

Attachment A

REQUEST FOR PROPOSALS  
Northwestern Regional Airport Commission

I. Introduction

The Northwestern Regional Airport Commission (NRAC) is requesting bids for **Janitorial Services in the main airline terminal** at the Cherry Capital Airport, 727 Fly Don't Drive, Traverse City, MI 49686.

II. Intent

The NRAC is seeking services beginning **September 10, 2020**. The NRAC will enter into a two (2) year contract, commencing on **September 10, 2020** and continuing through **September 9, 2022** providing the services rendered are in keeping with the standards set and determined by the NRAC.

The contract may be renewed at the sole option of the NRAC for two (2) one-year terms. In order for the NRAC to exercise either of these two (2) options, the NRAC must notify the contractor in writing at least (30) thirty days prior to the end of the second or third year, as the case may be, that the NRAC has exercised the applicable option to renew. The Bidder's proposed cost for the third and fourth years in the event that the NRAC exercises its option to renew shall be set forth in the document titled "Proposal Form", enclosed. Bidders are required to submit a separate price for each of the (4) four-year contract periods. Prices are to remain firm during each part of the contract.

The NRAC is also seeking a bid option for pandemic level deep cleaning services. The price per month for the scope of the pandemic level deep cleaning shall be submitted on the "Proposal Form". The bidder must submit a detailed scope of work to accomplish the pandemic level cleaning.

III. Examination of Bidding Documents, Other Related Data, and Site.

On request, the NRAC will provide a bidder access to the site to conduct examinations, investigations, explorations, tests, and studies as bidder deems necessary for submission of a bid.

It is the responsibility of each bidder before submitting a bid to:

1. examine and carefully study the bid documents, including any addenda and the other related data identified in the bidding documents;
2. visit the site and become familiar with and satisfy bidder as to the general site conditions that may affect cost, progress, and performance of the work, including taking all measurements the bidder deems necessary to bid the work;

3. become familiar with and satisfy bidder as to all federal, state, and local laws, rules, codes, and regulations that may affect cost, progress, or performance of the work;
4. obtain and carefully study (or assume responsibility for doing so) all data concerning conditions at the site which may affect cost, progress, or performance of the work or which relate to any aspect of the materials, means, methods, techniques, sequences, and procedures of performance to be employed by bidder, including any specific materials, means, methods, techniques, sequences, and procedures of construction expressly required by the bidding documents, and safety precautions and programs incident thereto;
5. agree at the time of submitting its bid that no further examinations, investigations, explorations, tests, studies, or data are necessary for the determination of its bid for performance of the work at the price bid and within the times and in accordance with the other terms and conditions of the bidding documents;
6. become aware of the general nature of the work to be performed by the NRAC and others at the site that may affect or relates to the bidder's work;
7. correlate the information known to bidder, information and observations obtained from visits to the site;
8. promptly give the Assistant Airport Director of Operations and Maintenance written notice of all conflicts, errors, ambiguities, or discrepancies that bidder discovers in the bidding documents and confirm that the written resolution thereof by the Assistant Airport Director of Operations and Maintenance is acceptable to bidder; and
9. determine that the bidding documents are generally sufficient to indicate and convey understanding of all terms and conditions for the performance of the work.

The submission of a bid will constitute an incontrovertible representation by bidder that bidder has complied with every requirement of this Paragraph III, that without exception the bid is premised upon performing and furnishing the work required by the bidding documents and applying any specific materials, means, methods, techniques, sequences, and procedures of performance that may be shown or indicated or expressly required by the bidding documents, that bidder has given the Assistant Airport Director of Operations and Maintenance written notice of all conflicts, errors, ambiguities, and discrepancies that bidder has discovered in the bidding documents and the written resolutions thereof by the Assistant Airport Director of Operations and Maintenance are acceptable to bidder, and that the bidding documents are generally sufficient to indicate and convey understanding of all terms and conditions for performing and furnishing the work.

#### IV. On-site Inspection

A mandatory on-site inspection will be held on **Wednesday, July 15, 2020 at 4:00 P.M.** at the Cherry Capital Airport Administration Office. 727 Fly Don't

Drive, Traverse City, MI 49686. Located on the second floor of the terminal building. During the inspection the contractor will have an opportunity to acquire measurements and view the facility.

V. Performance Specifications

Please indicate in your proposal how your company will meet the following:

Equipment

The Contractor will furnish the necessary equipment to accomplish the scope of the work.

