



REQUEST FOR PROPOSALS

FOR

CUSTODIAL SERVICES

FEBRUARY 2026

TABLE OF CONTENTS

I. DEFINITION OF TERMS 1

II. INTRODUCTION 3

III. BACKGROUND 4

IV. MANDATORY PRE-PROPOSAL MEETING 5

V. GENERAL INFORMATION AND INSTRUCTIONS 6

VI. CONFIDENTIAL INFORMATION..... 9

VII. TECHNOLOGY REQUIREMENTS 9

VIII. COMPLIANCE REQUIREMENTS10

IX. BRAND NAMES.....10

X. PRODUCTS AND SERVICES.....11

XI. QUALIFICATIONS OF THE COMPANY11

XII. PRODUCT LITERATURE12

XIII. INCURRING COSTS12

XIV. RIGHT TO AWARD OR REJECT.....12

XV. CONTRACT REQUIREMENTS12

XVI. PAYMENT AND PERFORMANCE BONDS13

XVII. GENERAL CONDITIONS13

APPENDIX A – DEFINITIONS AND TERMS..... A-1

APPENDIX B – TECHNICAL SPECIFICATIONS / SCOPE OF WORK B-1

APPENDIX C – FACILITIES EXHIBITS..... C-1

APPENDIX D – AGREEMENT D-1

APPENDIX E – PRICING WORKSHEETE-1

APPENDIX F – PROPOSAL SUBMITTAL CHECKLISTF-1

APPENDIX G – RFP SCHEDULE G-1

I. DEFINITION OF TERMS

Whenever the following terms are used in these documents, or in any other documents or instruments pertaining to the Product or Service where these specifications govern, the intent and meaning shall be interpreted as follows; All terms may not be used/applicable to this document. Additional definitions and terms related to the specificity of this proposal can be found in Appendix A, Definitions and Terms.

ADVERTISEMENT: The advertisement and/or Request for Proposals for the provision of the Product or Service to be awarded.

AGREEMENT: That document to be entered into by the Authority and the Company (Contractor/Provider), which together with the Document constitutes the basis for providing the Product or Service.

AGREEMENT DOCUMENTS: All written material covering the Product or Service to be provided. The Agreement documents may include, but are not limited to the following: the Cover Page; Invitation to Submit Proposals; Definition of Terms; Instructions to Bidders; General Conditions; Bid Form; the Performance Bond and Payment Bond; Bid Guaranty; Insurance Certificates; any Attachments and Appendices; any Addenda; the Agreement and/or Purchase Order, and any literature, promotional materials or other documents submitted with the proposal that describe the Product or Service.

AIRPORT: Airport means any and all property and improvements owned, leased, operated or controlled by the Authority, which, for the purposes of these Documents, shall mean Asheville Regional Airport, North Carolina.

AUTHORITY: The Greater Asheville Regional Airport Authority (GARAA) acting through its duly authorized representatives.

AWARD: The acceptance by the Authority, through formal action of its Board, of the successful Bid offer to provide the Product or Service.

CALENDAR DAY: Every day shown on the calendar, including Saturdays, Sundays and Holidays.

COMPANY OR CONTRACTOR: The individual, partnership, firm or corporation who proposes and in which the Award is made, and which is liable for providing the Product or Service in conformance with the Agreement Documents.

DISADVANTAGED BUSINESS ENTERPRISE (DBE): A certified business enterprise, as defined paragraph 23.5, 49 C.F.R. Part 23, which is majority owned and managed by a female or certain ethnic minority individual(s).

DOCUMENTS: Shall include all pages, drawings, renderings, instructions, bid forms, sample contract, amendments and other printed materials that are or become a part of this RFP and the subsequent contract agreement.

GARAA or AUTHORITY: Shall mean the Greater Asheville Regional Airport Authority.

PRODUCT: Shall mean any item, part, component, accessory, assembly or service that is manufactured and/or provided under the terms of this RFP.

PROPOSAL: All required submissions contained in the written offer of the Company, submitted to provide the Product or Service in accordance with the provisions of the Documents, including all other forms requiring completion and submittal at the time of the submittal.

PROPOSAL DOCUMENTS: Shall be defined and have the same meaning as Agreement Documents and shall also include the Bank Letter of Credit, Bank Cashier's Check or other satisfactory bid guaranty or bond submitted with the proposal, when required.

PROPOSAL DUE DATE: Shall mean **March 23, 2026, at 5:00 p.m., Eastern Time (ET).**

PROVIDER OR BONA FIDE PROVIDER: Any individual, partnership, firms, company or corporation acting directly or through a duly authorized representative, which submits a proposal for the performance of the Product or Service herein offered.

SENSITIVE SECURITY INFORMATION: Information that if publicly released, would be detrimental to transportation security as defined by Federal Regulation 49 C.F.R Part 1520.

SERVICE: Shall mean any personnel, time, effort, or acts provided to perform identifiable tasks under the terms of this RFP.

SPECIFICATIONS/SCOPE OF WORK: A part of the Documents or Agreement Documents that contain the written directions and requirements for qualifying for the Award and providing the Product or Services. Technical Specifications and Scope of Work can be found in Appendix B.

WRITTEN NOTICE: All notices required by the Documents or Agreement Documents shall be in writing, and shall be sufficient, and shall be deemed delivered, if hand delivered, or sent by the certified mail, postage prepaid, by one party to the other at such receiving party's principal place of business or the last business address known to the party giving the notice.

Whenever, in these Documents or Agreement Documents, the words "directed", "required", "permitted", "ordered", "designated", "prescribed" or words of the like are imported or used, it shall be understood that the direction, requirement, permission, order, designation or prescription of the Authority is intended; and similarly, the words "approved", "acceptable",

“satisfactorily” or words of the like are imported or used, it shall mean approved by, acceptable to or satisfactory to the Authority. Whenever the words “he”, “his”, “him”, etc. are used in these Bid Documents or Agreement Documents it shall be understood that such words mean male, female or an impersonal business entity.

Any reference to a specific requirement of a numbered Section, Subsection, Paragraph or Subparagraph of the Bid Document or Agreement Document, or cited standard in the Specifications, shall be interpreted to include all general requirements of the entire Section, Subsection, Paragraph or Subparagraph or any Specification item or cited standard, that may be pertinent to such specific reference.

II. INTRODUCTION

It is the intent of the Greater Asheville Regional Airport Authority (GARAA or “the Authority”) to secure the services of a licensed and insured, experienced and qualified company capable of providing the administrative skills, labor, supervision, materials, equipment, and incidentals necessary to provide Custodial Services for Asheville Regional Airport.

The Authority is requesting proposals until **March 23, 2026**, from companies capable of performing the required Custodial Services, as further described in this RFP. Details of the specifications and Scope of Work are attached in Appendices A, B, C, and D. The point of contact for all submissions and correspondence regarding this RFP is Haley Broadwell, Contracts and Procurement Specialist. Proposals for this RFP must be submitted via mail no later than **05:00PM EASTERN TIME (ET) on March 23, 2026** to:

Greater Asheville Regional Airport Authority
ATTN: Haley Broadwell, Custodial RFP
61 Terminal Drive, Suite 1
Fletcher, NC 28732

Companies responding to this Request for Proposal (RFP) are expected to have extensive, recent, and direct experience in providing custodial services at other U.S. commercial service airports, or any other large public spaces and/or similar sized building(s).

A **mandatory** pre-proposal meeting to review the RFP and answer questions regarding the services will be held on **March 09, 2026 at 09:00AM ET**. A site visit will be conducted following the pre-proposal meeting. Companies must register for the pre-proposal meeting by contacting Haley Broadwell at hbroadwell@flyavl.com. Site visit will consist of Phase 1 of the Terminal Building and a site visit of the ancillary buildings.

It is the policy of the Authority that Disadvantaged Business Enterprises (DBE’s), certified by the State or another recognized agency in accordance with 49 CFR Part 26, shall have the

maximum opportunity to compete for awarding of contracts as professional, technical and non-technical service providers to the Authority.

The Authority shall award a service Agreement without regard to race, religion, color, creed, national origin, gender, age or handicapping condition. The Authority's procurement contracts are subject to the requirements of North Carolina law, and all other agencies having jurisdiction including the federal government. The contract(s) for this project will be awarded in accordance with the applicable laws of North Carolina.

Questions regarding the RFP should be directed to Haley Broadwell at hbroadwell@flyavl.com. Changes to the terms, conditions, or specifications stated in this RFP will be documented in a written addendum issued by the Authority, and will be posted on the Airport website's RFP-RFQ-RFB page portal, <https://flyavl.com/about-the-airport/doing-business-with-avl/rfp-rfq-rfb>.

III. BACKGROUND

The Asheville Regional Airport (AVL) is owned and operated by the Authority, an independent governmental entity in North Carolina. The Authority is presently undertaking a Terminal Modernization Program, which will replace the existing 63-year-old, 7 gate, 115,000 SF terminal building, with a new up-to 12 gate, approximately 335,000 SF terminal building. The new terminal building is being constructed in phases over the footprint of the existing structure, and different portions of the new building will be commissioned at different times over the next several years. As each major phase of the new structure is commissioned, the Provider will be required to provide the services for the newly commissioned phase.

PHASE 1

Phase 1 of the Terminal Building will be completed at the time of the contract start date. It will consist of approximately 150,000 SF of terminal building with the following:

- 11 Ticket counters
- 4 lane security checkpoint
- 8 gate seating areas
- 5 PBB
- 1 Baggage Makeup Unit
- CBIS/CBRA
- 2 Baggage Claim Carousels
- Rental Car Customer Service Building
- 82,630 SF of public space
- 65,860 SF of non-public space
- Door vestibules
- Curb side passenger pickup/drop off areas

Ancillary Buildings associated with this proposal will consist of:

- Central Energy Plant
- Rental Car Service Center
- Department of Public Safety Building
- Maintenance Building
- Air Traffic Control Tower
- GARAA temporary Admin Building
- GARAA temporary offices (finance, ops, board room)

PHASES 2-3

Phases 2 and 3 will open in microphases over the course of 9 months and will include an additional 185,000 SF. This will include (but not limited to) additional:

- Restrooms, mothers room, family restrooms, and a service animal relief area
- Baggage make-up unit
- New checkpoint with 6 lanes (temp checkpoint will be decommissioned)
- Ticket counters
- Baggage claim carousel
- PBBs
- Gate seating areas
- Public seating areas (north ticketing, grand lobby, central concessions)
- Back of House facilities
- Administrative offices and conference rooms
- Loading Dock

Upon completion of Phase 3 the Terminal Building will consist of approximately 335,000 SF. Additional temporary administrative offices currently located in ancillary buildings will be relocated to the new terminal building. See Appendix C for exhibits of the terminal building and an overview table of the ancillary buildings.

IV. MANDATORY PRE-PROPOSAL MEETING

A mandatory pre-proposal meeting to review the RFP and answer questions regarding the services will be held on **March 09, 2026 at 09:00AM ET**. A site visit will be conducted following the pre-proposal meeting. Companies planning to attend in person or participate in the site visit must register by Friday, March 06, 2026 by contacting Haley Broadwell at hbroadwell@flyavl.com.

Any and all information discussed in any meeting with airport staff specifically regarding this RFP, along with any questions/inquiries, will be shared with other companies also planning to make a submittal. Information will be documented in a written addendum issued by the Authority, and will be posted on the Airport website's RFP-RFQ-RFB page portal, <https://flyavl.com/about-the-airport/doing-business-with-avl/rfp-rfq-rfb>.

V. GENERAL INFORMATION AND INSTRUCTIONS

General information and instructions that apply to this proposal process and procurement are described below.

- A. Proposals will be reviewed and considered under the terms and conditions of this RFP.
- B. Proposals shall be submitted using the official name of the firm/company under which business is conducted, including an official business address. The proposal must be signed by a person authorized to legally bind the firm/company to the Agreement associated with this RFP.
- C. By submitting a proposal, each firm/company is agreeing to execute the standard form of Agreement provided by the Authority which is included in this RFP, if awarded such Agreement. The Agreement can be found in **Appendix D**.
- D. Each company's submittal shall include all the information requested in this RFP, including completion of the RFP Checklist found in **Appendix F**. Items to be included in the proposals are:
 1. **Cover Letter** – including the name, address, email address, and telephone number of the Provider and the executive that has the authority to contract with the Authority. It should include an executive summary outlining how the company or firm best meets the requirements set forth in this RFP and specifically include which items of the RFP the company or firm is proposing services.
 2. **Table of Contents**
 3. **Contact Information** – Proposing company's name including name, address, primary point of contact (POC), POC phone number and email address.
 4. **Experience and Qualifications** – must provide the company's experience and that they demonstrate the qualifications as outlined in section XI, Qualifications of the Company. Each company with its submittal shall include three examples of recent projects within the U.S. where it provided products and/or services similar to those included in this RFP. The submittal shall include a reference/point of contact for each project included.
 5. **References** – companies must provide at least three clients for whom you have provided substantially similar work to that requested under this RFP for a reference check. These references must include the name of the client, address, contact person, telephone number, and email address.
 6. **Operational Plan** - Provider should attach an operations plan, clearly marked, that includes information on specific services provided by the Provider as part of the work outlined within this RFP. This could include, without limitation and

as applicable, equipment, utilization, day-to-day operations and schedule, preventive maintenance, inventory management, logistics, training plan, quality monitoring program, service schedule, implementation plan, or any other information related to how the Provider intends to operate in providing the Work to the Authority. Provide a statement of work that describes the tasks and processes that will be performed, the methodologies and techniques that will be used, and the personnel and non-personnel resources that will be applied to achieve the overall contract objectives and the functional results specified in the RFP. The statement of work will describe the work requirements proposed by the Provider to successfully meet the specified contract outcomes.

7. **Security Plan** – Provider shall describe the Company’s Security, specifically, security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process, including how the company plans to comply with airport security requirements under TSA regulations. Describe the results of any third-party security audits completed within the last five (5) years.
8. **Staffing Plan** - Provider should provide a staffing plan, which includes how staffing support will be provided to ensure the Work is provided in compliance with the Specifications. This could include, without limitation and as applicable, staffing numbers, schedules, types of positions, location of personnel or any other information that demonstrates how Provider will provide staffing support for the Work.
9. **Start-up / Transition Plan** - Provider shall provide a plan on how to commence operations and effectively implement an orderly transition from existing contractor/operation to Provider’s operation. Provider should also include how they plan to transition staffing plan with the additional facilities brought online during the terminal project. Explain the steps in the transition plan and provide a sample critical path schedule to show the time required for start-up and transition. See Appendix B for facility areas of work. Provider should also describe in their plans to immediately produce satisfactory work. Provider agrees to cooperate with the Authority and attend a reasonable number of coordination meetings thirty (30) days before and after the commencement of the Agreement.
10. **Operations and Maintenance Key Performance Indicators (KPIs)** - Provider should specify Key Performance Indicators for operation & maintenance that will be used to create a quantifiable measurement of performance and what milestones will be used to gauge progress of their operation, task completion, or growth. Discuss the unique problems associated with airport custodial care and how the operational plan proposes to address them. Describe the performance metrics and the quality standards that will determine successful accomplishment of the work tasks, e.g., response times for emergencies.

Greater Asheville Regional Airport Authority
Request for Proposals

11. Provide any other information relevant to Provider's ability to provide the Work requested under this RFP.
 12. DBE Requirements - Notice is hereby given that the bid documents for this project do not require a Disadvantaged Business Enterprise (DBE) contract goal. All other aspects of the Greater Asheville Regional Airport Authority DBE Program must be administered.
 13. **Cost Proposal** – A cost proposal for each service proposed must be included. Include individual unit prices, total annual hours by personnel resource, cost for each type of project or service based on proposed quantity, and overall total cost for all projects and services proposed for the remainder of the fiscal year and each ensuing fiscal year. See Appendix E for Pricing Worksheets.
 14. **Signature Block** – Each proposal shall be signed by the appropriate representative of the company who is authorized to submit the proposal and commit the company to the pricing included in the submittal. The following language shall be included in the proposal to which the signature shall follow:
The undersigned is a duly authorized representative of {Company Name}, which hereby offers to provide the services proposed in this submittal in the manner prescribed, at the prices proposed, and subject to the terms and conditions set forth in this RFP.
- E. It is the responsibility of each company submitting a proposal to ensure that its proposal and any written questions or comments submitted in advance are received by the Authority. The Authority shall not be responsible for documents, emails, or other communications that are transmitted but not received.
- F. Each company shall submit one original and three hard copies of its submittal and provide the submittal in digital .pdf format on a flash drive.
- G. Proposals shall be sent to:
- Greater Asheville Regional Airport Authority
ATTN: Haley Broadwell, Custodial RFP
61 Terminal Drive, Suite 1
Fletcher, NC 28732
- The outside of the envelope shall be marked "**Proposal for Custodial Services**".
- H. Questions regarding this RFP shall be submitted in writing no later than March 16, 2026, to Haley Broadwell at hbroadwell@flyavl.com. All questions received shall be answered in writing and provided to all companies that submitted proposals in response to this RFP.
- I. Pricing provided by each company in its proposal for each service proposed shall be valid for a minimum period of 90 days after the submittal deadline. Pricing provided

shall be valid for the remainder of the Authority's current fiscal year in which the proposal was submitted and the ensuing fiscal year. Adjustments to rates beginning at the start of the second full fiscal year are subject to approval and acceptance by the Authority but shall not exceed any increase in the Consumer Price Index for All Urban Consumers unless specifically agreed to by the Authority.

