STATEMENT OF WORK

FOR

COMPREHENSIVE CUSTODIAL SERVICES

AT

RONALD REAGAN WASHINGTON NATIONAL AIRPORT

PREPARED BY: Metropolitan Washington Airports Authority
Ronald Reagan Washington National Airport
Engineering and Maintenance Department (MA-120)
Maintenance Engineering Division (MA-126)
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01  INTRODUCTION

The Metropolitan Washington Airports Authority (the Authority) is responsible for the operation, maintenance and repair of Ronald Reagan Washington National Airport (referred to herein as "DCA"). The Airport is located in Arlington County, Virginia (see Appendix A) herein after referred to as the "job site". The Airport served over 18 million passengers in 2011.

02  SUMMARY OF WORK

The contract is intended to provide comprehensive custodial services at DCA which encompasses approximately 1,114,000 square feet of terminal space including restrooms, corridors, baggage claim devices, gate hold rooms, Authority offices, and 45 passenger loading bridges. Approximately 344,000 square feet of non-terminal facilities will also be serviced under this contract.

The contractor shall provide all necessary supervision, labor, administrative support, tools, parts, materials, supplies, equipment and transportation necessary to perform comprehensive custodial services 24 hours per day, 365 days per year at DCA.

Various tasks covered include, but are not limited to carpet care, hard floor care, restroom care, passenger loading bridge care, office care, dusting, vacuuming, provision and placement of entrance mats, policing of specified interior and exterior areas, trash disposal, recycling collection, and escalator/moving walkway cleaning.

The term of this requirement is intended to consist of a two (2) year base period with three (3) one (1) year options.
SECTION III - DEFINITIONS

ACCEPTANCE - The act of an authorized representative of the Authority accepting ownership of existing or identified supplies or services, as being partially or totally complete, as it pertains to the performance of the Statement of Work.

AIRPORT - Ronald Reagan Washington National Airport also known as "DCA".

AOA - Aircraft Operation Area - The portion of the Airport used or intended to be used for landing, takeoff or surface maneuvering of aircraft. This is a security area requiring security badging. Workers in this area are required to obtain and display an AOA photo ID credential. Drivers in this area are required to obtain an Aerodrome Vehicle Operator's Permit.

AUTHORITY - The Metropolitan Washington Airports Authority

CALL ORDER – Contains a detailed description of the services, cost estimate, and schedule required from the contractor for any work under Supplemental Services. All Supplemental Services require a COTR signed Call Order.

CLEAN - Also referred to as "Cleanliness Quality," shall mean a like-new appearance," specifically:

- The absence of litter or undesirable debris that can be eliminated by appropriate policing techniques.
- The absence of unbonded dust build up on any surface of any items subject to appropriate dusting techniques.
- The complete, comprehensive and thorough cleaning of any item subject to cleaning, including corners, inside, outside, top, bottom, under and over all surfaces.
- The absence of any surface marks, including fingerprints, spills or other undesirable bonded surface residue that can be eliminated by appropriate damp or wet cleaning techniques.
- The absence of any soil, wax or other undesirable bonded build up which can be eliminated by appropriate heavy duty, cycle or project cleaning techniques.
- The presence of appropriate surface gloss, protection, or reflective capacity in line with "like new" or designated gloss levels.
- The absence of dust, lint and other in-fiber accumulation in fabric and carpeted areas that can be eliminated by appropriate vacuum cleaning techniques.

A surface will be considered clean if: (1) Immediately after wiping it with a clean cloth there is neither a visible change in the appearance of the surface nor the appearance of a visible mark from the cloth or (2) The contractor demonstrates to the satisfaction of the Contracting Officer's Technical Representative that any visible dirt, dust, foreign matter, film, grime, stains, fingerprints, streaks, spots, blemishes, and/or chemicals residues, which remain on the surface after cleaning, cannot be removed without permanently damaging the underlying surface.

CLEANING - The process of removing dirt, foreign matter, dust, grime, film, stains, finger prints, and chemical residues from the surfaces on which they are found.

CMMS - Computerized Maintenance Management System is used to schedule and generate work orders for all maintenance and repair activities performed for each piece of equipment covered under this Contract.
COB - The Authority’s headquarters space at the Corporate Office Building.

CONTRACTOR’S EMPLOYEES - Includes employees of the prime contractor and employees of any of the contractor’s subcontractors performing work under this contract.

CONTRACTOR’S PROJECT MANAGER - The contractor’s representative on-site who has the responsibilities defined herein.

CONTRACTOR’S SAFETY COMPLIANCE SUPERVISOR - The contractor’s on-site employee with the responsibility and authority to ensure compliance by the contractor with all applicable environmental, health and safety regulatory requirements associated with fulfilling the requirements of this SOW.

CORRECTION - The elimination of a deficiency.

COTR – Contracting Officer’s Technical Representative is the key individual who must monitor the contractor's performance of technical requirements on the Authority’s behalf for the Contracting Officer.

CUSTODIAN - An individual who performs housekeeping and custodial tasks. This individual may also be known as a custodial or housekeeping worker.

DCA - Ronald Reagan Washington National Airport

DIRT - Earth or soil.

DISINFECTANT - A product which kills tuberculosis, hepatitis, and HIV on contact.

DST - Daylight Savings Time

DUST - Fine particulate matter derived from many sources inside and outside the building which can build up on surfaces.

EST - Eastern Standard Time

FILM - A thin coating that usually builds up on surfaces over time and may be so uniform that it goes unnoticed. Air pollution is a major contributor to film formation. Film is found on infrequently cleaned toilet bowls due to foreign or impurities settling out of the tap water. Film is also found on the inside surfaces of exterior glass.

GLASS CLEANING – Cleaning of all interior and exterior glass, glass door panels, mirror, window and other reflective surfaces to remove finger prints, marks, smudges, smears, film and other debris from surface.

GLOSS - Attribute of surfaces that causes them to have a shiny or lustrous appearance. Surface shine and clarity with lack of haziness, cloudiness, dull or a milky appearance. Brightness or luster of a smooth polished surface. Gloss is evaluated according to American Society of Testing and Materials (ASTM) methods. A calibrated meter reading of 92.9-93.5 or above indicates an acceptable gloss level.

GRIME - Foreign matter that clings to or is embedded in a surface. It may become embedded or built up by repeated touching or handling, such as a door handle or light switch. Careless or incomplete cleaning procedures may contribute to the development of grime.

GRIT - Coarse particulate matter such as sand, fragments of metal and/or glass, salt and ice melt compounds (before they absorb moisture and liquefy).

GROUNDS - Includes land, parking lots, roadways, walks, bridges, airfields etc. at the Airport.
HAZARDOUS MATERIALS - Any wastes, substances, radiation, or materials (whether solids, liquids or gases): (1) Which are hazardous, toxic, infectious, explosive, radioactive, carcinogenic, or mutagenic; (2) Which are or become defined as a "pollutants" "contaminants," "hazardous materials," "hazardous wastes," "hazardous sub-stances," "toxic substance," "radioactive materials," "solid wastes," or other similar designations in, or otherwise subject to regulation under any Laws; (3) The presence of which on the premises cause of threatens to cause a nuisance pursuant to applicable statutory or common law upon the premises or to adjacent properties; (4) Without limitation, which contain polychlorinated biphenyls (PCBs), asbestos, lead-based paints, urea formaldehyde foam insulation, and petroleum or petroleum products (including, without limitation, gasoline, crude oil or any fraction thereof) or (5) Which pose a hazard to human health, safety, natural resources, industrial hygiene, or the environment, or an impediment to working conditions.

HAZARDOUS MATERIALS (CONTRACTOR'S) - The contractor's hazardous materials arising out of the contractor's past, present or future use or occupancy of the premise or the contractor's acts or omissions. "The contractor's hazardous materials" includes, but is not limited to any hazardous materials generated, used, stored, released, discharged, treated, disposed of, managed or transported by the contractor or transported to the premises under an agreement with the contractor. As used herein, the contractor includes the contractor's employees, agents, successors, contractors, subcontractors, or persons acting on behalf of the contractor.

HOLIDAYS - Holidays observed by the Authority

JOB SITE - The area within which the work required by this Statement of Work is to occur.

LAW OR LAWS - Include but are not limited to Authority, local, state, federal, or regional statutes, regulations, ordinances, rules, policies, directives, orders, demands, or other laws of whatever nature, as they now exist or may hereinafter be adopted or amended including but not limited to the Comprehensive Environmental Response Compensation and Liability Act, 42 USC. Section 9604, et seq.

LINT - Clinging bits of fiber, hair or thread that cling to surfaces. Lint may include such things as carpet fibers, fuzz from sweaters and cobwebs.

LITTER - Litter shall include, but not be limited to, waste paper, branches detached from trees and shrubs, beverage containers, dead birds, and dead animals.

MA-126 - DCA, Engineering and Maintenance Department, Maintenance Engineering Division

METROPOLITAN WASHINGTON AIRPORTS AUTHORITY (MWAA OR THE AUTHORITY) - The public body responsible for the operation and management of both Washington Dulles International Airport (IAD) and Ronald Reagan Washington National Airport (DCA).

MSDS - Material Safety Data Sheet

NON PERFORMANCE OF WORK – Failure to abide by or fulfill the terms of the Statement of Work

OSHA - U.S. Occupational Safety and Health Administration. The Federal government agency responsible for providing the rules and regulations on safety and health requirements in the work place.

PLB – Passenger Loading Bridges are also referred to as “Jet Bridges.”

POLICING HOUSEKEEPING TASK (POLICING) - To make clean and orderly.

QUALITY ASSURANCE - A means by which the Authority is able to confirm that the quantity and quality of services received conform to contract requirements. These methods/procedures are not intended to aid the contractor in the performance of the contract requirements and shall not be a substitute for Quality Control by the contractor.
QUALITY CONTROL - A measurable method used by the contractor to assure that quality services are provided at all times to satisfy the requirements of the contract.

RECYCLABLES - Any material which retains useful properties that can be reclaimed after the productions or consumption process.

REGULAR AIRPORT TERMINAL OPERATING HOURS - These hours are 5:00 A.M. through 11:00 P.M. EST/DST, daily 365 days a year (i.e. includes weekend and holidays).

