

21-4406 Duluth Airport Authority
Request For Bid
Duluth Airport
Airport Janitorial Services

I. INVITATION

The Duluth Airport Authority, owners and operators of the Duluth International Airport, (hereinafter referred to as "Airport") are requesting bids for janitorial service.

The Airport is extending an invitation to qualified firms to submit a bid for janitorial and building maintenance services at the Duluth International Airport for a 1-year period with an option for four 1-year extensions. Yearly contract increases allowed according to verifiable costs in wages and supplies or by the Federal IDP (Implicit Price Deflator) whichever is greater and as negotiated 60 days before renewal anniversary date. The initial contract shall be effective March 22, 2022.

Proposer must have a minimum of 5 years of experience operating janitorial and building maintenance in buildings exceeding 100,000 square feet at one facility.

Responses to the Request for Bid will be accepted until 2:00 p.m., January 14, 2022. There will be a mandatory pre-bid meeting on December 14, 2022 at 2:00pm in the Amatuzio Conference Room on the third floor of the terminal. It is the sole responsibility of the contractor to see that the sealed bid is received before the submission deadline. The contractor shall bear all risks associated with delays in the U.S. mail or delivery service. Late Bids will not be considered.

II. REQUESTS FOR CLARIFICATION

Any requests for clarification or additional information deemed necessary by any respondent to present a proper, bid must be submitted in writing electronically by December 17th at 4:00pm as follows:

Email to:
John Graves
Airport Facilities Manger
218-625-7761
jgraves@duluthairport.com

III. FACILITY OVERVIEW

The Duluth International Airport is a non-hub commercial service airport that services over 300,000 passengers annually. The Airport is currently served by Delta, United, Sun Country and various charters which provide service to Minneapolis, MN and Chicago, IL, Tampa Bay , Florida and Phoenix, Arizona

The terminal was opened in January of 2013, it includes over 20,000 square feet of terrazzo floor, over 15,000 square feet of carpeted floor, 16 bathrooms, over 8,000 square feet of office space, parking lots and green space areas. Campus buildings include parking garages, maintenance garages, hangers, Air Traffic Control Building, office space and storage facilities.

IV. CONTRACTOR RESPONSIBILITIES

1. Successful Contractor shall be responsible for all day-to-day janitorial functions for the facilities located at the Duluth International Airport, for the term of the agreement.
2. Successful Contractor shall ensure that all required employees go through required security training and are properly badged to work in and around the Airport.
3. Successful Contractor will be responsible for keeping all public and defined private areas and facilities clean, sanitized, and free of debris and litter. Contractor will be able to meet most current applicable OSHA and CDC guidelines for cleaning and disinfecting.
4. Janitorial staff shall be uniformed, shall maintain a neat appearance and shall be courteous to customers at all times. Janitorial functions will be performed in a manner that is least disruptive to airport users. The Airport Facilities Manager will monitor janitorial operations and retains the right to insist upon the removal of any personnel who breach standards of courtesy or cleanliness.
5. Successful Contractor shall be responsible for the replacement, repair, maintenance and required cleaning chemicals for all janitorial equipment at the Airport for the term of the agreement.
6. Successful Contractor agrees to perform all ordinary and routine cleaning and defined project work on a regular ongoing basis as is needed at the Airport as described in Attachment 1. The Airport may, from time to time, direct changes in, additions to, or deletions from, the work to be performed as set forth in the aforesaid portion of Attachment 1 as the needs of the Airport may change. Directions for modifications of the janitorial schedule or of scheduled work may be given orally and be subsequently reduced to writing and given to the Contractor. Contractor will be given 30 days to comply with any staffing increase requests.
7. Successful Contractor agrees to provide a lead crew member 5 days a week (Monday through Friday, 7:30am – 4:00pm) to coordinate the activities of the janitorial staff and engage in any project work. Adequate janitorial staff will be onsite from 6:00am through 10:00pm ensuring a clean and safe environment. The Executive Director reserves the right to retain current employees.
8. Successful Contractor will provide adequate badged backup personnel for vacation, sick days, emergency calls and to perform project work as required by the Airport. The

Successful Contractor will have no less than 5 personnel badged by the Airport at all times.