VI. CONFIDENTIAL INFORMATION

Each company submitting a proposal shall clearly identify any information within its proposal that is considered a trade secret or privileged information, which shall only apply to technical portions of the proposal. Financial or cost information shall not be considered confidential. Any proposal identified in its entirety as confidential may be rejected without further consideration or recourse. The Authority is a public entity subject to open records laws and each company submitting a proposal is hereby informed that its submittal may be subject to open records laws and provided to others upon request.

VII. TECHNOLOGY REQUIREMENTS

- A. Cybersecurity Requirements - Cybersecurity is essential to safeguarding systems, ensuring business continuity, and maintaining compliance with applicable regulations. All vendors are expected to uphold the highest standards of security and demonstrate a proactive approach to risk management. Vendors shall submit a comprehensive cybersecurity plan that addresses, at minimum, the following:
1. Security Assessments: Conduct regular security assessments to identify vulnerabilities and ensure alignment with industry best practices and recognized frameworks (e.g., NIST Cybersecurity Framework).
 2. Vulnerability Management: Implement a robust vulnerability management program to promptly remediate identified risks through patching, updates, and configuration adjustments.
 3. Intrusion Detection and Prevention: Deploy intrusion detection and prevention mechanisms to monitor network traffic and mitigate malicious activity.
 4. Access Control: Enforce strict access control policies to ensure only authorized personnel have access to systems and sensitive data.
 5. Data Protection: Apply appropriate measures to safeguard all sensitive information, including customer data and operational records, in compliance with relevant privacy and security standards.
 6. Incident Response: Maintain a documented incident response plan to effectively manage and resolve cybersecurity incidents.
 7. Security Audits: The organization reserves the right to perform periodic security audits to verify compliance with these requirements.
 8. Regulatory Compliance: Adhere to all applicable cybersecurity laws, regulations, and standards governing data protection and system security.

- B. Enforcement and Compliance - To ensure adherence to the cybersecurity requirements outlined above, the following enforcement measures will apply:
1. Audit Rights: The organization reserves the right to conduct scheduled and unscheduled security audits and assessments on vendor systems and processes at any time during the contract term.
 2. Reporting Obligations: Vendors must promptly report any cybersecurity incident, breach, or suspected compromise within 48 hours of discovery. Failure to report within this timeframe will be considered a material breach of contract.
 3. Remediation Requirements: Vendors are required to remediate identified vulnerabilities or deficiencies within 30 days of notification, or within a shorter timeframe if deemed critical by the organization.
 4. Non-Compliance Penalties: Failure to comply with the cybersecurity requirements or remediation timelines may result in:
 - Financial penalties as stipulated in the contract.
 - Suspension of services until compliance is achieved.
 - Termination of the contract for repeated or severe violations.
 5. Certification and Documentation: Vendors must provide annual certification of compliance with applicable cybersecurity standards and submit documentation of security assessments upon request.
 6. Third-Party Oversight: Vendors are responsible for ensuring that any subcontractors or third-party service providers engaged in delivering services also comply with these cybersecurity requirements.

VIII. COMPLIANCE REQUIREMENTS

Company or firm must be able to comply with all federal, state, local and GARAA regulations. Specific federal regulations in regard to this RFP are those standards adopted by the Transportation Security Administration and the Federal Aviation Security Administration. All companies must adhere to the Airport's Security Program, and all company employees must apply and qualify for an airport security badge prior to employment. Any of the company's officers, invitees, employees, suppliers, and agents who require unescorted access to any of the Airport where access is controlled for security reasons must make application for, and wear, airport security badges. Those individuals must submit personal data for a Security threat Assessment and Criminal History Record Check (CHRC) conducted by the TSA and FBI as required by TSA Regulations Part 1542 and attend security training conducted by the Authority. The company must designate two "authorized signer" that must hold a valid AVL badge and is responsible for all required training and completion of all required documents and process steps to secure and retain valid AVL badges for employees and the company.

IX. BRAND NAMES

If used in this RFP, brand names, make, manufacturer, general descriptions, conceptual representations or definite specifications are only utilized to denote a quality standard of the

products or services desired, and do not restrict the ability of any firm/company to submit proposals based on alternative brands, make or manufacturer, provided the quality is at least equivalent to that specified, in the sole discretion of the Authority.

X. PRODUCTS AND SERVICES

The Services to be provided shall be as detailed in the Technical Specifications, Scope of Work, and Facility Schedule included with this RFP.

XI. QUALIFICATIONS OF THE COMPANY

- A. Each Company with its submittal, shall include three examples of recent projects where it provided products and/or services similar to those included in this RFP for other U.S. commercial service airports or comparable public facilities. The submittal shall include, but is not limited to location, start and completion date, description of services provided, outcome of services provided, quality of services provided, and applicability to the Authority's proposed scope of work. Identify the company's role as either a prime or subcontractor and specific contribution to the task. A point of contact for the project's owner must also be included. The Authority may contact such references, as necessary.
- B. Have at least five (5) years-experience in providing similar products or services for other U.S. commercial service airports or comparable public facilities and successfully performed at least two (2) contracts of a similar size with a public or private agency. Company must be able to provide proof of financial stability.
- C. Have demonstrated ability to provide qualified and competent personnel to provide the services required as outlined in this RFP and within the Agreement.
- D. Provide satisfactory information and proof of its ability to meet the Authority's requirements.
- E. Provide information and details on any litigation or disqualification from doing business with any public airport or other company or entity within the past five (5) years.
- F. The Provider shall have the right to subcontract small portions of the custodial and maintenance work; such as window cleaning, carpet cleaning, high cleaning, and/or other tasks requiring specialized personnel and/or equipment, to fully qualified, certified and licensed Subcontractors, upon prior written approval by the Authority, provided the Subcontractor compliance in every detail for any work completed in this manner. Any assignment or other transfer of the service agreement or any monies due or to become due here underneath without the written consent of the Authority shall be void and of no effect. No subcontracts shall create any rights against the Authority

or relieve the Provider of any obligations, and all Subcontractors shall be deemed the Provider's agents.

XII. PRODUCT LITERATURE

Each company submitting a proposal in response to this RFP shall include within the submitted documents, color literature that depicts, shows, and highlights the services it is capable of performing, if available.

XIII. INCURRING COSTS

The Authority shall not be liable for any cost incurred by the company in the preparation or presentation of a response to this request.

XIV. RIGHT TO AWARD OR REJECT

It is understood that all submittals will become part of the public file on this matter, without obligation to the Authority. The Greater Asheville Regional Airport Authority reserves the right to reject all submittals.

The Authority reserves the right in its sole discretion to award contract(s) to one or more companies that meet the requirements and needs of the Authority in fulfilling the requirements of this proposal. Award, or awards resulting from this RFP shall be made to one or more companies who are both responsive and responsible, and which are determined to be in the best interest of the Authority, and the most advantageous, taking into consideration a combination of experience, quality of products and/or services, price, compatibility with the projects requirements, and other evaluation factors identified in the RFP. The Authority reserves the right to reject any and all submittals for any reason in its sole discretion. If more than one company is selected, the Authority will have the right and flexibility to utilize any of the companies selected for any of the services identified in this RFP, at its sole discretion.

All vendors will be evaluated on their past performance and prior dealings with the Authority (i.e., failure to meet specifications, poor workmanship, late delivery, etc.). Thus a Provider may be deemed non-responsible based on poor past performance.

The Authority reserves the right to waive any formalities or informalities in the selection of a company or companies to fulfill these requirements.

XV. CONTRACT REQUIREMENTS

The successful company, or companies will be required to complete a Contract in substantially the form provided as Attachment E by the Greater Asheville Regional Airport Authority. The successful company shall also be able to provide a current professional liability insurance policy with a minimum amount of \$1,000,000.00. In addition, it will be

necessary for the successful company to be covered by Workers Compensation insurance which will extend to the work done within the State of North Carolina.

XVI. PAYMENT AND PERFORMANCE BONDS

Billings for services shall be submitted monthly by the 5th day of each month for the prior month's services. All payments shall be net 30 days after receipt of invoice for each month. The provider is required to carry a \$50,000 performance bond.

XVII. GENERAL CONDITIONS

- A. **Terms and Conditions:** Provider agrees to abide by all the terms and conditions contained in this RFP. Any exceptions to the requirements of this RFP, or the Authority's terms and conditions of this RFP, shall be noted in writing, with detailed explanation, and included with the RFP submittal. The Provider acknowledges that taking exceptions to this RFP may subject the response submittal to be rejected
- B. **Contract Terms, Adjustments, and Extension Period:** The Contract Terms for this agreement will be a 3-year agreement with two 1-year optional extensions. Notwithstanding anything to the contrary contained elsewhere herein, the Authority reserves the right to modify at any time the nature, method, scope, frequency or timing of the successful Provider's obligations under the contract ("Contract Adjustments") in whatever manner it determines to be reasonably necessary for the proper completion of the services. Both parties agree, that should any deletions or additions to the scope of work be made, the successful Provider's compensation will be adjusted accordingly, in such amount(s) as will be mutually agreed to by means of good faith negotiation by the Authority and the successful Provider and, to the extent possible, by reference to the unit costs already established in the Proposal. In the event the awarded bid is not renewed, the Authority has sole discretion to extend the bid ("Extension Period") until a replacement is obtained. The Extension Period shall not exceed ninety (90) days.
- C. **Errors:** Providers or their authorized representative are expected to fully inform themselves as to the conditions, requirements, and specifications before submitting proposals. Providers are cautioned not to obliterate, erase, or strike-over any printed material as set forth in this RFP. In quoting prices, wherever Provider has made an error and has corrected, all such corrections should be initialed by the person signing this RFP. If errors occur in the extension of prices in the RFP, the unit prices shall govern. Failure to comply with this provision may result in rejection of Provider's submittal. All documents submitted must be legible.
- D. **Changes/Modifications:** No changes or modifications shall be made to any Authority forms without the approval of the Authority. If changes or modifications are made with out the approval of the Authority, the proposal submitted by Provider may be rejected.

- E. **Add/Delete Items:** During the term of the contract, items and/or services may be added and/or deleted to the contract upon agreement between the successful Provider and the Authority.
- F. **Submitted Material:** All requests, responses, inquiries, or correspondence relating to, or in-reference to this document submitted by the Providers shall become the property of the Authority when received. Once an award is made, all excess copies at the Provider's request may be destroyed.
- G. **Changes and Alterations:** The Authority reserves the right to make any alterations in the RFP and/or contract as may be necessary due to changing conditions found during the Project or term of the Agreement. The Provider shall not claim forfeiture of contract by reasons of such changes by the Authority. If such changes increase or decrease the amount of the work or materials, the Provider will be paid according to the quantity of product delivered at the prices established for such work under the contract. Any alterations or changes that diminish the scope of work or materials shall not constitute a claim for damages or for the loss of anticipated profits. Any alterations from the original job estimate provided by Provider must be submitted in writing and must be approved by the designated Authority Representative.
- H. **Cure and Cover Clause:** If the awarded Provider fails, or the Authority concludes that there is a reasonable likelihood that the Provider will not be able to timely perform its obligations under this RFP and/or contract, The Authority may (in addition to any other contractual, legal, or equitable remedies) proceed to take any of the following actions after five (5) days' written notice to the Provider: (A) Withhold any monies then or next due to the Provider; or (B) Terminate the contract and obtain the deliverables (or equivalent) or portion thereof (or equivalent) from a third party, pay the third party for the same, and withhold the amount so paid from any money then or thereafter due to Provider and hold Provider liable for any amounts paid to the third party (or parties) to the extent that withholding payments to the Provider does not cover the Authority's cost of cover.
- I. **The Authority Reserves the Right:** (a) to award proposals received on individual items, or on the entire list of items; and (b) to reject any or all proposals or any part thereof; and (c) to waive any irregularities and/or technicalities on the proposals; and (d) to accept the proposal that is in the best interest of the Authority; and (e) to obtain clarification or additional information for any proposal; and (f) to purchase either selected items, or to not select any Provider.
- J. **Basis of Award:** The proposal is subject to be awarded to the most responsive and responsible Provider whose proposal is evaluated to be the most advantageous to GARAA considering price and other factors. The award can be made to one or multiple Providers, whichever is in the best interest of the Authority.
- K. **Proposal Evaluation Process:**
 - a. A committee will convene, review and evaluate all proposals submitted based on the requirements set forth in the Request for Proposals. The criteria for ranking proposers are 1) Experience and Personnel; 2) Proposed Services; 3) Proposed Fees; and 4) Other Factors.

- b. The Committee reserves the right to interview any or all proposers and to require a formal presentation with the key people who will administer and be assigned to work on the contract before recommendation of award. This interview is to be based upon the written proposal received.
 - c. The Committee reserves the right to negotiate further terms and conditions, including price, with the highest ranked proposer. If the Committee cannot reach a mutually beneficial agreement with the first selected proposer, the Committee reserves the right to enter into negotiations with the next highest ranked proposer and continue this process until agreement is reached.
- L. **Evaluations of Proposals:** Proposals will be evaluated by a committee of various Authority representatives and peers to ascertain which proposal best meets the needs of the Authority. The criteria is as follows:
- a. **Experience and Personnel:** Experience and qualifications of the proposing firm's staff assigned and relevant to the area of services to be provided (i.e. years of experience, current clientele, time available to spend on airport services, ability to respond quickly to request, etc.); Knowledge of the region's labor market; Experience and past performance on comparable projects; References; (0-30).
 - b. **Proposed Services:** Demonstrate the ability to provide the outlined services, including a strategic approach to accomplish all needed custodial services, how the firm will keep staffing at needed levels, the role of management; A staffing plan that demonstrates the proposer's knowledge and understanding of how to perform the Technical Specifications and Scope of Work outlined in this RFP; Description of the methodology and approach to successfully perform this tasks; ability to furnish required services to best serve the needs of the Authority; (0-30).
 - c. **Proposed Fees:** Reasonableness of the proposed fees and costs; Proven and demonstrated ability to meet deadlines and stay within budget; Proposed fee schedule and best value; (0-20).
 - d. **Other Factors:** Familiar with AVL, Asheville, and Western North Carolina; registered as a DBE firm; the firm's location (proximity to AVL); previous work with an Airport and/or the Authority; Financial Stability of company; Completion of required forms, etc. Note: Other factors are details discovered while reading proposals, which could be positive or negative points; (0-20).

Maximum points = 100

Best Value: The Cost Proposal is important, however, it will not be the determining factor in the selection process. It is not the intent of the Authority to limit innovative solutions by dollar constraints, but rather to determine which proposal has the potential of providing the best value for the services required.

The Authority reserves the option to make a selection in a one or two-step evaluation process. This means the Authority may select a firm from their written submittals

Greater Asheville Regional Airport Authority
Request for Proposals

(Step 1) or after a second step of evaluation, which may or may not include presentation. The Authority will select the firm found to be best suited to provide the required services.

APPENDIX A

DEFINITIONS AND TERMS

DEFINITIONS AND TERMS

AIR TRAFFIC CONTROL TOWER (ATCT) – a Federal Aviation Administration (FAA) facility responsible for the control of air traffic in the vicinity of AVL. The ATCT facility will be located on the west side of the airport complex.

AUTO SCRUBBING – Using a machine to clean hard floor surfaces or other related hard surfaces. Auto scrubbing is satisfactorily performed when all surfaces are without embedded dirt, cleaning solution, film, debris, stains and marks, or standing water, and the floor has a uniformly clean appearance.

AVL – airport code for The Asheville Regional Airport.

BAGGAGE HANDLING SYSTEM (BHS) - A comprehensive network of automated systems and technologies to facilitate efficient and organized movement of baggage through an airport.

CHECKED BAGGAGE INSPECTION SYSTEMS (CBIS) - An automated system that sorts and tracks checked luggage through a screening process, following requirements set forth by the Transportation Security Administration.

CHECKED BAG RESOLUTION AREA (CBRA) - Area where TSA inspects baggage in accordance with regulations.

