate supervisor.
- 1.1.12 Refrain from using foul or inappropriate language at all times.
- 1.1.13 Smoke only in designated exterior areas.
- 1.1.14 Not nap or sleep while on duty or in public areas.
- 1.1.15 Be well-groomed, clean and present a professional appearance.
- 1.1.16 Wear only appropriate accessories, as determined by employer, while on duty.
- 1.1.17 Wear nametags, an RDU Airport ID badge and official identification at all times and display these appropriately. The RDU ID badge should be displayed on their outermost garment, chest high while in security areas, or via armband display. Displaying badges at the waste level is not acceptable. Armband is permitted to prevent the badge from being damaged during performance of work duties.
- 1.1.18 Wear neat, clean and pressed uniforms while on duty.
- 1.1.19 Know where and how to obtain assistance to resolve a customer's questions or problems if language barriers arise.
- 1.1.20 Know where and how to obtain assistance in order to respond to medical and operational emergencies.
- 1.1.21 Not eat, drink, chew gum or smoke in other than designated areas, especially in view of customers when in uniforms.
- 1.1.22 Maintain professional composure in all customer interactions.
- 1.1.23 Not use personal electronic devices, including but not limited to personal cell phones, Bluetooth ear sets, pagers, Blackberrys, MP3 players, CD players and radios, while on duty.

1.0 Courtesy, Awareness and Efficiency (continued)

- 1.1.24 Focus on customers and not gather in a group to chat while on duty.
- 1.1.25 Be obligated to challenge persons and to report suspicious items and/or activity.
- 1.1.26 Report unattended or suspicious items and/or activity to RDU Law Enforcement or other law enforcement personnel.
- 1.1.27 Not allow persons to follow them through an RDU door or gate. Each individual must swipe their airport-issued identification card and enter their PIN each time they enter the SIDA.
- 1.1.28 Not write SIDA or access codes on identification cards. Employees shall enter codes in a secure manner not visible to the public.
- 1.1.29 Ensure all RDU doors and SIDA access doors and gates are closed properly after each use.
- 1.1.30 Airline employees shall not accept consignments of cargo, courier and express parcels or mail for carriage on passenger flights unless the security of such consignments is accounted for.
- 1.1.31 As a representative of RDU, communicate to customers and each other with respect.
- 1.1.32 Respond to customer inquiries in a timely manner.
- 1.1.33 All customer inquiries are expected to receive a response or acknowledgement within 48 hours or two business days from receipt.

12.0 Partnership

All Employees shall

- 12.1.1 Maintain an attitude or mindset that encourages relationship building.
- 12.1.2 Assist in making every passenger's experience a positive one.
- 12.1.3 Make every effort to satisfy customer's needs, even when those needs are outside the employee's specific job scope.
- 12.1.4 Use all available resources to assist each passenger.
- 12.1.5 Show a willingness to provide assistance when necessary to ensure total customer satisfaction.
- 12.1.6 Use down time to evaluate and prepare procedures and processes to operate effectively during peak travel periods.
- 12.1.7 Explain all airport processes to assist in expediting travel.
- 12.1.8 Hold all team members accountable for providing exceptional service.
- 12.1.9 Serve as an example and operate as a reminder of proficient, exceptional service.
- 12.1.10 Allow every team member to be empowered to solve customer concerns.
- 12.1.11 Take personal responsibility in ensuring that RDU remains a safe and clean airport. Never shift blame for problems, always take steps to fix them.
- 12.1.12 Stay informed of airport and service changes and be willing to provide accurate updates to customers as needed.
- 12.1.13 Take pride in the service offered at RDU.
- 12.1.14 Use positive affirmations when responding to all customer situations.
- 12.1.15 Never allow a customer to hear "It's not my job," because taking care of our customers is everyone's job.

- 12.1.16 Recognize and respect the diversity of our airport community. Acknowledge that all RDU employees, tenants, air carriers, Authority staff and subcontractors are out internal customers and strive for positive, collaborative working relationships.
- 12.1.17 Work interdepartmentally and across company lines to resolve customer problems and improve operational efficiencies with a customer focus.

Exhibit F Schedule of Restrooms And Fixtures

			Floor Soap Dispense		snensers	1	l		Feminine	Baby	т —									
Room	Building	Floor	Location	Gender	Area	<u> </u>	Toilets	Stall	Urinals	Sinks	Ooup Die	репосто	Tiuliu	Towels Type Of	Type		Seat Cover	Product	Changing	Shower
Number	24			Comuci	(Sq.Ft.)	Type		Material	01	•	Quantity	Type	Quantity	Towel	Tissue	Cans	Dispenser	Dispenser		
1100W1	Terminal 1	1	Main Info Desk	F	550	М	9	М	0	3	3	Auto	3	R-1	JRT	3	9	0	1	0
1100M1	Terminal 1	1	Main Info Desk	М	533	M	4	M	5	3	3	Auto	3	R-1	JRT	3	4	1	1	0
1100W03	Terminal 1	1	GT & VS Offices	F	37	CT	1	N/A	0	1	1	900 ml	1	R-3	JRT	1	0	0	0	0
1100M03	Terminal 1	1	GT & VS Offices	М	37	CT	1	N/A	0	1	1	900 ml	1	R-3	JRT	1	0	0	0	0
N-100W01	Terminal 1	1	North Extension	F	453	CM	9	SS	0	6	6	Auto	3	R-1	JRT	4	9	1	1	0
N-1100M01	Terminal 1	1	North Extension	М	549	CM	7	SS	4	4	4	Auto	3	R-1	JRT	3	7	0	1	0
S-2001W1	Terminal 1	2	South Extension	F	1100	CM	18	SS	0	7	7	Auto	4	R-2	JRT	4	18	1	1	0
S-2005M1	Terminal 1	2	South Extension	M	678	CM	4	SS	10	4	4	Auto	5	R-2	JRT	3	4	0	1	0
S-2003T2	Terminal 1	2	South Extension	Unisex	69	CM	1	N/A	0	1	1	900 ml	1	R-2	JRT	1	1	0	1	0
S-2002T1	Terminal 1	2	South Extension	Nursery	77	CM	0	N/A	0	1	1	900 ml	1	R-2	JRT	1	0	0	1	0
2200M2	Terminal 1	2	Gates 10-14	М	299	M	2	M	4	2	2	Auto	2	R-1	JRT	2	2	0	1	0
2200W2	Terminal 1	2	Gates 10-14	F	375	M	6	M	0	2	2	Auto	2	R-1	JRT	2	6	1	1	0
2200M1	Terminal 1	2	Gates 16-18	М	302	M	2	M	4	2	2	Auto	2	R-1	JRT	2	2	0	1	0
2200W1	Terminal 1	2	Gates 16-18	F	384	M	6	М	0	2	2	Auto	2	R-1	JRT	2	6	1	1	0
N-2003M1	Terminal 1	2	Gates 20-21	М	281	CM	2	SS	2 (WL)	4	4	Auto	2	R-1	JRT	2	2	0	1	0
N-2007W1	Terminal 1	2	Gates 20-22	F	281	CM	4	SS	0	4	4	Auto	2	R-1	JRT	2	4	1	1	0
N-2049M4	Terminal 1	2	Gates 25-28	M	405	M	4	M	5	4	4	Auto	4	R-1	JRT	4	4	0	1	0
N-2043W4	Terminal 1	2	Gates 25-29	F	685	M	12	M	0	5	5	Auto	5	R-1	JRT	6	12	1	1	0
N-2001M1	Terminal 1	2	Elevator Lobby	M	69	CT	1	N/A	0	1	1	900 ml	1	MF	JRT	1	0	0	1	0
N-2001W1	Terminal 1	2	Elevator Lobby	F	71	CT	1	N/A	0	1	1	900 ml	1	MF	JRT	1	0	0	1	0
N-2017M2	Terminal 1	2	Office Corridor	M	197	CT	2	PM	2	1	2	Bulk	1	MF	JRT	1	0	0	0	0
N-2018W2	Terminal 1	2	Office Corridor	F	159	CT	2	PM	0	1	2	Bulk	1	MF	JRT	1	0	0	0	0
N-3001M1	Terminal 1	3	Elevator Lobby	M	61	CT	1	N/A	0	1	1	900 ml	1	MF	JRT	1	0	0	0	0
N-3001W1	Terminal 1	3	Elevator Lobby	F	63	CT	1	N/A	0	1	1	900 ml	1 -	MF	JRT	1	0	0	0	0
114	Terminal C	1	Baggage Claim	M	279	CT	2	PM	3	3	3	Auto	5	R-3	JRT	2	2	0	1	0
113	Terminal C	1	Baggage Claim	F	304	CT	4	PM	0	3	3	Auto	5	R-3	JRT	2	4	1	1	0
1003	Terminal C	3	Ticketing	M	291	CT	2	PM	3	4	4	Auto	5	R-3	JRT	2	2	0	0	0
1002	Terminal C	2	Ticketing	M	300 267	CT CT	2	PM PM	0 4	<u>4</u> 5	2	Auto 900 ml	5 3	R-3 R-3	JRT JRT	2	1	0	0	0
2061	Terminal C	_	Gates 14-15 Gates 14-15	F	241			PM						R-3	JRT	2	1		1	
2062 2083	Terminal C Terminal C	2	Gates 15-17	M	269	CT CT	2	PM	0 4	<u>5</u>	2	900 ml	3	R-3	JRT	2	1	0	0	0
2082	Terminal C	2	Gates 15-17	IVI	241	CT	4	PM	0	5	2	900 ml	3	R-3	JRT	2	1	0	0	0
2092	Terminal C	2	Gates 15-17 Gate 17 Holdroom	M	118	CT	1	PM	1	1	1	900 ml	1	R-3	JRT	1	1	0	0	0
2092	Terminal C	2	Gate 17 Holdroom	F	118	CT	2	PM	0	1	1	900 ml	1	R-3	JRT	1	1	0	0	0
2093	Terminal C	2	Gates 17-18	M	280	CT	2	PM	4	5	2	900 ml	3	R-3	JRT	2	1	0	0	0
2092	Terminal C	2	Gates 17-18	F	253	CT	4	PM	0	5	2	900 ml	3	R-3	JRT	2	1	0	0	0
2105	Terminal C	2	Gates 18-19	M	266	CT	2	PM	3	5	2	900 ml	3	R-3	JRT	2	1	0	0	0
2105	Terminal C	2	Gates 18-19	F	240	CT	4	PM	0	5	2	900 ml	3	R-3	JRT	2	1	0	0	0
2111	Terminal C	2	Gates 18-19	Nursery	105	CT	0	PM	0	1	1	900 ml	1	R-3	N/A	1	0	0	0	0
2123	Terminal C	2	Gates 19-20	M	221	CT	2	PM	3	5	2	900 ml	3	R-3	JRT	2	1	0	0	0
2124	Terminal C	2	Gates 19-20	F	212	CT	4	PM	0	5	2	900 ml	3	R-3	JRT	2	1	0	0	0
718	Terminal C	1	Airline Locker Room	M	2083	CT	8	PM	4	8	4	900 ml	6	R-3	JRT	6	2	0	0	2
716	Terminal C	1	Airline Locker Room	F	789	CT	4	PM	0	4	2	900 ml	3	R-3	JRT	2	1	0	0	2
Men	RDU Center	1	Main Lobby	M	321	CT	4	SS	2	4	2	Auto	1	MF	SRT	1	0	0	0	0
Women	RDU Center	1	Main Lobby	F	321	CT	6	SS	0	4	4	Auto	1	MF	SRT	1	0	0	0	0
Men	RDU Center	2	Director's Area	M	244	CT	2	SS	2	3	4	Auto	1	MF	SRT	1	0	0	0	0
Women	RDU Center	2	Director's Area	F	233	CT	4	SS	0	3	3	Auto	1	MF	SRT	1	0	0	0	0
101	Operations Bldg	1	Elevator Lobby	Unisex	56	CT	1	SS	0	1	1	900 ml	1	R-3	JRT	1	0	0	0	0
127	Operations Bldg	1	Parking Dept	М	153	CT	2	SS	1 (WL)	2	2	Auto	1	R-3	JRT	1	0	0	0	0
129	Operations Bldg	1	Parking Dept	F	153	CT	3	SS	0	2	2	Auto	1	R-3	JRT	1	0	0	0	0
	Operations Bldg		GT Locker Room	М	674	CT/C	1	SS	1 (WL)	2	2	Auto	1	R-3	JRT	1	0	0	0	1
226.1	Operations Bldg		GT Locker Room	F	312	CT/C	2	SS	0	2	2	Auto	1	R-3	JRT	1	0	0	0	1
202.1	Operations Bldg	2	LE Locker Room	М	667	CT/C	1	SS	1 (WL)	2	2	Auto	1	R-3	JRT	1	0	0	0	1
201	Operations Bldg	2	LE Locker Room	F	311	CT/C	2	SS	0	2	2	Auto	1	R-3	JRT	1	0	0	0	1
305	Operations Bldg	3	Elevator Lobby	Unisex	56	CT	1	N/A	0	1	1	900 ml	1	R-3	JRT	1	0	0	0	0
352	Operations Bldg	3	Law Enforcement	М	188	CT	2	SS	1 (WL)	2	2	Auto	1	R-3	JRT	1	0	0	0	0
351	Operations Bldg	3	Law Enforcement	F	188	CT	3	SS	O	2	2	Auto	1	R-3	JRT	1	0	0	0	0
402	Operations Bldg	4	Common Area	М	190	CT	2	SS	1 (WL)	2	2	Auto	1	R-3	JRT	1	0	0	0	0
401	Operations Bldg	4	Common Area	F	188	CT	2	SS	O	2	2	Auto	1	R-3	JRT	1	0	0	0	0
410	Operations Bldg	4	Communications	Unisex	60	VCT	1	N/A	0	1	1	900 ml	1	R-3	JRT	1	0	0	0	0

