



METROPOLITAN  
KNOXVILLE  
AIRPORT  
AUTHORITY

Request for Proposal  
for Floor Maintenance and  
Specialized Cleaning Services Vendor  
at  
McGhee Tyson Airport  
Alcoa, TN

Issue Date:  
Saturday, November 6, 2021

Proposal Due Date:  
Tuesday, December 14, 2021

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
P.O. Box 15600  
Knoxville, TN 37901  
Phone: (865) 342-3001

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

**Table of Contents**

I. Notice (Advertisement).....	4
II. Business, Contract, and Proposal Requirements.....	5
DBE Program.....	5
Title VI Solicitation Notice.....	5
Response Costs.....	5
Contractual Requirements.....	6
Right to No Award or Partial Award.....	6
Rejection of Responses / Cancellation of RFP.....	7
Explanation by Addendum Only.....	7
No-Contact Policy.....	8
Insurance.....	8
Term of Agreement and Fees.....	8
III. Schedule for Selection (and Submission Requirements).....	9
Schedule for Selection.....	9
Mandatory Pre-Proposal Meeting.....	9
Proposal Content and Submission.....	9
Evaluation Criteria.....	10
Submission Procedure.....	11
IV. Scope and Qualifications.....	12
Definitions.....	12
Respondent Qualifications.....	12
Scope of Work.....	14
Carpet Cleaning.....	14
Carpet Cleaning and Sanitizing.....	15
Dry Extraction Cleaning – Method for Dry Soil Removal.....	17
Water Extraction Cleaning.....	17
Grout and Tile Cleaning.....	19

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

Grout and Tile Restoration - Method to Remove Coatings / Color Grout and Apply High Performance Coatings .....	19
Upholstery Cleaning .....	20
Luxury Vinyl Cleaning and Restoration .....	21
Strip, Scrub, and Refinish VCT (Acrylic Finish) .....	21
Concrete / Terrazzo Cleaning and Polishing .....	22
Concrete / Terrazzo Grinding, Polishing, and Sealing.....	23
Terrazzo, Grout, Tile, and Concrete Striping and Waxing .....	24
Stained Concrete / Terrazzo Cleaning and Restoration .....	24
Rubber Flooring Cleaning and Restoration .....	25
High Performance Coating for Surface Protection of Stainless Steel / Glass .....	26
Terminal Carpet Cleaning Schedule.....	27
Week 1 – West Concourse.....	27
Week 2 – Baggage Claim Area 1 .....	28
Week 3 – East Concourse.....	29
Week 4 – Baggage Claim Area 2 .....	30
Preventative Maintenance and Emergency Service Calls .....	31
V. Work Requirements .....	32
Maintenance Procedures and Records .....	32
Performance Review .....	32
Special Conditions.....	33
Additional Requirements .....	33
VI. Exhibits .....	34

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

## **I. Notice (Advertisement)**

The Metropolitan Knoxville Airport Authority (MKAA) is accepting “Request for Proposal” statements for a Floor Maintenance and Specialized Cleaning Services Vendor at McGhee Tyson and Downtown Island Airports. The scope of work includes floor maintenance services for buildings maintained by the Metropolitan Knoxville Airport Authority. Additional cleaning and sanitizing services may be requested.

A Request for Proposal (RFP) package, which includes a Scope of Work describing the required services, can be obtained online at [www.flyknoxville.com](http://www.flyknoxville.com) under the “Do Business @ TYS” tab or by emailing Michael Giles at [Michael.Giles@tys.org](mailto:Michael.Giles@tys.org).

A mandatory pre-proposal meeting will be held on Tuesday, November 16, 2021 at 2:00 PM. The meeting will be held at the 510 Center, 2950 Airfield Service Drive, Alcoa, TN 37701. Floor maintenance tasks and schedule requirements will be discussed. Documents will be provided, including detailed scope requirements.

Four (4) copies of the proposal must be submitted to the Administrative Offices of the Metropolitan Knoxville Airport Authority no later than 2:00 PM local time on Tuesday, December 14, 2021.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

## **II. Business, Contract, and Proposal Requirements**

### **DBE Program**

Firms shall comply with the MKAA approved DBE Program (available at [www.flyknoxville.com](http://www.flyknoxville.com)) to ensure disadvantaged business enterprises as defined in 49 CFR Part 26 have the maximum opportunity to participate in the performance of contracts and subcontracts and shall not be discriminated against on the basis of race, color, national origin, disability, or sex in the award and performance of DOT assisted contracts or other contracts defined by the MKAA.