REGULAR AUTHORITY BUSINESS HOURS - These hours are 7:30 A.M. through 4:30 P.M. EST/DST, Monday through Friday, excluding weekends and holidays.

ROUTINE HOUSEKEEPING TASKS - Are scheduled and performed according to established procedures and frequencies and include but are not limited to removing visible loose dirt, trash and debris from floors and walkways, empty trash and recycling containers, refill restroom paper products, soap dispenser, as well as cleaning up spills, wiping down all surfaces, including glass, windows, wall surfaces, counters, chairs, and polishing bright work and stainless steel in all areas and taking appropriate action to abate potential safety issues.

SERVICES - Includes services performed, workmanship, and material furnished or utilized in the performance of services.

SHIFT - The various time periods for which the Task and Frequencies specified herein are to be accomplished. These periods may or may not be related to the actual time periods that the contractor's employees are compensated on the job site.

SLIP RESISTANCE - A measurement of a floor film's coefficient of friction that provides a safe walking surface. Slip resistance is evaluated according to American Society of Testing and Materials (ASTM) methods. A coefficient of friction reading of 0.5 indicates a safe floor film.

SOW – Statement of Work

SPOTS - A non-uniform film or coating that is visible to various degrees depending on the angle of view. It is usually associated either by the use of dirty cleaning equipment or inadequate rinsing of cleaning products from the surfaces on which they are used.

STREAKS - A non-uniform film or coating that is visible to various degrees depending on the angle of view. It is usually associated either by the use of dirty cleaning equipment or inadequate rinsing of cleaning products from the surfaces on which they are used.

SUPERVISOR - Supervises individual and/or groups of employees and/or subcontractors.

TASK and FREQUENCY – Regularity of the contracts SOW tasks outlined as a minimum requirement only and shall not be used by contractor as reason for unacceptable custodial service.

TERMINAL BUILDING - Buildings on the Airport job site where commercial airline passengers purchase tickets and board flights. These buildings include Terminal A, B and C.

VANDALISM - Willful or malicious abuse and/or destruction of property.

WORK - The services required to be performed by the contractor.

WORK ORDER DESK - Unit that is primarily responsible for receiving, dispatching and tracking service requests. (703) 417-8063
SECTION IV - BASE SERVICES

01 DESCRIPTION OF SERVICES

The contractor shall provide all management, supervision, labor, administrative support, materials, tools, parts, supplies, equipment and transportation necessary to perform all services as described herein. These services shall include but not be limited to housekeeping, trash and recycling collection, documentation and reporting as well as related supplemental services at DCA.

02 CUSTODIAL SERVICES

A. The contractor shall be responsible for providing comprehensive custodial services as described herein in all areas as identified on the space drawings in Supplemental Number 1 Space Drawings. The square footage described on the space drawings is only an approximation. The contractor shall be responsible for providing services to the actual square footage and quantities of fixtures that exist in the spaces that are identified on the drawings, at no additional cost to the Authority. Modifications to the contract will occur when incremental increases or decreases to the area serviced under the SOW exceed five thousand (5,000) square feet. Smaller increases or decreases will not result in contract modification.

B. The contractor shall develop and implement a detailed comprehensive operational plan sufficient to ensure that the contractor fully meets all of the requirements of this SOW at all times. This operational plan shall identify the days and time each task and frequency described in Appendix B shall be performed at each location. This operational plan shall be submitted in writing to the COTR no later than thirty (30) days prior to the start of this contract for approval. If the contractor fails to meet the minimum task and frequency requirements of this SOW, the Authority may require the contractor to revise the operational plan to address the problem. This revision shall be submitted to the Authority within 3 business days from the date the Authority requests it.

C. The contractor shall perform all the tasks and frequencies as described in Appendix B in accordance with the Performance Standards described in Appendix C, frequency of required tasks outlined in the contract SOW is a minimum requirement and shall not be used by the contractor as reason for unacceptable custodial service or conditions. It will be the contractor's responsibility to determine necessary additional task and frequencies required to maintain the airport facilities in a condition that reflects the highest standards of cleanliness and appearance at all times. At any time during the contract period, if the contractor fails to meet the minimum task and frequencies, or if the COTR determines that work is deficient, the contractor shall be required to correct these deficiencies at no additional cost to the Airports Authority.

D. The contractor shall be responsible for moving all items such as chairs, desks, trash and ash receptacles, tables, storage containers, carts, etc., as required to accomplish services that are to be performed adjacent to, under, or above such items. The contractor shall notify the COTR of any items or objects which may impede the work area where SOW tasks are being completed. The contractor shall return all items to their respective location and configuration after completion of task.

03 NON-PERFORMANCE OF WORK

In the event of non-performance of work by the contractor, the Authority will have the right to exercise the option listed below:
A. Allow the contractor to immediately correct the deficient service by bringing in extra workers/crews within four (4) hours of being notified of the unsatisfactory work to rectify the non-performance and the Authority shall make no deductions.

04 EXCLUDED SERVICES

All surfaces, items, finishes, components, etc. identified within the space drawings are covered by this contract with the following exclusions:

1. Food, Beverage and Retail stores
2. Fire extinguishers
SECTION V - SUPPLEMENTAL SERVICES

01 DESCRIPTION OF SERVICES

The Authority may, during the course of this contract, request that the contractor perform in scope Supplemental Services which are outside the requirements of the Base Services Section of this contract, i.e., emergency flood cleanup, special onetime cleaning of areas not under contract, etc. The contractor shall provide all supervision, labor, administrative support, materials, tools, parts, supplies, equipment, and transportation necessary to perform these services. Such work shall be compensated at the rates listed in the contract price schedule. The contractor shall be reimbursed for the materials used in the performance of Supplemental Services at invoice plus 10 percent mark up. There shall be no mark up for shipping and handling costs.

A. Supplemental Services are to be performed according to the Performance Standards described in Appendix C. The contractor shall provide all supervision, labor, materials, supplies and equipment necessary to perform these services.

B. The Authority shall incur no obligation for Supplemental Service work that is not authorized in advance, by a Call Order.

02 CONTRACT SERVICES CALL ORDER

A. All Supplemental Services work will be requested and approved in advance with a signed Call Order by the COTR using the “MWAA Contract Services Call Order” form shown in Appendix D. The Call Order will contain a detailed description of the services that are required from the contractor. The contractor shall be required to provide the COTR a detailed cost estimate including an itemized breakdown for all labor, parts and materials, as well as a schedule with critical milestones for completing the Call Order.

B. Labor rates included in the Section III-Contract Price schedule will be used in preparing these estimates. The cost breakdown shall be made part of the Call Order. The contractor shall not proceed with any work described in such Call Orders until authorized in advance and in writing by the COTR.

03 FLOOD RESPONSE

A. Upon the request of the Authority, the contractor shall immediately respond to all floods with all labor, tools, equipment and supplies necessary to clean-up the flood.

B. Standing Water – All standing water shall be removed utilizing commercial extraction equipment and/or pumps. A sufficient amount of commercial-grade air movers and dehumidifiers shall be utilized to hasten the drying process and reduce humidity.

C. Furniture/Equipment – The contractor shall move as necessary all furniture and equipment to facilitate the restoration process. All non-porous furniture and equipment shall be wiped down, dried and cleaned by the contractor.

D. Antimicrobial Solutions – After the clean-up procedures have been completed, the contractor shall, upon the approval of the Authority, treat the affected area with an EPA registered antimicrobial solution to aid in the protection against odor, germs, mold, mildew, bacteria and germs.

E. Disposal – The contractor shall be responsible for the disposal of all materials damaged beyond the ability for restoration, e.g. debris. Prior to disposal, the contractor shall substantiate to the Authority’s representative that the material is beyond restoration and shall receive the Authority representative’s
concurrency and approval. All material shall be disposed of in accordance with local, state and federal regulations, and laws.

F. Documentation/Reporting – The contractor shall document all damage and restorative methods throughout the incident with digital pictures and shall within one (1) business day after the completion of the restoration service, provide a chronological narrative report to the COTR. Report to be consistent with other reporting formats approved by COTR.
SECTION VI - CONTRACT START UP

01 KEY CONTRACTOR PERSONNEL

A. The contractor shall provide the Contracting Officer and COTR thirty (30) days prior to the start date of the contract with a list of names and telephone numbers of its key personnel who shall be responsible for fulfilling all the requirements of this SOW.

B. Resumes for the contractor’s key personnel shall be provided to the Contracting Officer and COTR thirty (30) days prior to the start date of the contract and shall be updated whenever approved changes are made.

02 AIRPORT SECURITY BADGES

The contractor shall provide the COTR with a copy of the certification official designation letter and a list of employees who will be applying for security badges sixty (60) days prior to the start date of the contract.
SECTION VII - GENERAL REQUIREMENTS

01 CONTRACTOR’S QUALIFICATIONS

The contractor shall have at least five (5) years experience in the business of providing comprehensive custodial services of the size and scope described in this SOW.

02 COMMUNICATION AND COORDINATION

The contractor shall maintain an effective communication and coordination policy with the Authority utilizing email, telephones, faxes, text messaging devices, etc. to ensure the Authority is kept up to date of current status at all times. The contractor shall provide at its own expense electronic pagers, transportable cellular telephones and associated telecommunication services to all its supervisors and key personnel, while they are performing work on the job site. The contractor shall notify the COTR of all changes in these assignments.

03 DISTURBING PAPERS AND EQUIPMENT

Contractor employees shall not disturb any items and/or papers that are on or within furniture (including but not limited to desk drawers or cabinets) or use office telephone or office equipment in any area of the job sites, except the contractor’s telephones and office equipment.

04 TIMELY PERFORMANCE

The contractor shall adhere to and fulfill all the time and frequency requirements described in the SOW. At no time shall the contractor go below the minimum requirements for task and frequency services. At any time during the contract period, if the Contractor fails to meet the minimum task and frequencies, or if the COTR determines that work is deficient based on performance outcome and quality of service, the Contractor shall be required to correct these deficiencies at no additional cost to the Airports Authority.

