

**Duluth Airport Authority
Request For Proposal
RFP # 17-4401
Duluth Airport
Airport Janitorial and Building Maintenance**

I. INVITATION

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

The Airport is extending an invitation to qualified firms to submit a proposal for janitorial and building maintenance services at the Duluth International Airport for a three -year period with an option for two one-year extensions. The initial contract shall be effective March 10, 2017.

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

Responses to the Request for Proposal will be accepted until **2:00 p.m., January 13, 2017**. Proposals must be sealed and submitted via mail or dropped off at:

City of Duluth
Purchasing, Room 100
411 West 1st Street
Duluth, MN 55802

Email proposals will not be accepted.

There will be a mandatory pre-proposal meeting on December 15, 2016 at 2:00 pm 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 proposal is received before the submission deadline. Any proposals received after the due date will be returned unopened and considered unresponsive.

II. REQUESTS FOR CLARIFICATION

Any requests for clarification or additional information deemed necessary by any respondent to present a proper proposal must be submitted via e-mail on or before January 4, 2017. Responses will be issued as an addendum on or before January 6, 2017 to all those participating in the mandatory pre-proposal meeting. Submit questions and clarification to:

Ryan Welch
Airport Facilities Manger
4701 Grinden Drive
Duluth, MN 55811
218-625-7761

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, and various charters which provide service to Minneapolis, MN and Chicago, IL. The typical operating day is from 4:00 am until 11:00 pm.

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 and building maintenance 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 facilities clean, free of debris, and litter. The primary facility for the request for proposal is the Terminal, the air traffic control tower is secondary and requires approximately 10 hours of cleaning per month.
4. Janitorial staff shall be uniformed, shall maintain a neat appearance and shall be courteous to customers at all times. Maintenance and janitorial functions will be performed in a manner that is least disruptive to airport users. The 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, defined project work and facility maintenance 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.

7. Successful Contractor agrees to provide a crew leader 5 days a week (Monday through Friday, 7:30am – 4:00pm) to coordinate the activities of the janitorial staff, engage in general maintenance and project work. Adequate janitorial staff will be onsite from 5:00am through 10:00pm ensuring a clean and safe environment.
8. Successful Contractor will ensure that the required personnel are physically able to perform snow removal activities to include but not limited to the following: side walk shoveling, pedestrian ramp shoveling, snow removal equipment operation, salt and sand spreaders, and sweeping.
9. Successful Contractor will ensure that the required personnel are physically able to perform lawn care activities to include but not limited to the following: lawn mowing, edge trimming, weed removal and sweeping.
10. Successful Contractor will provide adequate badged backup personnel for vacation, sick days, emergency calls and to perform project work as required by the Airport.
11. Successful Contractor will provide the necessary equipment for project work outside of the day-to-day cleaning and building maintenance.
12. Successful Contractor will meet with Airport representatives quarterly to review performance measures based on attachment #1.
13. 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-hour-a-day, seven-day-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 proposal.
14. 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. The Airport shall also provide snow removal equipment as well as basic lawn care equipment.
3. Airport shall provide washroom paper products, such as toilet tissue and paper towels, and hand soap.

VI. PROPOSAL FORMAT

Proposals shall be bound, numbered and tabbed consecutively with the following information enclosed within each section. Proposer shall submit one (1) original and three (3) copies of the complete proposal.

1. Table of Contents
2. Executive Summary Cover Letter submitted on company's letterhead signed by a person authorized to commit to contracts on behalf of the proposing entity.
3. Operational Plan - Each Proposer shall present a plan for janitorial and maintenance operations for the terminal and campus buildings. This plan will include initial and ongoing training for contracted employees.
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. Proposals shall include a minimum of five (5) references from current janitorial and building maintenance customers. References shall include location, type of operation, contact name, and telephone number.
8. 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

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

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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.

VIII. PROPOSAL SUBMITTAL

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

1. Name of Company
2. Address of Company: and
3. The words "AIRPORT JANITORIAL AND BUILDING MAINTENANCE PROPOSAL"

Proposals 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 Proposals will not be considered.

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

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 proposal 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 a proposal. Although no DBE goal has been established for this opportunity DBE participation for this contract is encouraged.

IV. SELECTION CRITERIA

All proposals will be thoroughly reviewed through a phased evaluation process which will evaluate the merits of the proposals received in accordance with the evaluation factors stated herein and formulate a recommendation. The Selection Committee will consist of the Facilities Manager, the Director of Finance and Administration, the Director of Operations, and a representative from the Board of Directors. 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 proposal 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. 225 points

2. 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. Ability to staff all positions needed to provide required services. Quality of type, quantity and services proposed. The operations plan will include individual work plans for each staff member defining roles and responsibilities. 275 points
3. Quality of References: Proposer's operations at similar sized locations and the quality of other reference checks received from other sources by the Airport. 250 points
4. Cost of Service: Proposer's quoted price based on the value of service offered within the cost structure. 150 points
5. General Proposal Compliance: Proposer's compliance with respect to all sections of the request for proposal. 100 points
 - 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 proposals.

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 proposal 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 Contractor's performance drops below performance expectations agreed upon between the Successful Contractor and the Airport.

ATTACHMENTS:

1. Airport Janitorial and Building Maintenance

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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 and paper dispensers from owners supply
- Spot clean toilet compartment walls
- Spot clean washroom walls
- Wet mop washroom floors

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- Dust horizontal surfaces

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

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- Spot mop spills as needed
- Wipe clean all elevator doors, door frames, control panels and walls
- 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

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:

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

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- Baseboards
- 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:

- Shampoo all carpet
- Polish all stainless steel to include, but not limited to:
 - Walls
 - Baseboards
 - Radiators

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- Baggage carousels

Secure (Airside) Non-Public Areas

One (1) time daily:

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

One (1) time monthly:

- Sweep tug tunnel interior

Third Floor Duluth Airport Authority and Transportation Security Agency Offices

One (1) time daily:

- Remove gum from carpet and floors as needed
- Empty trash 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
- Shampoo all carpet
- Polish all stainless steel to include, but not limited to:
 - Walls
 - Baseboards
 - Radiators

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One (1) time yearly:

- 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

Non Standard Work

On request of the Facilities Manager or appointed representative.

- Operate and maintain snow removal and landscaping equipment
- Basic plumbing trouble shooting and repair
- Basic electrical trouble shooting and repair
- Change bulbs, ballasts and trouble shoot lighting issues
- Clean and perform building maintenance at the air traffic control tower
- Clean and perform building maintenance on all other buildings with in the current and future footprint of the Airport
- Preventative Maintenance of Airport equipment to include but not limited to:
 - Passenger boarding bridges
 - Baggage handling equipment
 - Garage doors
 - Snow removal equipment
 - Landscaping equipment

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- Inspect Fire Extinguisher throughout the properties

Project Work (Propose Separately)

Two (2) times yearly:

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

One (1) time yearly:

- Clean all windows inside and out