### **Title VI Solicitation Notice**

The Metropolitan Knoxville Airport Authority (MKAA), in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 USC §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders or offerors MKAA will affirmatively ensure any contract entered into pursuant to the advertisement, [select disadvantaged business enterprises or airport concession disadvantaged business enterprises] will be afforded full and fair opportunity to submit bids in response to the invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

### **Response Costs**

All costs incurred in preparing the response to the RFP, participating in the RFP process, and negotiating with the MKAA, whether or not an award is granted, shall be solely the responsibility of the Respondent. All materials and documents submitted by the Respondent in response to the RFP will become the property of the MKAA and shall not be returned to the Respondent.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

## Contractual Requirements

**Choice of Law.** The laws of the State of Tennessee must govern the operation and enforceability of any resulting Agreement from this Request for Proposal. Any action or legal proceeding arising out of or related to any resulting Agreement from the Request for Proposal must be brought in the state courts of Knox County, Tennessee, or in the federal court in the district where the Airport is located.

**Indemnification.** MKAA cannot indemnify the selected Respondent in any resulting Agreement from this Request for Proposal with respect to any matters.

**Confidentiality.** MKAA cannot agree to confidentiality provisions in any resulting Agreement from the Request for Proposal due to open records laws.

**Federal Aviation Administration Provisions.** The selected Respondent must agree to comply with Civil Rights provisions and any other applicable Federal Aviation Administration requirements in any resulting Agreement from the Request for Proposal.

**Written Agreement Required.** The selected Respondent will be required to enter into a written agreement with the Metropolitan Knoxville Airport Authority to provide all services required in the RFP.

**Procurement and Ethics Requirements.** The Respondent must agree to comply with all normally accepted procurement and ethics standards.

**Civil Rights Provisions.** Metropolitan Knoxville Airport Authority, for itself, assignees, and successors in interest agrees to comply with Nondiscrimination Acts and Authorities, which will be noted in the resulting contract or agreement.

## Right to No Award or Partial Award

Award will be made to the Respondent(s) with the most qualified and/or responsive proposal which may or may not be the lowest cost (if applicable), if awarded. MKAA reserves the right to reject all responses, reject portions of any response, or accept the response(s) deemed most advantageous to MKAA. In addition, MKAA reserves the right to modify the terms of the RFP at any time. MKAA will provide the Respondents with written notice of cancellation or modification.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

### Rejection of Responses / Cancellation of RFP

MKAA reserves the right to reject any or all responses to the RFP, including, but not limited to, any response containing exceptions to the minimum requirements and/or specifications or fails to meet the minimum requirements and/or specifications in whole or in part. Responses containing terms and conditions other than those specified herein may be considered nonresponsive. Partial or incomplete responses may be rejected. MKAA reserves the right to reject responses or penalize Respondents who do not follow the requirements of the RFP and, likewise, to waive any informalities, technicalities, or omissions therein. Responses having any erasures or corrections shall be initialed in ink by the Respondent. Unsigned responses will be considered nonresponsive.

Also, MKAA reserves the right to reject any response when a parent, subsidiary, affiliate, or predecessor in interest of the Respondent has pending litigation or claims with MKAA, or if any response includes a proposed subcontractor or supplier having pending litigation or claims with MKAA, if MKAA determines, in its sole discretion, such litigation or claims may adversely affect the ability of the parties to work efficiently and effectively under any purchase order resulting from the RFP, or for any other reason as determined by MKAA. MKAA further reserves the right to cancel the RFP process at any time.

### Explanation by Addendum Only

No interpretation of the meaning of any provision in the RFP or the correction of any apparent ambiguity, inconsistency, error, or any other matter pertaining to the RFP shall be made orally. Every request for interpretation or for additional information regarding this RFP shall be made in writing, via email to Michael Giles, Purchasing Manager, at [Michael.Giles@tys.org](mailto:Michael.Giles@tys.org). All inquiries must be received before Tuesday, December 7, 2021. Should an Addendum be issued, the Respondent must acknowledge receipt on the proposal form.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

### No-Contact Policy

The Chairman of the Board of Commissioners of the MKAA has imposed a no-contact policy on the selection process. The no-contact policy is intended to prohibit any potential proposer from engaging in any direct or indirect lobbying of any Board Member, MKAA staff member, other persons or organization who may be involved in the RFP process. The no-contact policy is effective between the date the RFP is issued and the date of the approval of the Service Agreement by the Board of Commissioners. Questions submitted in writing for clarifications of the information contained in the RFP are not prohibited by the policy.

### Insurance

The Respondent shall furnish and keep in force for the life of the agreement Workmen's Compensation Insurance for all workers employed on the job and a certificate of insurance as required by the Metropolitan Knoxville Airport Authority.