05 QUALITY CONTROL PROGRAM

The contractor shall implement an effective Quality Control Program, which integrates a measurable standard of performance to insure the contractor fulfills all the requirements of the SOW at all times. This program shall include but not be limited to all elements of the Quality Control Program described in the Technical Proposal that the contractor submitted in response to the Authority's solicitation for this contract. Quality assurance shall be based on the performance outcome, not on frequency or method, if the COTR determines that work is deficient due to poor quality control management, the contractor shall be required to immediately revise or update their quality control plan. An updated plan shall be submitted to the COTR within three (3) business days.

06 PERFORMING OTHER WORK ON THE JOB SITE

The contractor is not prohibited from providing cleaning services for other clients at the airport; however, any such work shall be kept completely separate from the work performed under this contract. The contractor shall not use any of the Contract Managers, Supervisors, or employees to perform such additional work, and the uniforms worn by employees performing this work shall be clearly distinguishable from the uniforms required to be worn under this contract. Furthermore, space provided at the airport to the contractor under this contract shall not be used in any way at any time to support such additional work, nor shall the contractor use for this additional work any equipment, supplies or materials that are provided by it for performance of this contract. The COTR shall be immediately advised if the contractor will be performing work for other clients at the airport. This notice shall disclose the name of the client, the nature and frequency of the services to be performed and the period of time the services will be provided.
07 DELIVERY OF SUPPLIES

A. The contractor shall schedule its own supply deliveries during times that cause minimum disruption and inconvenience to the Authority’s operations. Unless otherwise directed by the COTR, all such deliveries shall be made at the Airport job site during the hours of 5:00 A.M. - 2:00 P.M. EST/DST daily.

B. All deliveries by or to the contractor shall only be made to buildings at their respective loading docks (see Supplement Number 1 for specific locations) unless otherwise approved by the COTR.

08 FIRE PREVENTION AND PROTECTION

A. Fire prevention and protection at Authority facilities property is essential. The Authority shall provide limited fire prevention equipment within the facilities. The availability of fire protection equipment provided by the Authority shall not limit the contractor’s responsibility or liability for maintaining a reliable fire prevention and protection program for its employees and the property serviced.

B. The contractor shall be knowledgeable of and provide adequate and appropriate training for all employees in the proper method of reporting a fire. All pertinent information regarding fire-reporting procedures may be obtained from the COTR.

09 FIXED IMPROVEMENTS AND OPERATING FACILITIES

A. During the period of performance of the contract, title to the fixed improvements made by the contractor on the job site (primarily the contractor’s office and custodial closets) shall remain with the contractor. “Fixed improvements” includes any improvements, fixtures, additions, annexations or alterations to the job site or a portion thereof which cannot be removed or changed without material damage to, or destruction of, either itself or the job site or a portion thereof. All fixed improvements on the job site shall require the prior written approval of the Authority.

B. The contractor shall have no right during the term of this contract to demolish or remove, in whole or in part, any fixed improvements on the job site except with the prior written consent of the Authority, which may, at the discretion of the Authority, be conditioned on the obligation of the contractor to replace the same by a building structure or improvements, shall be left in place and title to them shall transfer to the Authority unless otherwise acquired in writing by both the contractor and the Authority.

10 LOST AND FOUND PROPERTY

The contractor shall turn in to the Authority Police Department all property found on the property of Ronald Reagan Washington National Airport immediately, any violations or disregard of the rules, regulations and/or policies may be cause for immediate termination.

11 SMOKE FREE ENVIRONMENT

The Authority’s facilities are smoke free. The contractor and its employees shall adhere to all applicable rules and regulations regarding maintenance of a smoke free environment.

12 SAFETY

A. The contractor shall be responsible for observing and correcting any hazardous conditions, including, but not limited to, tripping hazards, spills and other conditions that could reasonably be expected to lead to bodily injury, that exist in areas maintained under this contract. Whenever any such hazardous
condition is observed, the contractor shall notify the Authority immediately and take reasonable steps to
prevent injury until the condition is corrected, including, but not limited to, placement of orange safety
cones to alert passersby to the condition, cordoning off the area, or appointing a custodian to guard the
area. In addition, the contractor shall take prompt, reasonable steps to correct the condition. If the
contractor cannot correct the condition, it shall notify the COTR or Contracting Officer immediately. The
contractor's daily report to the COTR shall include a description of the hazardous condition, location,
time, etc., the steps taken to prevent injury, and the steps taken by the contractor to correct the
condition.

B. The contractor and each of its employees shall comply with all applicable local, state, Federal and
Authority rules, regulations and practices.

C. The contractor shall also be responsible for all injury to persons or damage to property that occurs as a
result of the contractor's negligence and shall take proper safety and health precautions to protect the
work, the workers, the public and the property of others.

D. The contractor shall perform all its activities pursuant to this contract in a safe manner. The contractor
shall assume responsibility for the actions of all its personnel and those of its subcontractor(s). The
contractor shall take appropriate action to prevent injury to the public or Authority property.

E. The contractor and all employees shall comply with all applicable OSHA and Authority rules and
practices, including directives issued by the Airport Manager, Airport Operations, MWAA Police and
Fire Departments, Federal Aviation Administration, and Authority Divisions while on the job site.

F. The contractor shall provide and ensure that all its personnel properly wear all applicable safety devices
and apparel.

G. The contractor shall develop and provide to the COTR the contractor's Safety Plan. The plan shall fulfill
the requirements of the Authority's Construction Safety Manual (available at www.mwaa.com for
downloading). The plan shall include but not be limited to a detailed description and schedule for the
safety program the contractor shall implement. The plan shall also include monthly on the job site
safety meetings. All safety training that is a part of the plan shall comply with all OSHA standards. The
plan shall be submitted by the contractor to the COTR thirty (30) days prior to the start date of the
contract.

H. The Authority reserves the right to inspect all areas for safety violations at its discretion, direct the
contractor to make immediate improvement of necessary conditions and/or procedures, and/or stop the
work if other hazards are deemed to exist.

I. Notwithstanding any provision to the contrary, the Authority shall not be obligated to make an equitable
adjustment for any work stoppage that results from safety hazards created by the contractor.

J. In the event the Authority should elect to stop work because of any type of existing safety hazards after
the contractor has been notified and provided ample time to correct, the contractor shall bear all costs
for eliminating the hazard(s) and shall not be granted compensation for the work stoppage. The
contractor shall pay all additional expenses.

K. The contractor shall be responsible for initiating, maintaining and supervising all safety precautions and
programs in connection with the performance of the contract. The contractor shall take all necessary
precautions for safety of, and shall provide reasonable protection to prevent damage, injury or loss to
persons, properties, equipment and vehicles.
L. Damage caused by the contractor to any properties shall be repaired or replace to the satisfaction of the Authority at the expense of the contractor. The Authority, at its sole direction, may elect to repair or replace the damaged property and deduct such costs from monies due the contractor.

M. The contractor shall not use equipment powered by gasoline or propane inside any building or facility. The contractor shall not store gasoline or propane on the job site. The contractor shall inspect all powered equipment daily before operation for signs of wear as well as potential safety hazards. The contractor shall immediately remove from service all equipment including extension cords which are potentially unsafe, damaged, inoperable and/or do not meet the manufacturers operational specifications. The contractor shall immediately place into service a replacement unit that shall be the same type and model and the same age or newer as the equipment being replaced (but in any case no more than three years old). The contractor shall immediately report each equipment outage and/or replacement of large equipment that effects operations to the COTR in writing. The contractor shall also conspicuously mark all damaged powered equipment with a tag that clearly denotes it is not to be placed into service. The contractor shall never leave power equipment unattended without disconnecting them from their power source. All electrical cords shall be properly sized for the job and placed away from vehicular or pedestrian traffic. All connections between the extension cords and related equipment (e.g., tools, machine, or additional extension cords) shall be tightly fastened with no exposed electrical contacts. All extension cords shall have, and use, a proper electrical grounding plug. Power tools and/or extension cords used in damp areas shall be plugged into a ground fault circuit interrupter (GFCI) switches to immediately shutdown when a short to ground is detected.

N. The operation of the contractor’s vehicles or private vehicles by the contractor’s employees on or about the property shall conform to posted regulations and safe driving practices.

O. It shall be the responsibility of the contractor to immediately notify the COTR if an official authorized to enforce the Occupational Safety and Health Act or any other regulatory requirement visits the job site.

13 SECURITY REQUIREMENTS

A. The contractor shall not permit any employee to have keys for access to locked rooms until it has been determined that permitting such person(s) to have such access shall not be contrary to the Authority’s interest, and that the individual(s) is authorized to be admitted in accordance with applicable security orders, rules, regulations and instructions as determined by Authority.

B. The contractor shall secure and safeguard all keys, key cards, and any other entry devices and codes provided by the Authority. The contractor shall maintain a record of the key numbers issued to its employees. These prohibitions and requirements shall also be applicable to all individuals with regard to access, removal, and/or possession of any information, confidential data, materials, supplies, or equipment. The contractor shall not duplicate and shall not allow any such issued items to be duplicated or removed from the job site. All keys and other entry devices used by the contractor’s employees in the performance of the work shall be returned to the Authority when the contract expires.

C. The contractor shall safeguard all the identification cards issued to its employees and subcontractors by the Authority to fulfill the requirements of this SOW. The contractor shall ensure these cards are visibly displayed by the respective individual at all times while employed on site at the Airport to fulfill this requirement. All Authority issued identification cards/badges shall be immediately returned to the Authority upon termination of employment for contractor personnel.

D. The contractor shall immediately report to the Authority all keys issued to it by the Authority that are lost or stolen. The contractor shall be responsible for all loss, damages and expenses that the Authority incurs as a result of the contractor’s loss of Authority keys. These costs include the expense of
changing all locks to which the lost keys provided access. The cost of changing locks or keys to the building rooms or areas accessible by the lost or stolen keys will be deducted from the contractor’s invoice to the Authority for the services performed under the contract.

E. The contractor shall ensure that, under no circumstances any of its employees enter an area not authorized for access by the Authority.

F. The Authority will not issue keys for sensitive security areas. Instead, the Authority will require the contractor’s employees to be accompanied at all times in this area by either Authority employees or the contractor’s own employees who have authorized access to the area.

G. The contractor, its subcontractors, and all its employees shall be subject to, and shall at all times, conform with any and all rules, regulations, policies, and procedure pertaining to security at the Airport. Any violations of the rules, regulations, policies, and procedures may be cause for immediate removal from the job site.