9. Successful Contractor will meet with Airport representatives quarterly to review performance measures based on attachment #1.
10. Successful Contractor will provide a Duluth area office which is staffed on a full-time basis and has a resident manager and further agrees that it will have a resident manager or his designee available by phone on a twenty-four-hours a day, seven-days a week 365/6 days of the year basis for the purpose of procuring and providing backup or replacement personnel as well as other services called for in this request for Bid.
11. The Successful Contractor must be prepared to demonstrate a policy of non-discrimination at the time of entering into a Concession Operating Agreement with the Airport.

V. AIRPORT RESPONSIBILITIES

1. The Airport shall furnish required information as expeditiously as necessary for the orderly progress of the Work, and the Contractor shall be entitled to rely upon the accuracy and completeness thereof.
2. Airport shall provide a carpet cleaner, a floor scrubber and a battery-powered vacuum/sweeper for floor maintenance.
3. Airport shall provide washroom paper products, such as toilet tissue and paper towels, and hand soap.

VI. BID FORMAT

Bids shall be bound, numbered and tabbed consecutively with the following information enclosed within each section. Proposer shall submit one (1) original hard copy and one electronic (via USB stick/thumb drive).

1. Table of Contents
2. Executive Summary Cover Letter submitted on company's letterhead
3. Operational Plan - Each Proposer shall present a plan for janitorial operations for the terminal and campus buildings. This plan will include initial and ongoing training for contracted employees. This plan will include proposed janitorial coverage with specific times, number of staff and days of coverage.

4. Proposer shall furnish a complete listing of all proposed equipment and cleaning chemicals, including material safety data sheets, to be furnished. The listing shall name the equipment manufacturer, make and model number and the cost of each separate item. Additional equipment that will improve the efficiency or will lower operating costs will also be considered by the Airport.
5. Proposer shall include a history of the company's experience in general cleaning, building maintenance, window cleaning and a list of locations where the company is currently providing service comparable in size to the Duluth International Airport. The listing shall include contact persons and telephone numbers at locations of comparable or greater size to Duluth International Airport.
6. Include resumes of management team. Include operational and technology experience of the on and off-site management team.
7. Bids shall include a minimum of five (5) references from current janitorial customers. References shall include location, type of operation, contact name, and telephone number.
8. Bids shall include a monthly cost breakdown to accomplish all tasks defined in attachment #1. The breakdown of costs should include a revised monthly total (or methodology) if the proposer falls below minimum staffing/weekly coverage table.
9. Proposer shall list any exceptions to the scope of work defined in attachment #1. Exceptions will be considered, but the proposer assumes the risk of non-selection.

VII. INSURANCE AND OTHER REQUIREMENTS

The Contractor will defend, indemnify and save the Duluth Airport Authority harmless from all costs, charges, damages, and loss of any kind that may grow out of the matters covered by this contract. Said obligation does not include indemnification of the Duluth Airport Authority for claims of liability arising out of the sole negligent or intentional acts or omissions of Duluth Airport Authority but shall include but not be limited to the obligation to defend, indemnify and save harmless the Duluth Airport Authority in all cases where claims of liability against the Duluth Airport Authority arise out of acts or omissions of the Duluth Airport Authority which are derivative of the negligence or intentional acts or omissions of Contractor such as, and including but not limited to, the failure to supervise, the failure to warn, the failure to prevent such act or omission by Contractor and any other such source of liability. In addition Contractor will comply with all local, state and federal laws, rules and regulations applicable to this contract and to the work to be done and things to be supplied hereunder.

Contractor shall provide Public Liability and Automobile Liability Insurance with limits not less than **\$1,500,000** Single Limit, and twice the limit provided when a claim arises out of release or threatened release of a hazardous substance; shall be with a company approved by the Duluth Airport Authority; shall provide for the following; Liability for Premises, Operations, Completed Operations; Independent Contractors and Contractual Liability.