CENTRAL ENERGY PLANT (CEP) – facility that supplies utilities to the terminal, located east of the north concourse.

CLEAN - The act of removing dirt and other impurities from a surface if required.

DAMP MOP - Using a moist mop to remove all dirt, dust, spots, streaks, stains, smudges, litter, gum, hard water deposits, and other extraneous matter from a floor or similar surface. A satisfactory damp mopped floor is free of dirt, dust, marks, film, streaks, debris, and/or standing water. The Provider will use enough barricades, traffic cones, and proper slip hazard signs for each floor area being cleaned to adequately protect the public and/or passersby. Water is to be renewed/changed when changing between areas.

DEPARTMENT OF PUBLIC SAFETY (DPS) – Ancillary building located north of the terminal that houses the airport’s public safety department.

DISPENSER - A mechanical device attached to a restroom wall or partition which is used to dispense soap, towels, feminine hygiene products, toilet paper, toilet seat cover, etc.

DISINFECT - Cleaning in a manner that destroys harmful microorganisms by the application of an approved “green” chemical agent.

DUST MOP - Using a dry mop to pick up and remove loose contamination and soil from the surface of a hard floor or similar surface. A satisfactory dust-mopped floor is free of all dirt, dust, lint, and debris.

FAA – Federal Aviation Administration

FIXTURE - Toilets, urinals, sinks (including faucets), counters, and backsplashes or any other device attached to a restroom wall, floor, or ceiling.

GARAA or AUTHORITY - Shall mean the Greater Asheville Regional Airport Authority.

HARD SURFACE – Brick, terrazzo, ceramic tile, marble, etc.

HOLDROOM – A designated waiting area adjacent to a boarding gate within the terminal’s secure concourse. It serves as the final staging point for passengers to wait, sit, and queue before boarding flights.

OWNER’S AUTHORIZED REPRESENTATIVE (OAR) – The Authority’s representative related to this proposal/contract.

PARTITION - A barrier between restroom stalls and walls or dividers within a facility that do not touch the ceiling

PASSENGER BOARDING BRIDGES (PBB) - Enclosed, moveable walkway that extends from an airport terminal gate directly to an aircraft.

RFP – request for proposals

RENTAL CAR (RAC) – refers to rental car areas within the terminal complex or the rental car service center located south of the terminal complex.

SANITIZE - To bring to a state of cleanliness.

SCRUB - Vigorous cleaning performed by machine or by hand with a scrub brush. Scrubbing is satisfactorily performed when all surfaces are without embedded dirt, cleaning solution, film, debris, stains and marks, or standing water, and the floor has a uniformly clean appearance. For floor care, the scrubbing method used must be sufficient to clean all grout and/or uneven floor surfaces.

SENSITIVE SECURITY INFORMATION - Information that if publicly released, would be detrimental to transportation security as defined by Federal Regulation 49 C.F.R Part 1520.

SPOT CLEAN - Cleaning area that contains dirty spots, fingerprints, stains, smudges, etc., with approved “green” cleaner without causing discoloration, staining, or damage.

SPRAY BUFF - A method of touching up areas of flooring where the finish has worn. Using a floor polishing machine, a synthetic fiber pad, and spray equipment, worn areas are sprayed with a fine mist of 50% water and 50% floor finish and immediately buffed.

TSA – Transportation Security Administration

WET AND DRY SPILLS - Must be cleaned, sanitized, and dried immediately. Wet floor signage should be around the area while cleaning is in progress.

WET MOP - Same as “damp mop” except the mop is soaked with water to remove gum, tar, and similar substances on the floor or similar surfaces.

WIPE - Using a damp cloth, wipe the designated surface to remove all dirt, dust, lint, spots, smudges, etc.

VACUUM - Completely removing lint, dust, loose soil, and debris from a surface, using an industrial vacuum cleaner.

APPENDIX B

TECHNICAL SPECIFICATIONS / SCOPE OF WORK

TECHNICAL SPECIFICATIONS / SCOPE OF WORK

The Provider shall provide all labor, management and supervision, expertise, equipment, and incidentals required to perform custodial/janitorial cleaning services at the Airport and related facilities as described in these Technical Specifications. Such custodial/janitorial cleaning and services is referred to below as the “Scope of Work” or “Work.”

Improving Airport Terminal cleanliness and enhancing customer satisfaction are high priorities for the Authority. The purpose of the contract that will be awarded as a result of this RFP is to create a partnership and contract structure that focuses on quality outcomes and to accomplish the following objectives:

- Achieve the look, feel, and smell of a new, clean building every day.
- Ensure a collaborative quality assurance program that measures the performance of the Provider using a systemized, professional, and consistent process.
- Ensure service level requirements based on performance schedules with effective and efficient staffing, reliable and responsive services, with health, safety, and environmental focus.
- A Contract for custodial services with competitive rates and transparent pricing and billing.

The Provider will be responsible for assigning the proper number of staff required each working day to complete the services requested in this RFP and in a manner satisfactory to the Authority. The Provider shall be responsible for backfilling all staff assigned to the Airport with qualified personnel in the event of planned or unplanned absences such as departures, family leaves, vacation, or illness. The Provider shall provide and assign qualified personnel to oversee and execute the requirements, including Site Managers, supervisors, and overall Account Manager.

I. GENERAL REQUIREMENTS

- A. **Training/Qualifications:** All employees or agents of the Provider shall be fully trained and qualified to perform the specified tasks in a satisfactory manner. Provider shall provide the Authority with a report showing training provided for custodial staff assigned to the Airport. Training for Provider personnel should require, at minimum:
- Provider’s areas of responsibility and specific assignment areas
 - Airport procedures with regards to security, badging, and keys
 - Reoccurring performance-based training
 - Customer service training
 - Specific training based on the assigned position to safely perform tasks such as: methods and materials for general cleaning such as restroom care, carpet care, hard surface floor care, and special area cleaning; cleaning chemicals/agents usage and availability of SDS and how to use them; tools

and equipment operation and safety usage; safety issues and compliance with OSHA standards; blood-borne pathogen safety program.

- Workplace discrimination and harassment and workplace violence
- Authority recycling program and how to identify and properly dispose of recyclable products.
- All work shall be accomplished in accordance with these specifications and in conformance with all applicable Occupational Safety and Health Administration (OSHA) standards, rules, regulations, and/or established by the Federal Government, State of North Carolina, County of Buncombe and City of Asheville, and the Authority.

The Provider must provide any required Personal Protective Equipment (PPE) to employees and must ensure that all PPE is used and maintained in a sanitary and reliable condition. Provider must utilize cleaning methodologies and PPE to prevent/minimize cross contamination.

- B. **Operations and Maintenance Safety Plan:** Provider shall develop, implement, and maintain an operations and maintenance safety plan. This plan shall be subject to review and approval by the Authority. Provider shall report, in writing, to the Authority all incidents arising out of or about Services pursuant to this contract which results in injury or property damage, giving full details and witness statements. The Plan must also list each individual custodial assignment with a detailed description of the assignment, the tasks within that assignment and the location.
- C. **Damage to Equipment:** The Authority assumes no responsibility whatsoever for loss or damage of equipment owned and operated by the Provider, its agents, or employees. For damage to the Authority's equipment, if it is determined that the Provider damaged the equipment out of negligence, the Provider will be required to repair/replace said equipment.
- D. **Service Representative:** Provider shall assign a service/support representative who will be responsible for managing services as specified herein, including escalation management as may be applicable.
- E. **Site Manager:** Provider shall designate a Site Manager to oversee and manage the routine and regular provision of Custodial Services. Provider must not remove the Site Manager from overseeing and managing the Custodial Services without informing the Authority of the change, unless the removal is due to incapacity, voluntary termination, or termination for cause and such advance notice is not possible or at the request of the Authority. Any proposed replacement should have equal or greater qualifications and experience than the Site Manager being replaced. The Authority reserves the right to require the immediate termination of any personnel as determined by the Authority, including the immediate termination/replacement of

the Site Manager. Provider will appoint an Authority-approved interim Site Manager until a permanent replacement is identified by the Provider.

- F. **Background Checks:** Provider must perform a basic background check on all personnel assigned to the Airport. Background checks provided as part of the badging process are not to be used for this requirement.

- G. **Airport Badging and Security:** Each employee of Provider and its subcontractors must, at all times, wear a badge issued by the Airport while working. Airport security badges will be issued to the Provider personnel and the Authority will be responsible for the associated badging costs for initial and renewal of badges of those employees that pass the requirements to obtain the badge. An individual who quits or is terminated must return their security badge to the Authority immediately. Notification of an employee's change of status must be reported to the Authority's badging office immediately. No Personnel will be allowed to work at the Airport Facilities without a valid security badge. In cases where verification of an employee's background is difficult or impossible, the individual may NOT be hired on a temporary basis.

History Records Check and Security Threat Assessment/work eligibility verification conducted by the Department of Homeland Security: This screening and testing is part of the badging costs covered by the Authority for this contract. After clearing the background checks, the applicant must also pass a video-based training program administered by Airport Operations before being issued a badge. The training video is provided in English. Failure to obtain a SIDA badge disqualifies an applicant from working at the Airport. If a Provider's personnel continues to not pass the background checks or obtain SIDA badges, the Authority may assess a charge to the Provider for the background checks. This charge cannot be assessed back to the Authority. Typically, it takes up to ten (10) working days to process applications for badges and up to thirty (30) or more days for foreign-born applicants.

The Transportation Security Administration may assess fines and/or penalties for Provider's non-compliance with the provisions of 49 CFR Part 1540 and 1542, as amended from time to time, or by agencies for noncompliance with laws or regulations applicable to Provider's operations at the Airport. Within 10 days after receiving written notice from the Airport stating the amount of any fine or penalty, Provider shall reimburse the Airport for any fine or penalty assessed against the Airport because of Provider's non-compliance with applicable laws or regulations.

- H. **Reassignment of Personnel:** The Authority reserves the right to request reassignment of Provider's personnel. Provider shall respond to any such request within seven calendar days.

- I. **Building Security:** Keys to Airport areas requiring janitorial services will be provided to Provider as necessary. Provider shall guarantee that the building/sites are securely

locked at all times during and after work is performed. Lost keys shall be immediately reported to the Department of Public Safety. Furthermore, Provider shall reimburse the Authority for all associated costs of re-keying any and all locks. Other areas are controlled through an access control system and the Provider is to abide by all security regulations required for access control. Provider's employees shall not prop open building doors.

- J. **Hazardous Waste:** Provider shall not store, use, or dispose of hazardous materials on Airport property, nor cause, permit or allow any officer, agent, employee, Provider, or invitee of Provider to store, use or dispose hazardous materials on Airport property. Provider shall immediately notify the Airport of any hazardous materials release which occurs on Airport property, regardless of whether the release was caused by Contactor's activities or is in a quantity that would otherwise be reportable to a public agency.
- K. **Maintenance of Records:** Provider shall make available to the Authority's auditor, or his fully authorized representative, all records created as a result of the Agreement including pertinent information which Provider shall have kept in conjunction with this Agreement and which the Authority may be required by law to include or make part of its auditing procedures, or which may be required for the purpose of funding the service contracted for herein. Provider agrees to maintain a copy of said records for a minimum of three (3) years following completion of its services.
- L. **Conflicts of Interest:** If an actual or potential conflict arises between the Authority's interests and the interests of other client(s) the Provider represents, Provider shall immediately notify the Airport in writing. The Airport shall issue a letter of consent or non-consent to Provider's representation, potential or otherwise, of the other client(s) within 10 Business Days after receipt of Provider's notice. If the Authority issues a non-consent letter, the Airport may immediately terminate this Agreement unless Provider promptly terminates its representation, potential or otherwise, of the other client(s) whose interests are or may conflict with those of the Authority.
- M. **Services and Deliverables:** Unless this Agreement is terminated as specified herein by reason of substantial failure of either party to fulfill its obligations under this Agreement, Provider shall perform all services specified in this RFP and in the Service Agreement. The Airport is not obligated to pay any fees or expenses that specifically involve negligent acts or omissions on the part of Provider.
- N. **Technology:**
The Authority has a technology platform for tracking, work orders, and route assignments related to custodial services that the Provider will be required to utilize. The Authority will provide access to this platform. The Provider may use any other technologies, however approval is required by the Authority for installation of any technology that uses Authority items such as Wi-Fi, network, etc.

- O. **Shutdowns for Cleaning:** Shutdowns for routine cleaning and project cleaning will be included in the Cleaning Schedule and coordinated with the Authority to ensure there is no interference with passengers or other ongoing work that may be in progress or occurring concurrently. The Provider is required to coordinate the need to shut down any areas with the Authority Custodial Manager for:
- a. Hazmat incidents involving personnel and/or the general public
 - b. Accident/incident involving personnel and/or the general public
 - c. Damage to any person, property or personal property caused by Provider personnel or others.
- P. **Lost and Found Items** – all lost and found items must be turned into the Authority Lost & Found no later than the end of the finder’s shift.
- Q. **Deficiencies, Incidents, Accidents, and Complaints:** Spills of any type that are discovered by Personnel must be isolated and cleaned up immediately. Reported spills must be isolated within five minutes to make the area safe, notice provided to the public, and the areas must be cleaned as soon as possible.

The Authority may conduct inspections of the Services at any time. Discrepancies that are found as a result of inspection(s) will be promptly documented to include any Services not meeting minimum cleaning standards. Such report will be provided by the Authority to the Provider on a daily basis, or as necessary to communicate identified discrepancies. Provider must correct all identified Service deficiencies, including immediately responding to remediate any hazard created by or discovered through the provision of services that could cause damage or injury to personnel, property or the public. Such hazards may include tripping or slip and fall hazards, and/or failure to properly meet Occupational Safety and Health Administration (OSHA) requirements. A written response will be sent to Authority by the Provider that confirms all deficiencies have been corrected within fifteen (15) days of receipt of the written inspection or test report. For instances requiring an immediate response, the Provider will immediately respond upon notification of the deficiency and follow up with a written report to the Authority explaining the deficiency and reporting the corrective action taken.

- R. **Office, Locker Room, and Storage Space** – The Authority will furnish the Provider, at the Authority’s cost and expense, a reasonable amount of office, storage space and janitorial closets for the storage of the Provider’s supplies, and the equipment required to perform the Work in such locations in the terminal complex as the Authority shall determine, in the exercise of its sole discretion. All such space is provided to the Provider in “as is” condition; Provider will be required to provide their own furniture. At the termination of the agreement, all such space shall be returned to the Authority in the same condition as when received, reasonable wear and tear excluded.

The provider shall store all supplies, materials, and equipment in storage areas and janitorial closets. The Provider shall bear all risk of loss, damage or theft of any supplies and equipment stored in such space. The Provider agrees to keep these areas neat and clean at all times and to comply with all applicable regulations, codes, and airport regulations.

II. WORK AREAS

All work shall be performed in specific areas described below.

A. **Terminal Building** (includes the Rental Car Customer Building) – The Terminal Building is inclusive of public areas, non-public areas (commonly referred to back-of-house), and outside areas. Approximate square footage of the Terminal Building upon commencement of this contract will be 150,000 SF. Approximate square footage of the final project Terminal Building is 335,000 SF*. See Exhibits in Appendix C for specifics. Work areas include:

- a. Public areas (pre- and post-security) include common areas, circulation, seating areas, ticketing, baggage claim, queuing areas, security checkpoint, escalators, elevators, gate-hold rooms, restrooms, mothers' rooms, service animal relief areas, passenger boarding bridges, and vestibules.
- b. Non-public areas – offices, conference rooms, corridors, stairwells, elevators, loading dock facilities, trash facilities, breakrooms/kitchens, locker and shower rooms, rest rooms, and airport administration.
- c. Outdoor areas – passenger curbside and sidewalks, service animal relief area, outside loading dock/trash, baggage makeup rooms, inbound baggage areas, temporary passenger boarding walkways* and temporary passenger pathways*.