H. The contractor shall be responsible for, at its own expense, obtaining the proper security clearance, fingerprinting, training, badges and custom seal required to access the restricted areas of the Airport including the Air Operations Area (AOA), Security Identification Display Area (SIDA).

I. Identification badges issued by the Authority must be visibly worn at all times while in the SIDA.

J. The contractor shall not leave any tools, equipment, parts and/or supplies unattended in the public area at anytime while performing work at the Airport.

K. The contractor shall be responsible for, at its own expense, compliance with the requirements and procedures to obtain approval of any motor vehicle to operate in the Air Operations Area (AOA).

14 STATUS MEETINGS

A. The contractor’s representative(s), including the project managers and the on-site QA Inspector shall attend all meetings as required by the COTR to perform inspections, discuss, coordinate and evaluate the status and performance of services under this contract. These meetings will be held on a weekly basis or as frequently as the COTR deems it necessary.

B. The contract manager and project manager shall meet with the COTR once a month or as frequently as the COTR deems necessary.

15 CONTRACTOR RECYCLING

The contractor shall participate in the Airport’s recycling program. The contractor shall recycle all plastic, paper, cardboard, pallets and aluminum waste generated as part of their work at the Airport. The contractor shall also, during their regular policing activities, ensure that all recyclable materials collected throughout the jobsite are disposed of in appropriate recycling containers. The Authority will provide the necessary recycling containers and compactors throughout the jobsite for the contractor’s use.

16 ACCIDENTS/INJURIES

The contractor shall be responsible for promptly notifying the COTR and Airport Police of any accidents arising from the performance of this contract involving property damage or bodily injury to workers, building occupants, visitors, or other persons. The COTR will provide information necessary concerning whom to contact and the specific form of the follow-up written notice. All accidents/injuries shall be pictorially documented.
17 WORK AREA PROTECTION

The contractor shall, at all times, secure work areas utilizing Authority approved barricades, barriers and signage to ensure the safety of the public and/or airport employees.

18 ESCALATOR/MOVING WALKWAY CLEANING

The contractor shall use “Treadmaster” cleaning machines to fulfill the “Sweep/Dust Mop” tasks listed on the task and frequency chart (Appendix B).

19 WINTER STORM PROCEDURES

The contractor shall furnish at a minimum 70 red colored, rubber backed walk off mats for use during winter storm conditions. Forty (40) 4’x8’, and thirty (30) 4’x6’ mats shall be provided and stored on site from November 1st through March 31st. The contractor shall store these mats in an area provided by the Authority, laying flat on the floor, for use as specified below.

When a winter storm calling for snow accumulation is forecasted by the “National Weather Service” the following procedures shall be implemented:

A. Walk off mats shall be placed at all entrances and security checkpoints in Terminals A/B/C, and all outlying buildings.

B. Machine scrubbing of hard floor surfaces shall be accomplished as needed during normal Terminal operating hours to remove all track marks. While machine scrubbing the floors the contractor shall use sufficient staff with dry mops to remove any excess water resulting from these operations so as not to create a slip or fall hazard. Carpets and mats shall be vacuumed and cleaned as needed to remove any accumulated debris, stains, salt, chemicals, etc.

C. All entrance walk off mats shall be inspected by the contractor a minimum of once per hour during normal Terminal operating hours to insure proper alignment, cleanliness and that mats are lying flat on the floor so as not to create tripping hazards.

D. After the Authority has cleared all sidewalks of snow and ice they shall be swept free of remaining ice melts and sand by the contractor.

E. 48 hours after the sidewalks have been swept; all mats shall be vacuumed, cleaned and placed into storage (lying flat) until the next winter storm arrives.

20 INOPERABLE TOILETS AND URINALS

The contractor shall place a “Johnny Cover” on any toilet or urinal that they find in non-operating condition. These covers are manufactured by Johnny Covers TM, and are available at Johnnycovers.com, or approved equivalent. The contractor shall provide this service at no additional cost to the Authority. The contractor shall immediately notify the Authority’s work order desk of all inoperable fixtures.
SECTION VIII - REGULATORY REQUIREMENTS

01 PERMITS AND RESPONSIBILITIES

A. The contractor shall, without additional expense to the Authority, be responsible for obtaining and renewing all necessary licenses and permits, which may include, but not be limited to contractors licensing necessary to do business in the State of Virginia. The contractor shall also be responsible for all damages to persons or property that occur as a result of the contractor’s negligence and shall take proper safety and health precautions to protect the work, the workers, the public and the property of others. In addition, the contractor shall be responsible for all materials delivered and work performed until completion and acceptance of the entire work.

B. The contractor shall comply with all applicable revisions, additions, changes and/or upgrades to any Federal, state, and municipal laws, codes, and regulations which are in effect on the date of contract and which affect the performance of the work. The contractor shall also obtain and pay the costs of any royalties and licenses for any patented or copyrighted items used in the performance of the work.

C. It shall be the responsibility of the contractor to promptly notify the COTR if an official in charge of compliance with the Occupational Safety and Health Act visits the work site.

02 REGULATION REQUIREMENTS

A. The contractor, including it’s on the job site employees and subcontractors shall comply with all applicable Federal, state, local, Authority and the Airports regulatory, code and procedural requirements. This shall include but not be limited to the contractor complying with the following Authority requirements:

1. The Authority provided:
   - Construction Safety Manual
   - Orders and Instructions
   - Design Manual

2. The Airport’s:
   - Advisories
   - Orders and Instructions
   - Security, Traffic and Parking Requirements
   - Safety Procedures including Lockout/Tagout, Confined Space Entry, Hazardous Materials, Material Safety Data Sheets etc.

B. The contractor shall report all incidents and accidents immediately to the Authority in accordance with Federal and State laws and regulations and Authority Orders and Regulations.

03 ASBESTOS CONTAINING MATERIALS/LEAD BASED PAINT

A. Most facilities at the Airport except for current CDP construction were constructed prior to 1981. Therefore, these facilities should be presumed to have both Asbestos Containing Materials (ACM) and paint containing lead in their construction.

B. Prior to undertaking any activities that could disturb these materials the contractor shall obtain prior written approval from the Authority to proceed with such activities.
04 HAZARDOUS/CARCINOGENIC MATERIALS

A. The contractor, its employees, or subcontractors or their employees shall not bring, produce, use, or store on the job site any hazardous or carcinogenic products without prior written approval by the Authority. All hazardous and/or carcinogenic waste transported or generated on-site at the Airport by the contractor must be properly disposed off of the Airport site by the contractor as required by law and at no cost to the Authority.

B. The contractor shall provide the Authority with complete, legible copies of all regulatory notices, violations, citations, etc. received by the contractor that pertain directly or indirectly to the fulfillment of this SOW.

05 VOC REQUIREMENT

The contractor shall use on the job site only chemicals and cleaning products that do not exceed the national Volatile Organic Chemical (VOC) limitations rule(s) published by the U.S. Environmental Protection Agency (EPA).

06 HAZARDOUS WASTE

A. The contractor shall initiate Hazardous Waste Management training and enforcement programs to ensure employees are aware that the domestic drains, and storm drains shall not be used to dispose of gasoline, paint, thinners, hydraulic fluid, solvents, concentrated cleaning agents and other toxic material.

B. The contractor is responsible for collecting, accumulating, recycling, and/or offsite disposal of its hazardous and toxic waste off the Airport in compliance with Federal, state and local laws governing hazardous waste storage and disposal.

C. The contractor shall provide the Contracting Officer and the COTR with documentation of hazardous materials or wastes that are accumulated, handled, generated, or disposed of by the contractor’s operations. The documentation shall demonstrate the adequacy of the handling and disposal operations used by the contractor and will demonstrate that the contractor activities will not result in contamination of Airport properly. The Authority shall provide this documentation upon request during periodic environmental inspections of the contractor’s premises. The Authority shall be copied on all correspondence with regulatory agencies concerning the contractor’s compliance with environmental regulations.

D. If the contractor generates hazardous waste in an amount that makes it subject to state and EPA hazardous waste requirements, the contractor shall apply for a Hazardous Waste Generator Identification Number. Hazardous waste shall be shipped off the Airport using the contractor’s Hazardous Waste Generator Identification Number documented on a complete and properly signed Uniform Hazardous Waste Manifest. The contractor shall be required to submit an Annual Hazardous Waste Report to the State of Virginia Department of Environmental Quality.

E. The contractor shall be responsible for developing a Resource and Conservation Act Contingent (RCRA) Plan if the amount of hazardous waste generated places it into a category that requires a plan.

F. The contractor shall be responsible for notification and reporting required under SARA, Title III regulations.
G. The contractor shall, at start of contract, implement a written hazardous waste spill contingent plan listing materials used, spill prevention procedures, containment equipment and procedures to be used in the event of spill, personnel protective equipment requirements, notification procedures, in accordance with the Resource Conservation and Recovery Act (RCRA) and the Occupational Safety and Health Administration (OSHA) regulations.

H. In the event of a spill, the contractor shall notify the Airport Fire Department at (703) 417-8250. The contractor shall be responsible for all cleanups, site remediation and disposal costs including hazardous waste response teams that may be required at the site. All procedures shall be in accordance with applicable Federal, state and local environmental and OSHA regulations. The contractor shall remove all hazardous waste materials from the Airport at the end of each workday. Hazardous materials that are temporarily stored on-site during normal working hours shall be placed in containment devices that are capable of containing 110 percent of the volume of the substance in the event of a spill.

I. The contractor shall initiate a training program for its employees and subcontractors on the proper disposal of hazardous materials such as gasoline, paint thinners, hydraulic fluid, solvents, etc.

07 BLOOD BORNE PATHOGEN EXPOSURE CONTROL PLAN

OSHA, the Occupational Safety and Health Administration, requires that you use Universal Precautions when you come into contact with any type of bodily fluids. Universal Precautions is defined as using a barrier between yourself and any type of bodily fluid. That means using gloves when cleaning up any type of vomit or blood.