Duluth Airport Authority shall be named as Additional Insured under Public liability, *Excess/Umbrella Liability, and Automobile Liability, or as an alternate, Contractor may provide Owners-Contractor Protective policy, naming itself and the Duluth Airport Authority. Contractor shall also provide evidence of Statutory Minnesota Workman's compensation Insurance. Contractor to provide Certificate of Insurance evidencing such coverage with 30-days' notice of cancellation non-renewal or material change provisions included. The Duluth Airport Authority does not represent or guarantee that these types, limits, or coverage are adequate to protect the Contractor's interests and liabilities. If a Certificate of Insurance is provided, the form of the certificate shall contain an unconditional requirement that the insurer must notify the Duluth Airport Authority without fail not less than 30 days prior to any cancellation, non-renewal or modification of policy or coverage's evidence by said certificate and shall further provide that failure to give such notice to the Duluth Airport Authority will render any such change or changes in said policy or coverage ineffective as against the Duluth Airport Authority.

The use of an "Accord" form as a certificate of insurance shall be accompanied by two forms:

1. ISO Additional Insured Endorsement (CG 2010 pre 2004)
2. Notice of Cancellation Endorsement (IL 7002) or equivalent, as approved by the City of Duluth Attorney's Office.

*An umbrella policy with a "following form" provision is acceptable if written verification is provided that the underlying policy names the Duluth Airport Authority as an additional insured.

Proposer, for itself, its personal representatives, successors in interest, and assigns, as a material part of the consideration for the award of a contract, covenants and agrees:

- that no person on the grounds of race, color, creed, sex, age, or national origin or handicap shall be excluded from participation, denied the benefits of, or be otherwise subjected to discrimination in the use of its facilities;
- that, in the construction of any improvements on behalf of Proposer and the furnishing of services, no person shall be excluded from participation in, denied the

- benefits of, or otherwise be subjected to discrimination on the grounds of race, creed, color, sex, age, national origin, or handicap;
- that Proposer shall use the Airport facilities in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Subtitle A, Office of the Secretary, Part 23, Nondiscrimination-Effectuation of Title VI of the Civil Rights Act of 1964, as amended; and that in the event of breach of any of these nondiscrimination covenants, the DAA shall have the right to terminate the Agreement. Proposer assures that it will undertake an affirmative action program as required by 14 CFR Part 152, Subpart E ("Subpart E"), to ensure that no person shall, on the grounds of race, creed, color, national origin, or sex, be excluded from participating in any employment activities covered in Subpart E. Proposer assures that no person shall be excluded on these grounds from participating or receiving the services or benefits of any programs or activity covered by the Subpart E. Further, Proposer agrees that it will require that its covered sub-organizations provide assurance to the DAA that they similarly will undertake affirmative action programs and that they will require assurances from their sub-organizations, as required by Subpart E, as to the same effect.

Proposer shall comply with all Federal, State of Minnesota, St. Louis County, City of Duluth, and all other applicable codes, laws, rules, regulations, standards, and ordinances, including but not limited to Occupational Safety and Health Administration (OSHA), the Federal Aviation Administration (FAA), the Transportation Security Administration (TSA), and all DAA rules, regulations, and orders governing the performance of work.

VIII. BID SUBMITTAL

Each bid must be submitted in a sealed envelope bearing the following information on the outside:

1. Name of Company
2. Address of Company: and
3. Address of Airport
4. The words "ATTN: DULUTH AIRPORT AUTHORITY - AIRPORT JANITORIAL SERVICES BID"

Duluth Airport Authority
4701 Grinden Drive
Duluth, MN
55811

Bids must be delivered to the office of the Duluth Airport Authority, prior to deadline. It is the sole responsibility of the Proposer to see that the submittal is received before the deadline. The Proposer shall bear all risks associated with delays in the U.S. mail or delivery service. Late Bids will not be considered.

The Airport reserves the right to accept any bid that it deems the most advantageous, even though such bid may not offer the highest financial return. The Airport also reserves the right to reject any and all bids or to negotiate for modification of any bid.

In accordance with Regulations of the U.S. Department of Transportation, 49 CFR Part 23, Subpart F, the Airport has implemented a disadvantaged business enterprise (DBE) concession plan under which qualified firms may have the opportunity to operate an airport business. If the Proposer meets the eligibility standards established in 49 CFR Part 23, Subpart F, as a DBE firm, it shall so state within the Bid that the company qualifies as a DBE firm or, if applicable, shall list any subleases, joint ventures, partnerships, or other legal arrangement meeting the eligibility standards for DBE qualification. Qualified DBE firms are strongly encouraged to submit Bids. Although no DBE goal has been established for this opportunity DBE participation for this contract is encouraged.