B. Ancillary Buildings

- d. Department of Public Safety – 7,102 SF includes offices, corridors, kitchen/breakroom, gym, restrooms, locker/shower rooms, bunk rooms, conference room
- e. Maintenance – 2,924 SF includes offices, corridors, kitchen/breakroom, restrooms, locker/shower rooms, conference room
- f. Rental Car Service Center – 2,310 SF includes restrooms, corridors, offices, breakrooms
- g. Central Energy Plant – 522 SF includes offices, corridors and restrooms
- h. Air Traffic Control Tower – 9,750 SF offices, break rooms/kitchen, conference rooms, corridors, vestibules, elevator, stairwells
- i. Temporary Buildings (to be removed from contract by January 2028 as these functions will move to the Terminal Building Administration area)
 - i. Temporary Administration Building – 4,675 SF offices, restrooms, vestibule, corridors
 - ii. Temporary Operations Trailer – 1,200 SF offices, restroom, corridor
 - iii. Temporary Finance Trailer – 1,334 SF offices, restroom, corridor

iv. Temporary Board Room – 672 SF conference room

***Note:** *The square footage calculations DO NOT include special project buildings or associated terminal front curbs/sidewalks, PBBs, inbound baggage areas, and terminal passenger walkways and pathways or related exterior areas. Temporary walkways and pathways will be removed from scope of work during Phase 2 of the Terminal Project.*

III. PERFORMANCE STANDARDS

- A. The Provider shall perform all its obligations in accordance with the Technical Specifications / Scope of Work in a professional and business-like manner so that custodial cleaning and maintenance services are performed in a timely and uninterrupted fashion. The Provider shall use its best efforts to coordinate its activities with and adjust these activities to meet the needs and requirements of the Authority and to perform its activities so as not to annoy, disturb, endanger, unreasonably interfere with or delay the operations or activities of the Airport.
- B. Services hereunder will be provided twenty-four (24) hours per day, seven (7) days per week, including holidays, unless explicit written authorization has been given by the Authority.
- C. Provider shall perform cleaning as outlined in the schedule section of the Technical Specifications / Scope of Work.
- D. The provider shall perform detail routine cleaning primarily on third shift. Some detail work may also be required on the first and second shifts and must be approved by the Authority.
 - a. Detail routine cleaning consists of but not limited to, floor care such as shampooing carpets, floor scrubbing, high dusting, electrostatic sanitizing, furniture detail cleaning, etc.
- E. **Customer Service Standards:** The Provider understands that custodial staff play a key role in representing Asheville Regional Airport and shaping the customer experience. All employees must demonstrate professionalism, courtesy, and hospitality consistent with the Airport's customer service standards and the AVL Kind Initiative.
 - a. Professional Conduct
 - i. Employees must be polite, respectful, and approachable at all times.
 - ii. Employees shall not engage in loud conversations, horseplay, or inappropriate behavior while on duty.
 - iii. Provider's personnel is prohibited from smoking unless it is in designated employee smoking areas.
 - b. Customer Interaction
 - i. When approached by passengers, employees must stop (when safe), make eye contact, smile, and provide assistance or direction within the scope of their knowledge.

- ii. If an employee is unable to answer a question, they must immediately direct the passenger to Guest Services or another appropriate airport representative.
 - c. Responsiveness
 - i. Employees shall address spills, debris, and cleanliness issues promptly when observed or reported.
 - ii. Employees must communicate urgent issues to their supervisor immediately.
 - d. Visibility & Engagement
 - i. Custodial staff should be visible in public areas and maintain a positive presence.
 - ii. Employees are expected to uphold the airport's hospitality standards and contribute to a welcoming, clean, and safe environment.
- F. **Employee Appearance:** Provider shall ensure that all employees assigned to Asheville Regional Airport maintain a clean, professional, and easily identifiable appearance at all times. Failure to adhere to the dress code may result in employee removal from airport property at the request of airport management. The following standards apply:
 - a. Uniforms
 - i. All employees must wear Provider-provided uniforms that are clean, in good repair, and consistent in appearance.
 - ii. Uniforms must include the Provider's company logo and employees must wear the AVL Badge all times. AVL Badge must be worn above the waist on the outermost garment.
 - iii. Clothing must fit appropriately and may not be excessively tight, loose, torn, stained, or faded.
 - b. Personal Grooming
 - i. Employees must maintain a neat, well-groomed appearance.
 - ii. Hair should be clean. Long hair should be secured if the position requires for safety.
 - iii. Strong fragrances, colognes, or perfumes are not permitted.
 - c. Footwear
 - i. Closed-toe, slip-resistant shoes are required at all times.
 - ii. Footwear must be kept clean and appropriate for the tasks being performed.
 - d. Safety Gear
 - i. Employees must wear all required PPE (gloves, masks, high-visibility vests, hearing protection, etc.) when performing tasks that require it.
 - ii. PPE must be clean and replaced as needed.
 - e. Prohibited Items
 - i. Clothing with offensive, political, or non-company messaging.
 - ii. Earbuds, headphones, or personal electronic devices while on duty (except as required for job communication).

- iii. Hats or head coverings not related to safety, job function, or required for approved cultural or religious reasons. Hats worn must be part of the uniform.
- G. **Quality Control:** The Provider is required to establish and maintain an effective Quality Control (QC) Program to be administered by the Site Manager and/or the Provider's quality control administrator.
- H. **Reports and Records:** The Provider shall provide computer generated reports, invoices and documentation as listed herein or otherwise requested to the Authority. From time-to-time additional documentation, reports or changes to their content may be required. The Provider shall furnish the required information as soon as possible but in all cases within thirty (30) days of the request unless otherwise agreed in writing by the Authority.

IV. TERMINAL BUILDING FACILITY SCHEDULE

The Airport is a 24/7 operation and requires custodial services year-round. Provider will provide adequate custodial staff and supervision for the following schedules and shifts, 365 days a year. Standard operational hours are dependent upon the airline flight schedules. Generally, most flight departures (considered peak hours) are between 0400-2300. The Terminal Building never closes, even for holidays and irregular operations, including inclement weather, and provider should plan accordingly. Capacity and demand for the facilities is cyclical with the airlines flight schedules and significant travel seasons such as holidays, spring break, etc.

The Terminal Building (includes the Rental Car Customer Building) requires 3 shifts to cover 24-hours/day, 7 days/week, 365 days/year. Peak operational hours are 0400-2300 and all detailed work should be performed in the off-peak hours. The Authority, from time to time, may reschedule work as deemed necessary to maintain the maximum cleaning levels of the facility and accommodate the operations of the Airport.

- A. **Public Areas** – continuous monitoring and cleaning with standard cleaning requirements, primarily during peak operational hours. Detailed cleaning outside peak operational hours.
- B. **Non-public Areas** – daily cleaning, 7 days per week, unless otherwise noted:
 - a. GARAA Admin Offices – 5 days per week (M-F), after 5pm
 - b. Breakrooms/kitchens – daily cleaning with emptying trash twice daily
 - c. Non-public restrooms – daily cleaning with emptying trash twice daily
- C. **Holiday Work Schedules:** Facilities that are serviced on a day that is a holiday shall still be serviced on that day. It is the Provider's responsibility to maintain the service level as specified in the RFP.
- D. **Additional Staffing:** occasionally, during a particularly high peak season, such as holiday periods or other events where an unusually large number of passengers would be traveling through the Airport, it may be required for the Provider to add additional staff for a short period of time.

- E. Irregular Operations:** It is expected under this RFP and the contract that the selected Provider shall respond to unusual or irregular operational requests, emergency calls, special events, plumbing repairs, drain back-ups, weather-related cleanup, or other unforeseen circumstances, at no additional cost to The Authority. The Airport is a constantly changing 24/7 environment, and unforeseen and irregular operations outside of the normal scope of work are to be expected. An emergency call is defined as a report of a condition or failure that poses immediate danger to personnel or property. This includes, but is not limited to, natural disasters, flooding, plumbing problems that caused flooding, leaking ceilings/roofs, and broken water pipes. The Authority understands that large emergencies, such as floods or sewer backups, may pull the selected Provider's personnel from other non-critical duties for the duration of the cleanup. The Provider shall respond immediately to all emergency calls. The use of proper safety gear, signage, or barricades shall be used as required or ensure the safety of the traveling public and other Airport users or personnel. For circumstances which interrupt or otherwise adversely impact either Airport operations or Airport tenants, the Provider shall respond within 10 minutes of notification, with appropriate equipment, and remain on the job until the problem has been resolved or the Authority gives permission to leave
- F. Non-Scheduled Services:** The Provider will be obligated, at no additional charge, to provide the following services on an as-needed basis and modify the crew schedule to accommodate situations needing immediate attention. Airport management reserves the right to temporarily or otherwise modify the crew schedule to accomplish such items. These items include, but are not limited to, the following:
- Large spills in the terminal building
 - Assistance in clean-up or vacuuming efforts after a maintenance project in the terminal or administrative areas
 - Assistance with the cleanup of overflowing sinks or toilets, or leaks
 - Initiation of snow removal efforts until a snow team arrives
 - Interior and exterior window cleaning
 - Placement of sand or ice-melting material around all main terminal entrances, ramp access areas, and all walkways at all buildings covered in the contract.
 - Post snow removal clean-up of sand and ice melting material from inside the entranceways and main terminal
 - Requests from airport management for janitorial assistance for any service covered under the contract and in need of immediate attention
- G. Scheduled Services – Terminal Public Areas**
- a. Weekly – shampoo carpets in holdrooms on a rotating basis; electrostatic sanitizing; kaivac restrooms; detailed cleaning of hard flooring; detail cleaning of liquid dump stations; escalator detail cleaning
 - b. Monthly – stairwells; high dusting; PBB floor detailing; queuing area floor detailing; landside exterior window cleaning; buffing/polish terrazzo
 - c. Quarterly – Full interior and exterior window wash including, terminal, ancillary buildings, parking garage.

H. Scheduled Services – Terminal Non-Public Areas

- a. Weekly – Damp mop all non-carpeted areas; vacuum all carpeted areas; electrostatic sanitizing
- b. Monthly – Wash waste baskets/trash receptacles; wash restroom walls, partitions and doors; wax and buff all non-carpeted floors
- c. Quarterly – dust and clean all window blinds and light fixtures; clean exterior and interior windows.
- d. Semi-Annually – work must be scheduled and performed outside of normal operational hours to be coordinated with the OAR. Shampoo all carpeted floors; perform any laminate flooring upkeep.

V. ANCILLARY BUILDING FACILITY SCHEDULE

Ancillary Buildings are not public buildings and have similar facilities. The cleaning standards for the facilities include the entrance/vestibules, common areas, circulation, offices, breakrooms/kitchens, locker rooms/showers, restrooms, and conference rooms. Unless specific requirements are indicated to the Provider in writing, the cleaning standards will be the same for all ancillary buildings.

- A. **Central Energy Plant:** 5 days per week (M-F); after 3pm
- B. **DPS Building:** 5 days per week (M-F); after 3pm, but prior to 6pm
- C. **Maintenance Building:** 5 days per week (M-F); after 3pm
- D. **Temp Admin, Ops, Finance, Board Room,** 5 days per week (M-F); after 5pm (these facilities go away during year 2 of the contract)
- E. **Rental Car Service Center,** 7 days per week, daytime hours
- F. **Air Traffic Control Tower:** 7 days per week, (M-F) 8 hours each day; Sa/Su 4 hours each day

G. Scheduled Services for all Ancillary Buildings

- a. Weekly – Damp mop all non-carpeted areas; vacuum all carpeted areas; electrostatic sanitizing
- b. Monthly – Wash waste baskets/trash receptacles; wash restroom walls, partitions and doors; wax and buff all non-carpeted floors
- c. Quarterly – dust and clean all window blinds and light fixtures; clean exterior and interior windows. Cleaning of interior and exterior windows at ATCT building excluding inside the tower cab windows and shades/blinds. Provider shall clean the exterior windows of the ATCT cab.
- d. Semi-Annually – work must be scheduled and performed outside of normal operational hours to be coordinated with the OAR. Shampoo all carpeted floors; perform any laminate flooring upkeep.

- H. **Holiday Work Schedules:** Facilities that are serviced on a day that is a holiday shall still be serviced on that day. It is the Provider's responsibility to maintain the service level as specified in the RFP.

VI. AREA AND SURFACE CLEANING STANDARDS

Provider shall clean the Airport and its facilities in accordance with the following cleaning standards:

- A. **Dusting:** A properly dusted surface is free of all dirt and dust, streaks, lint, and cobwebs. Dusting will be accomplished with properly treated cloths and apparatuses. All surfaces, up to eight feet, should be dusted. All sensitive and electronic surfaces will be avoided. No personal or individual office equipment or supplies will be moved or disturbed.
- B. **Plumbing Fixture and Dispenser Cleaning:** Plumbing fixtures (i.e., toilets, sink basins, urinals, faucets, etc.) and dispensers are clean when free of all deposits and stains so that the item is left without dust, streaks, film, odor, or stains and has a bright and uniform appearance. Care shall be taken to ensure that cleaning chemicals do not harm, dull or mark chrome finishes, and do not scratch porcelain fixtures, and do not harm or stain finishes of walls or stalls.
- C. **Porcelain Cleaning:** All stains from porcelain fixtures should be cleaned with pumice stone or white/green scouring pads.
- D. **Metal Cleaning:** All cleaned metal surface areas without deposits or tarnish and with a uniformly bright appearance, free from spots, fingerprints, smudges, and streaks. All auto tracks, thresholds, and jabs should be cleaned. Oil may never be used on stainless steel to clean.
- E. **Glass Cleaning:** Glass is cleaned when all glass surfaces are without streaks, film, deposits, and stains, and have a uniformly bright appearance, and adjacent surfaces, including windowsills, have been wiped clean. Glass cleaning work shall be accomplished with the least possible interference to Airport passengers and operations. Dark or tinted glass is to be included in the cleaning service.
- F. **Spot Cleaning Fabrics:** All stains, gum, food debris, sticky substances, vomit, trash, biohazard spills, and other substances shall be removed from the fabric or chairs, benches, and other surfaces as necessary, using proper cleaning products that do not harm the fabric fibers and ensure complete spot removal and cleaning for cushions, underneath, and in-between.
- G. **Drinking Fountains/Hydration Stations:** Drinking fountains and bottle filling stations shall be free of streaks, stains, spots, smudges, scale, and other removable soil, and present a uniformly bright appearance. Clean and disinfect all polished metal surfaces, including the orifices and drain. Care should be taken to prevent overspray or damage to other surrounding finishes or walls. Surrounding walls, floors, and other surfaces shall be kept clean and free of streaks, water spots, and stains.
- H. **Trash/Recycling/Liquid Dump Stations:** Waste and recycling receptacles and liquid dump stations are to be emptied and spot cleaned as needed to maintain safe and sanitary conditions. Walls or surfaces surrounding the receptacles are to be spot cleaned, and the floors under and near the can are to be clean and free of stains, spots, rust, and rings. Liners are to be replaced at each emptying of the receptacle; receptacles should not be allowed to overflow. Periodically, all receptacles are to be thoroughly cleaned and sanitized inside and out as needed. All receptacles in the

Greater Asheville Regional Airport Authority
Request for Proposals

public area are to be kept neatly aligned and the receptacles turned with littering and openings facing passengers for easy access and visibility. Movement of trash from terminals to trash compactors must be done through designated elevators and routes.

All collected trash, recyclables, and compostable waste must be moved by the Provider to the compactor area designated by the Authority for material-specific disposal. Trash is to be collected in dark liners, recyclables in clear liners. Waste must be transported with the least amount of impact or inconvenience to Airport tenants, employees, and passengers. Trash is not to be left within the public walkways or within public view.

If waste is stockpiled for reduced frequency of trips to the compactor areas, the stockpiling shall be done out of the public view and for no more than two hours. The Provider shall ensure that all its employees are properly trained in the operation of the compactors to ensure that waste is placed in the appropriate compactors, is completely compacted before leaving the dock area, and to prevent “bridging” of debris within the compactors. Provider’s employees are responsible for reporting jammed or broken compactors immediately to the Authority.

The Provider shall ensure that its employees are trained not to utilize the same elevators as the public while transporting waste, large trash carts, or other cleaning equipment. All trash carts shall incorporate covers to keep waste out of view, be kept clean, odor-free, and well-maintained. Tracking of oil, dirt, debris, salt, grease, black drag or wheel marks, or other outside substances into the Airport Facilities is always to be prevented. The Provider shall be held responsible for damages to floor finishes or other surfaces caused by improper use or maintenance of waste carts or other equipment. All waste collection containers shall be pretreated and cleaned on a regular basis to prevent offensive odors and an unprofessional appearance.

Management and disposal of all chemical wastes (and wastes otherwise restricted from disposal as sanitary waste) and any associated costs generated through the Provider’s cleaning actions are the sole responsibility of the Provider. Solid wastes that exhibit no hazardous characteristics or contamination by regulated substances may be disposed of responsibly in available Airport trash receptacles or dumpsters. Recyclable materials should be collected and disposed of per the guidelines below: No waste material or wastewater may be discharged outdoors or to the Airport’s Industrial Wastewater or Stormwater systems. Only wastewater permitted for discharge to the sanitary sewer will be allowed. All sanitary sewer discharges shall comply with all applicable Federal, State, and local regulations and all applicable Airport discharge permits.

The Provider shall be responsible for supporting any future recycling, composting, or waste prevention efforts or program enhancements the Airport implements during the term of the Agreement.