### Term of Agreement and Fees

The MKAA intends to enter into an agreement with the selected Respondent commencing approximately March 1, 2022 and continuing for a period of five (5) years, with an optional four (4) year renewal to be exercised at the MKAA's sole discretion.

The Respondent or MKAA can terminate the agreement upon ninety (90) days written notice without cause and without prejudice to any other right and remedy.

The Service Agreement Fees may be adjusted annually by mutual agreement throughout the term of the agreement and any extensions hereof and shall not exceed five (5%) percent in any one (1) year.



METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

### III. Schedule for Selection (and Submission Requirements)

#### Schedule for Selection

Notice Publication Dates	November 6 – 14, 2021
Mandatory Pre-Proposal Meeting	Tuesday, November 16, 2021 at 2:00 PM
Appointments Available	November 29 – December 3, 2021
Last Day for Question Submittal	Tuesday, December 7, 2021 by 2:00 PM
Proposals Due	Tuesday, December 14, 2021 by 2:00 PM
Interviews, If Needed	December 20 – 24, 2021
Board Approval of Contract	February 2022
Contract Commencement	March 1, 2022

#### Mandatory Pre-Proposal Meeting

A mandatory pre-proposal meeting will be held on Tuesday, November 16, 2021 at 2:00 PM. The meeting will be held at the 510 Center, 2950 Airfield Service Drive, Alcoa, TN 37701. Floor maintenance tasks and schedule requirements will be discussed. Documents will be provided, including detailed scope requirements.

#### Proposal Content and Submission

All proposals must include a cover letter indicating the Respondent's name, address, telephone number, and email address. An authorized representative of the firm must sign the proposal in ink.

Proposals shall contain all required information outlined in the RFP. Please see Exhibit E – Agreement Qualification Requirements and Evaluation Points Matrix and Exhibit F – Proposal Form for Floor Maintenance and Specialized Cleaning Services.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

### Evaluation Criteria

The selection committee will consider all documents submitted in response to the RFP and all other relevant information. A point matrix will be used to score the RFP based on the following criteria:

1. Experience (up to 25 points)
2. Local Vendor Resources (up to 25 points)
3. Specialized Cleaning Services (up to 20 points)
4. Business Certificates: DBE / Veteran Owned / Woman Owned / Certified Small Business / GSA (up to 10 points)
5. Total Service and Unit Cost (up to 20 points)

The committee's selection will be those Respondents which, in the committee's sole opinion, are best able to provide the services according to the MKAA's needs.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

### Submission Procedure

Proposals shall be submitted no later than 2:00 PM local time on Tuesday, December 14, 2021, addressed by regular surface mail to:

Michael Giles  
Purchasing Manager  
Metropolitan Knoxville Airport Authority  
PO Box 15600  
Knoxville, TN 37901

Or by courier or hand-delivered to;

Michael Giles  
Purchasing Manager, 3rd Floor Admin. Offices  
Metropolitan Knoxville Airport Authority  
2055 Alcoa Highway  
Alcoa, TN 37701

Four (4) copies of the proposal shall be submitted. Proposals shall be limited to twenty-five (25) pages inclusive of attachments and exclusive of any financial information.

The exterior of the submittal package needs to contain: Respondent Name, RFP Title, and Date Mailed or Delivered.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

## IV. Scope and Qualifications

### Definitions

**PBB**: Passenger Boarding Bridge

**Specialized Cleaning Services**: Specialized cleaning services are defined as any cleaning service your company may provide in addition to floor maintenance. This may include services such as power washing, graffiti removal, window cleaning, infection control, meth lab cleanup, HVAC duct cleaning, construction cleaning, and mold remediation. These must be provided by your company or a subsidiary not through a subcontractor.

**Experience Modification Rate (EMR)**: An Experience Modification Rate (EMR) has a significant impact on the worker's compensation insurance premium of a business. An EMR letter, sometimes called an E-Mod letter, is a note that details your company's experience modification rating. An experience modification rating is a number that communicates your company's history of workplace injury in comparison to other companies in your industry.

**Customer Quality Assurance Program**: A Customer Quality Assurance Program is the maintenance of a desired level of quality in a service or product, especially by means of attention to every stage of the process of delivery or production.

### Respondent Qualifications

The following requirements shall be considered as the minimum standard for a Respondent to be considered as qualified to provide services under this contract and shall be a prerequisite to any award.