Space available in the terminal building will be assigned to the contractor for storage of equipment and supplies, which will be used in the performance of the work contract. The contractor shall keep this space in a neat and orderly condition. The NRAC will not be responsible in any way for damage to the contractor's stored supplies, material, or equipment, or the contractor's employee's personal belongings.

Materials

The contractor shall provide all cleaning chemicals, detergents, sanitizers, spot removers, urinal splash guards, urinal floor mats, and personal protective equipment.

A listing of the chemicals is to be maintained and kept current and on file within the main janitorial closet. Included with this information shall be the Safety Data Sheets for all products used.

The NRAC will supply the contractor with the required amounts of restroom supplies such as toilet tissue, roll towel, center fold towel air fresheners, and soap/sanitizer for dispensers.

Work Time

A Day Porter shall perform regular cleaning continuously between 6:00 A.M. – 11:00 P.M., seven days a week, including holidays.

Major cleaning shall be performed nightly. Night work shall be completed from 11:00 P.M. – 4:00 A.M., seven days a week, including holidays.

Entrance doors will be locked by the personnel performing this contract from 1:00 A.M. to 3:00 A.M. except when flights are delayed.

The NRAC requires that a weekly customer/contractor walkthrough be conducted to ensure a proper level of cleanliness is being strictly adhered to. The walkthrough will be scheduled at the airport's discretion. The contractor shall correct any discrepancies in work quality within two (2)

days of such report. Non-compliance shall be considered a breach of contract.

The NRAC requires that the contractor develop and adhere to a task-checklist for: Daily, Nightly, Weekly, Monthly, Quarterly, Semi-Annual, and Annual performance. The checklist must be approved by the NRAC prior to the start date of the contract. The completed checklists shall be submitted to the Airport Operations Manager or designee each Sunday of the work week.

If selected, the successful Bidder shall submit a complete proposed work schedule for its employees within two (2) weeks of the start date, subject to approval by the Airport. The schedule shall include the names and phone numbers of each scheduled employee.

#### Staffing

The successful bidder (also referred to as the “contractor”) will have a minimum staffing level that completes all required tasks as stated in the proposal. The NRAC will determine during inspections with the contractor if staffing levels are to be adjusted based on performance.

The contractor will provide the custodial/janitorial services specified herein, with employees on duty at all times during the hours designated herein. The contractor will provide a daily porter service from the hours of 6:00 A.M until 11:00 P.M. with additional staff to provide major cleaning between the hours of 11:00 P.M. until 4:00 A.M. Whenever the contractor’s employee will be absent from duty, he/she will be replaced at once and airport operations will be notified.

In the event that the contractor’s employee is absent or late, the contractor shall compensate the NRAC at two (2) times the contractor’s hourly rate for the period which the employee is absent or late to compensate the NRAC for the cost to NRAC as a result of the lost time. Lost time compensation will be deducted from the contractor’s next regular billing period invoice.

The contractor is required to maintain an aggressive local recruitment and training program for all new employees, and shall provide documentation of compliance with this requirement upon request from the NRAC. The training program for all employees shall include, at a minimum, proper use of janitorial supplies and chemicals, industry accepted cleaning procedures, and OSHA requirements.

A supervisor is required to be assigned to the site during all cleaning operations. The supervisor will inspect conditions, oversee quality, and answer any questions or calls from the NRAC.

The contractor's employees shall not be allowed to have personal visitors at anytime during their work hours.

Successful bidders and/or employees will be required to submit to a fingerprint criminal history record check. The cost of the criminal history record check will be that of the successful bidder. All employees must successfully pass and comply with all security training.

All employees shall wear a uniform that is easily recognizable, appear groomed and professional, and display the company name. Uniforms shall be approved by the NRAC prior to first use. Jeans will not be allowed. Employees in violation of the uniform policy shall be subject to immediate dismissal from the assigned work site. In the event that this occurs, this will be considered lost work time and the NRAC will be compensated at two (2) times the contractor's hourly rate for the period which the employee is absent. The contractor is responsible for all costs associated with the uniform purchase/rental.

Keys will be signed out from an Airport Representative. Any costs associated with keys being lost shall be the responsibility of the successful bidder including replacement of locks in the entire terminal building.

The contractor shall supply, at contractor's expense, a cell phone to be carried by one of the custodians at all times while on duty to allow airport operations personnel to contact the custodian for any reason.

The contractor's employees shall call airport operations to check in and out daily at the beginning and end of each shift.