- I. **Public Restrooms:** Public restrooms shall be kept clean, and floors should not become dull. Public restrooms are inclusive of family restrooms and mothers' rooms. Waste receptacles are to be emptied and spot cleaned; trash is not allowed to overflow. All surfaces of basins, bowls, toilets, seats, urinals, and all other restroom surfaces within touchable range will be properly cleaned, sanitized, rinsed, and dried spot-free. De-scaling shall be performed as required to keep surfaces free from streaks, stains, scale, scum, urine deposits, and rust stains.

Dispensers shall not run out of supplies during operational hours, and supplies will only be stocked or stored in designated locations. Sharp needle disposal containers shall be removed and properly disposed of when full and replaced with a new container.

Spot clean light switches, doors, and walls. All restroom mirrors, basins, shelves/counters, bright work, and stainless steel or solid surface partitions shall have a clean and polished appearance. Solid surface materials shall not become stained or dingy. Floor and wall tile shall be maintained to standards listed herein, and special care given to grout, baseboards, drains, and edge details around stall wall support, counters, trash receptacles, and all other permanently fixed equipment or finishes to prevent the buildup of odor-causing bacteria. Air fresheners should not be used in lieu of proper cleaning. If Air fresheners are used, they should be maintained to ensure continued fresh and pleasant-smelling facilities.

Special care shall be given to prevent standing water and slick surfaces, and the Provider shall use appropriate signage and barricades to protect against slips and falls. Flooding of restroom surfaces is not acceptable. Servicing of public restrooms shall be accomplished to provide for the least impact on the traveling public and to maintain restrooms at the highest level of cleanliness possible, to ensure the standard is met. Frequencies for servicing are to be scheduled by the Provider as necessary to meet or exceed the standard and ensure at least hourly condition checks. High usage restrooms may require continuous services during portions of the day to meet the required standards. Closure of public restrooms shall only be allowed during the agreed-upon hours with the Authority, and the Provider shall coordinate restroom closure to have the least amount of impact on the traveling public. The Provider shall notify Airport Communications Center to report any inoperable fixture within the restrooms. The Provider shall perform noninvasive operational checklist inspections of all fixtures in public restrooms a minimum of six times per day and report any discrepancies to the Airport Communications Center to allow repairs to be completed during the overnight hours.

- J. **Public Open Space Areas:** The Airport terminals, concourses, checkpoints, queuing areas, connectors, walkways, halls, stairs, and other movement areas are public

open floor space areas. The Standards listed herein for floor finishes, walls, stairs, halls, drinking fountains, seating, windows, and glass, etc., shall be maintained at acceptable cleaning levels and free of trash. The public open floor space areas shall be monitored and serviced as necessary to always ensure that acceptable standards are maintained. The Provider may have to adjust monitoring and servicing frequencies, at various times, at various locations, to accommodate the continuous usage patterns in the terminal concourses throughout the term of the Agreement. Monitoring and servicing shall be done to ensure the Airport facilities present a clean image to the traveling public and other users of the Airport and is free of dust, dirt, debris, scuff marks, stains, soil, film, trash, wet and dry spills, and odors.

- K. **Tables/Seating (chairs, benches, stools, etc.):** All tables and seating, including bases, will have a uniformly clean appearance, free from debris, dirt, dust, stickers, gum, stains, lint, and cleaning marks.
- L. **Elevators and Adjacent Areas:** All interiors and exterior walls, floors, doors, ceilings, door tracks, glass, switches, buttons, controls, and equipment will have a uniformly clean appearance, free from dirt, dust, stickers, stains, streaks, lint, and cleaning marks. Floors are to be maintained per standards for carpet and/or hard surface materials. Metal and bright work are to be maintained in accordance with the standards listed herein. All adjacent areas are to be left free of residue and spotting, following cleaning procedures. Elevator and adjacent areas are to be maintained as needed to always ensure an acceptable appearance.
- M. **Escalators and Adjacent Areas:** Surface Escalators and adjacent areas- Surfaces, interior and exterior areas, cladding, glass, landings, handrails, switches, buttons, controls, and related equipment will have a uniformly clean appearance, free from dirt, dust, stickers, stains, streaks, lint, and cleaning marks to be maintained in accordance with standards herein. Tread and riser markings are to be included. Adjacent floor areas are to be maintained per standard for carpet and/or hard surface materials. Metal and bright work are to be maintained in accordance with the standards listed herein. All adjacent areas are to be left free of residue and spotting following cleaning procedures. Escalators and adjacent areas are to be maintained as needed to ensure an acceptable appearance always.
- N. **Stairwells / Hallways:** All walls, floors stairs tread, doors, door thresholds, and glass will have a uniformly clean appearance, free from dirt, dust, stickers, gum, stains, marks streaks, lint, and cleaning mark. Floor and wall finishes will be maintained per the standards listed herein; care and detail shall be paid to treads, grids, edges, and base boards to always ensure acceptable appearance.
- O. **Service Animal Relief Areas:** The Service Animal Relief Areas within the terminal shall be maintained at the same level as Public Open Floor Space Areas with some additional requirements. Each Service Animal Relief Area must always have a supply of pet waste pick-up bags stocked, always. The relief mats must be washed and disinfected regularly to ensure proper sanitation. Monitoring and servicing shall occur at a sufficient frequency to always ensure the acceptable standards are maintained.

- P. **Passenger Boarding Bridges:** All interior finishes shall meet the standards listed herein for floors, walls, glass, doors, vents, handrails, and ceilings. Each jet bridge shall be cleaned nightly. The Provider shall coordinate with Airport Maintenance staff and Airport Operations to schedule the annual deep cleaning that requires the closing of the bridges. Care will be taken to avoid wetting controls and control panels and to ensure that slip and fall hazards are prevented.
- Q. **CBRA/CBIS:** Trash to be emptied and floors to be cleaned to the material standard, dusting of office area only.
- R. **Graffiti Removal:** Graffiti is to be removed from surfaces on the inside of the Airport buildings. Care is to be taken to maintain original surface where graffiti appeared. Graffiti is to be removed as soon as it is discovered and/or reported. Any gang, violent, or hate-related graffiti must be reported to the Authority and/or verification of a DPS Police report made before the graffiti is removed.
- S. **Vents/Grills/Exhaust Fans/Light Fixtures:** Exterior equipment covers, which include vents, diffuser and exhaust fans, grills, and light fixtures, will have a uniformly clean appearance, free from dirt, dust, stains and cobwebs. Coordination shall be made with mechanical utilities team to ensure equipment is in the appropriate state for cleaning.
- T. **Janitorial Closets:** As a reflection of the cleaner's work and the Airport, the closets must always be kept clean and neat. The door surface is free of dirt, dust, marks, film, and streaks. Vacuum cleaner bags shall be empty, and cords neatly wrapped. Mop buckets shall be empty and clean with mops in racks, where available. Trash barrels and carts will be clean and empty of trash and free of personal items. Floor must be swept and mopped, and the entire area must appear clean and organized. Closet door shall be closed immediately after entering and exiting and kept closed during Airport operating hours.
- U. **Non-Public Restrooms:** Non-public restrooms shall be kept clean, and floors should not become dull. They should be kept to the same standards and follow the same procedures as outlined for Public Restrooms. Shower facilities shall be cleaned daily. Trash shall be emptied twice daily.
- V. **Non-Public Breakrooms & Kitchens:** Non-Public breakrooms and kitchens shall present a clean, well-kept, orderly, and professional appearance. Waste receptacles are to be emptied, spot cleaned, and liners replaced as required. All shelves, counters, and cabinets are to be free of accumulated dust and debris. Clean and sanitize all counter tops, refrigerators (exterior), refrigerator waste dispensers, tables, chairs, cabinets (exterior), coffee makers (exterior), vending machines, microwave ovens(exterior), exterior and interior trash receptacles, wall area surrounding trash receptacles, and paper towel dispensers. Sinks and fixtures will be properly cleaned, sanitized, and dried spot-free. De-scaling shall be performed as required to keep surfaces free from streaks, stains, scale, scum, and rust stains. Paper towel dispensers shall not run out of supplies during operational hours. Floors are to be maintained per standards for carpet and/or hard surface materials. Electrostatic sanitizing sprayers will be employed once a week in these areas. Trash shall be emptied twice daily.

- W. **Loading Docks/Compactor Areas:** Concrete loading docks, and the areas surrounding trash, recycling, and composting compactors and dumpsters are to be monitored and swept of all dirt and debris. The Provider will monitor and service these areas as frequently as necessary to ensure the areas remain clean. Litter, cigarette butts, rubber gloves, and debris shall be picked up, including in the immediate area and floor surrounding the compactors and dumpsters. Compactors shall be run routinely to ensure all trash and recyclables, including cardboard, are compacted and not overflowing or causing backups. The Provider shall be readily available and promptly clear any overflowing or improperly disposed waste material or debris that accumulates on loading dock floors and around compactors and dumpsters. All areas should be swept free of loose trash and debris. The Provider shall provide enough barricades, traffic cones, and slip hazard signs for each area being pressure-washed to adequately protect the public and/or passersby. The Provider shall clear the area to be pressure-washed of trash and cardboard accumulation in advance of pressure washing.
- X. **Offices:** Office areas shall present a clean, well-kept, orderly, and professional appearance. Waste receptacles are to be emptied, spot cleaned, and liners replaced as required; this includes clear liners for recyclables and compostable liners for compostables. Non-carpeted floors are to be maintained to the hard surface standards. Carpeted floors shall be maintained to the Carpeted floors standards. All shelves, counters, cabinets, and cases are to be free of accumulated dust and debris. Wipe clean all tables, desks, counters, chairs, and chair legs. Spot clean all hard surface walls, glass, doors, and doorknobs, to remove fingerprints, dust, soil, and marks. Leave all areas as found with regard to the occupant's personal effects and work items; electronics, and electrical plugs are not to be moved or rearranged during cleaning. The Provider shall prohibit its employees from opening desk drawers or cabinets or using the telephone or other office equipment. Electrostatic sanitizing sprayers will be employed once a week.
- Y. **Conference Rooms:** In general, the conference rooms shall be maintained to the same standard as office spaces, with the following additional requirements. Due to the large scale of events in the conference spaces, cleaning schedules will need to be adjusted and enhanced to meet the demand of the space. Additional cleaning between events may be required, as well as deep cleaning of the upholstered furniture. Electrostatic sanitizing sprayers will be employed once a week in these areas.

VII. FLOOR CLEANING STANDARDS

The following standards are not to be construed as complete. Any items not specifically included but found necessary to properly care for all floor surfaces, shall be included as written in these specifications, or as directed and agreed upon by the OAR.

- A. Flooring shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly, and safe condition.

- B. All floor cleaning should include space under and behind all furniture, waste receptacles, machines, etc. Stanchions shall be moved and placed back in the same configuration after work is completed. The Provider is responsible for moving and replacing all furniture and small items in the areas to be cleaned and for ensuring the items are returned to the original positions after cleaning.
- C. If auto-scrubbing is utilized, the method must be sufficient to clean all grout and uneven floor surfaces and meet the requirements of the floor cleaning standards. Provider should incorporate detailed mopping of corners, edges, around furniture, equipment, etc. and remove any water left behind from the machine.
- D. **Concrete Floor Areas:** Concrete floor areas are to be swept free of all dirt and dust, litter and debris removed, and spot cleaned as required. Scrub coated concrete floor surfaces as needed to maintain surfaces free of embedded soiling, film, removable stain, gum, marks, and standing water. Trash and seating, and other movable items will be shifted to completely clean floor surfaces and returned to their original positions.
- E. **Carpet Floor Surface Standards:** Carpets shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly, and safe condition. Upon completion of routine work, carpet shall be free of debris, soil, and dust and shall present a uniform and bright appearance when dry. Practices shall be implemented to prevent damage to carpet fibers. All Carpets are to be maintained utilizing means and methods that are in accordance with the manufacturer's recommendations. Utilization of cleaning and care methods prohibited by the manufacturer is forbidden.

Deep cleaning of carpets shall be performed to remove embedded dirt and grime, to lift carpet pile, and to return carpets to a clean, bright, and uniform appearance. Ensure proper drying of carpets. Spot cleaning of the carpets for localized stains and spills will be done as soon as possible, but shall not interfere with passenger traffic. Work shall be scheduled in such a way that it does not disrupt the functions and normal operations of the Airport. Carpet odors are to be removed, and carpet is to be left smelling fresh and clean. All carpet coverings in public traffic areas shall be dry by 4:00 am. Interim cleaning shall be performed, as necessary, to provide carpets free of spots and accumulated dirt and grime. The Provider will section off the carpeting and schedule each area on a rotating basis for cleaning.

- F. **Walk-off Mats:** The Provider is responsible for the appropriate care and cleaning of interior and exterior walk-off mats. After service, the mats shall be free of all visible lint, litter, and soil. Soil underneath the entrance mats shall be removed, the rubber backing shall be cleaned to prevent mats from shifting or "walking," and clean mats returned to their normal location.
- G. **Non-Terrazzo Hard Floor Surfaces Standards:** Hard floor shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly, and safe condition. The results of all hard floor cleaning procedures is to leave all surfaces free of dust, dirt, soil, gum, cleaning agents, and all removable stains. Care shall be taken to avoid damaging any hard floor surface, irrespective of the cleaning technique employed.

Hard floor surfaces that have been swept, mopped, or cleaned with an auto scrubber shall present a uniformly clean appearance with no evidence of surface spoilage or spotting. Floors should be dry prior to any metal objects being placed back on the floor, so as not to allow any rust to form on the floor. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items.

All finished floor area will be polished with non-skid products to a high sheen with an acceptable floor buffer or burnisher, as needed, to sufficiently maintain maximum gloss on flooring that does not have an intended matte finish. All residual dust from this process will be removed from the floor, edges, and baseboards, and surrounding surfaces will be buffed.

- H. **Terrazzo Floor Surface Standards:** Terrazzo floors shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly, and safe condition. The results of all terrazzo floor cleaning procedures are to leave all surfaces free of dust, dirt, soil, gum, cleaning agents, and all removable items.

Care shall be taken to avoid damaging any terrazzo floor surface, irrespective of the cleaning and polishing technique employed. All terrazzo floor surfaces shall be maintained in accordance with the guideline provided by the National Terrazzo and Mosaic Association titled "The Care of Terrazzo," copyright 2012. Terrazzo floor finishes shall be polished in such a fashion to create or maintain a high level of gloss.

VIII. SUPPLIES AND MATERIALS FURNISHED BY THE AUTHORITY

- A. The Authority will provide the Provider will all consumables, including toilet paper, hand soap, paper towels, seat covers, wet floor signage, and barricades.
- B. Equipment provided by the Authority: All cleaning equipment, accessories, and tools including, but not limited to, power drive floor scrubbing machines, backpack vacuums, high dusting equipment, waxing and polishing machines, industrial floor and upholstery vacuum cleaners, brooms, brushes, mops, pails, dust cloths, dust wands, and other equipment needed for performance of the work. Provider's employees must complete training before using lifts and must schedule equipment use with the OAR.
- C. Dispensers: All dispensers (soap dispensers, toilet paper and towel dispensers, feminine hygiene machines, etc.) within the areas serviced by the Provider shall be purchased and installed by the Airport and shall be stocked and maintained by the Provider. Stocking records for sanitary napkins and feminine hygiene products shall be maintained by the Provider and monthly reports shall be provided to the Airport to ensure product availability. The Provider shall report any defective or damaged dispensers, or any parts thereof, to the Authority, upon discovery.
- a. Sharps Containers: The Provider shall replace full needle disposal containers within the Sharps disposal system with a new empty needle disposal

container through the restrooms at the Airport facilities. All full needle disposal containers shall be removed and properly disposed of in a designated collection container pre-approved by the Airport maintenance management. The sharps disposal system shall be kept clean, and the selected Provider shall notify the Authority of any damage or necessary replacements. The Provider shall ensure and document that their employees have been properly trained in the proper procedure for the disposal of needles and Sharps disposal containers.

