

Request for Proposal Facility Cleaning Services for the Metropolitan Knoxville Airport Authority

Issue Date:

October 21, 2024

Proposal Due Date:

November 12, 2024

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

Facility Cleaning Services

REQUEST FOR PROPOSAL

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Facility Cleaning Services REQUEST FOR PROPOSAL

I. Notice (Advertisement)

The Metropolitan Knoxville Airport Authority (MKAA) is accepting "Request for Proposals" for Facility Cleaning Services.

A Request for Proposal (RFP) package can be obtained online at www.flyknoxville.com under the "Do Business @ TYS" tab or by emailing at Michael.Giles@tys.org.

The proposal must be submitted to the Metropolitan Knoxville Airport Authority no later than 4:00 PM local time on November 12, 2024

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II. Minimum Requirements with Scope of Work

- No award will be made to any bidder who cannot satisfy the Metropolitan Knoxville Airport Authority (MKAA) with proof of ability and experience in this class of work and sufficient capital and equipment to perform and complete the work successfully.
- All work shall be quality work performed according to the standards of the industry, and to the complete satisfaction of the MKAA.
- All personnel used by the Contractor for the performance of this work shall be
 properly trained and qualified for work of this type and shall have the minimum
 ability and experience required for the work. Personnel must be authorized by
 the manufacturer to perform services and maintain equipment and ensure UL
 listings are valid. The Contractor shall provide evidence of qualifications for any
 personnel performing work under this contract upon request of the MKAA.
- The contractor(s) will furnish all labor, supplies, equipment, and other items
 necessary to accomplish each task and/or project. All personnel are required to
 be employees of the contractor(s). No contract or day laborers are permitted.
 No subcontracting will be permitted under this contract without prior written
 approval from MKAA. The use of any building tenant or MKAA office equipment,
 space, items, and articles is strictly prohibited.
- Contractors must provide at least one employee on every job assignment with the ability to speak, read, write, and understand English so MKAA's staff can communicate effectively with them.
- Contractor(s) must take precautions necessary to protect persons or property against injury or damage. Contractor(s) will be solely responsible for any such damage or injury to property or persons resulting from their fault or negligence. Any damaged item(s) must be replaced or repaired at MKAA's discretion at no additional cost to MKAA. Any repairs/replacements shall match the existing in all cases and shall be completed to the satisfaction of MKAA. All repairs must be completed in a timely manner. Contractor(s) will have thirty days from the date of such damage to complete repairs/replacements. However, if the damage is such that it cannot be repaired/replaced within thirty days, it shall not constitute a breach if corrective action is instituted by contractor(s) within such period and is diligently pursued until the property is substantially returned to the condition which existed immediately prior to the damage. Should repairs not be made in a timely manner, MKAA reserves the right to cause such repairs to be completed by an alternate source and charge the entire cost, plus a 20% administrative fee of such repairs to the contractor(s).
- Contractor(s) must perform work without unnecessarily interfering with the activities of tenants or other contractor(s). Contractor(s) must not disable or disrupt building fire or life safety systems without prior written notice and written approval from MKAA.