1. A period of five (5) years of experience in the performance of flooring and specialized cleaning services, as specified, shall be considered a minimum.
2. The Respondent shall maintain a field office and/or warehouse that is within thirty (30) miles of the facility to be serviced under this specification.
3. The Respondent shall have a three (3) year average Experience Modification Rate (EMR) of less than (<) or equal to (=) 1.
4. Services that are to be provided shall be performed by qualified and trained service personnel ***that are directly employed*** by the Respondent.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

5. The Respondent shall be licensed in TN and shall submit, with this proposal, references of at least three (3) maintenance agreements exceeding \$150,000 in total agreement cost, within fifty (50) miles of the owner's facility, for which services are presently being provided as outlined within this specification.
6. The Respondent shall have an active documented Customer Quality Assurance Program.
7. As part of this proposal, the Respondent shall submit for evaluation a comprehensive and detailed technical and business prospectus, descriptively outlining the ability to adequately and satisfactorily perform the services as requested in this specification. Please provide financial information detailing maintenance activity for the past three (3) years.
8. It is the intention of this specification to establish and define those services that are to be performed and, in addition, to determine the capability and experience of the Respondent desiring to provide such services.
9. Award of the contract shall be evaluated on a variety of factors, in addition to cost, such as technical competence, references, experience, financial ability, and other factors requisite to adequate and satisfactory performance of the services desired.
10. All Respondents desiring to provide services specified shall visit the job site to become familiar with the facility and equipment prior to submitting a proposal. No proposal shall be accepted from any Respondent unless they have attended the mandatory pre-proposal meeting.

The Respondent shall not be relieved from assuming all responsibility for properly estimating the difficulties and the cost of performing the services required within this specification, due to failure to investigate the conditions or becoming acquainted with all the information concerning the services to be performed.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

## Scope of Work

### ***Carpet Cleaning***

The method and chemicals shall meet the following requirements:

1. Remove soil and stains from carpet.
2. Pile-lift carpet using a dual, cylindrical roller and counter-rotating method with mechanical (vacuum or integrated collection system) removal of debris. Maximum dry time of one (1) hour.

Approved Equipment: SCI PL 20, Host Freestyle or Liberator, Smart Care Trio, and CCA Pro35/Pro45

3. Apply anti-soiling and anti-stain protection with each cleaning.

Approved Products: FiberShield, ScotchGuard, Teflon Advanced Carpet Protector by DuPont, and Maxim Advanced Carpet Protector

4. Hygiene / Indoor Air Quality Process Certification: Cleaning results must yield a micro-vac dust analysis of **0 – 300,000** CFU/g (colony forming units per gram) as specified by the American Counsel of Governmental Industrial Hygienists (ACGIH) for the LOW category. ***A 3<sup>rd</sup> party analysis showing compliance of process must be submitted with proposal.***

5. Chemicals used must meet the following criteria. Chemicals that do not meet the criteria will result in proposal disqualification.

- PH between 7.0 and 8.0 in diluted form
- No VOCs
- Chemicals must dry, in undiluted form, with no tackiness to the touch
- No optical brighteners, non-yellowing
- Chemicals must meet environmentally friendly characteristics and carry the EPA Safe Choice, GreenGuard, or Green Seal Certification
- Chemicals must be listed on the CRI Seal of Approval List

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

Pricing to include:

1. Pre-treatment of stains
2. Pre-spraying of the carpet with approved chemicals and dwelling per chemical specifications
3. Agitation of chemicals with approved counter-rotating equipment at a rate to effectively remove soiling
4. Application of anti-soiling and anti-stain treatment
5. Cost of 3<sup>rd</sup> party compliance analysis of cleaning process, as requested

***Carpet Cleaning and Sanitizing***

The method and chemicals shall meet the following requirements:

1. Remove soil and stains from carpet.
2. Pile-lift carpet using a dual, cylindrical roller and counter-rotating method with mechanical (vacuum or integrated collection system) removal of debris. Maximum dry time of one (1) hour.  
  
Approved Equipment: SCI PL 20, Host Freestyle or Liberator, Smart Care Trio, and CCA Pro35/Pro45
3. Apply anti-soiling and anti-stain protection with each cleaning. Application to be quoted separately.  
  
Approved Products: FiberShield, ScotchGuard, Teflon Advanced Carpet Protector by DuPont, and Maxim Advanced Carpet Protector
4. Hygiene / Indoor Air Quality Process Certification: Cleaning results must yield a micro-vac dust analysis of **0 – 100,000** CFU/g (colony forming units per gram) as specified by the American Counsel of Governmental Industrial Hygienists (ACGIH) for the LOW category.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

5. Chemicals used must meet the following criteria. Chemicals that do not meet the criteria will result in proposal disqualification.
  - PH between 7.0 and 8.0 in diluted form
  - No VOCs
  - Chemical(s) must dry, in undiluted form, with no tackiness to the touch
  - No optical brighteners, non-yellowing
  - Chemicals must meet environmentally friendly characteristics and carry the EPA Safe Choice, GreenGuard, or Green Seal Certification
  - Chemicals listed on the CRI Seal of Approval List