Exhibit F Schedule of Restrooms And Fixtures

		Floor Soap Dispe		spensers	Hand	Towels		1	1	Feminine	Baby									
Room	Building	Floor	Location	Gender	Area		Toilets	Stall	Urinals	Sinks				Type Of	Туре		Seat Cover	Product	Changing	Shower
Number	9				(Sq.Ft.)	Type		Material			Quantity	Type	Quantity	Towel	Tissue	Cans	Dispenser	Dispenser	Station	
109	GA Terminal	1	Common Area	М	140	CT	1	SS	1	2	2	Auto	1	R-3	JRT	1	0	0	0	0
110	GA Terminal	1	Common Area	F	145	CT	2	SS	0	2	2	Auto	1	R-3	JRT	1	0	0	0	0
128	GA Terminal	1	Pilots Lounge	Unisex	79	CT	1	N/A	0	1	1	Auto	1	R-3	JRT	1	0	0	0	1
129	GA Terminal	1	Pilots Lounge	Unisex	87	CT	1	N/A	0	1	1	Auto	1	R-3	JRT	1	0	0	0	1
227	GA Terminal	2	Common Area	M	175	CT	2	SS	1	2	2	Auto	1	R-3	JRT	1	0	0	0	0
228	GA Terminal	2	Common Area	F	174	CT	3	SS	0	2	2	Auto	1	R-3	JRT	1	0	0	0	0
121	Maintenance	1	Common Area	M	1087	CT	5	LW	9	7	7	Auto	2	MF	SRT	2	1	0	0	2
123	Maintenance	1	Common Area	F	403	CT	4	LW	0	2	2	Auto	1	MF	SRT	1	1	0	0	2
166	Maintenance	1	Fleet Maintenance	Unisex	63	VCT	1	N/A	1	1	1	Bulk	1	MF	SRT	1	0	0	0	0
116	Fuel Facility	1	Front Offices	M	221	CT	2	LW	1	2	2	Bulk	1	R-3	SRT	1	1	0	0	0
115	Fuel Facility	1	Front Offices	F	185	CT	2	LW	0	2	2	Bulk	1	R-3	SRT	1	1	0	0	0
135	Fuel Facility	1	Operations Area	M	551	CT	2	LW	1	2	2	Bulk	1	R-3	SRT	1	0	0	0	3
134	Fuel Facility	1	Operations Area	F	218	CT	1	LW	0	1	1	Bulk	1	R-3	SRT	1	1	0	0	1
A-103 & 107	CEP	1	Restroom	Unisex	98	CT	1	SS	0	1	1	Bulk	1	MF	JRT	1	0	0	0	1
132	South Cargo	1	Common Area	M	151	CT	1	LW	1	2	1	900 ml	1	R-3	JRT	1	0	0	0	0
135	South Cargo	1	Common Area	F	134	CT	2	LW	0	2	1	900 ml	1	R-3	JRT	1	0	0	0	0
_	GA Hangers	1	T Hangars	M	76	VCT	1	N/A	0	1	1	Bulk	0	Elec Dryer	SRT	1	0	0	0	0
Unassigned	GA Hangers	1	T Hangars	F	76	VCT	1	N/A	0	1 1	1	Bulk	0	Elec Dryer	SRT	1 4	0	0	0	0
Unassigned	Observation Park	1	Common Area	M F	128	C	1	SS	1	1	1	900 ml	1	R-3	JRT	1	0	0	0	0
Unassigned	Observation Park	1	Common Area		128	C	2		0	1	1	900 ml	1	R-3 MF	JRT	1	0	0	0	0
Unassigned	P&R 3 P&R 3	1	Office Area Outside Restroom	Unisex	56 48	VCT VCT	1	N/A N/A	0	1	1	900 ml	1	MF	SRT	1	0	0	0	Ů
Unassigned	P&R 4	1	Office Restroom	Unisex	40	VCT	1	N/A	0	1	0	900 ml	1	MF	SRT	1	0	0	0	0
Unassigned		1		Unisex	42	VCT	1	N/A	0	1	1	900 ml	1	MF	JRT	1		0	0	0
Unassigned Unassigned	Commercial Staging Taxi Staging Facility	1	Single Restroom	Unisex	340	CON	2	N/A	4	2	1	900 ml	1	R-3	JRT	1	0	0	0	1
_	Taxi Staging Facility	1	Common Area Common Area	W	60	CON	1	N/A	0	1	1	900 ml	1	R-3	JRT	1	0	0	0	0
Unassigned 1534M1	Terminal 2 (Phase 1)	1	Baggage Area (Center)	M	646	TRZ	4	SS S	5	4	4	Auto	2	R3	JRT	2	4	0	0	0
1534W1	Terminal 2 (Phase 1)	1	Baggage Area (Center)	W	927	TRZ	14	SS	0	8	8	Auto	4	R3	JRT	4	14	1	0	0
1534F1	Terminal 2 (Phase 1)	1	Baggage Area (Center)	Unisex	71	TRZ	1	N/A	0	1	1	Auto	1	R3	JRT	1	1	0	1	0
1512M1	Terminal 2 (Phase 1)	1	Baggage Area (North)	M	500	TRZ	3	SS	6	4	4	Auto	2	R3	JRT	2	3	0	0	0
1512W1	Terminal 2 (Phase 1)	1	Baggage Area (North)	W	537	TRZ	8	SS	0	4	4	Auto	2	R3	JRT	2	8	1	0	0
1438M1	Terminal 2 (Phase 1)	1	FIS Locker Room	M	378	CT	2	SS	1	2	2	Auto	1	R3	JRT	1	2	0	0	1
1438W1	Terminal 2 (Phase 1)	1	FIS Locker Room	W	375	CT	3	SS	0	2	2	Auto	1	R3	JRT	1	3	1	0	1
1440M1	Terminal 2 (Phase 1)	1	FIS Bag Recheck	M	72	TRZ	1	N/A	0	1	1	Auto	1	R3	JRT	1	1	0	0	0
1440W1	Terminal 2 (Phase 1)	1	FIS Bag Recheck	W	72	TRZ	1	N/A	0	1	1	Auto	1	R3	JRT	1	1	1	0	0
1512F1	Terminal 2 (Phase 1)	1	Baggage Area (North)	Unisex	68	TRZ	1	N/A	0	1	1	Auto	1	R3	JRT	1	1	0	1	0
1130M1	Terminal 2 (Phase 1)	1	Support Area (North, North)	М	262	CT	2	SS	2	3	3	Auto	2	R3	JRT	2	2	0	0	0
1130W1	Terminal 2 (Phase 1)	1	Support Area (North, North)	W	260	CT	4	SS	0	3	3	Auto	2	R3	JRT	2	4	1	0	0
1240M1	Terminal 2 (Phase 1)	1	Support Area (North, South)	M	262	CT	2	SS	2	3	3	Auto	2	R3	JRT	2	2	0	0	0
1240W1	Terminal 2 (Phase 1)	1	Support Area (North, South)	W	271	CT	4	SS	0	3	3	Auto	2	R3	JRT	2	4	1	0	0
1344M1	Terminal 2 (Phase 1)	1	Support Area (Central)	М	275	CT	2	SS	2	3	3	Auto	2	R3	JRT	2	2	0	0	0
1344W1	Terminal 2 (Phase 1)	1	Support Area (Central)	W	266	CT	4	SS	0	3	3	Auto	2	R3	JRT	2	4	1	0	0
2546M1	Terminal 2 (Phase 1)	2	Ticketing (North)	М	666	TRZ	5	SS	6	10	10	Auto	5	R3	JRT	5	10	0	0	0
2546W1	Terminal 2 (Phase 1)	2	Ticketing (North)	W	654	TRZ	12	SS	0	10	10	Auto	5	R3	JRT	5	10	1	0	0
2546F1	Terminal 2 (Phase 1)	2	Ticketing (North)	Unisex	91	TRZ	1	SS	0	1	1	Auto	1	R3	JRT	1	1	0	1	0
2483M1	Terminal 2 (Phase 1)	2	Office Area (North)	М	280	CT	1	SS	2	2	2	Auto	1	R3	JRT	1	1	0	0	0
2483W1	Terminal 2 (Phase 1)	2	Office Area (North)	W	273	CT	3	SS	0	2	2	Auto	1	R3	JRT	1	3	1	0	0
2464M1	Terminal 2 (Phase 1)	2	Immigration Processing	М	615	TRZ	6	SS	6	4	4	Auto	2	R3	JRT	2	6	0	0	0
2464W1	Terminal 2 (Phase 1)	2	Immigration Processing	W	717	TRZ	12	SS	0	4	4	Auto	2	R3	JRT	2	12	1	0	0
2464F1	Terminal 2 (Phase 1)	2	Immigration Processing	Unisex	84	TRZ	1	SS	0	1	1	Auto	1	R3	JRT	1	1	0	1	0
2160M1	Terminal 2 (Phase 1)	2	North Concourse (North)	М	974	TRZ	7	SS	8	6	6	Auto	3	R3	JRT	3	7	0	0	0
2155W1	Terminal 2 (Phase 1)		North Concourse (North)	W	1373	TRZ	22	SS	0	8	8	Auto	4	R3	JRT	4	22	1	0	0
2155F1	Terminal 2 (Phase 1)	2	North Concourse (North)	Unisex	84	TRZ	1	SS	0	1	1	Auto	1	R3	JRT	1	1	0	1	0
2215M1	Terminal 2 (Phase 1)	2	North Concourse (Center)	M	601	TRZ	4	SS	6	4	4	Auto	2	R3	JRT	2	4	0	0	0
2210W1	Terminal 2 (Phase 1)	2	North Concourse (Center)	W	768	TRZ	8	SS	0	6	6	Auto	4	R3	JRT	4	8	1	0	0
2215F1	Terminal 2 (Phase 1)	2	North Concourse (Center)	Unisex	90	TRZ	1	SS	0	1	1	Auto	1	R3	JRT	1	1	0	1	0
2285M1	Terminal 2 (Phase 1)	2	North Concourse (South)	M	678	TRZ	6	SS	6	4	4	Auto	2	R3	JRT	2	6	0	0	0
2280W1	Terminal 2 (Phase 1)	2	North Concourse (South)	W	820	TRZ	9	SS	0	5	5	Auto	4	R3	JRT	4	9	1	0	0
2285F1	Terminal 2 (Phase 1)	2	North Concourse (South)	Unisex	96	TRZ	1	SS	0	1	1	Auto	1	R3	JRT	1	1	0	1	0
2350M1	Terminal 2 (Phase 1)	2	Center Concourse (North)	М	571	TRZ	4	SS	6	4	4	Auto	2	R3	JRT	2	4	0	0	0