All employee breaks shall be taken in the terminal building in a non-public location as specified by the airport. Smoking will only be allowed in a designated employee smoking area to be determined by the airport.

The NRAC shall have the authority to request removal from the work site any of the contractor's employees the NRAC deems to be incompetent, careless, insubordinate or otherwise objectionable, or whose continued employment at the airport the NRAC determines is not in the best interest of the Airport.

Contractor's employees will be required to wear personal protective equipment, such as face coverings, while at the airport in accordance with federal or state law, rule, regulation, or order or a Grand Traverse County Health Department Emergency order or directive.

## References

A reference list and brief company history should be attached to proposal.

## Day Porter Performance

1. Maintain cleanliness of the terminal building to include but not limited to;
  - A. Clean windows including the glass, frame, trim, and molding
  - B. Clean/vacuum carpet
  - C. Clean/mop hard floor surfaces
  - D. Maintain cleanliness and order of bathrooms
  - E. Re-stock bathroom; roll towel, toilet paper, and soap
  - F. Clean up accidental messes
  - G. General dusting of furniture, fixtures, edging, walls, and countertops
  - H. Clean and wipe down tables, fixtures, counter tops, seating, and furniture
  - I. Empty recycling and trash receptacles
  - J. Clean and polish stainless steel
  - K. Sanitize all high touch surfaces in terminal building. This shall be completed at a minimum of three times per day
  - L. Address miscellaneous cleaning requests from NRAC staff
  - M. Once per week; vacuum, dust, clean glass, and empty garbage in each airport administration office
  
2. Maintain cleanliness of the TSA offices and breakroom to include but not limited to;
  - A. Clean windows including the glass, frame, trim, and molding
  - B. Clean/vacuum carpet
  - C. Clean/mop hard floor surfaces
  - D. Maintain cleanliness and order of bathrooms
  - E. Re-stock bathroom; roll towel, toilet paper, and soap
  - F. Clean up accidental messes
  - G. General dusting of furniture, fixtures, edging, walls, and countertops
  - H. Clean and wipe down tables, fixtures, counter tops, seating, and furniture
  - I. Empty recycling and trash receptacles
  - J. Clean and polish stainless steel
  - K. Address miscellaneous cleaning requests from NRAC staff

The work in the TSA areas will be completed Monday thru Friday only.

Other Daily and Nightly Performance: Includes both terminal building and TSA leased spaces.

1. All carpets to be completely and thoroughly vacuumed once per day, wall to wall, by an upright, beater bar type vacuum. These machines shall have a power brush that beats the carpet and combs the nap. Alternate methods of vacuuming may be approved. This method will consist of a battery powered ride on carpet care machine. The unit must operate with low noise levels and contain vacuum and extraction functions as well as have the capacity to accept wand attachments. Straight suction type vacuums shall be used to maintain edges and hard to reach areas.
2. Spot removal and carpet cleaning shall be done by employees trained in spot removal per the carpet manufacturers specifications and shall be performed nightly seven days a week. Should this method fail to remove the stain, approval shall be obtained in writing from the NRAC. Any and all damages due to not obtaining approval shall be the cost of the successful bidder. Carpet cleaning shall be conducted in all public areas. All public areas shall receive a complete cleaning using the specified method as required.
3. All hard surface floors to be thoroughly dry-mopped with a chemically treated dust mop and damp mopped.
4. Successful bidder must provide automatic floor scrubbing machine for all VCT/slate tile.
5. Elevator cabs (2) shall be thoroughly cleaned including walls, floors, doors (inside and out), door tracks, and stainless steel.
6. Mats at all entrances shall be vacuumed or swept both inside and out.
7. Entrance door glass and sidelight(s) frames shall be cleaned.
8. Stairways shall be swept and damp mopped.
9. Empty and clean ash/sand urn receptacles – outside.
10. Spot clean lobby and holding room seats.
11. Empty and insert new liners in trash receptacles.
12. Clean fingerprints on all glass and stainless-steel including offices, shops, display cases, telephones, and vending machines.
13. General dusting of woodwork, windows frames, ticket counters, walls and all other areas where dust will accumulate as needed.
14. Moving of all furniture and equipment shall be by the contractor prior to performing this work and returned to its original position upon completion.
15. Monitors are to be cleaned once per day using glass cleaner on a rag, not sprayed directly onto the monitor.
16. Ticket counters are to be cleaned using an all-purposed disinfectant cleaner.
17. Polish all luggage conveyer belt stainless steel.