Pricing to Include:

1. Pre-treatment of stains
2. Pre-spraying of the carpet with approved chemicals and dwelling per chemical specifications
3. Agitation of chemicals with approved counter-rotating equipment at a rate to effectively remove soiling
4. Application of anti-soiling and anti-stain treatment
5. Cost of 3<sup>rd</sup> party compliance analysis of cleaning process, as requested



METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

***Dry Extraction Cleaning – Method for Dry Soil Removal***

The method shall meet the following requirements:

1. Remove dry soil from carpet.
2. Pile-lift carpet using a dual, cylindrical roller and counter-rotating method with ***integrated vacuum*** for removal of dry soil and debris.

Approved Equipment: Nilodor, Host Freestyle, or Host Liberator

Pricing to include:

1. Dry extraction of area prior to cleaning carpet
2. Agitation and vacuuming of the carpet at a rate to effectively remove soiling based on soil load
3. Application of anti-soiling and anti-stain treatment
4. Cost of 3<sup>rd</sup> party compliance analysis of cleaning process, as requested

***Water Extraction Cleaning***

The method and chemicals shall meet the following requirements:

1. Remove soil and stains from the carpet.
2. Pile-lift carpet using a dual, cylindrical roller and counter-rotating method with mechanical (vacuum or integrated collection system) removal of debris.  
Maximum dry time of one (1) hour.

Approved Equipment: SCI PL 20, Host Freestyle or Liberator, Smart Care Trio, and CCA Pro35/Pro45.

3. Use a water extractor with a minimum CRI Certification of Silver.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

4. Chemicals used must meet the following criteria. Chemicals that do not meet the criteria will result in proposal disqualification.
  - PH between 7.0 and 8.0 in diluted form
  - No VOCs
  - Chemicals must dry, in undiluted form, with no tackiness to the touch
  - No optical brighteners, non-yellowing
  - Chemicals must meet environmentally friendly characteristics and carry the EPA Safe Choice, GreenGuard, or Green Seal Certification
  - Chemicals is listed on the CRI Seal of Approval list

Pricing to include:

1. Pre-spraying with approved chemicals
2. Agitation of chemicals with approved counter-rotating equipment
3. Extraction using a hot water extractor as noted in #3 above
4. Cleaning with a low moisture process to remove streaks or reappearing stains from the extraction process
5. Application of anti-soiling and anti-stain treatment
6. Cost of 3<sup>rd</sup> party compliance analysis of cleaning process, as requested

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

***Grout and Tile Cleaning***

The method and chemicals shall meet the following requirements:

1. Remove soil and stains from tile and grout on floors and walls.
2. Process must neutralize bacteria, molds, viruses, and fungi up to 99%.
3. Restorative cleaning chemicals must be approved.
4. An approved cleaning process uses water at a temperature of 180 to 210 degrees, agitates the surface, and rinses with clean water using a wand at 1000 to 1200 PSI.

***Grout and Tile Restoration - Method to Remove Coatings / Color Grout and Apply High Performance Coatings***

1. Remove coatings, if present, and clean debris from floor and baseboards.
2. Thoroughly rinse floor to remove chemicals, soil, and residue.
3. Apply grout color to recessed grout and cure.
4. Apply sealer to protect grout color and seal the floor.
  - Coating must meet the Coefficient of Friction (COF) Standards to satisfy the ADA minimum for wet floors.
  - Provide seal in porosity of the tile and grout to provide ease of cleaning the floor.
  - Provide ability to polish with a 3,000-11,000 grit diamond pad for scratch removal.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

***Upholstery Cleaning***

The method and chemicals shall meet the following requirements:

1. Remove soil and stains from fabric.
2. Sanitize fabric and hard surfaces using an N-list sanitizing.
3. Maximum dry time of one (1) to two (2) hours.
4. Remove all soil and stains from hard surfaces.
5. Cleaning chemicals used must meet the following criteria. Chemicals that do not meet the criteria will result in proposal disqualification.
  - PH between 7.0 and 8.0 in diluted form
  - No VOCs
  - Chemicals must dry, in undiluted form, with no tackiness to the touch
  - No optical brighteners, non-yellowing
  - Chemicals must meet environmentally friendly characteristics and carry the EPA Safe Choice, GreenGuard, or Green Seal Certification
  - Chemicals is listed on the CRI Seal of Approval List
6. Apply a persistent kill, anti-microbial coating to all surfaces. Coating must be EPA registered, contain no silica, and provide up to ninety (90) days of protection from viruses, mold, bacteria, and allergens. Coating must be warranted for ease of removal using the manufacturer's approved chemicals. Coatings requiring acids or other toxic chemicals are not approved.