Exhibit F Schedule of Restrooms And Fixtures

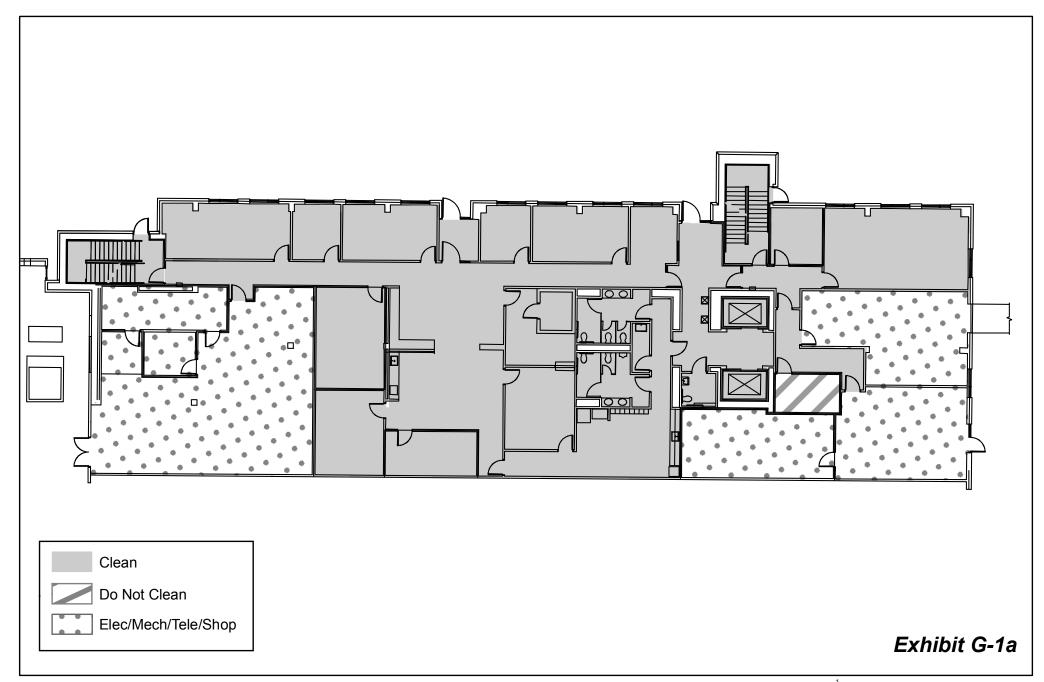
Room Building Place Location Control Control					Floor						Soan Die	spensere	Hand	Towels		1		Feminine	ne Baby		
Section Company Comp		Building	Floor	Location	Gender			Toilets		Urinals	Sinks									-	Shower
SEASON Femming 2 Phase 1 2 Carrier Consource (North) Lines 2 Phase 1 2 Carrier Consource (North) Lines 2 Phase 2	Number	Dullullig	1 1001	Location	Ochlaci		Type	Tonets	Material	Ormais	Ollika	Quantity	Type	Quantity		Tissue	Cans	Dispenser			Onower
	2350W1	Terminal 2 (Phase 1)	2	Center Concourse (North)	W		TRZ	12	SS	0	6	6	Auto	3	R3	JRT	3	12	1	0	0
MagNet Terrinoral 2 (Pissues 1) 3 Officer / Medicing Area (North) W 255 CT 3 SS 0 7 7 Auto 1 R3 JRT 7 3 1 0 0 0 0 0 0 0 0 0	2350F1	Terminal 2 (Phase 1)	2	Center Concourse (North)	Unisex	63	TRZ	1	SS	0	1	1	Auto	1	R3	JRT	1	1	0	1	0
Section Terminal of Pinuse 3 Numb Cala Area M 261 CT 2 SS 1 7 7 Auto 1 R3 J8T 7 2 0 0 0 0	3435M1	Terminal 2 (Phase 1)	3	Office / Meeting Area (North)	М	269	CT	2	SS	1	?	?	Auto	1	R3	JRT		2	0	0	0
STOWN Ferminal 2 (Pieses 1) 3 North CLA Area W 246 CT 5 SS 0 7 7 Auto 1 R3 JRT 7 3 1 0 0 0 0 0 0 0 0 0	3435W1	Terminal 2 (Phase 1)	3	Office / Meeting Area (North)	W	255	CT			0	?	?	Auto	1		-	?	3	1	0	0
	3470M1		3											1					0		
1566901 Terminal (Pinus 2) 1 Baggang Area (South) M 650 TRZ 4 85 5 4 4 Auto 2 R3 ART 2 4 0 0 0														1				3	1		
		` '						_				<u> </u>		1				1			<u> </u>
1568FT Terminal 2 (Phase 2) 1 Bappage Area (South) Uniosx 69 TRZ 1 NAA 0 1 1 Auto 1 R3 JRT 1 1 0 1 0 1 0 1 1 1																					
1820MH Terminal 2 (Phase 2) 1 Support Aves (South, North) M 279 CT 2 SS 2 3 3 Auto 2 R3 JRT 2 2 0 0 0 0											8			4				15		0	
HEROMINA Terminal 2 (Phase 2) 1 Support Areas (South, North) W 270 CT 4 SS 0 3 3 Auto 2 R3 RT 2 2 4 1 0 0 0 1 1 1 1 1 1											1			1				1		1	
1880WT Terminal 2 (Phese 2)																		1	0		
1889W1 Terminal 2 (Phase 2) 1 Support Area (South, Central) W 260 CT 4 SS 0 3 3 Auto 2 R3 RT 2 4 1 0 0 0 1994W1 Terminal 2 (Phase 2) 1 Support Area (South, South) W 260 CT 4 SS 2 3 3 Auto 2 R3 RT 2 2 0 0 0 0 1994W1 Terminal 2 (Phase 2) 2 Ticketing (South, South) W 260 CT 4 SS 0 3 3 Auto 2 R3 RT 2 4 1 0 0 0 0 1994W1 Terminal 2 (Phase 2) 2 Ticketing (South) W 260 CT 4 SS 0 3 3 Auto 2 R3 RT 2 4 1 0 0 0 0 0 0 0 0 0																			1		
1984M1 Terminal (Pinase 2) 1 Support Area (South, South) M 261 CT 2 SS 2 3 3 Auto 2 R3 JRT 2 2 0 0 0 0																			0		
1964WI Terminal 2 (Pisses 2) 1 Support Areas (South South) W 260 CT 4 SS 0 3 3 Auto 2 R3 JRT 2 4 1 0 0 0																			1		
																-			4		
2597FV Terminal 2 (Phase 2) 2 Tickeling (South) W 602 TRZ 9 SS 0 8 8 Auto 4 R3 JRT 4 9 1 0 0 0 0 0 0 0 0 0		\ /																	1		
September Committed Comm		\ /																	1		
2850M1 Terminal 2 (Phase 2) 2 Office Area (South) M 277 CT 1 SS 2 7 7 Auto 2 R3 JRT 2 3 0 0 0 0 0 0 0 0 0		` '						-						<u> </u>					0		<u> </u>
2850VH Terminal 2 (Phase 2) 2 2 Center Concourse (South) M 290 CT 3 SS 0 7 7 Auto 2 R3 JRT 2 3 1 0 0 0 27272MH Terminal 2 (Phase 2) 2 2 Center Concourse (South) M 858 TRZ 10 SS 5 4 4 Auto 2 R3 JRT 2 5 0 0 0 0 27272MH Terminal 2 (Phase 2) 2 2 Center Concourse (South) M 858 TRZ 10 SS 0 5 5 Auto 3 R3 JRT 3 10 1 0 0 1 0 0 1 0 0																		1			
2725941 Terminal 2 (Phase 2) 2 Center Concourse (South) M 618 TRZ 5 SS 5 4 4 Auto 2 R3 JRT 2 5 0 0 0		\ /		\ /														2	1		
27259F1 Terminal 2 (Phase 2) 2 Center Concourse (South) W 853 TRZ 10 SS 0 5 5 Mulo 3 R3 JRT 3 10 1 0 0 0 0 0 0 0											·								0		
277691 Terminal 2 (Phase 2) 2 South Concourse (North) M 596 TRZ 1 SS 0 1 1 Auto 1 R3 JRT 1 1 0 0		` '																	1		
Terminal Phase 2 2		\ /																10	0	1	
Triminal 2 (Phase 2)																		1		0	
																			1	·	
2840MI Terminal (Phase 2) 2 South Concourse (Center) M 707 TRZ 6 SS 4 4 4 Auto 2 R3 JRT 2 6 0 0 0 0 0 2840FT Terminal (Phase 2) 2 South Concourse (Center) W 837 TRZ 9 SS 0 4 4 Auto 2 R3 JRT 2 9 1 0 0 0 0 2840FT Terminal (Phase 2) 2 South Concourse (Center) Unissx 72 TRZ 1 SS 0 1 1 Auto 1 R3 JRT 1 1 0 1 0 1 0 1 0 2850FMT Terminal (Phase 2) 2 South Concourse (South) W 1459 TRZ 12 SS 15 6 6 Auto 3 R3 JRT 3 12 0 0 0 0 0 0 0 0 0																	_		0	1	
2835W1 Terminal 2 (Phase 2) 2 South Concourse (Center) W 837 TRZ 9 SS 0 4 4 Auto 2 R3 JRT 2 9 1 0 0 0 2 2 2 2 2 2 2				\ /																0	
2840F1 Terminal 2 (Phase 2) 2 South Concourse (Center) Unisex T2 TRZ 1 SS 0 1 1 Auto 1 R3 JRT 1 1 0 1 0 2855W1 Terminal 2 (Phase 2) 2 South Concourse (South) W 1459 TRZ 12 SS 15 6 6 Auto 3 R3 JRT 3 12 0 0 0 0 2855W1 Terminal 2 (Phase 2) 2 South Concourse (South) W 1459 TRZ 25 SS 0 8 8 Auto 4 R3 JRT 4 25 1 0 0 0 0 0 0 0 0 0				\ /															1		
2860M1 Terminal 2 (Phase 2) 2 South Concourse (South) M 1230 TRZ 12 SS 15 6 6 Auto 3 R3 JRT 3 12 0 0 0 0 2860F1 Terminal 2 (Phase 2) 2 South Concourse (South) W 1459 TRZ 25 SS 0 8 8 Auto 4 R3 JRT 4 25 1 0 0 0 2860F1 Terminal 2 (Phase 2) 2 South Concourse (South) W 1459 TRZ 25 SS 0 8 8 Auto 4 R3 JRT 4 25 1 0 0 0 2860F1 Terminal 2 (Phase 2) 3 Office / Meeting Area (South) M 253 CT 2 SS 1 2 2 Auto 1 R3 JRT 1 1 0 1 0 0 3625W1 Terminal 2 (Phase 2) 3 Office / Meeting Area (South) W 269 CT 3 SS 0 2 2 Auto 1 R3 JRT 1 2 0 0 0 Abbreviation Legend W 269 CT 3 SS 0 2 2 Auto 1 R3 JRT 1 2 0 0 0 Auto Automatic One-shot Bulk fleud soap CC Carpet CC CC Carpet CC CC CC CC CC CC CC																			0		
2855W1 Terminal 2 (Phase 2) 2 South Concourse (South) W 1459 TRZ 25 SS 0 8 8 Auto 4 R3 JRT 4 25 1 0 0 1 0 3625M1 Terminal 2 (Phase 2) 3 Office / Meeting Area (South) M 253 CT 2 SS 1 2 2 Auto 1 R3 JRT 1 1 0 0 1 0 3625M1 Terminal 2 (Phase 2) 3 Office / Meeting Area (South) M 253 CT 2 SS 1 2 2 Auto 1 R3 JRT 1 2 0 0 0 0 0 0 0 0 0											6	6		3				12		0	_
2860F1 Terminal 2 (Phase 2) 2 South Concourse (South) Unisex 100 Tax 1 SS 0 1 1 Auto 1 R3 JRT 1 1 0 1 1 0 3 3 3 3 3 3 3 3 3		\ /		\ /													_		1		
September Sept		\ /		\ /						0									0	1	0
Abbreviation Legend	3625M1		3	\ /				2		1	2	2		1			1	2	0	0	0
900 ml 900 milliliter cartridge	3625W1	Terminal 2 (Phase 2)	3	Office / Meeting Area (South)	W		CT	3		0	2	2	Auto	1	R3	JRT	1	3	1	0	0
900 ml 900 milliliter cartridge																					
900 ml 900 milliliter cartridge																					
Auto Automatic One-shot Bulk Bulk liquid soap C Carpet CM Cast Marble CON Contrete CT Ceramic Tile JRT 9' Jumbo Roll Tissue LW Laminated Wood M Marble MF Multi-fold PM Painted Metal R-1 Roll - GP 89460 R-2 Roll - GP 89420 R-3 Roll - Universal SRT Standard Roll Tissue SS Stainless Steel TRZ Terrazzo VCT Vinyl Composition Tile	Abbre	eviation Legend																			
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TRZ Terrazzo VCT Vinyl Composition Tile	SRT																				
VCT Vinyl Composition Tile	SS	Stainless Steel																			
WL Waterless Urinal	VCT																				
	WL	Waterless Urinal																			