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- It will be the responsibility of the awarded contractor(s) to maintain the work zone
 in a clean manner so that foot traffic is not impeded, and no debris is carried into
 other areas of the facility. The work area must be cleaned before leaving the site.
 The contractor(s) will not remove any boxes or large items from any facility
 unless they are visibly marked as trash using a sign, note, or other written
 message.
- The successful contractor(s) must abide by all codes and industry regulations regarding the proper disposal of all trash and debris generated while performing work under the term contract. The successful contractor must meet all Federal EPA and OSHA guidelines in the proper handling and disposal of chemicals and/or their containers.
- The contractor(s) will be responsible for training all employees in the security requirements of MKAA and enforcing these requirements:
 - o Guns, knives, all weapons, alcohol, and drugs are strictly prohibited.
 - Keys, unless otherwise approved by the MKAA designee, will not be removed from MKAA properties. Lost or stolen keys need to immediately be reported to the MKAA designee. The cost of replacement keys will be the responsibility of the contractor. In the event of termination, all keys must be returned to MKAA.
- All MKAA-issued badges are non-transferable between personnel. Access to areas is granted by MKAA Security. Violators will be subject to removal from MKAA properties and MKAA reserves the right to terminate the contract for such violations. Replacement badge costs will be the responsibility of the contractor. In the event of termination, all badges must be returned to MKAA.
- In buildings where there are security alarms, the MKAA will be responsible for arming and disarming the system unless there are other designated people in the facility. Malfunctions of the alarm system are to be reported to MKAA Security at 865-342-3088 and then notify the MKAA designee.
- MKAA requires that a roster of all contractor employees assigned to all properties
 be submitted to the MKAA designee upon award and that any changes to the
 roster be reported to the MKAA designee before the start date. Contractor(s)
 shall keep this roster up to date for the life of the contract; any changes to the
 roster shall be reported to the MKAA designee before the employee begins work
 on any MKAA-managed property. Information will include full name, assigned
 building, and date of employment.
- Contractor(s) shall have a supervisor perform Quality Assurance Inspections at least once a week. These should be non-routine and unscheduled.

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Equipment:

- All equipment must be in proper running order in accordance with local laws. Any
 equipment deemed unsafe by the MKAA designee will not be used on-site.
- All powered equipment must be pre-approved by the MKAA designee.
- MKAA will provide locked storage space for use by the supplier(s), but will not be responsible for loss or damage.
- All equipment must be properly maintained, kept clean, and in good working condition. All non-functioning equipment must be removed from the premises immediately.
- MKAA will furnish, in a reasonable and convenient location, central receiving trash receptacles for use by the supplier(s) for the removal of waste and debris.
 Weekly cleaning around waste receptacles, dumpsters, and compactors is required.
- All vacuum cleaners must have at minimum a triple-filtration system, low-decibel noise outlet (70 dba or lower), and multiple detail tool accessories. Vacuum cleaners used on carpeted surfaces must have bristles to ensure proper cleaning.
- Backpack vacuums may be used for the cleaning of ceiling cobwebs and cleaning non-carpeted areas.
- The supplier(s) must furnish all necessary safety equipment, personal protective equipment, and other protective equipment as needed.
- Wet floor signs must be stored strategically out of sight throughout each facility to aid in safety and response time.
- All electrical cord plugs shall have proper grounding prongs and be in good working condition.

Hours of work:

- The contractor(s) must acknowledge that work may be scheduled after hours, on weekends, or during normal business hours whichever is in the best interest of MKAA and/or MKAA's client. Normal business hours for most MKAA-managed facilities are Monday through Friday from 8:00 a.m. to 5:00 p.m. Eastern Time. These hours are subject to change.
- The contractor(s) must provide MKAA the ability to call the contractor(s) outside of normal business hours, using the contractor's normal business telephone number(s). The contractor(s) must provide a reliable means of communication between the contractor's local office and the primary contact.
- The contractor(s) must be able to work other than normal business hours and/or
 to suspend, postpone, or reschedule the work. These situations are not
 uncommon for a large entity, and the contractor(s) may be required to reschedule
 the work to minimize disruptions. This may require the contractor(s) to perform
 the work outside normal business hours.

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Chemicals and Products:

- The basic chemical inventory should consist of an all-purpose cleaner, disinfectant, glass cleaner, degreaser, and carpet spotter.
- MKAA requires the use of "Green" or "Eco-Friendly" products.
- All chemical SDS (safety data sheets) must be submitted to the MKAA designee before the contract state date. A SDS will be kept at each location where the products are used and/or stored. Any changes to chemicals must be sent to the MKAA designee accompanied by the changed SDS.
- Only approved products to prevent damage, extend life, and to maintain a new appearance will be used to clean restroom hardware.
- Only approved products are to be used. No extra stock will be left in any restroom unless pre-approved by the MKAA designee.
- MKAA has standardized restroom dispensers and expendables. However, not all of the properties have these types of dispensers. MKAA requires the use of the following types of products for the standardized dispensers: 9-inch, two-ply toilet tissue, EnMotion roll paper towels, and top-fill soap.
- Deodorizer dispensers are utilized at some locations. MKAA supplies the dispenser, and the contractor will be responsible for providing the batteries and deodorant refills.