COMPLIANCE METHODS:
Contractor employees who work at Reagan National Airport are expected to:
1. Wear gloves when cleaning up any type of bodily fluid.
2. Treat every incident as if the person is infected with the infectious blood diseases
3. Use a soap and water solution to clean the area and then a bleach and water solution to disinfect.
4. Remove gloves in a way that mitigates any further contamination.
5. Properly dispose all materials.
6. Thoroughly WASH HANDS.
7. Report all blood exposures to the Authority.

Infectious waste collected by contractor shall be collected using an approved blood borne pathogen kit. Bags shall be labeled "infectious waste" along with the contractor’s name and date. Bags shall be delivered to the manager of MA-128 - Resources Division immediately after collection.
SECTION IX - DOCUMENTATION AND REPORTING

01 BARCODE INSPECTION DATABASE/PROGRAM

The contractor is responsible for purchasing, installing and using an Authority approved Bar Code Inspection System in which bar codes are placed in various locations (approximately 500 locations) and scanned by employees cleaning those areas. A detailed computer record shall be maintained of certain information such as, but not limited to, the time and date of each bar code scanned, condition of the area being cleaned at the beginning and end times of the initial scan after routine and/or corrective maintenance in the designated bar coded areas has occurred. The contractor shall provide all hardware, software, warranties, fees and related equipment necessary for this system. The contractor shall keep abreast of all available software upgrades for barcode inspection software, including PDA’s etc. It shall be the contractor’s responsibility to ensure all necessary software upgrades are implemented, the contractor shall purchase the software upgrades at no additional cost to the Authority.

A. The Authority shall be allowed access to the data maintained by the system. The contractor shall use the barcode system for documenting all scheduled work on all three shifts.

B. The contractor shall provide at no additional cost to the Authority, four (4) existing DSL business data lines for the use of the web base bar code system.

C. The Authority shall provide the contractor with additional or updated information to be added in the database, such as new locations/areas, dates of projected renovations or other related items as necessary. The contractor shall generate additional bar codes for new or renovated spaces as required at no additional cost to the Authority.

D. At the expiration of this contract, the Authority shall have sole rights to the system’s data generated during the contract term.

E. The barcode system shall have the capability to generate automated discrepancy reports via the Authority’s email system and the functionality to generate information such as real time web based tour reporting, incident reporting, frequency reporting, frequency audits, scanned location reporting and un-scanned location reporting.

F. The database shall include, at a minimum, all restrooms, holding areas, PLB’s, Authority office space, and all public areas contained in Supplement Number 1. The contractor may suggest additional areas to be included and submit it to the COTR for approval prior to adding it to the database.

02 ON-SITE OFFICE AND RECORDS

A. The Authority will provide the contractor space in Terminal A, B and C as shown in Supplement Number 1. The contractor’s primary office for managing its day-to-day operations under this contract shall be located on the Airport in a portion of the space assigned to contractor under this contract. The contractor may also use these assigned spaces to provide training and break areas for its personnel. The contractor shall keep all assigned spaces clean and orderly at all times. The contractor shall be responsible for providing at its sole expense all materials, supplies, furniture, fixed improvements and equipment it may require to use the assigned space effectively in order to meet the contracts requirements.

B. The contractor shall maintain within this space and shall make available to the COTR, upon request digital file copies of all payroll records, training records, invoices for materials, and other relevant records pertinent to this contract for the purpose of inspection and audit of such records. File copies
must be in a format acceptable to the COTR. If hard copies of files are requested by the COTR, original “paper” files must be delivered to the COTR within 24 hours of request.

03 CONTRACTORS DAILY REPORT

The contractor shall submit the following to the COTR daily: A detailed electronic report (example format in Appendix E), which documents the following:

A. List of all contractual areas with the responsible shift supervisors.
B. Summary of all work performed during the previous 24 hour period.
C. List all incidents/accidents that may have occurred during the previous 24 hours.
D. Lost & Found Log – Any items found and turned in to the MWAA Police Department during the previous 24 hour period.
E. Attached daily/night pictures of work in progress. Also include pictures and a detailed summary which lists any impediments to the contractors work (i.e. Passengers, Construction). Contractor shall submit at a minimum 100 pictures per day with descriptive titles/labels for each picture.
F. Contractor shall submit in this report the next night scheduled work to be performed (i.e. restrooms, floor care, escalators, PLB’s and high elevation cleaning).
G. Contractor shall save a copy of the daily report and pictures on the Authorities’ Livelink system in MS Word format.
H. Contractor shall submit this report no later than 9:00 a.m. daily

04 MONTHLY CLEANING SCHEDULE

The contractor shall submit to the COTR, by the 20th of each month, a detailed Terminal A/B/C cleaning schedule for the upcoming month. This deliverable shall be submitted in MS Excel format and shall document the following work by location:

A. Strip and Refinish
B. Scrub and Recoat
C. Carpet Extraction
D. Restrooms
E. Power Washing
F. PLB Cleaning
G. Escalator/Moving Walk cleaning
H. Curb-side check in
I. High-Elevation
J. Baggage Tunnel

05 MONTHLY SLIP RESISTANCE AND GLOSS METER TEST AND REPORTS

The contractor shall ensure equipment is calibrated correctly as per manufacturer’s directions and perform monthly slip resistance tests of all hard floors areas and provide the COTR the data in a report format. The contractor shall ensure equipment is calibrated correctly as per manufacturer’s directions and perform monthly gloss meter tests of all high traffic hard floor areas and provide the COTR data in a report format. This report shall be sent via email and also saved copy to the Authorities’ Livelink system.
SECTION X - PERSONNEL

01 PERSONNEL

The contractor agrees to utilize responsible, capable employees in the performance of all services of this contract. The contractor shall provide all the management, supervision, labor, and administrative support necessary to successfully fulfill the requirements of the SOW. The contractor shall provide sufficient personnel to perform the duties outlined in the requirements of the SOW at all times. Failure to fulfill the necessary SOW required under this contract shall be accepted as evidence that the contractor’s work force or supervision is inadequate. In either case, immediate corrective measures shall be made upon notice from the COTR.

At a minimum the contractor must provide the following:

02 PROJECT MANAGER

A. The contractor shall provide a dedicated full time project manager. The project manager shall be responsible for the execution of the contract. The project manager shall perform only project manager duties. The project manager shall be on the job site from 7am to 3:30pm Monday thru Friday including holidays.

B. The project manager shall have full authority to act for the contractor and serve at all times to carry out all the provisions of the contract.

C. The project manager shall have a minimum of five (5) years experience in successfully managing contracts of the size and scope described in this SOW.

D. The project manager shall be available for calls 24 hours a day, seven (7) days a week. The project manager shall meet as promptly as possible with the COTR at the COTR’s request to discuss the performance of the work or other provisions of the contract. The project manager, or his/her designee, shall be on call at all times for emergencies and must be able to report within two (2) hours to the job site.

E. The names of the project manager and alternate(s) who shall assume the project managers duties when the primary project manager is absent due to vacation or sickness shall be designated in writing to the COTR thirty (30) days prior to the contract start date. Contractor employees designated as alternate project managers shall have full authority to act for the contractor to carry out all contract provisions during the primary project manager’s absence at all times.

F. The project manager and designated alternates shall successfully complete Authority provided computer software program training for entering data into the Bar Code, CMMS databases, create reports, and communicate via e-mail.

G. The project manager shall be responsible for supervising the daily activities to ensure that all contract requirements are being satisfied. The project manager shall provide and maintain an up-to-date organizational chart indicating personnel assignments and shift information for all onsite personnel at all times.

H. The project manager and designated alternates shall be trained in the requirements of all applicable OSHA, EPA, and other Federal, state and local laws and regulations regarding the equipment and materials that may be encountered in the performance of the work.
03 QUALITY CONTROL INSPECTOR

A. The contractor shall provide on the job site a full time Quality Control Inspector. This inspector shall work 8 hours per day from 4am to 12 noon Monday through Friday, except holidays, and shall implement the contractor's Quality Control Program. The contractor shall also designate back-up QC inspectors to cover all other shifts, including weekends in order to perform QC and generate the contract required daily reports for submittal to the COTR.

B. The contractor shall implement an effective quality control program that will ensure all work performed meets all requirements of the SOW at all times. This program shall incorporate all elements of the quality control program described in the Technical Proposal which the contractor submitted in response to the Authority's solicitation for this contract. The Quality Control program shall be adjusted by the contractor as needed to ensure that all work performed conforms to the SOW requirements at all times.

C. Quality Control Inspections: The first cycle of Quality Control Inspections for all terminal A/B/C passenger areas, both interior and exterior locations, including PLB's (1-45 upper and lower levels) and garages A/B/C (all levels), shall be completed by 7:30am daily and the Quality Control Inspector shall submit a daily Quality Control Inspection report to the COTR by 9:30am. The Quality Control Inspector shall also submit a follow-up report on the next business day which denotes the corrective actions taken for the previous 24 hours of service. The format of the Quality Control report shall be mutually agreed upon by the contractor and the COTR.

D. The person appointed to the Quality Control Inspector position shall have a minimum of three (3) years experience as a Quality Control Inspector in facilities of comparable size and customer volume. In addition, he or she shall be able to communicate effectively and clearly in written and spoken English.

E. As part of its Quality Control Program, the contractor shall maintain an effective Bar Coding Inspection Program to document that the contractor is fulfilling all the requirements of this SOW. The contractor shall review the Bar Code Reports Daily and correct any deficiencies that may result from the Bar Code Report.

F. As part of the Quality Control Program, the contractor shall have at least one (1) of the contractor's on-site personnel perform a quality control inspection for all terminal A/B/C passenger areas, both interior and exterior locations, including PLB's (1-45 upper and lower levels) and garages A/B/C (all levels) for each shift, and submit a copy of this report along with photographs to the COTR daily. The contractor shall have at least one (1) of the contractor's on-site personnel perform a daily quality control inspection for all terminal A/B/C operation level areas and submit a copy of this report along with photographs to the COTR. The contractor shall have at least one (1) of the contractor's on-site personnel perform a weekly quality control inspection for all MWAA terminal A/B/C office spaces, conference rooms, lockers rooms and outlying MWAA office buildings and submit a copy of this report along with photographs to the COTR. The contractor shall document how the contractor proposes to correct any and all deficiencies along with a time frame for completion of the work.

