

Request for Information

**Custodial Services for the Pittsburgh International Airport**

Specification # 0764



**ACAA**

**Allegheny  
County Airport  
Authority**

## 1. INTRODUCTION

The Allegheny County Airport Authority (ACAA) operates and manages Pittsburgh International Airport (PIT) and Allegheny County Airport (AGC). PIT serves nearly 10 million passengers on 15 carriers every year with flights to 62 nonstop destinations—a number that’s growing every year—to connect Pittsburgh to the world and the world to Pittsburgh.

As recognition for this growth, Fast Company Magazine has named PIT one of the most innovative transportation companies in the world. Additionally, the Pittsburgh Business Times named PIT’s CEO Christina Cassotis to the Pittsburgh Power 100, a list of the region’s most influential leaders in business. She was also named the 2024 Pittsburgher of the Year by Pittsburgh Magazine.

The Allegheny County Airport Authority is inviting your organization to submit a response for Request for Information for **CUSTODIAL SERVICES FOR THE PITTSBURGH INTERNATIONAL AIRPORT**.

As used in this RFI, the term “Respondent” refers to any entity submitting a response to the Request for Information. The term “Contractor” refers to the entity awarded the contract.

The proposals received will be evaluated by an ACAA selection committee.

Submitted responses must demonstrate the capability to provide custodial services in an airport or mall-like environment that includes a multi-shift (24/7) operation and where the square footage maintained exceeds 500,000. The ACAA facilities include the Pittsburgh International Airport terminal, concourses, and ancillary support buildings. The contractor will provide these services using appropriate staff at varying shifts in order to complete and fulfill custodial services as per the terms of the agreement generated from the award of the public bid. The current contractor employs a staff of three shifts around the clock for Terminal, Concourses A, B, C, D and Ancillary Buildings. The new contractor will be expected to employ three shifts around the clock for the facility. The facility has flooring that includes terrazzo, tile, carpet, vinyl, and painted concrete which must be maintained.

In submitting a proposal, Respondent shall be responsible for all costs, including travel incurred in the preparation of said proposal. Respondent agrees not to seek reimbursement for such costs from the ACAA.

## 2. BACKGROUND

Pittsburgh is and always has been a city that innovate—from its beginnings as a blue-collar steel town to its transformation into the robotics capital of the world. The region is thriving in technology, where Pittsburgh is on the cutting edge of artificial intelligence, robotics and medicine, with pioneers advancing life-changing treatments. Pittsburgh’s airports reflect the same ingenuity, continually evolving to meet the needs of an ever-changing passenger base.

The ACAA leads with a vision to transform Pittsburgh’s airports to reflect, connect and serve the community, inspire the industry and advance the region’s role as a world leader. The ACAA is dedicated to serving as a global aviation leader by driving innovation, regional growth, and prosperity through investments in team members, passengers, airlines, and partners. Under ten years of the dynamic leadership of CEO Christina Cassotis, PIT has led with innovation and transformation, reflected by its new, state-of-the-art terminal.

After a 2025 unveiling, PIT's transformed airport isn't just an infrastructural revamp—it's a pledge to redefine the passenger experience to better meet the needs of a more modern Pittsburgh. PIT's new terminal reflects the values of the modern Pittsburgh passenger with a seamless, more welcoming experience that includes expanded TSA lines, an updated baggage system, a smart parking garage, outdoor terraces and so much more. The new terminal's design embodies the region's thriving natural landscape, innovative technology, and unique sense of community.

PIT currently operates over 2 million square feet of Airport Terminal and Concourse space with 55 aircraft gates, 33 of which are common-use gates and their cleaning will be included in the desired custodial services to be procured in the future RFB. The overall facility has flooring that includes terrazzo, tile, carpet, vinyl, and painted concrete which must be maintained. The PIT transformation's pledge to redefine the passenger experience includes providing a safe, clean facility for the traveling public, tenants, and airport employees.

### 3. OVERVIEW

The ACAA provides approximately \$29 billion annually in economic impact to the state of Pennsylvania through flight enplanements and cargo distribution.

PIT's transformed airport is expected to reshape the future, inspiring the industry and advancing Western Pennsylvania's role as a world leader. More information on the new terminal and airport project can be found at <http://www.pittransformed.com>.