Services:

- Scheduled cleaning duties in buildings will be performed between 6 a.m. and 12 a.m. (midnight).
- Contact information must be provided to the MKAA designee to facilitate communication between the contractor and the on-site staff. Contractor's employees will only enter areas where they are assigned to work or as required to access the area for work.
- Contractor(s) will perform all services provided under this agreement in a
 workmanlike manner in accordance with industry standards by qualified
 personnel and will conform to the specifications, proposal and/or other
 descriptions furnished and/or incorporated by reference.
- Contractor(s) will provide all supervision, labor, fuel, equipment, and any other materials necessary to complete the required work.
- MKAA reserves the right to have certain sites re-serviced at no additional cost if the initial service or installation is not satisfactory.
- Contractor(s) must immediately notify the MKAA designee when problem(s) are encountered and assist in the response to correct the problem(s). All emergency conditions must be promptly reported to MKAA Security Dispatch at 865-342-3088.
- Contractor(s) will complete work in an efficient and timely manner with emphasis on prompt completion without interruption to the clients and/or public in the area

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- or affecting tenant safety. All entrances will be clean and free of dirt and debris prior to any building opening for business traffic.
- Provide criminal background checks on all employees to the MKAA designee upon request during the term of the contract. Enhanced background checks may be required for some MKAA facilities.

III. Submission Contents and Procedure

Submission Contents

All proposals must be on Company Letterhead and the Proposal should contain:

- 1. Introduction including a description of the firm, location of the headquarters, years of operation, and other locations where services are performed.
- 2. A pricing schedule and a summary for services that consists of furnishing all labor, materials, supplies, and equipment to perform facility janitorial services for three MKAA owned properties as outlined in the scope (Appendix 1 Cleaning Locations/Scopes).
- 3. Describe the Respondent's approach to maintenance, troubleshooting, and inspections.
- 4. List of references (3 minimum)
- 5. Cost (see Bid Sheet Attached)
- 6. Options if available

Submission Procedure

Proposals shall be submitted no later than 4:00 PM EST on November 12, 2024

Regular U.S. mail to:	Or by courier or hand-delivered to:
Michael Giles	Michael Giles
Procurement Manager	Procurement Manager [,] 3rd Floor Admin.
Metropolitan Knoxville Airport Authority	Offices
PO Box 15600	Metropolitan Knoxville Airport Authority
Knoxville, TN 37901	2055 Alcoa Highway
	Alcoa, TN 37701

All submittals received after the designated time will not be considered.

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IV. Selection Timeline and Evaluation Criteria

Selection Timeline:

Notice Publication Dates	October 21, 2024, thru November 12, 2024
Last Day for Questions	November 1 2024
Proposals Due	November 12, by 4:00 PM EST
Interview Sessions (if questions)	To Be Determined
Estimated Start Date	TBD

Evaluation Criteria

Respondents may be selected for interviews and presentations by an MKAA selection committee based upon review of the proposals provided in response to the RFP.

The most qualified Respondent will be selected based on the following criteria:

1. 0-15 Points: Basic Information

2. 0-20 Points: Approach to Facility Maintenance Services

3. 0-20 Points: Lists of References

4. 0-45 Points: Costs

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V. Terms and Conditions; Contract Requirements

DBE Program

Firms shall comply with MKAA approved DBE Program (available at 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 MKAA.

Response Costs

All costs incurred in preparing the response to the Request for Proposal (RFP), participating in the RFP process, and negotiating with 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 MKAA and shall not be returned to the Respondent.

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.