18. Break room area to be cleaned by washing all tables, chairs, walls and floor.
19. Drinking fountains need to be cleaned, polished, and disinfected each night.
20. Vacuum all furniture and furniture creases.
21. Replace empty air freshener cartridges.
22. Cleaning in the restroom shall consist of the following:
  - A. Clean water closets, partitions, and walls
  - B. Clean wash basins and wall surfaces
  - C. Clean and refill soap dispensers
  - D. Clean and refill bathroom toilet tissue dispensers
  - E. Clean and refill all bathroom paper towel dispensers
  - F. Replace empty air freshener cartridges
  - G. Replace soiled urinal floor mats
  - H. Replace urinal splash guards
  - I. Clean mirrors
  - J. Clean all toilets and urinals and wall surfaces
  - K. Clean and empty all waste receptacles
  - L. Sweep floors and mop with germicidal cleaner
  - M. Spot clean all restroom walls, thoroughly clean at least once a month
  - N. Clean all air vents

Note: Special attention shall be given to floors around the urinals and toilets for the elimination of odor and stains and to provide a uniformly clean appearance throughout.

23. At times, the NRAC may need special services that require additional labor hours. The NRAC shall request the janitorial service to supply additional labor as required.

#### Monthly

1. Air vents and signs in all areas are to be cleaned. They are to be free of dust, dirt, stains and smudges. It is the successful bidder's responsibility to provide the required equipment to reach these surfaces.
2. Wash all lobby and holding room seats completely.
3. Polish all tabletops and wash all table bases.
4. Wash all waste receptacles.
5. Spray buff all resilient floors.
6. Spot clean wall surfaces within 70 inches of floor.

Quarterly Performance: Quarterly performance shall be completed; January 1-31, April 1-30, July 1-31, and October 1-31.

1. Hot water extraction of carpet in high traffic areas. Terminal entrances, bag claim, TSA checkpoint, main hallways, and main corridors.
2. Window washing 7 feet and below of interior windows.

Semi-Annual Performance: Semi-Annual performance shall be completed; April 1-30 and October 1-31.

1. Hot water extraction of carpet in moderate traffic areas. TSA offices, hallways, conference rooms, ticket counters, and the hold room.
2. Steam clean all bathroom floor tile and grout.
3. Window washing from 7 feet and above of interior windows.
4. Window washing of all exterior windows.
5. Strip and wax all vinyl composite tile flooring.

Annual Performance: Annual performance shall be completed; July 1-31.

1. Hot water extraction of carpet in low traffic areas and airport administration offices.
2. Wash all venetian blinds and drapes.
3. Vacuum all venetian blinds and drapes.

Special coordination between the contractor and the NRAC shall be strictly enforced for Quarterly, Semi-Annual, and Annual performance.

#### VI. Insurance

The Contractor is required to provide the following insurance. If any part of the Contract is sublet, insurance shall be provided by the Contractor on behalf of subcontractors to cover their operations. The insurance shall be contracted with a company licensed to do business in the State of Michigan and shall be subject to the approval of the NRAC. Certified copies in duplicate, setting forth the limits and coverage shall be furnished to the NRAC before commencing with any work and at the time of executing the contract. The policy shall contain endorsements stating that a 10 day notice will be given to the NRAC prior to termination or any change in the policy, shall provide an endorsement stating that the NRAC and Grand Traverse and Leelanau Counties, their boards, officers, employees, and agents have been named as additional insureds onto such policy for all claims arising out of the Contractor's Work using the broad form endorsement under all of the policies, except workers' compensation, providing additional insured status for ongoing and completed operations which shall be so stated on the Certificate of Insurance, and shall describe the project and provide coverage for the following terms:

- A. Contractor's General Liability and Property Damage. The Contractor shall procure and shall maintain during the life of this Contract Contractor's General Liability Insurance in an amount not less than \$2,000,000 per occurrence for injuries, including accidental death, for each person; and subject to the same limit for each person, in an amount not less than \$2,000,000 per occurrence on account of each accident; and Contractor's Property Damage Insurance in an amount not less than \$1,000,000 each occurrence; and combined Single Limit for Bodily Injury and Property Damage Liability in an amount not less than \$2,000,000 for each

occurrence products/completed operations including property damage coverage for the following terms:

Coverage shall include language that states: It is understood and agreed that by naming the NRAC and Grand Traverse and Leelanau Counties, their boards, officers, agents, and employees as additional insured, coverage afforded is considered to be primary and any other insurance that they may have in effect shall be considered secondary or excess.