Exhibits G-1 through G-14 Facility Maps

Exhibits G-1 through G-11 are to scale when printed on 8 ½" x 11" paper.

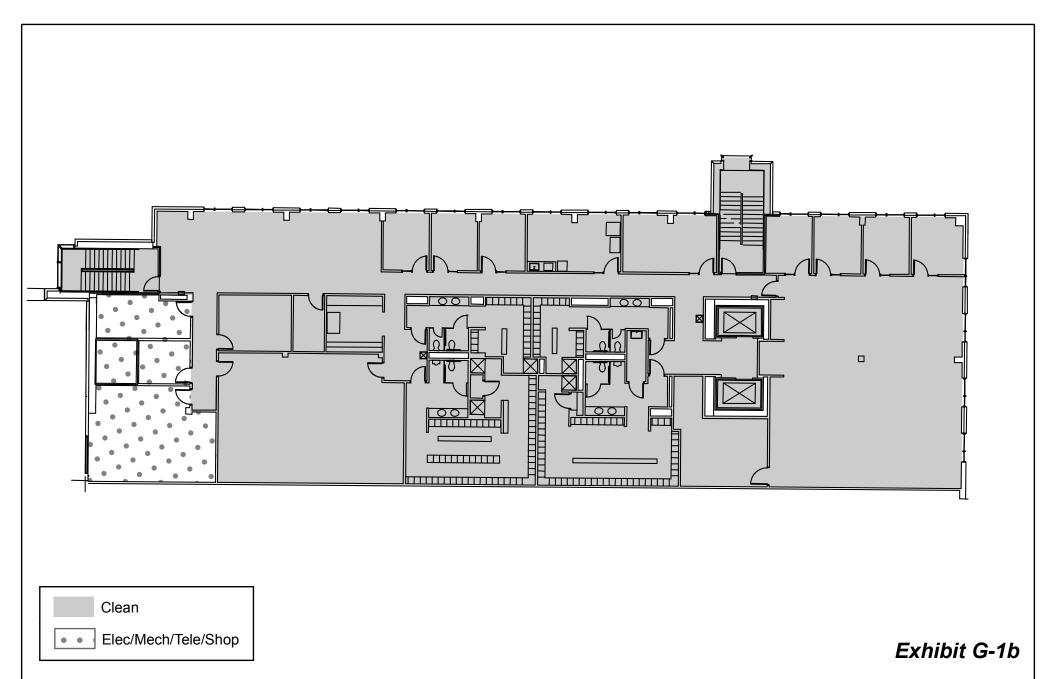
Exhibits G-12 through G-14 (Terminals 1, 2, and C) are attached as individual PDF files and may be printed to scale in the following dimensions:

Terminal 1: 12" x 25" Terminal 2: 21" x 35" Terminal C: 11" x 17"