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

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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; Questions and Clarifications

Every request for interpretation, questions or for additional information regarding the RFP shall be made in writing to Michael Giles, Procurement Manager, Metropolitan Knoxville Airport Authority, Post Office Box 15600, Knoxville, TN 37901, or by email at michael.giles@tys.org. All inquiries must be received before November 1, 4:00PM EST. Questions by phone will not be accepted.

All questions and answers will be available to all interested firms. To receive this information, please send an email to Michael Giles at the email address above after 12:00PM EST, November 5, 2024.

The Metropolitan Knoxville Airport Authority is not responsible for any electronic communication failures or material delivery delays. MKAA reserves the right to reject all submittals without cause.

Should an Addendum be issued, the Respondent must acknowledge receipt.

No-Contact Policy

The Chairman of the Board of Commissioners of MKAA has imposed a no-contact policy on the selection process. The no-contact policy is intended to prohibit any Respondent 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 execution of any agreement resulting from this RFP. Questions submitted in writing for clarifications of the information contained in the RFP are not prohibited by the policy.

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Insurance

The Respondent shall furnish and keep in force for the life of any agreement resulting from this RFP insurances policies reasonably requested by MKAA, including, but not limited to, Workmen's Compensation Insurance for all workers employed on the job. The Respondent shall provide certificate of insurance as required by the Metropolitan Knoxville Airport Authority. All insurance companies must be licensed to do business in Tennessee and the MKAA, its commissioners, its officers, and its employees must be added as additional insured on all policies.

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 that it will affirmatively ensure that for any contract entered into pursuant to this advertisement, disadvantaged business enterprises or airport concession disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and no businesses will be discriminated against on the grounds of race, color, national origin (including limited English proficiency), creed, sex (including sexual orientation and gender identity), age, or disability in consideration for an award.

Certification Regarding Debarment

By submitting a proposal under this RFP, Respondent certifies that neither it nor its principals are presently debarred or suspended by any Federal department or agency from participation in this transaction.

Certification Regarding Trade Restriction

By submitting a proposal under this RFP, Respondent certifies that with respect to this solicitation and any resultant contract, Respondent—

- is not owned or controlled by one or more citizens of a foreign country included in the list of countries that discriminate against U.S. firms as published by the Office of the United States Trade Representative (USTR);
- 2) has not knowingly entered into any contract or subcontract for this project with a person that is a citizen or national of a foreign country

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included on the list of countries that discriminate against U.S. firms as published by the USTR; and

3) has not entered into any subcontract for any product to be used on the Federal project that is produced in a foreign country included on the list of countries that discriminate against U.S. firms published by the USTR.

This certification concerns a matter within the jurisdiction of an agency of the United States of America and the making of a false, fictitious, or fraudulent certification may render the maker subject to prosecution under Title 18 USC § 1001.

Respondent must provide immediate written notice to MKAA if Respondent learns that its certification or that of any permitted subcontractor or subconsultant was erroneous when submitted or has become erroneous by reason of changed circumstances. Respondent must require permitted subcontractor or subconsultant provide immediate written notice to Respondent if at any time it learns that its certification was erroneous by reason of changed circumstances.

Unless the restrictions of this clause are waived by the Secretary of Transportation in accordance with 49 CFR § 30.17, no contract shall be awarded to a Respondent or any permitted subcontractor or subconsultant:

- 1) who is owned or controlled by one or more citizens or nationals of a foreign country included on the list of countries that discriminate against U.S. firms published by the USTR; or
- 2) whose subcontractors are owned or controlled by one or more citizens or nationals of a foreign country on such USTR list; or
- 3) who incorporates in the public works project any product of a foreign country on such USTR list.

Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by this provision. The knowledge and information of a contractor is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

Respondent agrees that, if awarded a contract resulting from this solicitation, it will incorporate this provision for certification without modification in all contracts with any permitted subcontractor or subconsultant. Respondent may rely on the certification of any permitted subcontractor or subconsultant that it is not a firm from a foreign country included on the list of countries that discriminate against U.S. firms as published by USTR, unless Respondent has knowledge that the certification is erroneous.