04 DEDICATED PIER RESTROOM AND PASSENGER HOLD ROOM CUSTODIANS TERMINALS A/B/C

A. The contractor shall provide at a minimum four (4) dedicated restroom custodians, two male and two female for each pier located in Terminals B/C (South, Center and North Piers) and two (2) dedicated restroom custodians one male and one female, for the Terminal A Pier (Banjo), daily (365 days per year) from the hours of 6am to 7pm for CONTINUOUS ongoing restroom care which includes, but is not
limited to, trash removal, policing for spills, spot cleaning all fixtures, glass, bright work, stocking of all paper supplies and soap. Dedicated restroom custodians shall not clean hold room areas. The contractor shall provide adequate coverage for breaks to ensure CONTINUOUS coverage of all pier restrooms from 6am to 7pm, daily (365 days per year). The contractor shall provide and maintain adequate coverage for all restrooms in the South, Center, North and Terminal A (Banjo) Piers at all times outside of the core hours of 6am to 7pm, daily (365 days per year). Restrooms shall be clean and fully stocked at all times. The contractor shall provide at a minimum two (2) dedicated custodians for policing and cleaning of passenger hold rooms and loading bridges daily (365 days per year) on the first and second shift for Terminals A/B/C. Passenger hold rooms and loading bridges shall be clean at all times.

05 ON-SITE PERSONNEL

A. For the purpose of this contract, the contractor's personnel shall mean the contractor's employees including but not limited to supervisors, managers, administrators, custodians and subcontractor(s) employees.

B. The contractor shall remove from the jobsite any employee that the Contracting Officer reasonably believes poses a threat or a potential threat to the health, safety, and security, general well-being or operational mission of the Authority.

C. If reading, understanding and communicating safety and environmental warnings are an integral part of an employee’s duties, the contractor shall ensure that the employee is able to understand, read, write, and speak English (the speaking skill is not required where the contractor' employee is hearing impaired).

06 TIME AND ATTENDANCE

The contractor shall use an automated electronic time and attendance system to record the presence of employees on the job site.

The current shift times are:
1st Shift 6:45 A.M. to 3:15 P.M.
2nd Shift 2:45 P.M. to 11:15 P.M.
3rd Shift 10:45 P.M. to 7:15 A.M.

(Note: Contractor shall schedule staggered employee lunch/breaks as necessary to maintain the Task and Frequencies and the level of quality required herein areas shall not be left unattended during lunch or break times during the core business hours of 6am to 11pm, 365 days per year.)

07 ATTIRE

A. The contractor's personnel, while performing work under this contract shall at all times be attired in a neat, clean, distinctive uniform acceptable to the Authority. The uniform shall prominently display the contractor's name in a permanent or semi-permanent manner such as a badge or monogram. Any color combination, as appropriate, may be used for the uniforms as long as they are distinct from the uniforms used by Authority employees. Employee uniforms must be supplied and maintained by the contractor at no cost to the Authority.

B. The contractor shall provide foul weather gear to all employees who are required to perform job related duties outside during periods of inclement weather. The contractor shall also provide jackets/sweatshirts/coats with the company’s name on them whenever the contractor’s employees are
to work in cool conditions (no non approved garments will be allowed to be worn over the approved uniform). The contractor shall replace torn, worn out or soiled uniforms as needed to keep a neat and clean uniform at all times.

C. The contractor shall provide a minimum of three (3) shirts and three (3) pair of slacks for each employee working for this contract. The following identification shall be prominently displayed at chest height on the outermost garment:

1. Airport photo identification security badge and card key issued by the Airport Operations Division.
2. Photo identification badge issued by the employee's respective employer.

08 SUPERVISION

A. The contractor shall provide sufficient supervision to ensure that the work performed by the contractor's employees and subcontractors complies with the SOW within all locations at all times.

B. All supervisors shall be able to clearly and understandably communicate (both verbally and in writing) in the English language. Supervisors should also be able to communicate verbally and in writing with the contractor's employees and subcontractors, even if they do not speak or write English. Supervisors shall report any safety issues and instances of failure to comply with the SOW to the contractor's project manager. All employees shall have an understanding of verbal and signage warnings as to safety and security. Supervisors are NOT to perform routine custodial tasks.

09 CUSTODIAL DUTY HOURS

7 days a week, 24 hours a day, 365 days yearly.

10 CONDUCT

The contractor's employees shall at all times while on the job site, whether on or off duty, conduct themselves in a professional, orderly and safe manner. Rudeness, fighting, being under the influence of alcohol and/or drugs or bringing and/or consuming alcohol and/or drugs, gambling, soliciting, stealing, and any immoral or otherwise undesirable conduct shall not be permitted on the job site and shall result in immediate and permanent removal from the job site of any employee engaging in such conduct from work.
SECTION XI - TRAINING

01 SEMINAR ATTENDANCE

At the invitation of the Contracting Officer or COTR, the contractor’s project manager and supervisors on the job sites shall attend training workshops and/or seminars, which are presented by the Authority. These seminars will be offered to the contractor at no charge.

02 EMPLOYEE TRAINING

A. The contractor shall provide on a continual basis all environmental health and safety training required by all Federal, state, and local laws or regulations.

B. A copy of the “Task and Frequency” portion of the SOW shall be provided to each employee assigned to Reagan National Airport. A copy of the “Task and Frequency” portion of the SOW or a checklist which includes all tasks for the designated custodial shift shall remain on each cleaning cart as a reference of their assigned duties.

C. Untrained employees shall not be permitted to perform the services specified within this contract at any time. It shall be the contractor’s burden to provide evidence that employees are being properly trained when requested by the Authority. Contractor’s employees utilized for project work such as stripping and refinishing floors and high cleaning above six feet shall be provided additional safety training on all aspects of these requirements.

03 TRAINING RECORD

The contractor shall maintain a training record for each employee. The training record shall show, as a minimum, the employees name, date of employment, the type and date of each training class attended, and the class instructor. The contractor shall present such records for inspection when requested by the COTR. The COTR may monitor the conduct of such training classes.
SECTION XII - DELIVERABLES

01 30 DAYS PRIOR TO CONTRACT START DATE

After notification of the contract award but no later than thirty (30) days prior to the start of the period of this contract the contractor shall submit to the COTR:

1. The contractor's operational plan, which describes in detail the contractor's daily schedule for implementing all the tasks and frequencies described in Appendix B. Frequency of required tasks as outlined in the SOW is a minimum requirement and shall not be used by the contractor as reason for unacceptable custodial service or conditions. It will be the contractors' responsibility to determine additional necessary task and frequencies required to maintain the airport facilities in a condition which reflects the highest standards of cleanliness and appearance at all times.
2. An itemized equipment inventory showing the manufacturer type, model, age, serial number, and storage location of all equipment the contractor will use on a daily basis as well as a list of back-up equipment.
3. An itemized inventory of all materials, tools and supplies which the contractor will use. This inventory shall identify the manufacture, type, quantity and storage location for each item.
4. Documentation showing the contractor has all the equipment and supplies necessary to fulfill the requirements of this SOW. The contractor shall provide documentation, such as a dated proof of purchase or invoice, which demonstrates to the satisfaction of the COTR that it has met these requirements, no later than (30) days prior to the start of the contract.
5. The names of the contractor's key personnel together with the phone numbers and email addresses.
7. Copies of Material Safety Data Sheets (MSDS) for all chemical products the contractor has and/or intends to use. This information should be contained in a loose-leaf binder in alphabetical order according to the common name of the chemical. The information should be cross indexed in alphabetical order by chemical names.
8. Documentation that the contractor has applied for all required Airport security clearances for all the contractor's employees.
10. A detailed written fire prevention program, which the contractor will implement.

02 CONTRACT START DATE

Update COTR with all phone number assignments and email addresses for all onsite management and administrative staff.

03 MONTHLY

The contractor shall submit the following to the COTR monthly:

1. Slip resistance and Gloss meter test reports
2. Cleaning Schedule

04 DAILY

The contractor shall submit the following to the COTR daily:

1. Contractor’s Daily Reports
2. Bar Code Report
3. QC Daily Inspection Report(s)
4. QC Follow-up Inspection Report(s)
5. Third Shift Daily Notes

05 AS REQUIRED

The contractor shall submit the following to the COTR on an as required basis:

1. Flood Response Report
2. Regulatory Reports
3. Accident/Incident Report
5. Updated MSDS
6. Equipment Outage and/or Replacement Report
7. Lost or Stolen Key Report

06 CONTRACT CLOSE-OUT

The contractor shall provide the following to the COTR on contract close-out:

1. All Authority provided resources, computer and communication devices, documentation, drawings, etc loaned by the Authority.
2. All Airport keys, security badging and all other Authority identification
3. All records and documentation, including, but not limited to, databases, drawings, O&M manuals, records, data etc.
SECTION XIII - CONTRACTOR FURNISHED RESOURCES

01 MATERIALS, TOOLS AND SUPPLIES

A. The contractor shall provide all materials, tools and supplies (including, but not limited to cleaning products, chemicals, restroom supplies, trash bags, paper products, etc.) necessary to successfully fulfill the requirements of this SOW as listed in Appendix F. The contractor shall provide only high grade commercial vacuums, cleaners, hot water carpet extraction machines and floor care equipment which thoroughly clean, polish and buffs. The contractor shall provide a detailed itemized inventory of all materials, tools and supplies to the COTR no later than thirty (30) days prior to the start of this contract. At any time during the contract period, if the COTR determines that Contractor materials, tools and supplies (including cleaning products, chemicals, restroom supplies, trash bags, paper products, etc.), fail to successfully fulfill the requirements of this SOW, the Contractor shall be required to correct these deficiencies at no additional cost to the Airports Authority.

B. The contractor may request that the COTR approve other materials, tools, and supplies to be substituted for those described in this SOW. Alternate items will be approved by the COTR if it is satisfactorily demonstrated to the COTR that the salient features of the proposed items are equal to the brands/models specified.