The team at the ACAA is working hard to lead the way in the industry. Recent accolades include:

- Pittsburgh Technology Council, Tech 50 Award: Solutions Provider, Innovative Tech Category
- Future Travel Experience, Airport Pioneer Award
- Pittsburgh Post-Gazette, Best Places to Work (Allegheny County Airport ACAA)
- Air Transport World Magazine Hall of Fame
- Fast Company's Most Innovative Companies, Transportation Category

In partnership with the lowest, most responsive respondent of the forthcoming RFB, the ACAA seeks to establish an operational structure that focuses on quality outcomes and accomplishes the following objectives:

- Achieves the look and smell of a new, clean building every day.
- Provides the required custodial services at competitive rates, which are in line with peer airports.
- Implements a collaborative quality assurance program that measures the performance of the contractor against objective performance metrics and criteria.
- Develops and maintains a training program for contractors' staff to ensure staff can perform to the level required expected by ACAA, and that includes a safety program to maintain safe working conditions for contractors' workers, the traveling public, tenants, and airport employees.
- Delivers an excellent, seamless airport experience to each airport customer.

#### 4. ANTICIPATED ELEMENTS OF THE SCOPE OF WORK

The custodial services required to be provided under the agreement resulting from the forthcoming Request for Bids (RFB) shall include all labor, materials, tools, supplies, custodial personnel, and equipment, whether listed or not, required to effectively perform the tasks described in the Scope of Work. Such tasks include, but are not limited to, the following:

- A. Full-service cleaning and sanitizing of walls, doors, elevators, restrooms, hold areas, food courts, passenger boarding bridges, vestibules, corridors, baggage carousels, ticket counters, and surfaces within the Terminals, Concourses, and Ancillary Buildings.
- B. Wiping and disinfecting of bathrooms and bathroom fixtures including counter tops, partitions, urinals, toilets, sinks, mirrors, floors, paper towel dispenser, faucets, changing stations, trash receptacles, toilet paper dispensers.
- C. Window cleaning up to 8 feet.
- D. Restocking paper towels, toilet paper, soap, disinfectants, toilet seat covers, cleaning solutions, pet cleaning supplies.
- E. Mopping and sweeping of floor areas of hallways, corridors, rooms, Concourse, Terminals, elevators, walking paths, checkpoints, break rooms, offices, restrooms, food courts, gathering areas, hold areas, passenger boarding bridges, restrooms, storage rooms, curbs.
- F. Properly disposing of waste, including hazardous and biohazardous waste.
- G. Conduct ongoing safety training for hazardous material handling and storage, proper lifting techniques, ergonomics, bloodborne pathogens, safety data sheets, chemical burns, emergency eyewash, emergency preparedness, first aid, fire extinguishers, lift training, and fall protection.
- H. Develop an evacuation plan for the safe evacuation of all facilities for custodial employees and management.
- I. Provide OSHA documents or plans that are required by Federal and State statute.

Custodial Services are needed twenty-four (24) hours a day, seven (7) days a week, each day of the year at PIT to ensure that its facilities are hygienic, clean, and attractive to the traveling public, tenants, and airport employees.

#### 5. SUBMISSION PROCEDURES

A copy of the Request for Information (RFI) will be available on **March 3, 2026** and can be obtained by registering on the ACAA's Bonfire Portal, <https://flypittsburgh.bonfirehub.com/>, and following the directions listed on the site. Interested parties will submit their proposals according to the guidelines specified.

As described above, the ACAA requests that Respondents submit a PDF version of their proposal via Bonfire Procurement Portal. Submissions must be received by the ACAA not later than **March 17, 2026 7:00 A.M., EST** via <https://flypittsburgh.bonfirehub.com/>.

The ACAA reserves the right to reject any proposals that do not meet the requirements. Respondents will be notified according to the specified schedule in Bonfire. At its discretion, the ACAA may (or may not) invite vendors to present their proposals virtually or in person to the ACAA selection committee after proposals are submitted. At the sole discretion of the ACAA, selected companies may be required to complete a non-disclosure agreement and contract with the ACAA, as well as provide all supporting materials requested by the ACAA.

**6. SCHEDULE (THESE DATES MAY CHANGE TO ACCOMMODATE PROCESS)**

RFI Release	March 3, 2026
Questions due from Vendors	March 10 2026
Response to Vendor Questions	March 13, 2026
RFI Due Date	March 17, 2026
Close of Project from Vendor Responses	March 17, 2026
Evaluation Period	March 17-20, 2026
Open/Release of Public Bid	April 1, 2026
Site Visit and Walk Through	April 7, 2026
Questions due from Vendors	April 10, 2026
Response to Vendor Questions	April 15, 2026
Close of Project from Vendor Responses	April 22, 2026
Public Bid Opening via TEAMS	April 22, 2026
Vendor Selection <i>(Vendor Selection will not be awarded until May Board Meeting)</i>	May 2026