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This certification is a material representation of fact upon which reliance was placed when making an award. If it is later determined that Respondent or any permitted subcontractor or subconsultant knowingly rendered an erroneous certification, the Federal Aviation Administration (FAA) may direct through MKAA cancellation of the contract or subcontract for default at no cost to MKAA or the FAA.

Lobbying

Respondent certifies by submitting a proposal under this RFP, to the best of its knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of Respondent, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any Federal contract, grant, loan, or cooperative agreement, Respondent shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) Respondent shall require that the language of this certification be included in any permitted award documents for all applicable subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure

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Contract Requirements

<u>Choice of Law.</u> The laws of the State of Tennessee must govern the operation and enforceability of any agreement resulting from this RFP. Any action or legal proceeding arising out of or related to any agreement resulting from this RFP must be brought in the state courts of Knox County, Tennessee, or in the federal court in the district where the Airport is located.

Sovereign Immunity of MKAA. MKAA will not enter into any agreement which contains a clause requiring MKAA to indemnify, hold harmless, or defend any party. Also, MKAA will not enter into any agreement which contains a clause limiting its remedies against any party.

Indemnification. The Selected Respondent must agree to indemnify and hold MKAA, its commissioners, officers, agents and/or employees harmless from and against any and all lawsuits, damages and expenses, including court costs and attorney's fees, by reason of any claim and/or liability imposed, claimed and/or threatened against MKAA, its commissioners, officials, agents and/or employees for damages because of any damages arising out of or in consequence of the performance of services by the Selected Respondent to the extent that such damages are attributable to the negligence of the Selected Respondent or its agents and/or employees.

<u>Confidentiality</u>. MKAA cannot agree to confidentiality provisions in any agreement resulting from this RFP due to open records laws.

<u>Federal Aviation Administration Provisions</u>. The Selected Respondent must agree to comply with Civil Rights provisions and any other applicable Federal Aviation Administration requirements in any agreement resulting from this RFP.

TDOT Aeronautics Division Provisions. The Selected Respondent must agree to comply with any applicable Tennessee Department of Transportation Aeronautics Division requirements in any agreement resulting from this RFP.

Non-Boycott of Israel. The Selected Respondent will certify that it is not currently engaged in and will not for the duration of any agreement resulting from this RFP

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engage in, a boycott of Israel as defined by Tenn. Code Ann. § 12-4-119. This provision shall not apply to any agreement resulting from this RFP with a total value of less than two hundred fifty thousand dollars (\$250,000) or to Respondents with less than ten (10) employees.

<u>Federal Fair Labor Standards Act</u>. Any agreement resulting from this RFP incorporated by reference the provisions of 29 CFR part 201, et seq, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part-time workers.

The Selected Respondent has full responsibility to monitor compliance to the referenced statute or regulation. The Selected Respondent must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

Recovered Materials. To the extent applicable to any agreement resulting from this RFP, Contractor and subcontractor agree to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act, and the regulatory provisions of 40 CFR Part 247.

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VI. Appendix 1 (Bid Sheet)

The Metropolitan Knoxville Airport Authority (MKAA) is requesting the following Bid Proposal for Facilities Cleaning Services to be guaranteed for three (3) years with two (2) optional years from the execution of the agreement on the behalf of the Metropolitan Knoxville Airport Authority.

PRICING

Description	Annual Cost	Annual Cost	Annual Cost	
	Facilities Cleaning Service to include labor, supplies and equipment for the Tyson Centre (Bldg 110)	Facilities Cleaning Service to include labor, supplies and equipment for the Airport Operations Center (Bldg 510)	Restroom Cleaning Service to include labor, supplies and equipment for the Surface Transportation Parking Lot (Area 102)	
Year One				
Year Two				
Year Three				
Optional Year Four				
Optional Year Five				

Note: All prices are United States Dollars	
Company Name	 Date
Authorized Representative Name (Printed)	Phone Number
 Authorized Representative Name (Signature)	e-mail address

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VII. Appendix 2 (Additional Information)