Pricing to include:

1. Pre-spraying with approved cleaning chemicals
2. Agitation of chemicals into fabric and on hard surfaces
3. Extraction using a hot water extractor with a maximum of 150 PSI
4. Wiping of all hard surfaces
5. Application of approved persistent anti-microbial coating

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

***Luxury Vinyl Cleaning and Restoration***

The method and chemicals shall meet the following requirements:

1. Remove soil and oily residue, and repair minor surface scratches (pivot points, entry wear, etc.).
2. Chemicals must meet the following criteria:
  - PH between 7.0 and 8.0 in diluted form
  - VOCs – less than 0.01%
  - No optical brighteners, non-yellowing
  - Non-hazardous ingredients – OSHA 1910.1200
3. Approved cleaning pads are white, red, and blue.
4. No sealers or finishes need to be applied.

***Strip, Scrub, and Refinish VCT (Acrylic Finish)***

The method and chemicals shall meet the following requirements:

1. Provide all chemicals, equipment, supplies, and personnel to remove or top scrub existing coatings.
  - Equipped with vacuums, guards, and/or other devices for capturing fine particulates
  - Operate with a sound level of 70dBA or less
2. Surface preparation will consist of the following:
  - ***Coating removal is a separate operation. (\*See below if required.)***
  - To ensure area is properly cleaned, apply a light coat of cleaning chemical to substrate surface. If degreasing is needed, use products according to the manufacturer's recommended dilutions for the specific task.
  - Using a scrubber or vac with a red pad, clean the floor, rinse with clean water, and extract dry.
  - Using floor fans, completely dry the surface.
  - Manually scrub areas that the equipment will not reach (i.e., corners and baseboards), and use corner brushes or red pads to liberate all soil.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

3. Application of floor finish by:
- Applying four (4) coats of sealer / finish to floor surface, allowing adequate dry time between coats per the manufacturer's specifications, and burnishing the floor finish with a white burnishing pad.

Example Sealer / Finishes: FloorShield and Floorshield Primer, Buckeye Castleguard, and Spartan iShine Floor Finish

4. **\*Coating Removal Process (If Needed)**

- Apply floor stripper at a dilution let down rate recommend by the manufacturer.
- Allow chemical to dwell.
- Remove chemical and coating with an auto scrubber and a black stripper pad. Hand clean baseboards and areas where equipment cannot access. Extract and clean the floor with water. Extract the rinse water with an extraction wand leaving floor chemical and coating free.
- Repeat process as necessary until all finish is removed or design layers are removed if top scrubbing.

Example Strippers: FloorShield Low Oder Stripper, SC Johnson Hyper Concentrate Stripper, and Spartan L.O.E. Stripper

***Concrete / Terrazzo Cleaning and Polishing***

The method and chemicals shall meet the following requirements:

1. Remove soil, stains, and spillage with an approved neutral cleaner utilizing scrubber and thoroughly rinse.
2. Polish concrete / terrazzo with diamond pad to restore, shine, and remove scratches and surface dirt.
3. Apply impregnating sealer to prevent staining and surface penetration.

Approved Sealer Coatings: Surface Guard – Sentry, SASE Protect Plus, and Prosoco PolishGuard

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

4. Equipment needs to meet the environmentally preferred criteria below:
  - Equipped with vacuums, guards, and/or other devices for capturing fine particulates
  - Operate with a sound level of 70dBA or less
  - Propane Powered Equipment – Operate with a sound level of 90dBA or less

***Concrete / Terrazzo Grinding, Polishing, and Sealing***

The method and chemicals shall meet the following requirements:

1. Restore concrete to shine per steps below. Note: Each step will take a minimum of 4 passes.
  - Repair
  - Prep
  - Densify
  - Apply CRI Approved Sealer
  - Burnish – Cure / Harden Sealer
2. Equipment needs to meet the environmentally preferred criteria below:
  - Equipped with vacuums, guards, and/or other devices for capturing fine particulates
  - Operate with a sound level of 70dBA or less
  - Propane Powered Equipment – Operate with a sound level of 90dBA or less

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

***Terrazzo, Grout, Tile, and Concrete Striping and Waxing***

Pricing to include the following:

1. Coating Removal Process
  - Apply floor finish floor stripper at a dilution let down rate recommended by the manufacturer.
  - Allow chemical to dwell.
  - Remove chemical and coating with an auto scrubber and a black stripper pad. Hand clean baseboards and areas where equipment cannot access. Extract and clean the floor with water. Extract the rinse water with an extraction wand leaving floor chemical and coating free.
  - Repeat process as necessary until all finish is removed or design layers are removed if top scrubbing.
2. Equipment needs to meet the environmentally preferred criteria below:
  - Equipped with vacuums, guards, and/or other devices for capturing fine particulates
  - Operate with a sound level of 70dBA or less
  - Propane Powered Equipment – Operate with a sound level of 90dBA or less