IX. SUPPLIES AND MATERIALS FURNISHED BY THE PROVIDER

- A. Provider will provide all chemicals and cleaning agents needed to fulfill the requirements of this RFP. Provider is to provide the Authority with Safety Data Sheets (SDS) for all chemicals used at the airport. Pricing for Chemicals shall be identified in a separate line item for the proposal and invoicing and shall be provided to the Authority with no cost markup.
- B. Cleaning Products required:
 - a. Acid-type bowl cleaner – for use in de-scaling and disinfecting toilet bowls and urinals. This cleaner must be able to remove soil, rust, lime scale and uric encrustation as well as to disinfect and deodorize the toilet bowls and urinals under normal conditions. Carpet cleaning and spot removal chemicals – suggested manufacturer’s care instructions for use in regularly cleaning and removing spots and stains. The products must be capable of removing oil and water-based stains including lipstick, oil, grease, soda, coffee, tea, wine, and shoe polish.
 - b. Germicidal detergent – for use in cleaning restrooms, drinking fountains and other areas which offer conditions conducive to the growth of micro-organisms and where risks of cross-infection exist. A single product of synthetic detergent and germicide compound designed for general cleaning and disinfecting in one (1) operation is recommended.
 - c. Glass cleaner – primarily for use on windows, mirrors and other glass surfaces, to spot clean and wash glass and certain other synthetic surfaces slight spotting or streaking would be detrimental to the appearance of the area. The recommended cleaner should be a concentrate, which is mixed with water before using.
 - d. Graffiti Remover – primarily for use in removing vandalism marks from washable surfaces such as graffiti from walls, partitions, doors or other surfaces. Provider’s employees must be advised to use extreme caution when using this type of product so that it does not damage the surface being cleaned.
 - e. Stainless steel cleaner and polish – for use on stainless steel and other unpainted metal surfaces to remove soil from polished metal surfaces and to reduce the smudging and soiling of such surfaces. Provider’s employees should be advised that the application of too much polish would tend to leave

the surface with an oily appearance, excessive cleaner will foul photo eyes and other sensors, will attract soil, and show evidence of smudges more readily.

- f. Gum remover – a small, specialized can of “Gum Remover” used to remove chewing gum and or other sticky substances from carpet and upholstered furniture.
- g. Lotion-type cleanser- a nonabrasive disinfectant cleanser for the cleaning of porcelain surfaces and for general maintenance used to remove hard-to-remove soil from walls, furnishings, fixtures, etc. No powdered-type cleanser may be used such products are normally too abrasive and tend to damage the surfaces on which they are used.
- h. Neutral detergent – liquid concentrated compound suitable for wet cleaning on both painted and unpainted surfaces where hard or soft water prevails for use on wood, rubber, asphalt tile, porcelain stone tile, marble, concrete, floors and other surfaces. This product must be an effective soil remover for use when mopping, wall washing, spot cleaning of synthetic furniture coverings, etc.
- i. Soap and scum – remover primarily for use to remove bodily oils, soap scum, mold and mildew, hard water deposits, and rust stains in shower rooms and washrooms.
- j. Vinyl cleaner – for use on all vinyl furniture located throughout the terminal complex.
- k. Steam cleaning chemicals – for use when using steam-cleaning machinery.
- a. Any other cleaning agent or material deemed necessary and approved by the Authority to perform scope of work. The Provider shall utilize an approved automated chemical dispensing system for at least the primary cleaning products listed above, to include the germicidal detergent, glass cleaner, neutral detergent, and spray buff solution. The automated chemical dispensing systems should be located in readily-accessible janitorial closets.

X. EXTRA WORK

- A. The Provider may be requested by the Authority to perform Extra Work. The Authority may order additions, deletions or revisions to the work as necessary to meet Authority objectives. In the event the changes result in charges to the Authority, Provider will advise the Authority in writing of the proposed itemized cost in accordance with the terms of the Contract. If Authority determines that the cost is fair and reasonable, Authority will issue a Task Authorization to authorize the extra work.
- B. If extra work not included in the Service Provider Agreement is requested by the Authority, Authority will compensate the Provider in accordance with the terms of the Service Provider Agreement. However, any extra work performed by the Provider’s regular labor force during normal scheduled work periods shall not be considered or billed for extra compensation. Provider shall be paid for any additional materials required to perform extra work in accordance with the terms of the Service Provider Agreement.

- C. Labor rates for supplemental services shall be fully burdened, inclusive of labor and profit margin. There shall be no additional “mark-up” on labor costs. If some of the supplemental services are subcontracted out to a subcontractor, pre-approval must be given by the Authority in writing. Provider shall invoice separately for all supplemental work and provide documentation for the labor hours and consumables used. Overtime labor may be used to accomplish standard scope of work at a reasonable percentage of total work, however, it is not to be continuously used or in replace for the provider’s failure to properly staff for the scope of work. Overtime rate percentages greater than 10% of the work may be deemed as excessive.
- D. The Authority shall have the right to make changes to the work indicated in these specifications; the character or quantity of the work may be considered necessary or desirable to complete the proposed service in an acceptable and satisfactory manner. In case a satisfactory adjustment in price or time cannot be reached for any item requiring an extra work order, the Authority reserves the right to terminate the Service Provider Agreement as it applies to the items in question and make such arrangements as may deemed necessary to complete the work.
- E. The Authority may authorize minor changes or alterations in the work not involving extra costs and not inconsistent with the overall intent of the Service Provider Agreement Documents.

XI. AUTHORITY WORK AND INSPECTIONS

- A. **Authority custodial staff and roles:** The Authority has three (3) internal positions that supplement the custodial services provided by the contractor.
 - a. Custodial Manager – Serves as the Primary OAR for the Custodial Services Contract(s). Plans, organizes, and directs cleaning services for terminal facilities, ensuring compliance with safety, sanitation, and security standards (OSHA/EPA). Manages custodial staff schedules, training, and inventory, while inspecting work areas to ensure high-quality cleanliness. Manages custodial contract(s), department budget, supply ordering.
 - b. Custodial Lead – Serves as the secondary OAR for the Custodial Services Contract(s). Supervises, plans, and coordinates daily cleaning operations to ensure terminal cleanliness, safety, and hygiene. Reviews staff schedules, inspects facility sanitation (restrooms, gates), trains workers on equipment and safety (OSHA/EPA compliance), manages inventory, and handles cleaning requests from tenants and staff.
 - c. Custodial Tech - Perform a wide range of tasks while upholding the Authority’s standards, which include, but are not limited to, restroom sanitation, floor care, surface cleaning, trash removal, glass and wall care. Respond to radio calls, hazard response, equipment operation, safety compliance, and assist in snow removal.
- B. **Authority inspection rights.** The Authority, either directly or through a third party, shall always have the right to examine the work, materials and equipment used by the Provider and to observe the operations of the Provider, its agents, subcontractors,

and employees. The Authority has the right to perform any inspections or its own QC program of the provider's scope of work within the facilities, at any time. Data gathered may come from customer survey data, inspections, scorecard programs, etc. Planned inspections include, but are not limited to:

- a. **Weekly Inspections:** Airport Staff will perform regular weekly inspections of the Provider's work. An inspection scorecard may be utilized as part of the performance measurement of the Provider and may be shared with the provider, if used.
 - b. **Quarterly Inspections and Quarterly Review (QCR):** The Provider's contract manager and site supervisor shall be required to participate on a quarterly basis in a joint inspection of selected service locations with the Authority. This inspection shall utilize the same auditing methodology as the regular weekly inspection and will be incorporated into the overall QCR performance score for the Provider as measured by the Authority. The QCR results may be used in part to evaluate the option to renew the Agreement for option terms.
- C. **Corrective actions:** In the event the Authority requests or conducts any inspections or tests directly or using a third party, the Provider shall immediately correct any life safety issues which result from such inspections or tests and otherwise correct or respond in writing to all comments or recommendations within five (5) calendar days of receipt of the written inspection or test report.
- D. At any time during the term of this Agreement or any extensions of such term, if in the Authority's opinion, Provider's Quality Control Program is not effective in that some or all of the services provided by the Provider fail to conform to the Authority's cleanliness standards, the Authority in its sole discretion and in addition to any other remedies which may be provided under this Agreement, may require Provider to suspend any part or all of its operations hereunder until Provider takes appropriate corrective action. The Authority will not provide payment for any suspended services.
- E. As compensation for the performance of the Custodial Services Agreement, the Authority shall pay the Provider monthly as specified herein upon 30 days of receipt of an acceptable invoice and for work satisfactorily completed during that period. Acceptability of work performed shall be determined solely by the Authority subject to a 25% monthly deduction based on Authority's inspection.

XII. COMMUNICATION

- A. **Owner's Authorized Representative (OAR):** The Authority shall designate the Owner's Authorized Representative (OAR) for this Service Agreement to manage the day-to-day activities of the Provider. The OAR shall be the primary point of contact for the Provider's Site Manager. The OAR shall answer any questions which may arise as to the quality of work performed, the manner of performance, the rate of progress of the work and acceptability of chemicals, supplies, tools, and equipment furnished by the Provider and/or the Authority. The OAR shall also respond to questions which may arise as to the Authority's interpretation of these Technical Specifications including, but not limited to, the Scope of Work, cleanliness standards and the Authority's

satisfaction with the level of the Provider performance under this Service Agreement. If the Provider disagrees with the OAR's determination regarding any question or issue, the Provider may request the matter be submitted to the Authority VP of Operations & Maintenance for final determination.

- B. The Provider shall provide communication devices, including, but not limited to, cell phones or other communications devices, to each shift lead, supervisor, management team member, and any other key employees, as determined necessary by the Provider, to provide effective communication amongst the Provider's team.
- C. AVL Radios: The Airport shall provide 2-way radios to provide communication between the Airport Communications Center, Airport management, and other Airport employees, and to perform Services under the Agreement effectively and efficiently. The Provider shall be responsible for the proper care and security of the radios. The Airport will provide all necessary maintenance, chargers, spare batteries, and accessories for these communication devices. The Provider shall be responsible for the cost of repairs or replacement of radios or components damaged because of the Provider's actions. Provider must always maintain radio communications with the Authority.
- D. The Authority will provide all necessary technology, systems access, and digital tools required for the Provider to successfully perform the scope of work using the Authority's required technologies. The approach ensures operational transparency, efficiency, compliance, and real-time performance tracking.
- E. The Provider is required to furnish operable cellular telephones to its managers and supervisors to be carried at all times while on duty at the Airport to ensure direct communication with the Authority. The Provider shall provide 24/7 contact information for the company branch manager or site manager, as well as two supervisors. The phone numbers are to be filed and maintained with the Authority and updated as necessary.
- F. All the Provider's employees must be able to communicate with sufficient fluency to take direction and perform assigned tasks unassisted, including having language skills sufficient to pass security testing as administered by AVL's Operations Department.
- G. Provider Monthly Report: Monthly, the Provider shall provide a detailed report of each individual working, the individual's position or classification, shift worked, and the number of hours that individual worked. This report shall be provided to the OAR. Invoice Review: The OAR will review all monthly invoices, including provider monthly report and inspections to ensure proper completion of the required scope of work.

XIII. AIRPORT TENANT WORK

- A. Neither the Provider nor any of its employees may perform any work at the Airport for another terminal area tenant, unless approved in advance by the Authority in writing.

APPENDIX C

FACILITIES EXHIBITS

FACILITIES EXHIBITS

Year 1

Exhibit 1 – Terminal Building Level 1, Year 1

Exhibit 1a – Terminal Building Level 1, public and non-public areas denoted

Exhibit 2 – Terminal Building Level 2, Year 1

Exhibit 2a – Terminal Building Level 2, public and non-public areas denoted

Year 3

Exhibit 3 – Terminal Building Level 1, final configuration

Exhibit 3a – Terminal Building Level 1, public and non-public areas denoted

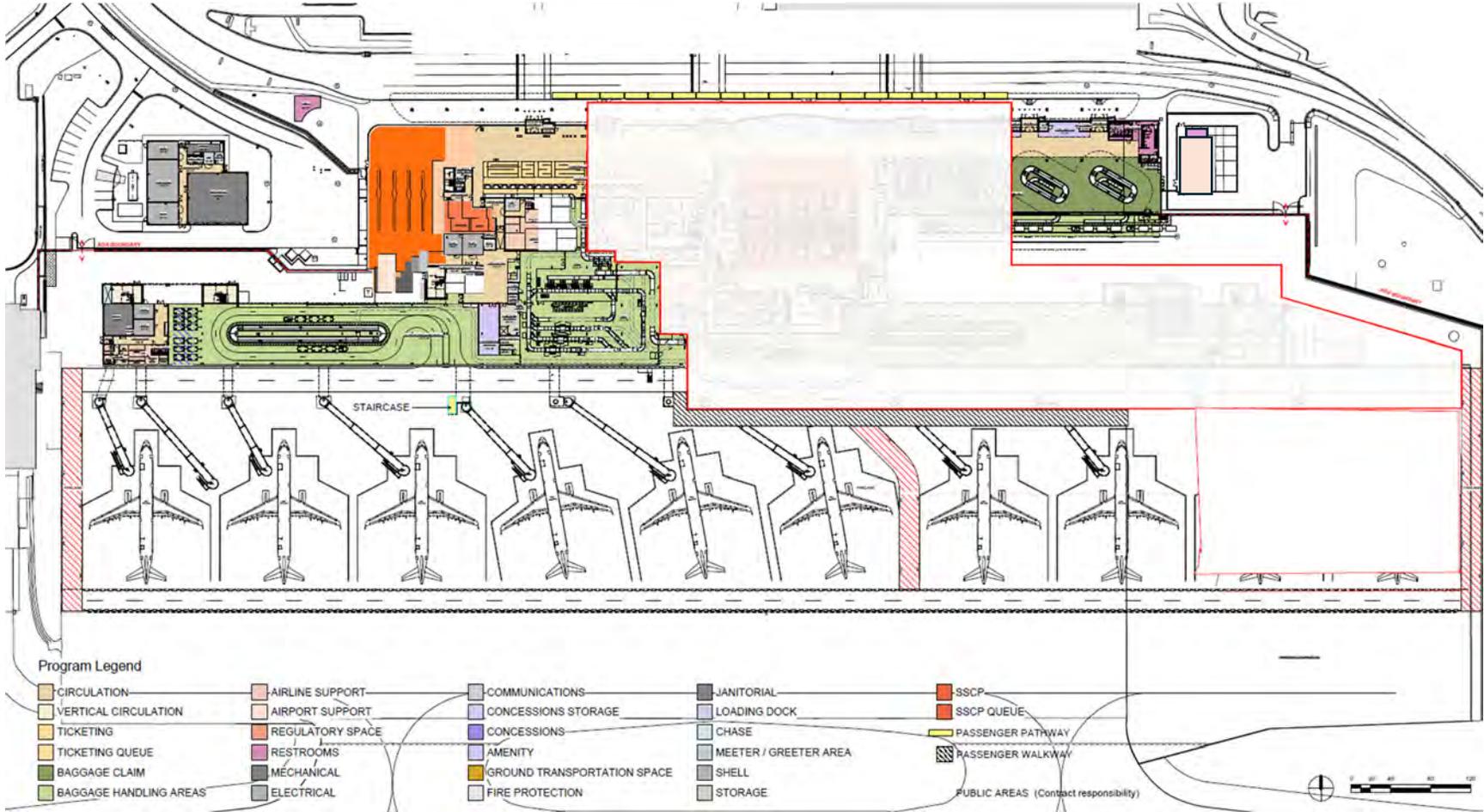
Exhibit 4 – Terminal Building Level 2, final configuration