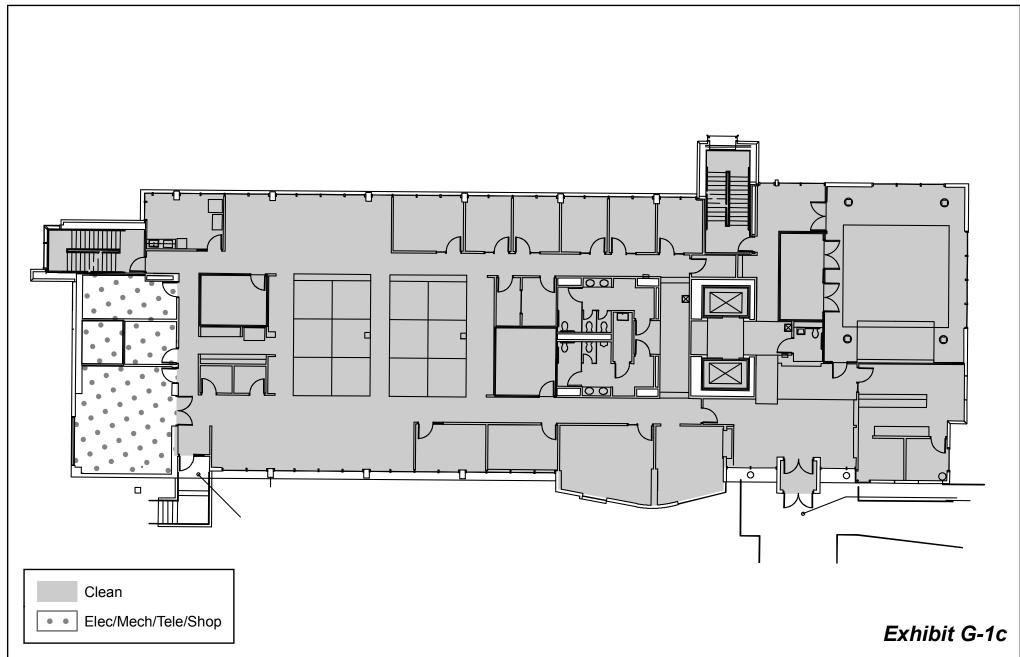






Airport Operations Center 2nd Floor



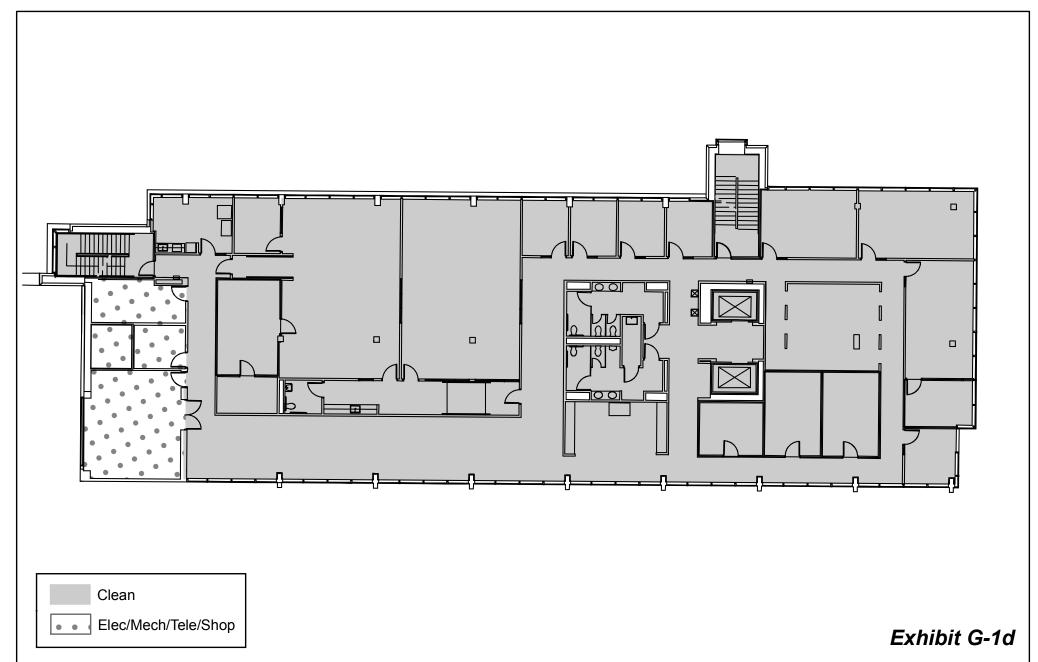




Airport Operations Center 3rd Floor



1 inch equals 20 feet Valid @ 8.5 x 11

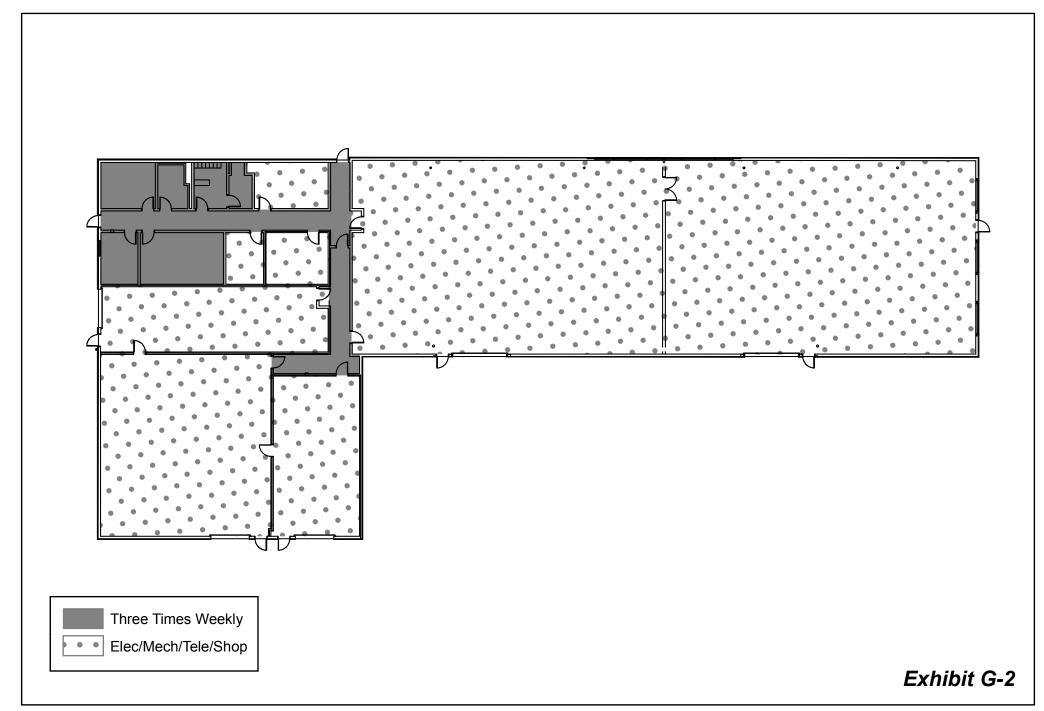




Airport Operations Center 4th Floor

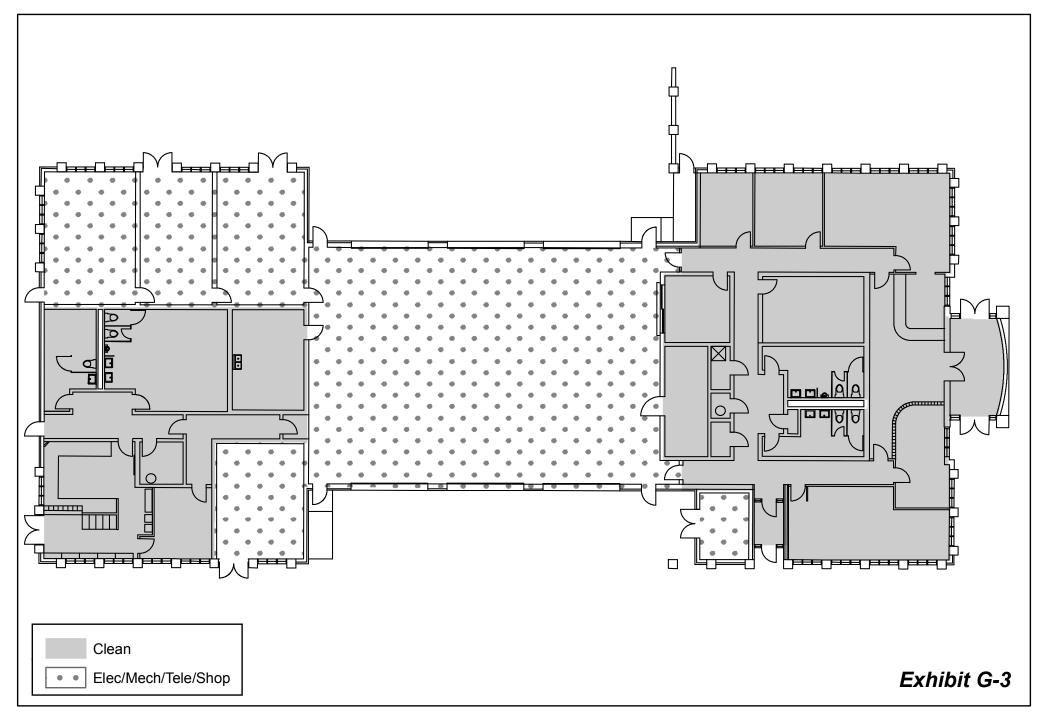


1 inch equals 20 feet Valid @ 8.5 x 11





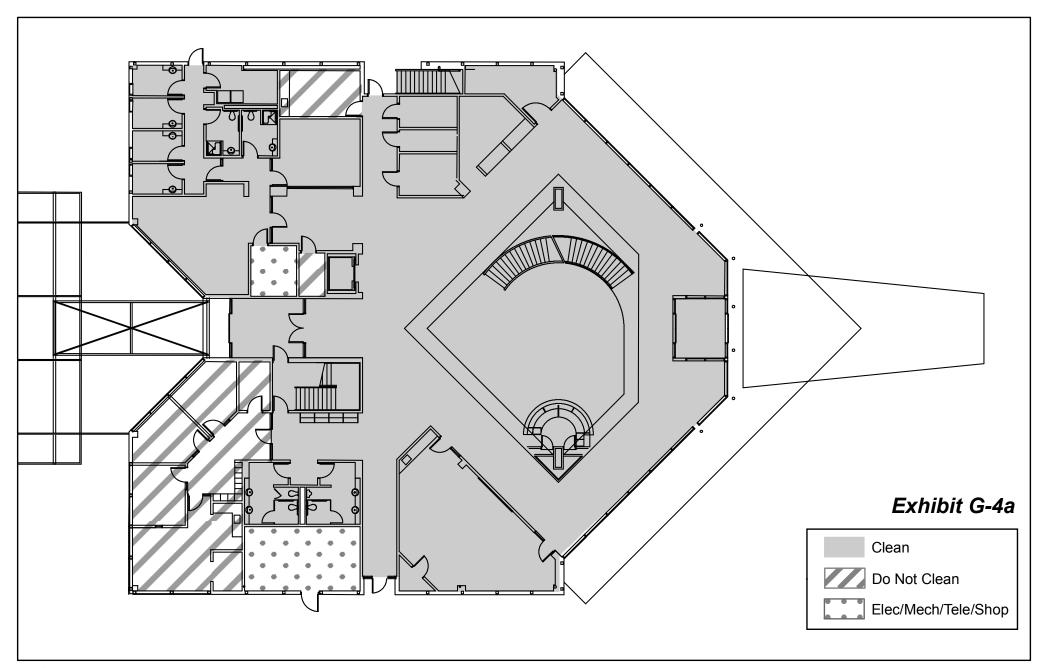






Fuel Facility

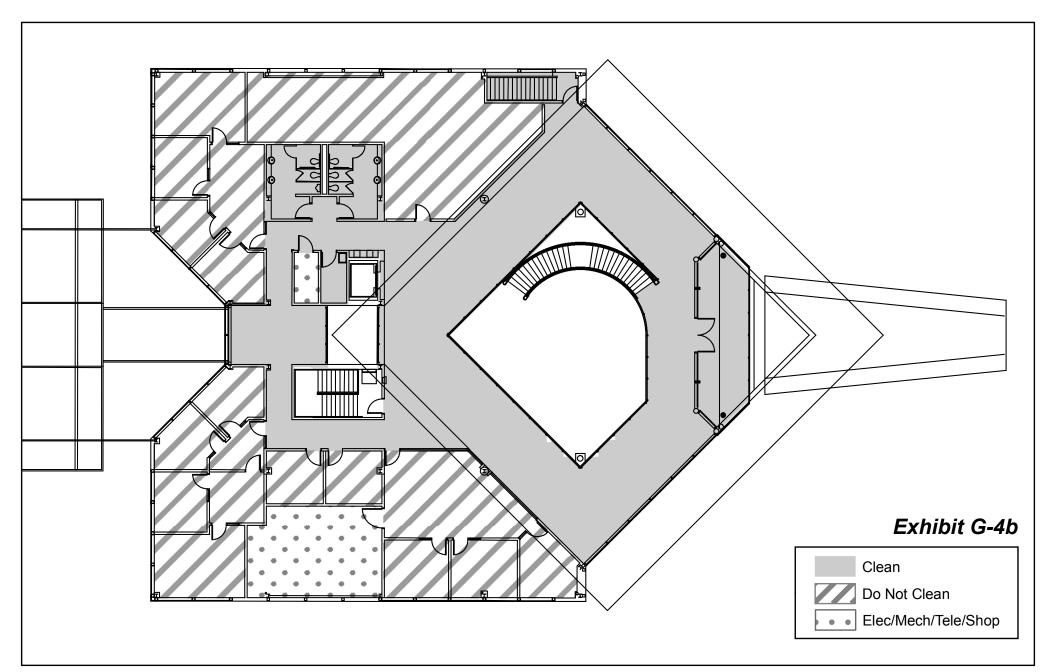






GA Terminal 1st Floor



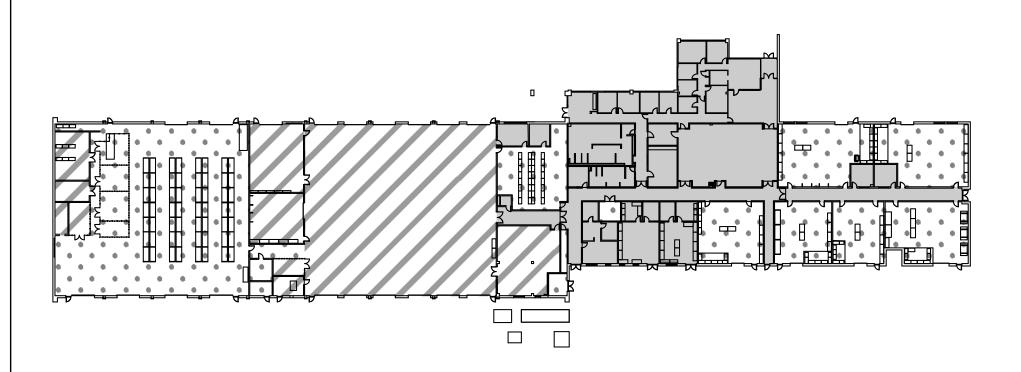




GA Terminal 2nd Floor



1 inch equals 20 feet Valid @ 8.5 x 11



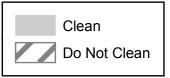
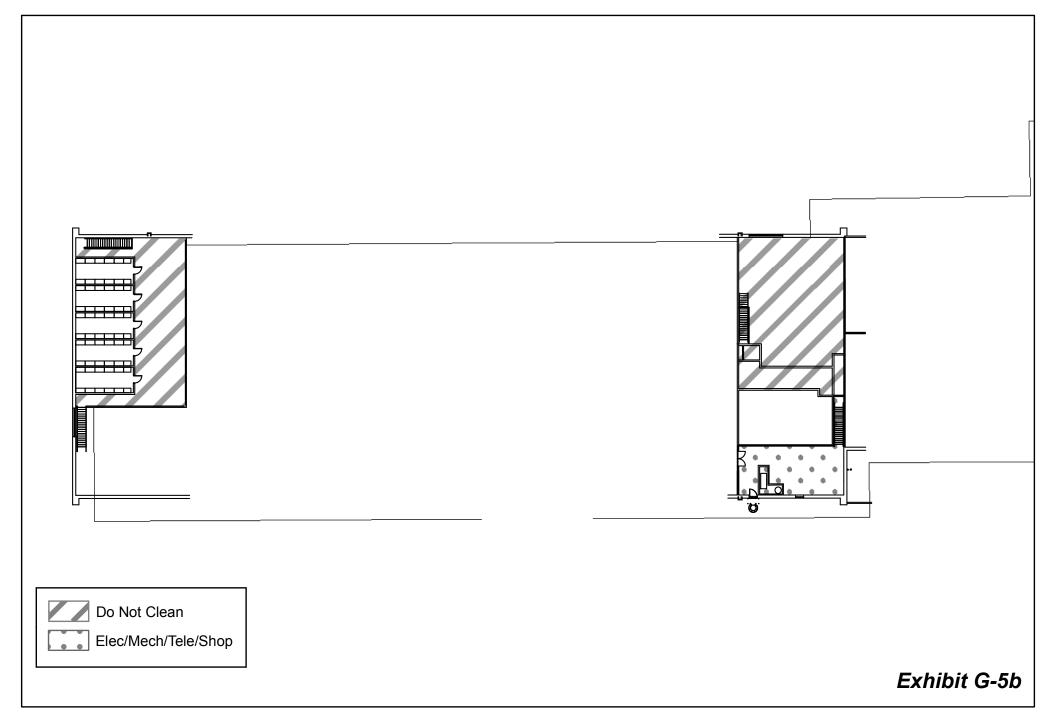