- B. Automobile Insurance. The Contractor shall procure and maintain during the life of this Contract Owned, Contract Hired and Non-Ownership Motor Vehicle Bodily Injury Insurance (comprehensive form) in an amount not less than \$500,000 for injuries, including accidental death for each person; and in an amount not less than \$1,000,000 for each accident; and Property Damage Liability Insurance in an amount not less than \$1,000,000 for each accident; and combined single limit for Bodily Injury and Property Damage Liability Insurance in an amount not less than \$1,000,000 for each occurrence. These requirements may be met through an Umbrella Policy.
- C. Worker's Compensation. The Contractor shall comply with the requirements of the Michigan Worker's Compensation Law and shall maintain such insurance as will protect it from claims under said law, and from any other claim for personal injury, including death, which may arise from operations by himself or by any other Contractor, or anyone directly or indirectly employed by either of them, and will give proof of such insurance to the NRAC at the time of filing its bonds and Contract.

VII. Bid preparation and response

To be considered, bids must be received in the Airport Administration Office 727 Fly Don't Drive, Traverse City, MI 49686 no later than **July 22, 2020 at 10:00a.m.**

VIII. Bid Selection

The NRAC does not discriminate based on actual or perceived race, color, religion, sex, age, height, weight, marital status, physical or mental disability, family status, sexual orientation, gender identity, or national origin in the award or performance of this contract. All firms or persons qualifying under this solicitation are encouraged to submit bids/proposals.

The Northwestern Regional Airport Commission will not be obligated to take the lowest bid. The bid will be awarded based on qualifications to perform the tasks requested. The Airport Commission reserves the right to refuse any and all proposals. The Northwestern Regional Airport

Commission will take action on the award of the bid at the **July 28, 2020** regularly scheduled commission meeting. Bidders must be able to meet all bid requirements to begin service by **August 26, 2020**.

IX. Right to Request Additional Information

The NRAC reserves the right to request any additional information that it may deem necessary after the bid has been received. NRAC reserves the right to require a presentation by the bidder to its staff or commissioners.

X. No Reimbursement for bid costs.

NRAC will not pay for any information solicited or obtained. Further the NRAC will not be liable for any costs incurred in bid preparation or contract negotiation.

XI. Signatures, Late Bids, Faxed Bids, E-Mailed Bids, Questions

Each bid must be signed by a person authorized to sign contracts on the behalf of the firm. The name of the person signing must be followed by title.

Late bids will not be accepted.

Faxed bids will not be accepted.

E-Mailed bids will not be accepted.

Questions relating to this bid or the bidding process should be in writing and directed to:

Dan Sal, C.M.  
Assistant Airport Director of Operations and Maintenance  
727 Fly Don't Drive  
Traverse City, MI 49686

XII. Bids to Remain Subject to Acceptance.

All bids will remain subject to acceptance for the period of time stated in this form, but the NRAC may, in its sole discretion, release any bid prior to the end of this period.

XIII. Award of Contract.

The NRAC reserves the right to reject any or all bids, including without limitation, nonconforming, nonresponsive, unbalanced, or conditional bids. The NRAC further reserves the right to reject the bid of any bidder whom it finds, after reasonable inquiry

and evaluation, to be non-responsible. The NRAC may also reject the bid of any bidder if the NRAC believes that it would not be in the best interest of the NRAC or the serve to make an award to that bidder. The NRAC also reserves the right to waive any or all formalities or nonconformities, and to negotiate contract terms with the Successful bidder. Any such waiver shall not affect the validity of the contract or affect the right of the NRAC to enforce any provision of the contract.

By submitting this bid, the bidder waives any and all claims against the NRAC related to the NRAC's selection of the successful bidder.

More than one bid for the same work from an individual or entity under the same or different names will not be considered. Reasonable grounds for believing that any bidder has an interest in more than one bid for the work may be cause for disqualification of that bidder and the rejection of all bids in which that bidder has an interest.

In evaluating bids, the NRAC will consider whether the bids comply with the prescribed requirements, and other data, as may be requested in the bid.

In evaluating bidders, the NRAC will consider the qualifications of bidders. The NRAC may conduct such investigations as the NRAC deems necessary to establish the responsibility, qualifications, and financial ability of bidders to perform the work in accordance with the contract documents.

If the contract is to be awarded, the NRAC will award the contract to the bidder whose bid is in the best interests of the service to be performed and the NRAC.