Exhibit 4a – Terminal Building Level 1, public and non-public areas denoted

Ancillary Buildings

Exhibit 5 – Ancillary Building Table

**Exhibit 1 –
Terminal Building Level 1, Year 1**



**Exhibit 1a –
Terminal Building Level 1, Public and Non-Public Areas, Year 1**

To be published in an Addendum

Exhibit 2
Terminal Building Level 2, Year 1

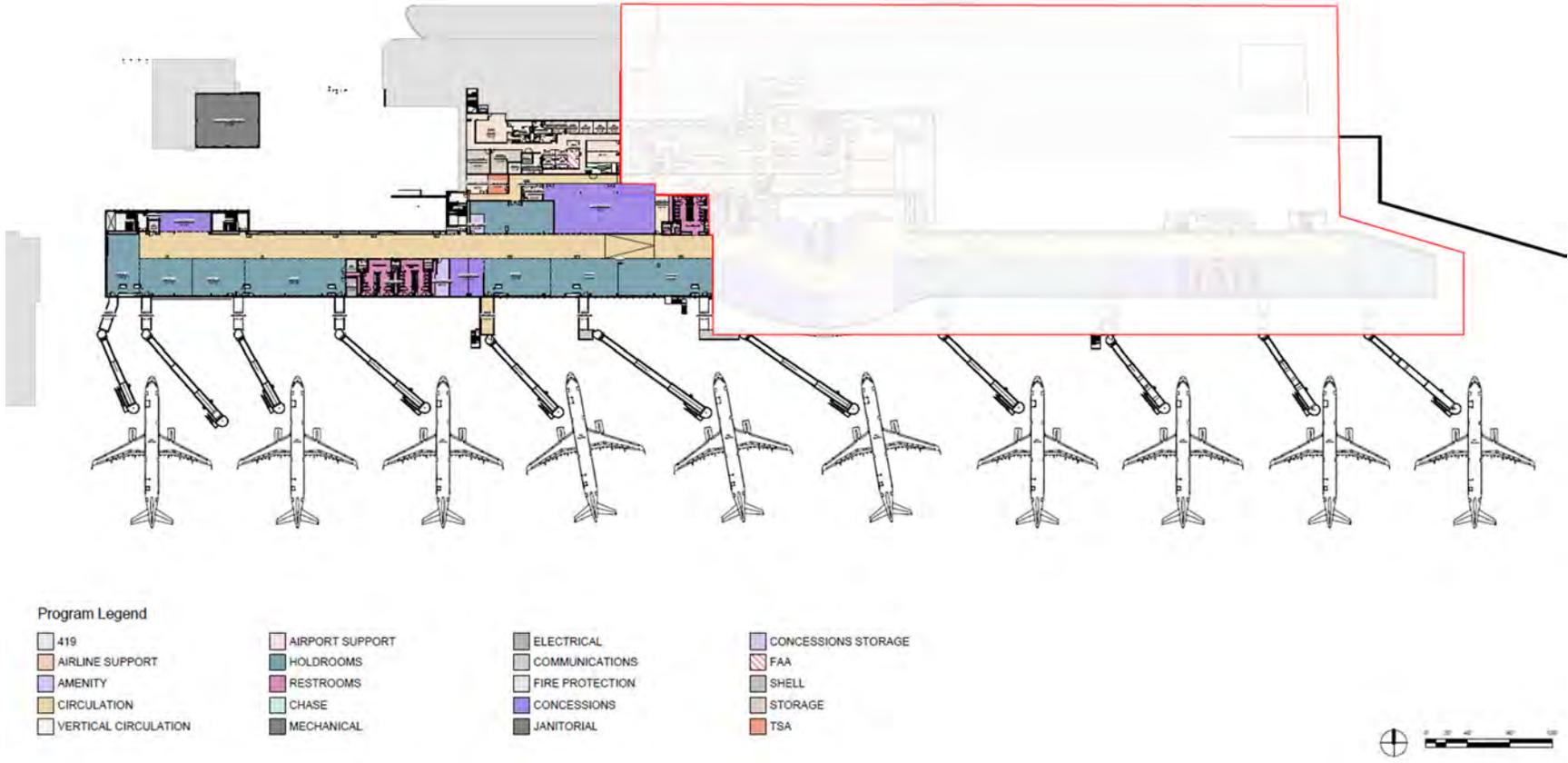


Exhibit 2a
Terminal Building Level 2, Public and Non-Public Areas Year 1

To be published in an Addendum

Exhibit 3
Terminal Building Level 1, Final Configuration

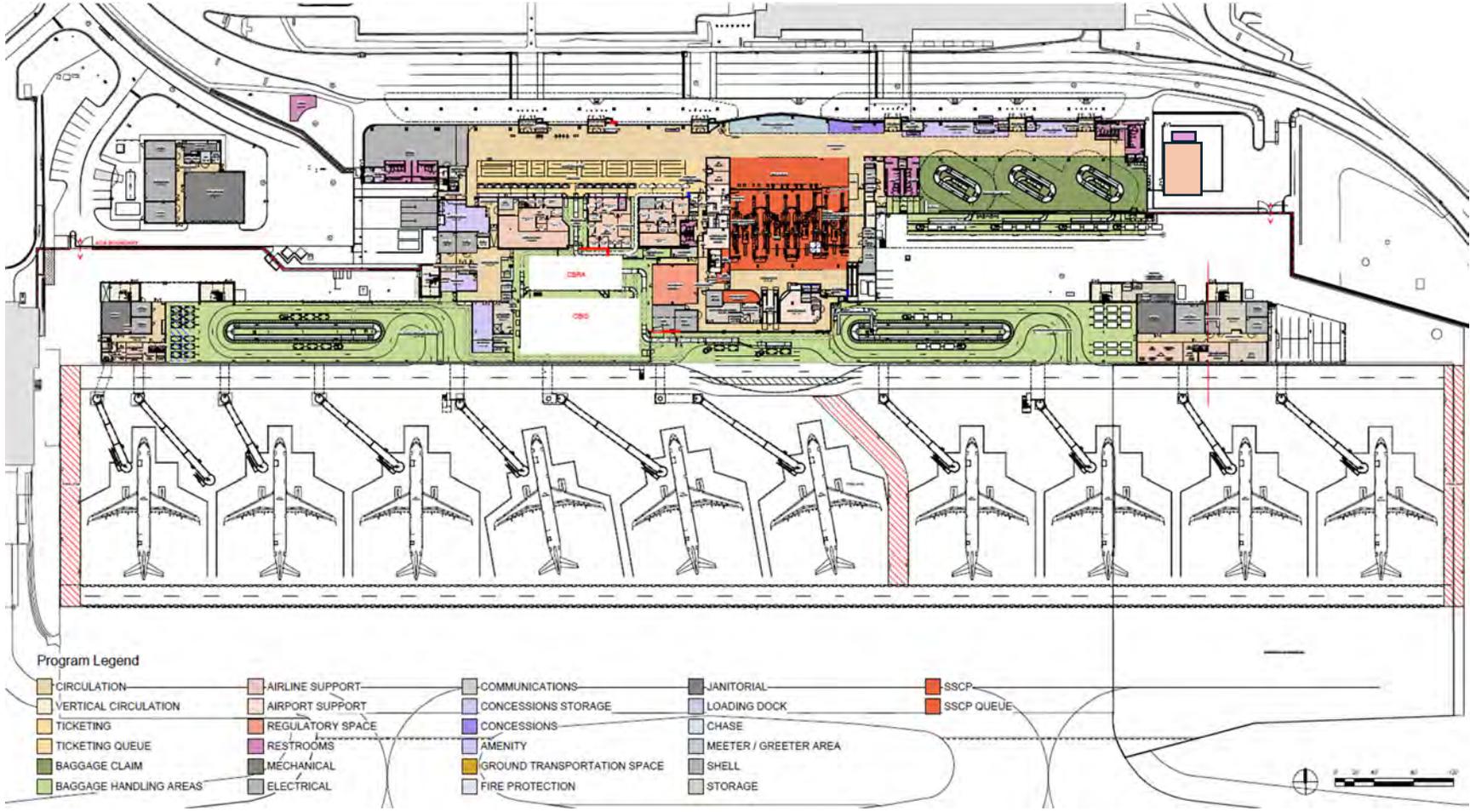
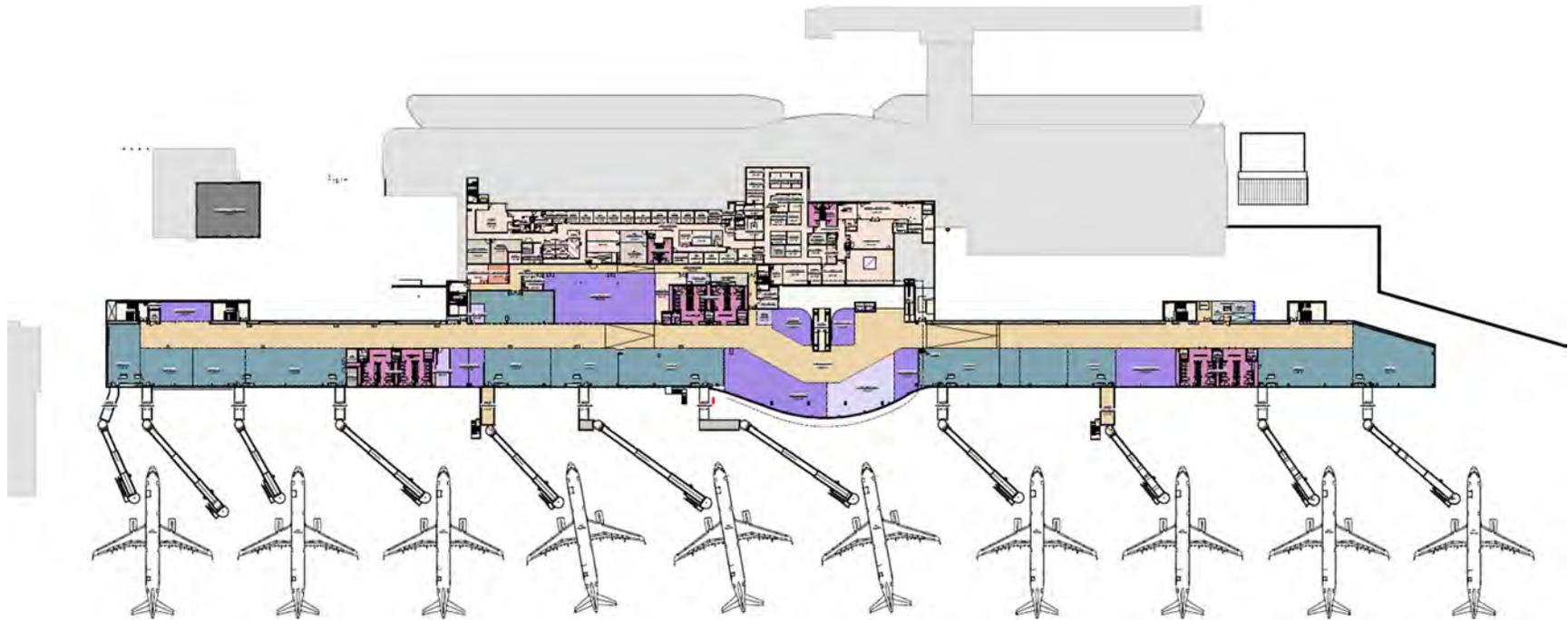


Exhibit 3a
Terminal Building Level 1, Public and Non-Public Areas

To be published in an Addendum

Exhibit 4
Terminal Building Level 2, Final Configuration



Program Legend

- | | | | |
|----------------------|-----------------|-----------------|---------------------|
| 419 | AIRPORT SUPPORT | ELECTRICAL | CONCESSIONS STORAGE |
| AIRLINE SUPPORT | HOLDROOMS | COMMUNICATIONS | FAA |
| AMENITY | RESTROOMS | FIRE PROTECTION | SHELL |
| CIRCULATION | CHASE | CONCESSIONS | STORAGE |
| VERTICAL CIRCULATION | MECHANICAL | JANITORIAL | TSA |



Exhibit 4a
Terminal Building Level 1, Public and Non-Public areas

To be published in an Addendum

**Exhibit 5
Ancillary Building Table**

Building	Approx. SF	# Restrooms	# Breakrooms/ Kitchens	# Offices	# Elevators	# Stairwells	# Conference Rooms	# Vestibules/ Entrances	Add'l Facilities
Department of Public Safety	7102	3	1	7	0	0	2	1	Gym, 4 Bunk rooms
Maintenance	2924	2	1	8	0	0	1	1	
Central Energy Plant	522	2	0	1	0	0	0	1	
Rental Car Service Center	2310	5	5	5	0	0	0	0	
Air Traffic Control Tower	9750	5	2	10	1	2	1	2	
Administration	4675	2	1	15	0	0	0	2	
Operations	1200	1	0	4	0	0	1	1	
Finance	1344	1	1	4	0	0	0	2	
Board Room	672	0	0	0	0	0	1	2	

APPENDIX D

AGREEMENT

AGREEMENT

**CUSTODIAL SERVICES FOR THE
GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY**

This Agreement made and entered into this ____ day of _____, 2026, by and between the GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY (the "Authority") and _____ (the "Company").

WITNESSETH:

The Authority desires to allow the Company the right and obligation to provide Custodial Services for the Terminal and Ancillary Buildings in the manner and frequency as specified in this Agreement.

The Company is qualified and willing to provide such Services.

NOW, THEREFORE, in consideration of the mutual covenants, terms, conditions, privileges, obligations and agreements herein contained and other valuable consideration, the Authority and the Company hereby mutually undertake, promise and agree, each for themselves, their successors and assigns as follows:

I. EMPLOYMENT OF THE COMPANY

The Company agrees to provide the Services herein described, in accordance with the terms of this Agreement all at the Company's sole expense.

II. SCOPE OF WORK

2.1 The Company agrees to provide required Custodial Services for the Terminal Building and Ancillary Buildings in accordance with the terms set forth in the Request for Proposals (RFP) and subsequent Agreement Documents, the Services offered by the Company and as the Authority has described in the RFP. The terms of the Agreement Documents shall supersede any contrary or inconsistent terms set forth on any purchase orders, purchase order acknowledgements, invoices, confirmations and/or other similar documents. No supplemental provisions of any such purchase orders, purchase order confirmations, invoices, confirmations or other similar documents shall be binding upon the Authority unless such document is signed by an authorized representative of the Authority.

2.2 The Company agrees to provide all personnel, labor, supplies and equipment required for the services.

III. PRODUCT

3.1 Provider will provide all chemicals and cleaning agents needed to fulfill the requirements of the Custodial Services. Provider is to provide the Authority with Safety Data Sheets (SDS) for all chemicals used at the airport and the Authority is to approve all chemicals and cleaning agents used. Pricing for Chemicals shall be identified in a separate line item for the proposal and invoicing and shall be provided to the Authority with no cost markup.

IV. GUARANTEE OF WORK

The Company shall ensure that all cleaning methods and materials do not void warranties on materials or facilities.

V. TERM

This Agreement shall be binding upon execution by both parties and the term of this Agreement shall be for a term beginning July 1, 2026 and ending June 30, 2029 with two additional optional 1-year extensions.

VI. COMPENSATION

6.1 The Authority shall pay the Company the proposed amount as detailed in Attachment for the Services.

6.2 Except as provided herein, no price changes, additions, or subsequent qualifications will be honored during the course of the contract without prior written approval of the Authority.

VII. INSURANCE REQUIREMENTS

7.1 The Company agrees to indemnify and save the Authority, its officers, agents and employees harmless from any liabilities, including, but not limited to, claims, judgments, fines, costs and attorneys' fees, to persons or property resulting from or arising out of the conduct of the Agreement or providing of services hereunder by the Company; and further agrees to carry and furnish the Authority a certificate(s) of public liability insurance and automobile liability insurance, in single limit amounts not less than \$1,000,000.00 for damage to property or injury to persons resulting from any one accident, in a company or companies acceptable to the Authority, in which policy the Authority shall be named as an additional insured, and the Company shall furnish satisfactory evidence that such insurance is in effect and shall not be cancelled on less than 30 days prior written notice of such cancellation to the Authority.

7.2 The Authority shall not be liable for any damage either to person or property, sustained by the Company or by other persons due to the Airport or any improvements thereon or any part thereof or any appurtenances thereof becoming out of repair, or due to the happening of an accident in or about the airport, or due to any act or neglect of any tenant or occupant of the airport, or of any other person, except to the extent caused by the sole negligence of the Authority. Without limiting the generality of the foregoing, the Authority shall not be liable for damage caused by water, steam, sewerage, gas, bursting or leaking of pipes or plumbing or electrical causes, or the negligence of contractors, employees, agents, or licensees of the Authority, unless the damage is proved to be the result of sole negligence of the Authority.

VIII. SECURITY REQUIREMENTS

8.1 The Provider shall maintain through the term a Performance Bond in the amount of \$50,000 as part of its bid and Agreement for the Services.

IX. COMMENCEMENT OF SERVICES

9.1 Commencement of Services shall begin on the effective date of the Agreement, July 1, 2026.

X. INVOICE AND PAYMENT

10.1 Payment terms are net 30 days from Company's invoice date, which shall be no sooner than the first day of the month following the month of the services rendered.

10.2 Invoice shall be directed to:
Greater Asheville Regional Airport Authority
ATTN: Accounts Payable
61 Terminal Drive, Suite 1
Fletcher, NC 28732

10.3 The Company shall obtain and pay for all permits and licenses and shall give all notices, pay all fees, and comply with all laws, ordinances, rules and regulations, including but not limited to regulations promulgated by the Authority, and all regulations and requirements of the Federal Occupational Health and Safety Act, and any similar state or local laws, ordinances, and regulations, including regulations promulgated by the Authority, and all orders and decrees of bodies or tribunals having any jurisdiction or authority, which in any manner affect the conduct of the Products to be provided (the "Applicable Law").

XI. STATUS OF COMPANY

The status of the Company under this Contract shall be that of an independent contractor retained on a contractual basis to provide the Services as described in Attachments, and it is not intended nor shall it be construed that the Company, or employees of the Company, are employees, officers or agents of the Authority for any purpose whatsoever.