Exhibit G-5a



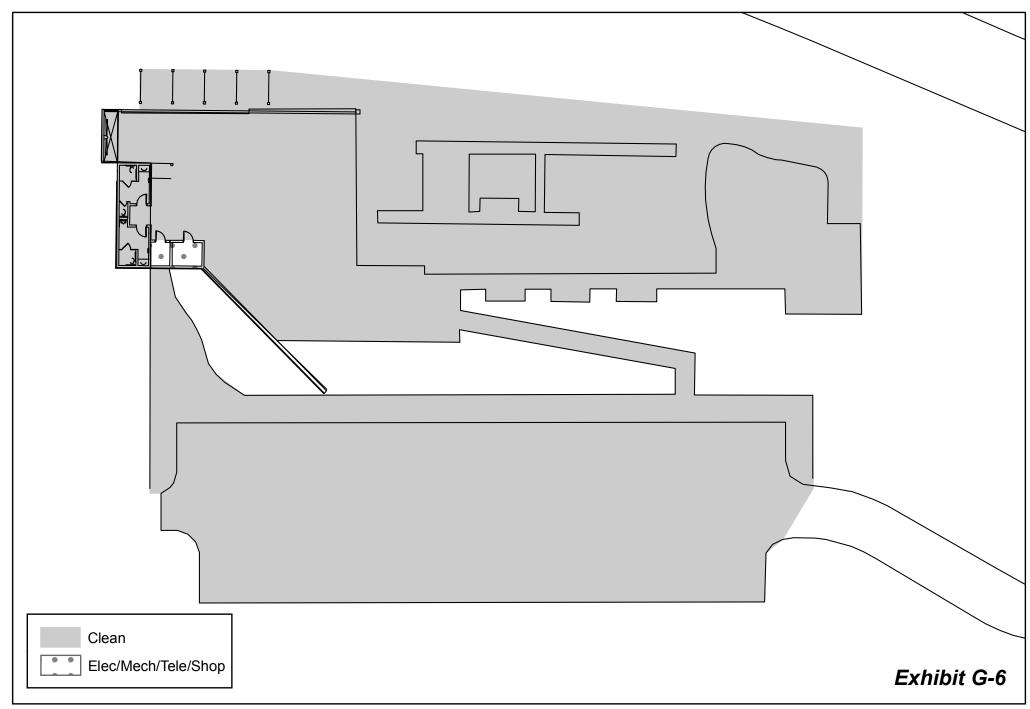




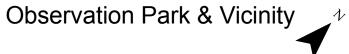


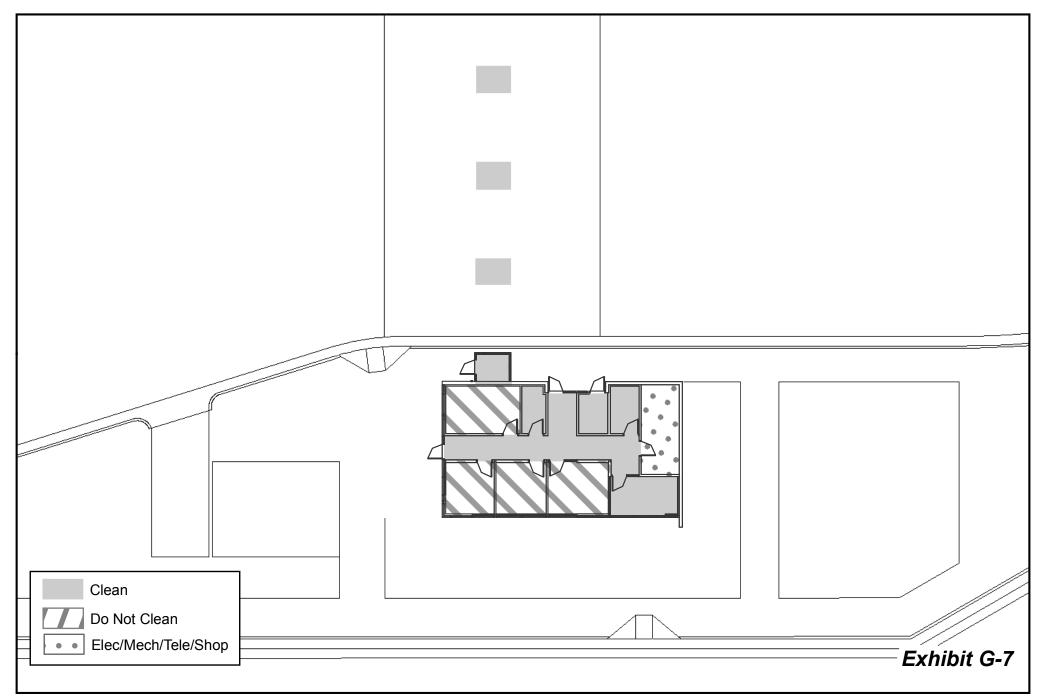








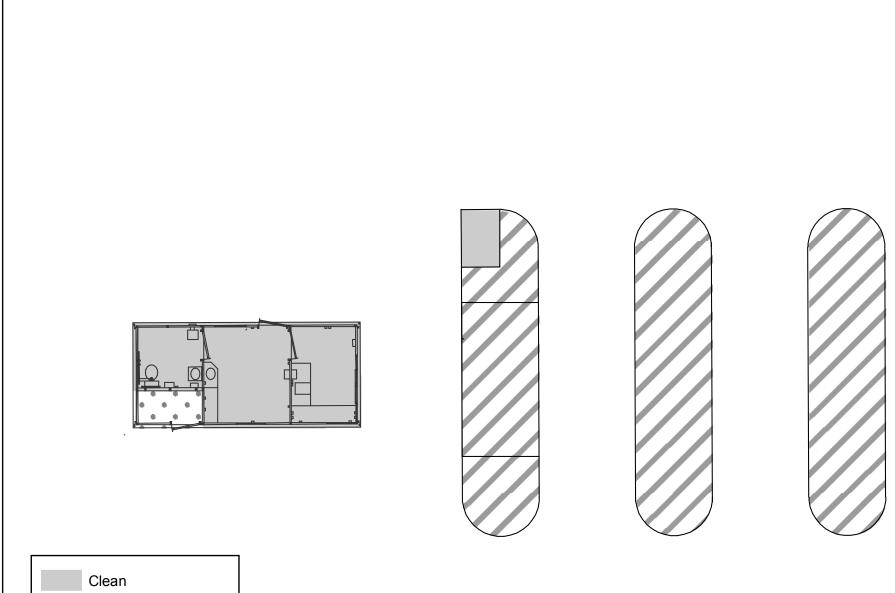












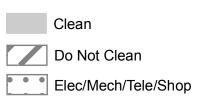
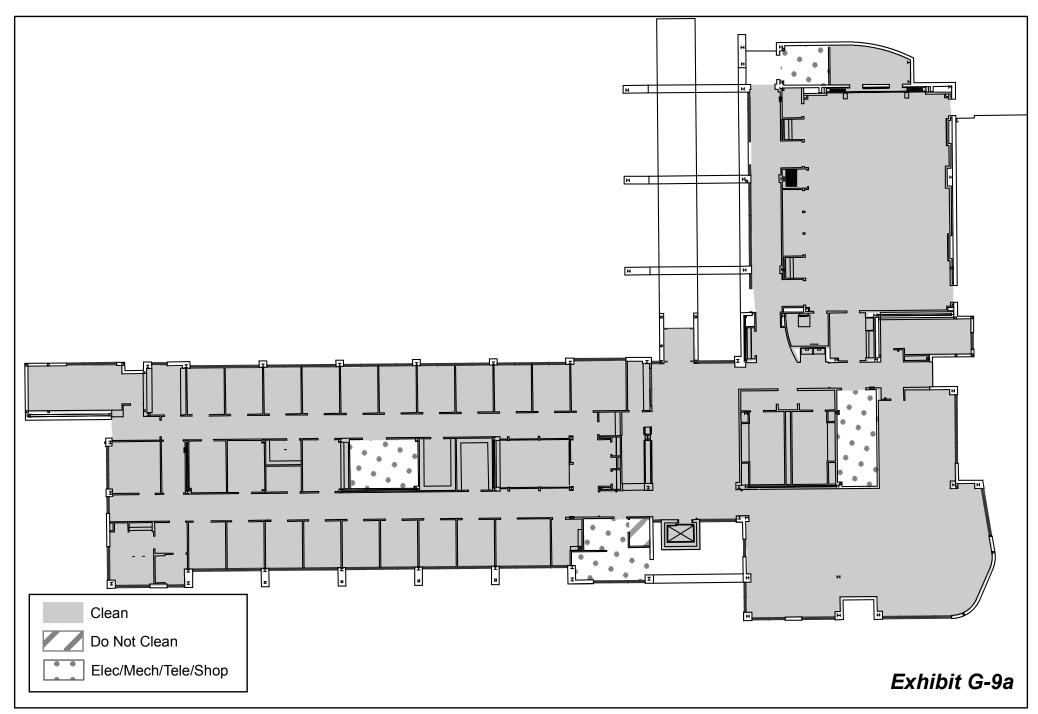