**7. REQUESTED RESPONSES**

The ACAA is issuing this Request for Information (RFI) to gather information from qualified custodial service providers with demonstrated experience in commercial aviation environments. The purpose of this RFI is to:

- Assess vendor capabilities and industry best practices
- Understand staffing models and service delivery approaches for airport facilities
- Evaluate technology, sustainability practices, and quality control methodologies
- Inform the potential development of a future Request for Bids (RFB)

This RFI is for information gathering purposes only and does not constitute a solicitation for bids or proposals. Information in vendor response must include:

**1.0 Scope of Services**

Respondents should describe their ability to provide comprehensive custodial services in a dynamic, high-traffic airport environment. Services may include, but are not limited to:

**1.1 Public Areas**

- Terminal concourses and gate areas
- Ticketing and baggage claim areas
- TSA/security checkpoint areas
- Restrooms (including high-frequency cleaning and restocking)
- Elevators, escalators, and stairwells
- Public seating, glass up to 8 feet, and touchpoint sanitation

## 1.2 Operational & Administrative Areas

- Offices and conference rooms
- Breakrooms and employee facilities
- Training rooms and administrative areas
- Storage and back-of-house spaces

## 1.3 Specialized Services

- Post-construction cleaning
- Emergency spill response
- Biohazard and bodily fluid cleanup
- Carpet and hard floor maintenance programs
- High dusting and periodic deep cleaning

Respondents should address how they manage 24/7/365 operations, fluctuating passenger volumes, weather-related disruptions, and security requirements.

## 2. Vendor Qualifications and Experience

Respondents should provide:

- Company background and years in operation
- Experience servicing commercial airports or other high-traffic transportation hubs
- Description of contracts of similar size and complexity
- Safety record and OSHA compliance history
- Experience operating in secure environments requiring background checks and badging
- Please include references for at least three comparable facilities.

## 3. Staffing Plan and Workforce Management

Respondents should describe their proposed staffing approach, including:

- Organizational structure for airport operations
- 24/7 coverage model
- Supervisor-to-staff ratios
- Recruitment, screening, and badging processes
- Training programs (safety, customer service, infection control, equipment operation)
- Employee retention strategies
- Include information regarding contingency staffing during peak travel periods, severe weather events, or emergencies.

## 4. Quality Control and Performance Management

Describe your quality assurance program, including:

- Inspection processes and frequency
- Performance metrics and KPIs
- Technology used for inspections and reporting (e.g., mobile auditing tools)

- Corrective action procedures
- Continuous improvement practices

Respondents should explain how they measure restroom cleanliness, response times, and customer satisfaction in high-traffic environments.

### **5. Equipment and Technology**

Provide preferred approach to Equipment Ownership (Airport-owned versus Vendor-owned) and details supporting that approach.

Provide details regarding:

- Cleaning equipment fleet (ride-on scrubbers, sweepers, vacuums, etc.)
- Restroom monitoring systems
- Work order management platforms
- Data reporting capabilities
- Innovation in airport custodial operations

### **6. Pricing Structure (Information Only)**

Although this RFI does not request formal pricing, respondents are invited to describe typical pricing structures used in airport environments, such as:

- Cost per square foot
- Hourly staffing models
- Performance-based pricing
- Hybrid models

## **8. CONDITIONS OF THIS REQUEST FOR INFORMATION**

Provide responses in electronic format. Include all requested documentation, references, and supporting materials. The ACAA reserves the right to use the information gathered through this RFI to develop a future RFB.

This is a Request for Information. It is not an offer, contract, or an invitation for bids. The submission of a response to this process does not impose any legal obligation upon either the ACAA or the Respondent submitting the qualifications, nor does it create any contractual or quasi-contractual relationship between them.

The ACAA is a Pennsylvania municipal authority and is subject to the requirements of the Pennsylvania Right to Know Law (RTKL). All materials submitted by Respondents to the ACAA are likewise subject to the RTKL.

The ACAA reserves the right to reject or disregard any or all responses, to negotiate with any or all persons submitting responses, and/or to enter into a contract or contracts with any person or persons for any or all of the services described herein.

**9. RESPONDENTS RESPONSIBILITY**

It is the responsibility of each Respondent to carefully examine this RFI and to judge for itself all the circumstances and conditions which may affect its proposal. Any data furnished by the ACAA is for informational purposes only and is not warranted. Respondent's use of any such information shall be at Respondent's own risk. Failure on the part of any Respondent to examine, inspect, and to be completely knowledgeable of the terms and conditions of the RFI requirements, and any other relevant documents or information, shall not relieve the selected Respondent from fully complying with this RFI.