XII. TERMINATION

13.1 TERMINATION FOR CONVENIENCE

The Owner may terminate this contract in whole or in part at any time by providing written notice to the Contractor. Such action may be without cause and without prejudice to any other right or remedy of Owner. Upon receipt of a written notice of termination, except as explicitly directed by the Owner, the Contractor shall immediately proceed with the following obligations regardless of any delay in determining or adjusting amounts due under this clause:

- a. Contractor must immediately discontinue work as specified in the written notice.
- b. Terminate all subcontracts to the extent they relate to the work terminated under the notice.
- c. Discontinue orders for materials and services except as directed by the written notice.
- d. Complete performance of the work not terminated by the notice.
- e. Take action as directed by the Owner to protect and preserve property and work related to this contract.

Owner agrees to pay Contractor for:

- g. Completed and acceptable work executed in accordance with the contract documents prior to the effective date of termination;
- h. Documented expenses sustained prior to the effective date of termination in performing work and furnishing labor, materials, or equipment as required by the contract documents in connection with uncompleted work;
- i. Reasonable and substantiated claims, costs, and damages incurred in settlement of terminated contracts with Subcontractors and Suppliers; and

- j. Reasonable and substantiated expenses to the Contractor directly attributable to Owner's termination action.

Owner will not pay Contractor for loss of anticipated profits or revenue or other economic loss arising out of or resulting from the Owner's termination action.

The rights and remedies this clause provides are in addition to any other rights and remedies provided by law or under this contract.

13.2 TERMINATION FOR CAUSE

The Owner may, by written notice of default to the Contractor, terminate all or part of this Contract for cause if the Contractor:

- a. Fails to begin the Work under the Contract within the time specified in the Notice-to-Proceed;
- b. Fails to make adequate progress as to endanger performance of this Contract in accordance with its terms;
- c. Fails to make delivery of any supplies or equipment, as needed to perform the services, within the time specified in the Contract, including any Owner approved extensions, if applicable;
- d. Fails to comply with service provisions of the Contract;
- e. Submits certifications made under the Contract and as part of their proposal that include false or fraudulent statements; or
- f. Becomes insolvent or declares bankruptcy.

If one or more of the stated events occur, the Owner will give notice in writing to the Contractor and Surety of its intent to terminate the contract for cause. At the Owner's discretion, the notice may allow the Contractor and Surety an opportunity to cure the breach or default. If within [10] days of the receipt of notice, the Contractor or Surety fails to remedy the breach or default to the satisfaction of the Owner, the Owner has authority to acquire services by other procurement action.

Payment for completed services provided and accepted by the Owner shall be at the Contract price. The Owner may withhold from amounts otherwise due the Contractor for such completed services, such sum as the Owner determines to be necessary to protect the Owner against loss because of Contractor default.

Owner will not terminate the Contractor's right to proceed with the work under this clause if the delay in completing the work arises from unforeseeable causes beyond the control

and without the fault or negligence of the Contractor. Examples of such acceptable causes include: acts of God, acts of the Owner, acts of another Contractor in the performance of a contract with the Owner, and severe weather events that substantially exceed normal conditions for the location.

If, after termination of the Contractor's right to proceed, the Owner determines that the Contractor was not in default, or that the delay was excusable, the rights and obligations of the parties will be the same as if the Owner issued the termination for the convenience of the Owner.

The rights and remedies of the Owner in this clause are in addition to any other rights and remedies provided by law or under this contract.

XIV. NOTICE OF LABOR DISPUTES

In the event that the Company is put on notice or otherwise made aware of an actual or potential labor dispute that delays or threatens to delay the Services as described in Attachments, the Company shall immediately and without delay, notify the Authority in writing. Such notice shall include all relevant information covering such dispute and its background. In the event a labor dispute delays the delivery of Services to an extent not acceptable to the Authority, the Authority reserves the right to cancel the Agreement, pay for any Product and/or Service provided to that point in time without additional cost or penalty to the Authority. Upon such cancellation, the Authority will proceed to find a replacement to provide the Product and/or Service the Company had been awarded through this Contract.

XV. NOTICES

Notices to either party provided for herein shall be in writing and shall be sufficient if hand-delivered, sent by courier, or sent by certified or registered mail, postage prepaid, addressed as follows:

To Authority: Greater Asheville Regional Airport Authority
 Attn: President / CEO
 61 Terminal Drive, Suite 1
 Fletcher, NC 28732

To Company: _____

or to such other respective address as the parties may designate to each other in writing from time to time.

XVI. COMPLIANCE WITH LAWS

Both parties agree that in performing under this Agreement, they will in all respects follow and comply with all applicable governmental laws, regulations, orders and other rules of duly constituted Authority.

XVII. NO ASSIGNMENT

The Company shall not assign, subcontract or transfer this Agreement or any part thereof, by operation of law or otherwise, or any Services to be rendered by the Company hereunder, without the prior express written consent of the Authority.

XVIII. CUMULATIVE REMEDIES, WAIVER

The parties agree that any and all remedies that are provided for in this Agreement shall be cumulative and in addition to any other remedies which are provided for in law or equity. No waiver or failure to act on the part of any party to this Agreement shall prevent such party from later exercising their rights under this Agreement.

XIX. COMPLETE UNDERSTANDING

This Agreement sets forth the entire Agreement between the parties. This Agreement may not be changed, altered or amended except by a writing signed by both parties.

XX. NON-DISCRIMINATION

20.1 During the performance of this Agreement, the Company, for itself, its assignees and successor interest, agrees as follows:

A. Compliance with Regulations. The Company shall comply with the regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereafter, the "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the "Regulations"), which are herein incorporated by reference and made a part of this Agreement.

B. Nondiscrimination. The Company, with regard to the work performed by it during this Agreement, shall not discriminate on the grounds of race, color, national origin, sex or creed in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Company shall not participate

either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the Agreement covers a program set forth in Appendix B of the Regulations.

C. Solicitations for Subcontractors, including Procurements of Materials and Equipment. In all solicitations either by competitive bidding or negotiation made by the Company for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor supplier shall be notified by the Company of the Company's obligations under this Agreement and the regulations relative to nondiscrimination on the grounds of race, color, national origin, sex or creed.

D. Information and Reports. The Company shall provide all information and reports required by the Regulations or directives issued pursuant thereto and shall permit access to its books, records, accounts, other sources of information and its facilities as may be determined by the Authority or the Transportation Security Administration (the "TSA") to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of the Company is in the exclusive possession of another who fails or refuses to furnish this information, the Company shall so certify to the Authority or the TSA, as appropriate, and shall set forth what efforts it has made to obtain the information.

E. Sanctions for Noncompliance. In the event of the Company noncompliance with the nondiscrimination provisions of this Agreement, the Authority shall impose such contract sanctions as it or the FAA may determine to be appropriate, including, but not limited to:

- (1) Withholding of payments to the Company under the Agreement until the Company complies, and /or
- (2) Cancellation, termination, or suspension of the Agreement, in whole or in part.

F. Incorporation of Provisions. The Company shall include the provisions of paragraphs A through E in every subcontract, including procurements or materials and leases of equipment, unless exempt by the Regulations or directives issued pursuant thereto. The Company shall take such action with respect to any subcontract or procurement as the Authority or the TSA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event the Company becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Company may request the Authority to enter into such litigation to protect the interests of the Authority and, in addition, the Company may request the United States to enter into such litigation to protect the interests of the United States.

20.2 The Company assures that it will comply with pertinent statutes, Executive Orders and such rules as are promulgated to assure that no person shall, on the grounds of race, creed, color, national origin, sex, age or handicap be excluded from participating in any activity that benefit from Federal assistance. This Section obligates the Company for the period during which Federal assistance is extended to the airport program, except where Federal assistance is to provide, or is in the form of, personal property or real property or interest therein or structures or improvements thereon. In these cases, this Section obligates the Company for the longer of the following periods: (a) the period during which the property for which Federal assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Authority or any transferee retains ownership or possession of the property. In the case of contractors this Section binds the contractors from the Proposal solicitation period through the completion of the contract. The Company shall include the provisions of this Section in every subcontract, including procurements of materials and lease of equipment, under this Agreement.

XXI. INDEMNIFICATION

The Company shall, and shall cause any subcontractor to, assume responsibility for loss or damage to property or injury to persons resulting from, arising out of or associated with such subcontractor's Services rendered pursuant to this Agreement, as well as for any claims made by or on behalf of such subcontractor's agents, servants and employees arising out of their employment or work pertaining to the Services rendered pursuant to this Agreement. The Company shall, and shall cause any subcontractor at all times to indemnify and hold the Authority and its officers, agents and employees harmless from and against any and all liabilities, demands, claims, suits, losses, damages, cause of action, fines or judgments, including those reasonable and necessary costs, attorney and witness fees and expenses incidental thereto, arising out of, or in connection with the Services rendered under the terms of this Agreement, except for acts arising out of the sole negligence of the Authority. The parties hereto shall promptly report to the other any such claim or suit against either of them.

XXII. INDEPENDENT CONTRACTOR

It is agreed and understood that in performing its Services hereunder, the Company acts as an independent contractor in every respect and that the Company shall not hold itself out as, nor shall it be deemed, an agent, servant, or employee of the Authority. The selection, retention, assignment, direction and payment of the Company's employees and associates shall be the sole responsibility of the Company. The Authority shall not attempt to exercise any control over the daily performance of duties by the Company's employees. The Company agrees that its employees shall have no right to participate in any group, life, and accident or health plan maintained by the Authority for its employees. The Company shall maintain all tax records for its employees who perform Services pursuant to this Agreement, and the Company shall withhold and remit income taxes, federal insurance

contribution act taxes and unemployment insurance taxes to the appropriate governmental agencies with respect to amounts paid by the Company to its employees for their Services.

XXIII. SURRENDER OF POSSESSION

Upon the expiration or other termination of this Agreement, the rights of the Company to use the premises, facilities, rights, licenses, Product, Services, and privileges herein granted shall cease and the Company shall forthwith, upon such expiration or termination, surrender the same.

XXIV. HEADINGS

The paragraph headings contained herein are solely for convenience and shall have no bearing upon the construction of any of the provisions hereof.

XXV. GOVERNING LAW

This Agreement shall be governed by the laws of the State of North Carolina.

XXVI. INCORPORATION OF DOCUMENTS

This Agreement, together with the following documents, constitutes the Agreement Documents and are attached hereto and made a part hereof:

1. Notice of Request for Proposals
2. Request for Proposals Document
3. Company Submittal to RFP (Proposal)
4. Agreement
5. Insurance Certificates
6. Performance Bonds

The above documents are to be considered as one and whatever is called for by any one of the documents shall be as binding as if called for by all.

IN TESTIMONY WHEREOF, each of the parties has caused its duly authorized representative to execute and deliver this Agreement, effective as of the date first above written.

COMPANY:

GREATER ASHEVILLE REGIONAL
AIRPORT AUTHORITY

Greater Asheville Regional Airport Authority
Request for Proposals

BY: _____
Lew Bleiweis, A. A. E.
President and CEO

WITNESS:

BY: _____

TITLE: _____

APPENDIX E

PRICING WORKSHEET

PRICING WORKSHEET

The Cost Proposal should include all costs of administration, labor, equipment, and required supplies to ensure the Provider meets all requirements outlined in this Request for Proposals.

Include in your proposal the Bid Schedules (1-6) and the Management Fee Form found in this appendix to your Cost Proposal. Examples provided with Bid Schedules 1-4 are guides for the Provider to use. The Provider should provide their recommended positions.

Greater Asheville Regional Airport Authority
Request for Proposals

Bid Schedule 1: Terminal, Year 1

SAMPLE					
Position Titles	Job Description	Number of Daily Shifts	Number of Weekly Shifts (Including Days Off)	Contract Labor hourly Wage By Position	Dollars for Area (equals # weekly shifts x 8 hours x hourly wage for job description)
Manager				salary	
Assistant Manager				salary	
	1st Shift				
Supervisor(s)					
Shift Lead(s)					
General Cleaner					
Trash Runner					
	2st Shift				
Supervisor(s)					
Shift Lead(s)					
General Cleaner					
Trash Runner					
	3st Shift				
Supervisor(s)					
Shift Lead(s)					
General Cleaner					
Floor Tech					
Weekly Dollars					
Annual Dollars					

Greater Asheville Regional Airport Authority
Request for Proposals

Bid Schedule 2: Ancillary Buildings, Year 1

SAMPLE						
Position Titles	Job Description	Number of Daily Shifts	Number of Weekly Shifts (Including Days Off)	Contract Labor hourly Wage By Position	Dollars for Area (equals # weekly shifts x 8 hours x hourly wage for job description)	Notes: (Indicate if any of these positions are covered by Terminal Bid)
Manager				salary		
Assistant Manager				salary		
	1st Shift					
ATCT						
RAC Service Center						
	2nd Shift					
DPS						
Maintenance						
Central Energy Plant						
Temp Admin						
Temp Operations						
Temp Finance						
Weekly Dollars						
Annual Dollars						

Greater Asheville Regional Airport Authority
Request for Proposals

Bid Schedule 3: Terminal, Year 3

SAMPLE					
Position Titles	Job Description	Number of Daily Shifts	Number of Weekly Shifts (Including Days Off)	Contract Labor hourly Wage By Position	Dollars for Area (equals # weekly shifts x 8 hours x hourly wage for job description)
Manager				salary	
Assistant Manager				salary	
	1st Shift				
Supervisor(s)					
Shift Lead(s)					
General Cleaner					
Trash Runner					
	2st Shift				
Supervisor(s)					
Shift Lead(s)					
General Cleaner					
Trash Runner					
	3st Shift				
Supervisor(s)					
Shift Lead(s)					
General Cleaner					
Floor Tech					
Weekly Dollars					
Annual Dollars					

Greater Asheville Regional Airport Authority
Request for Proposals

Bid Schedule 4: Ancillary Buildings, Year 3

SAMPLE						
Position Titles	Job Description	Number of Daily Shifts	Number of Weekly Shifts (Including Days Off)	Contract Labor hourly Wage By Position	Dollars for Area (equals # weekly shifts x 8 hours x hourly wage for job description)	Notes: (Indicate if any of these positions are covered by Terminal Bid)
Manager				salary		
Assistant Manager				salary		
	1st Shift					
ATCT						
RAC Service Center						
	2nd Shift					
DPS						
Maintenance						
Central Energy Plant						
Weekly Dollars						
Annual Dollars						

Greater Asheville Regional Airport Authority
Request for Proposals

Bid Schedule 5: Management Fee and Insurance

Fee	Year 1	Year 3
Management Fee*		
Insurance		

**Provide a description of what is included in the management fee*

Bid Schedule 6: Chemicals

Estimated monthly chemicals cost, Year 1: _____

Estimated monthly chemicals cost, Year 3: _____

Cost Proposal

The cost proposal should include all costs of administration, labor, equipment, chemicals, and supplies to ensure the Proposer meets all requirements outlined in this Request for Proposals.

Please include with your proposal the bid schedules (1-6) attached to this offering.

Price proposed per month for Terminal Facilities, Year 1: _____

Price proposed per month for Ancillary Facilities, Year 1: _____

Price proposed per month for Management Fee & Insurance, Year 1: _____

Price proposed per month for Chemicals, Year 1: _____

Total posed per month cost, Year 1: _____

Price proposed per month for Terminal Facilities, Year 3: _____

Price proposed per month for Ancillary Facilities, Year 3: _____

Price proposed per month for Management Fee & Insurance, Year 3: _____

Price proposed per month for Chemicals, Year 3: _____

Total posed per month cost, Year 3: _____

APPENDIX F

PROPOSAL SUBMITTAL CHECKLIST

PROPOSAL SUBMITTAL CHECKLIST

For the purposes of uniformity during review, all proposals should be submitted and organized in the following order. Submittals should not use a font smaller than 10pt.

- I. Cover Letter / Letter of Transmittal
- II. Table of Contents
- III. Proposing company's information, including:
 - a. Name
 - b. Address
 - c. Point of Contact, including phone number and email address
- IV. Experience and Qualifications
- V. References
- VI. Operational Plan
- VII. Security Plan
- VIII. Staffing Plan
- IX. Start-up / Transition Plan
- X. Operations & Maintenance Key Performance Indicators
- XI. DBE Program Submittals
- XII. Any other relevant information
- XIII. Cost proposal
- XIV. Signature Block

APPENDIX G

RFP SCHEDULE

Greater Asheville Regional Airport Authority
Request for Proposals

Date	Time	Activity
02/24/2026		Issue RFP
03/06/2026	12:00pm ET	Deadline to register for mandatory pre-proposal meeting and site tour.
03/09/2026	9:00am ET	Mandatory pre-proposal meeting and site tour
03/16/2026	5:00pm ET	Submission of written questions due
03/23/2026	5:00pm ET	Proposals due
04/09/2026	2:00pm ET	Proposer Interviews, if deemed necessary