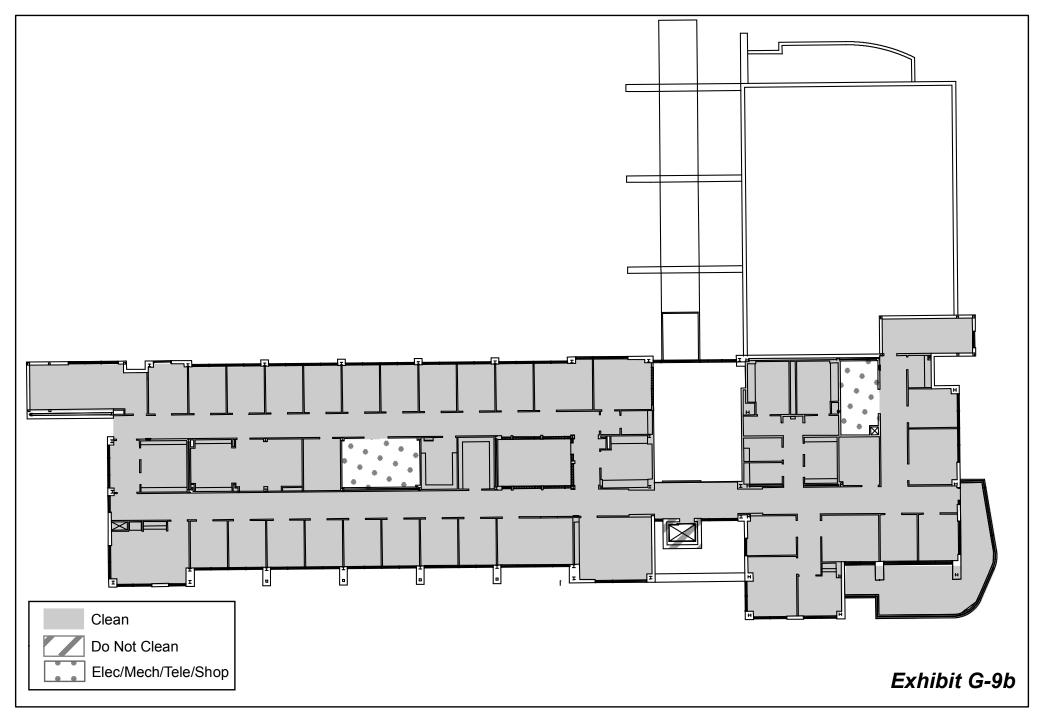
Exhibit G-8



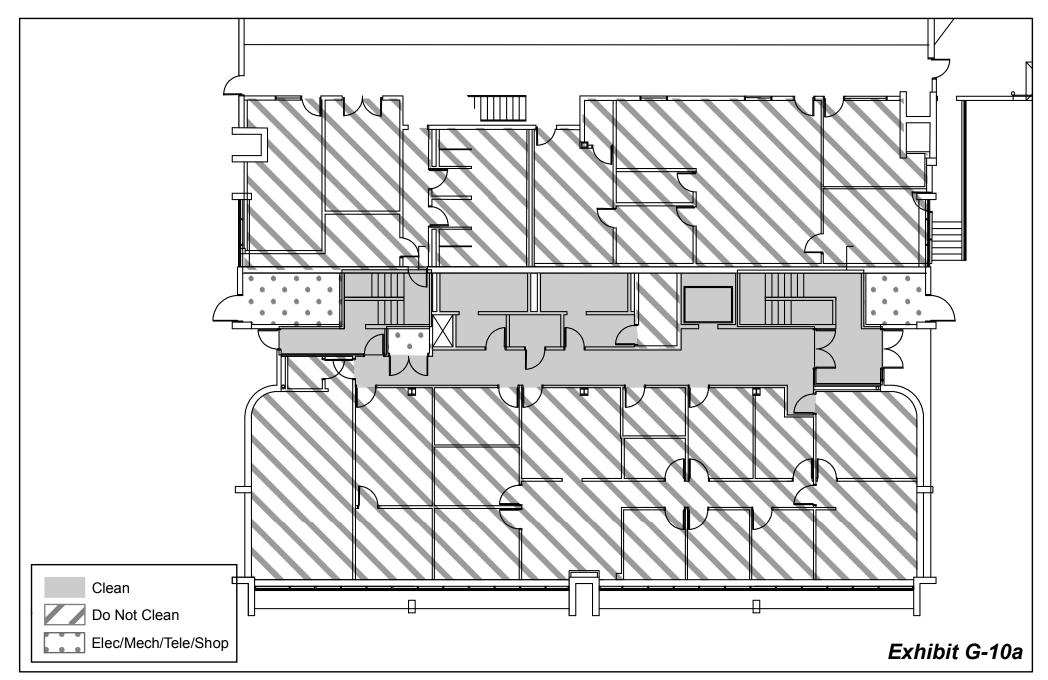








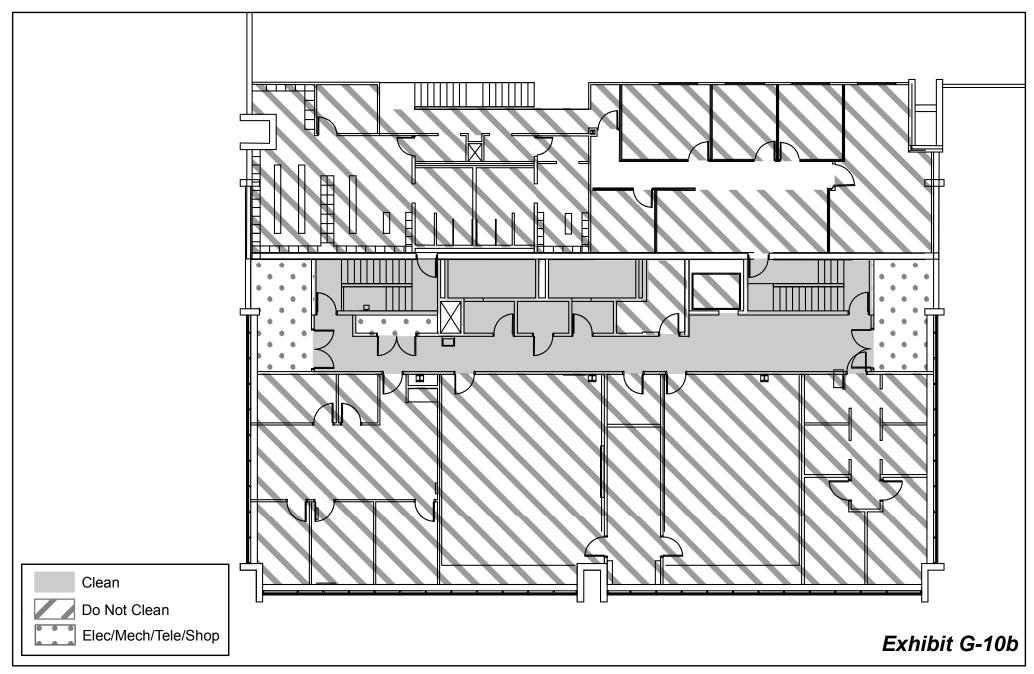








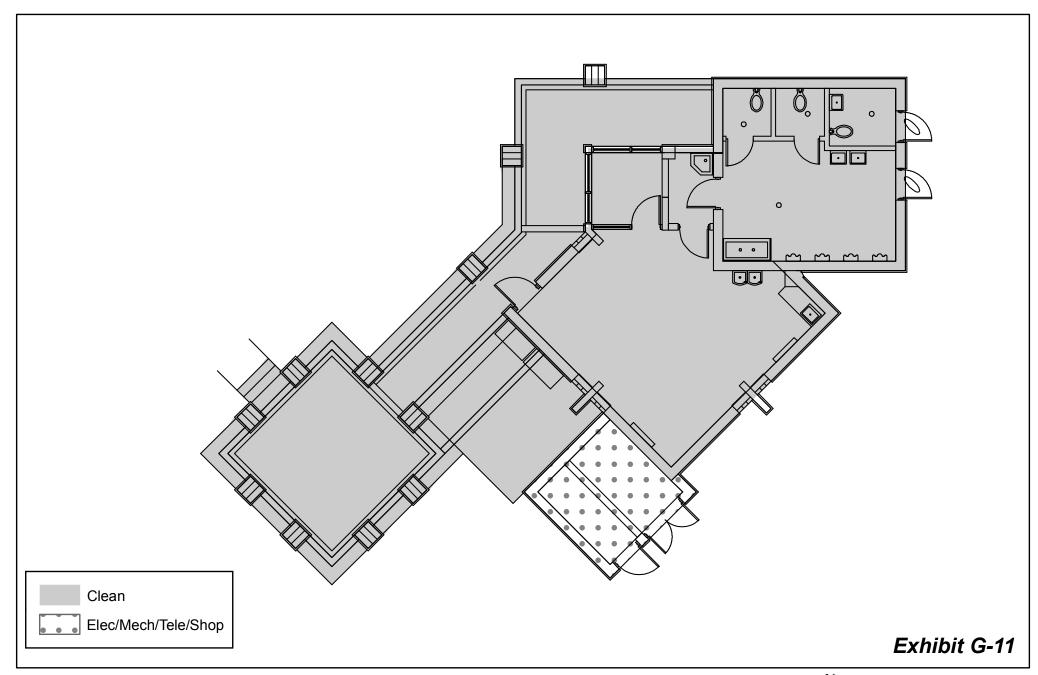














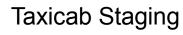




Exhibit H



RALEIGH-DURHAM AIRPORT AUTHORITY

1000 Trade Drive • PO Box 80001 • RDU Airport, NC 27623

John C. Brantley, Airport Director

tel: (919) 840-2100 • fax: (919) 840-0175 • www.rdu.com

Security Bulletin 2005-17

Date: December 30 2005

To: AIR CARRIER STATION MANAGERS

AIR CARGO MANAGERS
AIR AIRPORT USERS

(TENANTS AND CONTRACTORS)
ALL GOVERNMENTAL AGENCIES

From: Henry Campbell, Airport Security Coordinator

Subject: Contractor Requirements for RDU Access Privileges.

Cc: RDUAA Departments

Cancels and Revises: RDUAA Security Bulletins 2002-08 (same subject

matter) dated November 7, 2002.

RDUAA Security Bulletin 2005-15 prescribes requirements for ID badges and fingerprint based FBI Criminal History Records Checks as required by the Authority and the Transportation Security Administration (TSA).

LEGAL NOTICE TO ALL CONTRACTORS

CONTRACTORS SHALL BE SPONSORED BY EITHER THE AUTHORITY OR ONE OF ITS AUTHORIZED TENANTS BEFORE BEING CONSIDERED ELIGIBLE FOR ACCESS PRIVILEDGES TO WORK ON THE AIRPORT.

NO EXCEPTIONS.

The Raleigh-Durham Airport Authority (Authority), and the U.S. Department of Transportation Security Administration (TSA) regulate all parties, which apply for, receive and exercise unescorted security access privileges at RDU.

Individuals and/or employers, which violate Authority and/or TSA Security regulations, are subject to Federal criminal and civil legal prosecution (fine and/or imprisonment) as provided under 49 CFR 1540.105.

§ 1540.105 Security responsibilities of employees and other persons.

(Direct Regulatory Language)

- (a) No person may:
 - (1) Tamper or interfere with, compromise, modify, attempt to circumvent, or cause a person to tamper or interfere with, compromise, modify, or attempt to circumvent any security system, measure, or procedure implemented under this subchapter.
 - (2) Enter, or be present within, a secured area, AOA, SIDA or sterile area without complying with the systems, measures, or procedures being applied to control access to, or presence or movement in, such areas.
 - (3) Use, allow to be used, or cause to be used, any airport-issued or airport-approved access medium or identification medium that authorizes the access, presence, or movement of persons or vehicles in secured areas, AOA's, or SIDA's in any other manner than that for which it was issued by the appropriate authority under this subchapter.
- (b) The provisions of paragraph (a) of this section do not apply to conducting inspections or tests to determine compliance with this part or 49 U.S.C. Subtitle VII authorized by:
 - (1) TSA, or
 - (2) The airport operator, aircraft operator, or foreign air carrier, when acting in accordance with the procedures described in a security program approved by TSA.

Individuals and employers also face administrative and/or legal enforcement action from the Authority for security violations. Administrative enforcement actions (Notices of Violations) range from suspension, or permanent revocation of an individual's and/or employer's access and operating privileges. Legal enforcement actions are civil and/or criminal penalties as provided under Federal, State, local laws and/or Authority Ordinances, Directives and Safety/Security Bulletins.

All Authority issued Security Authorization Badges, keys and Airside Vehicle Permits are the exclusive property of the Raleigh-Durham Airport Authority. All items are non-transferable and must be returned upon the completion of work-related duties on the airport.

Failure to do so shall result in administrative, criminal and/or civil enforcement actions as provided under Federal, State, local laws and/or Authority Ordinances, Directives and Safety/Security Bulletins.

RDU AIRPORT AUTHORITY ISSUED SECURITY BULLETINS and/or DIRECTIVES

The Authority issues Security Bulletins, which describe policies and procedures on a number of security related issues. Contractors are required to contact the ID Badge office to learn about information contained in Security Bulletins, which will assist them in meeting security compliance requirements on the airport.

AUTHORIZED SIGNATURE FORM - CONTRACTORS (Sponsorship of Authority Department or Authorized Tenant)

Contractors shall be required to obtain written authorization from the Authority Department or Authority tenant, who is sponsoring their work on the airport and requires, unescorted security access.

If more than one Authority Department or Authority tenant is engaging a contractor, the contractor shall be required to obtain written documentation from additional Authority Department or Authority Tenant employers stating authorization and sponsorship of the contractor doing work on the airport.