IV. SELECTION CRITERIA

All Bids will be thoroughly reviewed through a phased evaluation process which will evaluate the merits of the Bids received in accordance with the evaluation factors stated herein and formulate a recommendation. One or more Proposers may be invited to make an in-person presentation before the Committee to demonstrate their capabilities. The Airport will select the bid that it believes most closely meets the objectives stated herein.

The following criteria will be considered in determining the successful Proposer:

1. Business Qualifications and Experience: Proposer's successful experience providing this type of business service at campuses of similar size, general experience of the company, and/or experience of the individuals who have management responsibilities. 20%
2. Financial Ability: Proposer's financial condition and ability to obtain adequate financing to perform specifications as defined herein. 10%
3. Operations Plan: Proposer's ability to effectively provide local management to oversee operation of the janitorial service and building maintenance on a day-to-day basis and type, quantity and quality of services provided. The operations plan will include individual work plans for each staff member defining roles and responsibilities. 25%
4. Quality of References: Proposer's operations at similar sized locations and the quality of other reference checks received from other sources by the Airport. 20%

5. Cost of Service: Proposer's quoted price based on the value of service offered within the cost structure. 15%
6. General Bid Compliance: Proposer's compliance with respect to all sections of the request for bid. 10%
 - i. While a numerical rating system may be used to assist the evaluation committee in selecting the competitive range and make an award decision, the decision is ultimately a business decision that will reflect an integrated assessment of the relative merits of the Bids.

X. MISCELLANEOUS INFORMATION AND CONDITIONS

1. Statistical information contained in these documents is for informational purposes only. The Airport is not responsible for any inaccuracies or interpretations of said data.
2. The Airport reserves the right to postpone the Bid submittal due date and/or Agreement start dates.
3. The Airport reserves the right to evaluate the Successful Contractor within thirty (30) days of the initial contract and dismiss that Contractor if the performance of said Contractor does not meet the Airport's expectations. Furthermore the Airport reserves the right to terminate the contract with thirty (30) days' notice if at any time the Contractors performance drops below performance expectations agreed upon between the Successful Contractor and the Airport.

ATTACHMENTS:

1. Ordinary and routine cleaning, defined project work, and minimum staffing requirements.

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Attachment #1

The work to be performed under this contract includes but is not limited to the following “routine services”. Frequency of service listed is the minimum amount required.

Terminal Building:

Washrooms

	1st Floor Public	1st Floor Non-Public	2nd Floor Public	2nd Floor Non-Public	3rd Floor Public	Totals
Men's	1	2	3	2	1	9
Toilets	2	2	6	2	2	14
Urinals	2		7		1	10
Sinks	3	2	9	2	2	18
Women's	1	2	3	2	1	9
Toilets	4	2	12	2	3	23
Sinks	3	2	9	2	2	18
Unisex	1	1	1			3
Toilets	1	1	1			3
Sinks	1	1	1			3

Three (3) times daily – Public Washrooms; Ground Floor, Second Floor Unsecured (Landside), Second Floor Secured (Airside) and Third Floor Office Areas:

- Empty trash receptacles
- Sanitize washroom fixtures
- Dust light fixtures
- Clean washroom mirrors
- Clean all countertops
- Refill soap, sanitizer, and paper dispensers from owners supply
- Spot clean toilet compartment walls
- Spot clean washroom walls
- Wet mop washroom floors
- Dust horizontal surfaces

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Two (2) times weekly – Non-Public Washrooms; Airline Offices, Business Center, Customs and Boarder Protection

- Empty trash receptacles
- Sanitize washroom fixtures
- Dust light fixtures
- Clean washroom mirrors
- Clean all countertops
- Refill dispensers from owners supply
- Spot clean toilet compartment walls
- Spot clean washroom walls
- Wet mop washroom floors
- Dust horizontal surfaces

Two (2) times monthly – All Duluth Airport Washrooms:

- Scrub tile walls
- Scrub tile floors
- Polish all stainless steel

Non-Secure (Landside) Public Areas

Two (2) times daily:

- Empty and wipe clean all garbage cans
- Empty and wipe clean all recycling cans
- Sweep all hard surfaced floors
- Scrub all hard surfaced floors
- Remove debris as needed
- Mop all hard surfaced edges that the cannot be reached by the floor scrubber
- Spot mop spills as needed
- Wipe clean all elevator doors, door frames, control panels and walls

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- Sweep all elevator floors
- Mop all elevator floors
- Spot clean doors, walls, windows and railings to include:
 - Hand rails, glass, steps and landings of the east and west stairways
 - Hand rails, glass, steps and landings of the east and west escalators
 - Window ledges within reach
- Vacuum all carpeted areas
- Spot clean carpet to remove spots
- Remove gum from carpet and floors as needed
- Dust vending machines, signs, radiator covers and fixtures throughout the landside area
- Sanitize public drinking fountains and clean drain holes
- Empty and wipe clean all garbage cans outside terminal, parking garage, parking areas, and rental car lots.
- Police for garbage and debris outside the terminal, parking garage, parking areas, and rental car lots.
- One (1) time daily:
 - Clean elevator door, door frame and vacuum door tracks
 - Clean all entry doors and vacuum door tracks
 - Clean and stock all janitor closets
 - Spot clean carpets as necessary
 - Spot clean windows as necessary
 - Buff floors as needed

One (1) time weekly:

- Vacuum east and west entry vestibules
- Vacuum 2nd floor conference room
- Polish all stainless steel to include, but not limited to:
 - Walls
 - Baseboards

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- Radiators
- Baggage carousels
- Sweep interior stairwells

Secure (Airside) Public Areas

Two (2) times daily:

- Empty and wipe clean all garbage cans
- Empty and wipe clean all recycling cans
- Vacuum all carpeted areas
- Spot clean carpet to remove spots
- Remove gum from carpet and floors as needed
- Sanitize public drinking fountains and clean drain holes
- Spot clean gate seating
- Clean under gate seating

One (1) time daily:

- Clean and stock all janitor closets
- Vacuum gate departure areas and passenger boarding bridges
- Spot clean carpets as necessary
- Spot clean windows as necessary

One (1) time weekly:

- Polish all stainless steel to include, but not limited to:
 - Walls
 - Baseboards
 - Radiators
 - Baggage carousels

Secure (Airside) Non-Public Areas

One (1) time daily:

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- Remove trash from tunnel
- Remove trash from Building Maintenance offices and break room
- Mop hallways

One (1) time monthly:

- Sweep tug tunnel interior

One (1) Quarterly

- Shampoo all carpeted areas

Third Floor Duluth Airport Authority and Transportation Security Agency Offices

One (1) time daily:

- Remove gum from carpet and floors as needed
- Empty trash and recycling receptacles
- Spot mop floors to remove spills
- Clean and stock all janitor closets

One (1) time weekly:

- Empty recycling from copy room
- Dust unobstructed surfaces
- Vacuum all carpeted areas
- Spot clean carpet to remove spots
- Dust furniture
- Polish all stainless steel to include, but not limited to:
 - Walls
 - Baseboards
 - Radiators

One (1) time yearly:

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- Shampoo all carpeted areas
- Clean all windows inside and out

Skywalk and Parking Garage

One (1) time daily:

- Scrub skywalk floor
- Spot clean doors, walls, and windows
- Sweep and mop elevator and lobby areas

One (1) time weekly:

- Sweep and mop stairwells
- Police parking garage for rubbish and trash

Project Work (Propose Separately)

- Refinish terrazzo flooring with Airport approved floor finishing system
- Refinish all office and break room tile floors with Airport approved floor finishing system

Minimum standard weekly coverage table:

Monday Tuesday Wed Thursday Friday Saturday Sunday

#1: 6-3pm	#1: 6-3pm	#1: 6-3pm	#1: 6-3pm	#1: 6-3pm	#1: 6-3pm	#1: 6-3pm
#2: 2-10pm	#2: 2-10pm	#2: 2-10pm	#2: 2-10pm	#2: 2-10pm	#2: 2-10pm	#2: 2-10pm
#3: 8-4pm	#3: 8-4pm	#3: 8-4pm	#3: 8-4pm	#3: 8-4pm		