***Stained Concrete / Terrazzo Cleaning and Restoration***

The method and chemicals shall meet the following requirements:

1. Remove soil, oily residue, and spills from the surface and rinse thoroughly.
2. Burnish floor to remove surface scratches and to ensure uniform gloss level.
3. Equipment needs to meet the environmentally preferred criteria below:
  - Equipped with vacuums, guards, and/or other devices for capturing fine particulates
  - Operate with a sound level of 70dBA or less



METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

4. Chemicals must meet the following criteria:
  - PH between 8.0 and 9.0 in diluted form
  - VOCs – less than 0.01%
  - No optical brighteners, non-yellowing
  - Non-hazardous ingredients – OSHA 1910.1200
5. Approved cleaning pads are white, red, and blue.
6. Approved burnishing pads are white only.

***Rubber Flooring Cleaning and Restoration***

The method and chemicals shall meet the following requirements:

1. Remove soil and oily residue, and repair minor surface scratches (pivot points, entry wear, etc.).
2. Thoroughly rinse the floor with an extractor or auto scrubber. Burnish to restore gloss level.
3. Chemicals must meet the following criteria:
  - PH between 7.0 and 8.0 in diluted form
  - VOCs – less than 0.01%
  - No optical brighteners, non-yellowing
  - Non-hazardous ingredients – OSHA 1910.1200
4. Application of a finish or coating must be approved before use.
5. Approved cleaning pads are white, red, and blue.
6. Equipment needs to meet the environmentally preferred criteria below:
  - Equipped with vacuums, guards, and/or other devices for capturing fine particulates
  - Operate with a sound level of 70dBA or less

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

***High Performance Coating for Surface Protection of Stainless Steel / Glass***

The method to include installation and performance shall meet the following requirements:

1. Remove soils, oily residue, and spills from the surface and rinse thoroughly.
2. Prep surface per manufacturer's recommendations.
3. Clear, transparent coating must be approved for interior and exterior application.
4. Warranty shall include three (3) years of coverage for stainless steel and five (5) years of coverage for glass.
5. Properties:
  - Must be able to be cleaned with warm water or mild detergent and a microfiber cloth
  - Resistant to chemicals with a pH 3 to pH 13
  - Must not build-up on surface
  - Invisible, non-stick coating that reduces cleaning time and protects against surface damage from chemicals and atmospheric contaminants

Pricing to include:

1. Cleaning and preparation of surface according to manufacturer's recommendations
2. Installation of high performance coating to a properly prepared surface
3. Warrant installation and performance for three (3) years for stainless steel and five (5) years for glass

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

## Terminal Carpet Cleaning Schedule

### ***Week 1 – West Concourse***

This area includes:

1. Seating Areas
2. Six (6) Passenger Boarding Bridge Entrances and Tunnels
3. Four (4) Stairwell Landings
4. Operations Hallway on 1<sup>st</sup> Floor
5. The Balance of the Terminal (Spot Clean as Needed)

Services will be performed at defined intervals as follows:

1. Monthly
  - Spot Removal and Pre-Treatment
  - Clean Carpet (Low Moisture Cylindrical Brush Method)
  - Apply Anti-Soiling and Anti-Stain Treatment
2. Quarterly
  - Dry Extraction Prior to Cleaning
3. Annually
  - Wet Extraction

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

***Week 2 – Baggage Claim Area 1***

This area includes:

1. Baggage Claim Area
2. Lower Level Entrance Doors
3. Behind Car Rental Counter
4. The Balance of the Terminal (Spot Clean as Needed)

Services will be performed at defined intervals as follows:

1. Monthly
  - Dry Extraction
  - Spot Removal and Pre-Treatment
  - Clean Carpet (Low Moisture Cylindrical Brush Method)
  - Apply Anti-Soiling and Anti-Stain Treatment
2. Bi-Annually
  - Wet Extraction

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

***Week 3 – East Concourse***

This area includes:

1. Seating Areas
2. Six (6) Passenger Boarding Bridge Entrances and Tunnels
3. Four (4) Stairwell Landings
4. Operations Hallway on 1st Floor
5. The Balance of the Terminal (Spot Clean as Needed)

Services will be performed at defined intervals as follows:

1. Monthly
  - Spot Removal and Pre-Treatment
  - Clean Carpet (Low Moisture Cylindrical Brush Method)
  - Apply Anti-Soiling and Anti-Stain Treatment
2. Quarterly
  - Dry Extraction Prior to Cleaning
3. Annually
  - Wet Extraction

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

***Week 4 – Baggage Claim Area 2***

This area includes:

1. Baggage Claim Area
2. Upper Level Entrance Doors
3. Behind Ticket Counters
4. Second Level Stairwell
5. The Balance of the Terminal (Spot Clean as Needed)

Services will be performed at defined intervals as follows:

1. Monthly
  - Dry Extraction
  - Spot Removal and Pre-Treatment
  - Clean Carpet (Low Moisture Cylindrical Brush Method)
  - Apply Anti-Soiling and Anti-Stain Treatment
2. Bi-Annually
  - Wet Extraction
3. March and October - 3rd Floor Administrative Offices (Scheduled on a Saturday Morning)
  - March
    - Dry Extraction
    - Spot Removal and Pre-Treatment
    - Clean Carpet (Low Moisture Cylindrical Brush Method)
    - Apply Anti-Soiling and Anti-Stain Treatment
  - October
    - Wet Extraction

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

### Preventative Maintenance and Emergency Service Calls

1. The Respondent shall provide emergency service as requested. Emergency service shall be considered repairs needed during non-standard work hours in addition to the scheduled service calls.

This emergency service shall be provided as often as needed, on a 24-hour basis, weekends and legal holidays included.

The Respondent shall be capable of responding to an emergency situation within six (6) hours, 24/7/365 when requested.

***The emergency service response system shall be a professionally manned telephone answering service.*** Automatic telephone answering and recording machines or home telephone numbers are not acceptable.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

## **V. Work Requirements**

### **Maintenance Procedures and Records**

After each service call, a service report will be filed electronically with MKAA having access to that report and overall service history. Each report will contain the following information:

1. Name(s) of Technician(s)
2. Time Arrived
3. Area Cleaned
4. Area in Which Spots Were Removed
5. Chemical / Tool Inventory
6. Departure Time

### **Performance Review**

1. The owner's agent may review, at any time, the services provided and reports submitted to verify the preventive maintenance is, in fact, being properly and adequately performed. Any lack of maintenance service, complaints, or deficiencies in the performance of the services shall be submitted to the Respondent in writing for correction.
2. For problems or deficiencies of significant importance or of a continual nature, a time period of compliance shall be established after discussion and mutual agreement. Failure of the Respondent to correct the deficiencies within the time period agreed upon shall constitute cause for termination of the services and/or withholding of payment.
3. Cost for meetings, performance reviews, training, etc., will be included in the cost of the program.



METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

### Special Conditions

1. The Respondent's responsibility for injury to persons or property that may be caused by or arise through the maintenance, service, functioning, or use of the system shall be limited to injury caused directly by the Respondent's negligence in performing the obligations as set forth in this specification. The Respondent shall not be made liable for consequential or speculative damages.
2. The Respondent shall not be made liable for any loss, delay, injury, or damage, whether direct or consequential, that may be caused by conditions beyond the Respondent's direct control including, but not limited to, acts of government, strikes, lockouts, fire, explosion, theft, riot, civil commotion, war, malicious mischief, flood, and other acts of God.
3. The Respondent shall maintain Comprehensive General Liability Insurance. A Certificate of Insurance shall be provided by the Respondent and included as part of the proposal. See Exhibit B – Insurance Certificate Guidelines.

### Additional Requirements

1. The Respondent will supply MKAA with spot cleaning supplies, tools, and instructions so the MKAA Building Services employees or subcontractors can help maintain the carpet appearance between scheduled cleanings. If a spot cannot be successfully cleaned by the MKAA Building Services employees, the Respondent will be notified. The Respondent will respond within twenty-four (24) hours to clean the stain or replace the damaged carpet tiles.
2. The Respondent will move furniture, mats, or stanchions as needed to clean scheduled areas.
3. The MKAA will provide limited storage space for tools, chemicals, and equipment as needed.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY  
FLOOR MAINTENANCE AND SPECIALIZED CLEANING SERVICES VENDOR  
REQUEST FOR PROPOSAL

---

## **VI. Exhibits**

The following exhibits will be provided at the mandatory pre-proposal meeting:

- Exhibit A – Contractor Badging Guidelines for TYS
- Exhibit B – Insurance Certificate Guidelines
- Exhibit C – Terminal Carpet Maintenance
- Exhibit D – Annual and Per Unit Cost Form
- Exhibit E – Agreement Qualification Requirements and Evaluation Points Matrix
- Exhibit F – Proposal Form for Floor Maintenance and Specialized Cleaning Services