02 CLEANING EQUIPMENT

A. The contractor shall provide all the equipment stated in its proposal and all other sufficient daily use and back-up equipment necessary to fulfill the requirements of this SOW at all times. The contractor shall conspicuously label this equipment as required by the COTR. The contractor shall label each ride-on commercial scrubbing and burnishing machine identified in contractor’s operational plan itemized inventory list. All units shall be labeled with distinguishable markings at least six inches in height, in numerical order, i.e. (1B, 2B… for burnisher, 1S, 2S.. for scrubber), no two machines shall have duplicate markings while in use for daily floor care maintenance at DCA. The contractor shall provide a complete detailed itemized inventory of this equipment to the COTR no later than thirty (30) days prior to the start of this contract. The equipment inventory list shall identify the location where each piece of equipment is to be stored as well as the labeled numerical assignment for all ride-on commercial scrubbing and burnishing floor care equipment. The contractor shall immediately advise the COTR in writing of all changes in inventory.

B. Equipment shall be brand new and shall be in good working condition on the date it is placed into service on the job site. The contractor shall provide documentation, such as a dated proof of purchase or invoice, which demonstrates to the satisfaction of the COTR that it has met these requirements, no later than (30) days prior to the start of the contract

C. During the term of this contract the contractor shall maintain all equipment in good working order at no cost to the Authority. Any equipment which is not functioning properly must be immediately replaced with properly operating units of the same type, model, manufacturer, and age (or newer) than the units they replace. Equipment which is defective and/or replaced must be immediately reported in writing to the COTR. Contractor shall maintain a sufficient supply of back-up equipment in order successfully fulfill the requirements of this SOW at all times. Inoperable or malfunctioning equipment shall not be used by the contractor as reason for unacceptable custodial service or conditions. At any time during the contract period, if the Contractor fails to meet the minimum task and frequencies, or if the COTR determines that work is deficient do to inoperable or malfunctioning equipment, the Contractor shall be required to correct these deficiencies at no additional cost to the Airports Authority.
D. The contractor may request that the COTR approve other equipment to be substituted for those described in this SOW. Alternate items will be approved by the COTR if it is satisfactorily demonstrated to the COTR that the salient features of the proposed items are equal to the brands/models specified.

E. All battery powered equipment shall be equipped with Gel or AGM sealed batteries. No other type will be allowed on the Airport. Contractor shall maintain sufficient back-up power resources for all battery powered equipment. Lack of sufficient back-up power (batteries) shall not be used by the contractor as reason for inoperable equipment.

F. The contractor is prohibited from the using propane-fueled portable equipment in the performance of the work required by this contract.

G. The contractor shall provide and utilize four “Treadmaster” escalator/moving walkway cleaning machines with appropriate sized cleaning brushes to accomplish the requirements of this SOW.

H. The contractor shall provide and utilize equipment from the following list of manufacturers to accomplish the floor care maintenance requirements of this SOW: Tenant, Kent and Advance.

03 SAFETY EQUIPMENT

A. The contractor shall provide sufficient supplies to comply with the contracts SOW, this includes all safety equipment/devices, personal protective equipment and clothing as required for its workers.

B. BARRICADES MINIMUM QUANTITY: 60

MINIMUM SPECIFICATIONS
Portable expanding, 36 inch height, broad barrier diagonal paint pattern, expands from 17 inches to 11 feet, weights 25 lbs, and wheel casters

ACCEPTABLE BANDS:
Versa-Guard, North America Safety Products, Inc.

04 COMMUNICATION EQUIPMENT

The contractor shall provide cellular telephones with a radio feature on a business network and full cellular/text messaging service for all key and on-site personnel. Telephone numbers shall be provided to the COTR and service shall be maintained in a current status at all times during the contract term. The contractor’s on site staff shall during all duty hours carry the communication equipment with them in good operating condition and in service for receipt of calls or text messages and sending of calls and text messages.

05 OFFICE EQUIPMENT

A. The contractor shall be responsible for providing at its sole expense all materials, supplies, furniture, fixed improvements and equipment required in the office space.

B. At a minimum, the contractor’s Terminal C office shall be equipped with the following:

Color Scanner - Quantity: 1
11”X17” Color Printer - Quantity: 1
Overhead Video Projector - Quantity: 1
TV with VCR/DVD 19” or larger - Quantity: 1
Facsimile Machine - Quantity: 1
11"X17" Photocopier - Quantity: 1
PC with the following software installed – Quantity: 1
1. Microsoft Office 2007 Pro for Windows XP or Vista (or latest version).
3. Windows XP Pro or Vista (or latest version).

C. The contractor shall maintain internet access, with e-mail capabilities. Provide e-mail addresses for all key on-site personnel to the COTR and maintain them in a current status at all times during the contract term.

D. The contractor shall provide and utilize on the job site a minimum of six digital cameras with sufficient charging equipment, back-up batteries and date and time functions.

06 BAR CODE INSPECTION SOFTWARE AND EQUIPMENT:

Authority approved Bar Code Software or Program
Ruggedized Windows Mobile PDA with integrated laser bar code scanner or Authority approved equal – Quantity 35
High Speed (DSL) Internet Service for Business - Quantity 4 (existing lines)

07 TESTING EQUIPMENT

The contractor shall provide the following testing equipment for use on the job site:

A. GLOSS METER - Quantity 1

MINIMUM SPECIFICATIONS:
.0 TO 100 measurement range, battery power source, IG.331, date memory and average calculation

ACCEPTABLE BRANDS: Horiba, Limited, or approved equivalent.

B. SLIP METER - Quantity 1

ACCEPTABLE BRANDS: James American, or approved equivalent.

08 ON SITE SERVICE VEHICLE

The contractor shall provide one service vehicle (van or pick-up), which is equipped, licensed, insured and AOA inspected. The service vehicle shall be on site 24/7, and required to transport materials and supplies, contractor’s employees and tools to various locations.
SECTION XIV - AUTHORITY FURNISHED RESOURCES

01 GENERAL

Unless otherwise indicated, the Authority will furnish the following resources to the contractor at no cost. These resources shall only be used by the contractor to fulfill the requirements of this SOW.

A. Storage spaces as noted on the drawings in Supplement Number 1.
B. Janitor closets and trash room shown on the drawings in Supplement Number 1.
C. Access to the Authority’s dumpsters and/or compactors. The contractor shall operate these units in a safe manner. The contractor shall insure and defend the Authority against any claim for injury, death or property damage arising out of the contractor’s use of these dumpsters and compactors.
D. Interior trash cans and general recycling collection bins will be labeled by the Authority to denote the specific type of recyclable material that is to be deposited in them.
E. Use of the Authority's mobile platforms and man lifts located in Terminals A/B/C and as described in Appendix G. The Authority's platforms and lifts are to be used by the contractor to perform the high cleaning tasks interior of the terminals. The contractor shall coordinate and schedule the use of this equipment with the Terminal Service Division, MA-127, (703-417-1851). Please note that the Authority mobile platforms and man lifts are not for the sole use of the contractor so sufficient advanced notice is critical. All operators of these platforms and lifts must obtain the proper manufacturer’s certification.
F. Heating, cooling, ventilation, electric, water, sanitary sewer service, re-lamping, as well as maintenance and repair of these systems in all space provided to the contractor.
G. Electrical power will be furnished through existing outlets as necessary for the contractor's effective performance.
H. Hot and cold water will also be provided from existing outlets. No new supply locations or special temperature sources of hot or cold water will be provided.
I. The contractor shall protect from damage all utility outlets it uses and shall immediately report to the COTR any damage to the utility outlets resulting from its failure to exercise reasonable care in performing the work. In addition, the contractor shall use all reasonable care to conserve the utilities provided.

02 ON-SITE OFFICE

A. To facilitate fulfilling the requirements of this SOW, the Authority will provide the contractor space at the Airport. The contractor shall use the space provided to the contractor at the Airport to locate its office for managing its day-to-day operations to fulfill the requirements of this SOW.
B. The contractor shall keep such area clean and orderly at all times.
C. The contractor shall keep the on-site office door locked whenever unoccupied.
D. The contractor shall not allow persons who do not possess a current Airport security badge to remain in the on-site office unescorted.
E. The contractor shall not store any items not related to the contract in the on-site office.

03 ON-SITE OFFICE COMPUTER

A. The Authority will provide the contractor the use of an Authority owned computer system and access to Authority’s Local Area Network for the sole purpose of fulfilling the requirements of the contract.

B. The computer systems and related equipment shall remain on the jobsite at all times and shall only be used for the purpose of fulfilling the requirements of this contract. The Authority’s IT department to verify compliance of this requirement may monitor contractor’s computer usage.

C. The contractor shall not allow unauthorized users to operate or use the computer.

D. The computer systems, related equipment and data shall remain the property of the Authority at the end of the contract. The contractor shall be responsible for maintaining the equipment in good working order and the repair or replacement of any equipment that is damaged, lost or stolen.

04 AUTHORITY WORK ORDER SYSTEM

A. The contractor shall use the Authority computer work order system (ITMS) to submit work requests to the Authority shops for building problems or building discrepancies.

B. In the event the contractor is contacted by an MWAA representative to perform cleaning services pursuant to this SOW, the contractor shall immediately notify both the originator of the request and the COTR upon the successful completion of the task or upon the contractor determining it is unable to complete/fulfill the task as requested.

05 PARKING

A. The Authority will provide at no cost to the contractor one (1) parking space for the on-site service vehicle.

B. The Authority will provide unreserved general parking spaces for the contractor’s on-site employees private vehicles. The Authority will charge the contractor for these parking spaces at the same rate as the Authority charges its tenants and concessionaires for similar parking. The annual rate in effect for the parking season ending September 30th, 2013 is $280. The annual rate is subject to escalation with each new parking season or as determined by the Office of Parking and Transportation for DCA. Visitor parking spaces will be provided at no charge and shall only be used by the contractor to attend meetings, conferences and conduct contract related business at the East Building and Authority Corporate Office Building. Visitor passes for this space shall be obtained from the receptionist desk.
SECTION XV - METHOD OF PAYMENT

The contractor shall submit an invoice on a monthly basis for all services completed to the satisfaction of the COTR at the end of the four week period in which the services were performed. The Authority shall incur no obligation for supplemental services work that is not authorized with an executed call order. Invoices shall be itemized to provide a breakdown of cost for all contract services according to the following:

01 BASE SERVICES

The contractor shall invoice the Authority for Base Services which were performed in accordance with the SOW, and shall be paid for actual services performed. The Authority reserves the right to withhold a portion of the monthly payment to the extent the contractor has not fulfilled the requirements of the SOW for the month in which the services were performed.