The signature provided on the Authorized Signature Form identifies the principle manager responsible for authorizing and/or approving any written request to the Authority for ID badges, keys, and Airside Vehicle Permits.

The authorized signature on any application requesting ID Badges, keys and Airside Vehicle Permits must match the signature on the Authorized Signature Form held on file at the Authority Security Systems Administration (ID Badge Office).

 SIDA ID BADGE APPLICATION PROCESS
 FBI CRIMINAL HISTORY RECORDS CHECKS
 TSA Regulations - 49 CFR 1542.209 AND 49 CFR 1544.229.

The Authority uses a one-(1) page carbon-less Security Authorization Badge Application Form, which consists of two (2) parts:

- "Part A" is to be completed and signed by the employee applicant and;
- "Part B" is to be completed and signed by the contractor and the authorized signature holder of the sponsoring Authority and/or Authorized Tenant authorizing the work.

Contractors working on the airport for more than one Authority Department or Authority tenant shall be required to obtain an additional Security Authorization Badge Application signed by the authorized manager of the Authority Department or Authority Tenant employers authorizing sponsorship of the contractor doing work on the airport. The front of each application has legally binding certification statements, which must be signed and dated respectively by the employee applicant and their employer.

The back of each application describes the FBI fingerprinting submittal process and provides a listing of Federal and RDU Airport Authority disqualifying criminal convictions for the employee and the employer to review.

SIDA & RAMP DRIVING TRAINING REQUIREMENTS

The contractor employee applicant has to have properly cleared the FBI based fingerprint submittal process for the Criminal History Records Checks before they will be permitted to enroll into the SIDA Training Class.

The ID Badge Office controls the pre-registration enrollment of all employees into the SIDA Class.

SIDA & Ramp Driving Training Classes are held every Tuesday and Thursday beginning at 8:30 AM in the Authority Training Department classrooms located at the Airport Operations Center at 1050 Cargo Drive. Parking is free at the building.

AUTHORITY ISSUED KEYS

The Authority will issue only a limited number and type of keys to on-site construction managers and supervisors having an "operational need to access" certain areas (excluding tenant spaces). Keys will not be issued based on a "convenience factor".

Key Request Forms must be completed and signed by the contractor's principle manager and sponsoring RDUAA Department or Authorized Tenant who has the Authorized Signature responsibility.

Authorized Key Request forms are available in the Security Systems Administration (ID Badge Office) located in Terminal "A". Please allow five (5) working days for processing.

AUTHORITY ISSUED AIRSIDE VEHICLE PERMITS

The Authority will issue Airside Vehicle Permits to construction managers and supervisors having an "operational need" to bring vehicles inside the Secure and/or AOA Restricted Area. Only those contractor employees with a valid SIDA ID Badge, which have completed Ramp Driving Training and possess a valid driver's license, are eligible to operate vehicles inside the Secure and/or AOA Restricted Area. Airside Vehicle Permits will not be issued based on a "convenience factor".

The Airside Vehicle Request Form identifies insurance liability amounts, additionally insured information and specific insurance cancellation clause requirements set forth by the Authority that must be satisfied by the contractor before a vehicle is allowed inside the Secure and/or AOA Restricted Area.

The form must be completed and signed by the contractor's principle manager who has the Authorized Signature responsibility. A copy of Vehicle Registration and the Certificate of Insurance meeting the Authority insurance requirements shall be attach to each form before being submitted to the Authority ID Badge Office.

Airside Vehicle Permit forms are available in the ID Badge Office located in Terminal "A". Please allow five (5) working days for processing.

RATES and FEES

Fee and rate schedules for all access control media and services are available at the ID Badge office. It is the responsibility of the employer to review them.

The Authority accepts cash or check for payment of these items. Checks should be payable to the "Raleigh-Durham Airport Authority".

The Authority has a \$15 service charge for each returned check. The access privileges will be suspended of an employer and/or employee, if a check is returned to the Authority for insufficient funds. The employer and/or employee must pay the fee and the service charge in cash before access privileges are re-instated.

The Authority will refund deposits issued against items that are returned. Please allow 3 to 5 weeks for deposit refund processing via mailed check from the Authority.

• For More Information....

All access applications and copies of Authority Security Bulletins are available at the Authority ID Badge Office. The ID Badge Office is located at the Airport Operations Center located at 1050 Cargo Drive. Hours of operations are Monday through Friday from 8:00 AM to 5:00PM (excluding weekends and legal holidays)

Call us at (919) 840-7515, for more information.



FINGERPRINTING (FBI CRIMINAL HISTORY RECORDS CHECKS), TSA SECURITY THREAT ASSESSMENT AND THE BADGING PROCESS

- STEP 1 BADGE APPLICANTS AND THEIR EMPLOYER SHALL REVIEW AND COMPLETE THE RDUAA SECURITY BADGE APPLICATION (IMPORTANT INFORMATION IS ON THE BACK OF THE APPLICATION PERTAINING TO DISQUALIFYING CONVICTIONS AND CONDITIONS.)
 - PLEASE NOTE A CRIMINAL CONVICTION MEANS PLEADING GUILTY OR BEING FOUND GUILTY (OR NOT GUILTY BY REASON OF INSANITY). TO A CRIMINAL CHARGE (MISDEMEANOR AND/OR FELONY, AND DUI/DWI). CONVICTIONS INCLUDED PAYING A FINE, SERVING PROBATION OR SERVING SERVED TIME IN PRISON.
 - OFF AIRPORT CONTRACTORS OFF AIRPORT CONTRACTORS (CONSTRUCTION AND/OR SERVICE PROVIDERS) ARE REQUIRED TO BE SPONSORED BY AN RDU AUTHORIZED AIRPORT TENANT OR THE AUTHORITY. THE BADGE APPLICATION SHALL REQUIRE SIGN-OFF BY THE AUTHORIZED MANAGER FOR THE TENANT AND/OR AUTHORITY DEPARTMENT THAT IS SPONSORING THE WORK.
- THE EMPLOYER AND/OR EMPLOYEE SHALL <u>CONTACT THE RDU ID BADGE OFFICE AT 919-840-7515</u>
 DURING NORMAL BUSINESS HOURS (MONDAY THRU FRIDAY 8:00 AM TO 5:00 PM EXCEPT LEGAL HOLIDAYS) TO SET UP FINGERPRINT APPOINTMENT.

FINGERPRINTING IS BY <u>APPOINTMENT ONLY</u> ON MONDAY AND WEDNESDAYS (FRIDAY MORNING IS AVIALABLE BY REQUEST ONLY). MISS YOUR APPOINTMENT, THEN YOU MUST RESCHEDULE!

STEP 3 - THE NEW EMPLOYEE MUST BRING THEIR SIGNED AND COMPLETED RDUAA SECURITY AUTHORIZATION BADGE APPLICATION ALONG WITH 2 FORMS OF ID - SOCIAL SECURITY CARD AND GOVERNMENT ISSUED PHOTO ID.

NON-US CITIZENS SHALL ALSO BE REQUIRED TO BRING THEIR PASSPORT AND OR INS ALIEN REGISTRATION CARD (E.G. PERMANENT RESIDENT, EMPLOYMENT AUTHORIZATION DOCUMENT, OR VISA).

EMPLOYERS SUCH AS CONSTRUCTION CONTRACTORS, WHICH DO NOT HAVE A TENANT BILLING RELATIONSHIP WITH RDUAA SHALL ALSO BE REQUIRED TO BRING THE FINGERPRINT FEE SUBMITTAL IN ADVANCE — NO EXCEPTIONS.

- THE NEW EMPLOYEE MUST RESCHEDULE THE APPOINTMENT IF THEY FAIL TO BRING THE COMPLETED AND SIGNED APPLICATION AND/OR ACCEPTABLE FORMS OR IDS AND/OR PAYMENT!
- ONCE FINGERPRINTS ARE SUBMITTED TO THE TSA, THE TURNAROUND TIME FOR PROCESSING THE APPLICATION IS CONTINGENT ON THE TSA AND FBI COMPLETING THE FINGERPINT BASED CRIMINAL HISTORY RECORDS CHECK AND SECURITY THREAT ASSESSMENT. PLEASE ALLOW SUFFICENT LEAD TIME SINCE THE AUTHORITY HAS NO INFLUENCE ON EXPEDITING THE PROCESS ONCE TSA AND FBI RECEIVES SUBMITTAL FOR PROCESSING.
- STEP 5 EMPLOYEE APPLICANTS OR THEIR EMPLOYERS MAY ARRANGE FOR SIDA CLASS WHEN THEY CALL TO SEE IF THE CRIMINAL HISTORY RESULTS HAVE BEEN REVIEWED AND APPROVED. ONLY THOSE EMPLOYEE APPLICANTS, WHICH THE ID BADGE OFFICE HAS RECEIVED AND REVIEWED THE RESULTS OF THEIR CRIMINAL HISTORY RECORDS CHECKS AND CLEARED SECURITY THREAT ASSESSMENTS WILL BE ALLOWED TO TAKE THE SIDA CLASS.
- STEP 6 UPON PASSING THE SIDA CLASS, THE BADGE ISSUANCE AND PAYMENT PROCESS WILL REMAIN THE SAME AFTER STEPS 1 THROUGH 5 HAVE BEEN COMPLETED.

AIR CARRIERS PLEASE NOTE: AIR CARRIER PERSONNEL ARE REGULATED BY THE TRANSPORTATION SECURITY ADMINISTRATION (TSA) UNDER 49 CFR 1544. THE AUTHORITY WILL PROVIDE FINGERPRINTING SUBMITTAL SERVICES ONLY IF THE AIR CARRIER PROVIDES THE AUTHORITY WITH THEIR RESPECTIVE "SON #". THE AUTHORITY WILL CHARGE A FEE ESTABLISHED IN A SEPARATE SCHEDULE OF CHARGES FOR PROVIDING THE SERVICE. THE RESULTS OF THE CRIMINAL HISTORY RECORDS CHECKS WILL GO DIRECTLY TO THE RESPECTIVE AIR CARRIER AND NOT THE AUTHORITY.



ID/Security Systems

Schedule of Fees and Deposits REVISED RATES EFFECTIVE, APRIL 1, 2008

Fingerprinting Services – TSA Required FBI Fingerprint Based Criminal History Records Check (CHRC) for "SELECT" ID Badges

ID Badge Fees and Deposits

Base Badge Fee (All Badge Types) \$25.00 each Damaged ID Badge Fee \$25.00 each

Note Regarding Deposits – Deposits on Contractor and General Aviation ID Badges are refundable when the badge is returned to the ID Badge Office

<u>Note Regarding Lost Replacement ID Badges and Keys</u> – RDUAA uses the "3-strikes" enforcement policy whereby a badge is permanently revoked if the badge holder has lost more than 2 badges or more than 2 keys.

1st Lost Replacement ID Badge or Key...... \$50.00 each 2nd Lost Replacement ID Badge or Key..... \$100.00 each

Un-recovered Unexpired ID Badge Penalty Fee

All badges issued by RDUAA are the property of RDUAA. The employer is responsible for recovering and returning ID badges of employees no longer working or assigned at RDU. The employer may be charged a penalty fee for failing to recover and return the badge based on the badge type:

Unexpired – Un-recovered SIDA ID badge\$250.00 each
Unexpired – Un-recovered Non-SIDA ID badge\$100.00 each

Un-recovered Keys Penalty Fees

All keys issued by RDUAA are the property of RDUAA. The employer is responsible for recovering and returning keys of any employee no longer working or assigned at RDU. The employer may be charged a penalty fee for failing to recover and return the keys in addition to the cost re-coring doors or gates based on the key type.

Other Services

Deposit is Refundable when Decal/Key is Returned.