02 SUPPLEMENTAL SERVICES

The contractor shall be reimbursed for the labor and materials required to complete Supplemental Service tasks in accordance with the fully loaded labor rates specified in the Contract Price Schedule. The contractor shall be reimbursed for the materials used in the performance of Supplemental Services at invoice plus 10 percent mark up. There shall be no mark up for shipping and handling costs.

The contractor shall not invoice the Authority for any work unless a Call Order signed by the COTR has been received or for any work described in a Call Order until all the work described in the Call Order has been completed to the satisfaction of the COTR. The Authority shall incur no obligation for work that is not authorized in advance, with a signed Call Order.
SECTION XVI - CONTRACT CLOSE OUT

01 AUTHORITY PROVIDED RESOURCES

Upon expiration/termination of the contract, the contractor shall return to the Authority, in good working order less any reasonable wear and tear, all Authority provided resources, computer and communication devices, documentation, drawings, etc provided by the Authority.

02 SECURITY DEVICES

Upon expiration/termination of the contract or discontinuance of employment of any of contractor personnel working in the Airport, all Airport keys, security badging and all other Authority identification shall be surrendered to the COTR.

03 RECORDS AND DOCUMENTATION

Upon contract termination or the end of the contract term all records and documentation, including, but not limited to, databases, drawings, O&M manuals, records, data etc. shall remain the sole property of the Authority.
SECTION XVII - APPENDICES

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   A1 – SITE PLANS
   A2 – CUSTODIAL SPACE DRAWINGS

APPENDIX B – TASK AND FREQUENCY REQUIREMENTS
   B1 – FLOOR CARE SCHEDULE
   B2 – HOUSEKEEPING TASK AND FREQUENCIES CHART – SHIFT 1
   B3 – HOUSEKEEPING TASK AND FREQUENCIES CHART – SHIFT 2
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APPENDIX C - PERFORMANCE STANDARDS

APPENDIX D - MWAA CONTRACT SERVICE CALL ORDER FORM

APPENDIX E – DAILY REPORT TEMPLATE

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APPENDIX G – TERMINAL INTERIOR MAN LIFTS (AUTHORITY PROVIDED)

APPENDIX H – TERMINAL A/B/C PROPOSED STAFFING PLAN

APPENDIX I – EQUIPMENT PLAN

APPENDIX J – REFERENCE FORM
APPENDIX A

SITE PLANS AND DRAWINGS
APPENDIX A1

SITE PLANS
Information effective 10/12 and is subject to change without prior notice.
APPENDIX A2

CUSTODIAL SPACE DRAWINGS
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1,476,962
APPENDIX B

TASK AND FREQUENCY REQUIREMENTS
APPENDIX B1

FLOOR CARE SCHEDULE
### APPENDIX B1 - FLOOR CARE SCHEDULE

<table>
<thead>
<tr>
<th>Dates in red are strip and wax</th>
<th>Dates in black are scrub and recoat</th>
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**North Pier includes lower level gate 35 terrazzo floor**

| North South and Center Pier recoats strip and wax include TSA Exit points from pier |
|-----------------------------------|-----------------------------------|

**Baggage Banjo Center Pier Concourse North Pier South Pier JetBlue Lobby Ticket Level A/B Connector Gallery Walk Historic Lobby South Metro North Metro Resident Car Lobbies Terminal A Tunnel Terminal A Mezzanine South Pier Ops Center Pier Ops North Pier Ops Term A Ops**

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APPENDIX B2

HOUSEKEEPING TASK AND FREQUENCIES SHIFT ONE
### Terminal A, B and C (As shown on Appendix A2 Custodial Drawings) exclusive of restrooms

#### 1st Shift (7AM - 3PM)

#### Locations

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<thead>
<tr>
<th>Locations</th>
<th>General Maintenance</th>
<th>Hard Floor Maintenance</th>
<th>Carpet Maintenance</th>
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<tr>
<td>Baggage Claim Devices</td>
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<td>NA</td>
<td>NA</td>
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<tr>
<td>Baggage, Middle Area and Tunnel</td>
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<td>NA</td>
<td>NA</td>
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<tr>
<td>Baggage, North, Center &amp; South Plrs (exclusive of Gate/Hotel room areas) - Public Access</td>
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<td>N/A</td>
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<tr>
<td>Baggage, South, Center &amp; South Plrs (exclusive of Gate/Hotel room areas) - Public Access</td>
<td>15 15 15 15 15</td>
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<td>N/A</td>
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<td>N/A</td>
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#### General Maintenance

| Locations                          | Empty Trash cans | Empty Recycle | Spot Clean and mop | Police for Spill & Libr | Remove Stains/Gum (All Floors) | Passenger seating | Water Fountain | Bright work | Dust Vents | High Cleaning up to 16 feet | High Cleaning full height | High Cleaning full height | Artwork Cleaning | Sweep/Dust Mop | Damp Mop / Auto Scrub | Maintainer | Broom | Scrub and Recoat | Step and Refinish | Power Washing Console | Spot Vacuum Deseas Soil | Vacuum | Extraction Shampoo | Walk off Mat cleaning |
|------------------------------------|------------------|---------------|--------------------|------------------------|-------------------------------|------------------------|---------------|-------------|------------|------------|----------------------------|-------------------------|--------------------------|-----------------------|----------------|----------------|-----------------|--------------------|------------------|-------------------|------------------|------------------|
| Elevators                          | N/A              | N/A           | 1S                 | 4S                     | NA                           | NA                     | NA           | N/A         | N/A        | N/A        | N/A                         | N/A                     | N/A                      | N/A                   | N/A             | N/A             | N/A              | A/R                | N/A               | N/A               |
| Entrances/Vestibules               | N/A              | N/A           | 2S                 | 4S                     | 1S                           | NA                     | NA           | N/A         | N/A        | N/A        | N/A                         | N/A                     | N/A                      | N/A                   | N/A             | N/A             | N/A              | A/R                | N/A               | N/A               |
| Lobbies (Includes Rental car area) | 4S 4S 4S 4S 1S   | 1S            | 15                 | 15                     | 1S                           | N/A                     | NA           | N/A         | N/A        | N/A        | N/A                         | N/A                     | N/A                      | N/A                   | N/A             | N/A             | N/A              | A/R                | N/A               | N/A               |
| Metro Connectors                   | 4S 4S 4S 4S 1S   | 1S            | 15                 | 15                     | 1S                           | N/A                     | NA           | N/A         | N/A        | N/A        | N/A                         | N/A                     | N/A                      | N/A                   | N/A             | N/A             | N/A              | A/R                | N/A               | N/A               |
| Stairwells                         | NA               | NA            | 1W                 | 15                     | 1S                           | 6Y                       | 6Y           | N/A         | 3Y         | 1S         | N/A                         | N/A                     | N/A                      | N/A                   | N/A             | N/A             | N/A              | A/R                | N/A               | N/A               |

#### Hard Floor Maintenance

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<tr>
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<td>N/A</td>
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<td>1S</td>
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#### Notes:

- **FREQUENCY KEY**
  - S = Shift
  - W = Weekly
  - M = Monthly
  - Y = Yearly
  - A/R = As Required
  - N/A = Not Applicable

- A numeric prefix to a frequency indicates the amount of times that that task is to be performed within the frequency (i.e., 6Y equals six times per year to be performed at equal intervals within the frequency).
APPENDIX B3

HOUSEKEEPING TASK AND FREQUENCIES SHIFT TWO
## Terminal A, B and C (As shown on Appendix A2 Custodial Drawings) exclusive of restrooms

### 2nd Shift (3PM - 11PM)

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<td>1S</td>
<td>N/A</td>
</tr>
<tr>
<td>Terminals, North, Center &amp; South Planes (exclusive of Concourse-room areas) / Public Access</td>
<td>8S</td>
<td>8S</td>
<td>16S</td>
</tr>
<tr>
<td>Baggage Claim Devices</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Parking Garages A, B and C (As shown on Appendix A2 Custodial Drawings) exclusive of restrooms</td>
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<td>1S</td>
<td>1S</td>
</tr>
<tr>
<td>Concierge/Security Wards</td>
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<td>N/A</td>
<td>N/A</td>
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<td>Exhibit Hall</td>
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<td>1S</td>
</tr>
<tr>
<td>Elevators</td>
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</tr>
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<td>Exterior/Enclosures</td>
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<td>N/A</td>
</tr>
<tr>
<td>Security Check Points (exclusive of CTX machines)</td>
<td>4S</td>
<td>4S</td>
<td>8S</td>
</tr>
<tr>
<td>Stairwells</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### Notes:
- A numeric prefix to a frequency indicates the amount of times that that task is to be performed within the frequency (i.e., 6Y equals six times per year to be performed at equal intervals within the frequency).

**FREQUENCY KEY**
- S = Shift
- W = Weekly
- M = Monthly
- Y = Yearly
- A/R = As Required
- N/A = Not Applicable

---

**Parking Garages A, B and C**

<table>
<thead>
<tr>
<th>Locations</th>
<th>General Maintenance</th>
<th>Hard Floor Maintenance</th>
<th>Carpet Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevators</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Exterior/Enclosures</td>
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<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Lobbies (exclusive of rental car area)</td>
<td>4S</td>
<td>4S</td>
<td>4S</td>
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<tr>
<td>Skyscrapers</td>
<td>N/A</td>
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</table>

**Notes:**
APPENDIX B4

HOUSEKEEPING TASK AND FREQUENCIES SHIFT THREE
### Locations

<table>
<thead>
<tr>
<th>Locations</th>
<th>General Maintenance</th>
<th>Hard Floor Maintenance</th>
<th>Carpet Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empty Trashcans</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Empty Recycle</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Empty Space Clean and Mop</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police for Spills &amp; Liquor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remove Stains/Grease (All Floors)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passenger Seating</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water Fountains</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bright work</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dual Vents</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High Cleaning to 16 feet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Always Return Tenant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Space Cleaning</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sweep/Dust Cleaning</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Damp Mop Auto Scrub</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintainer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burnish</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scrub and Scraccet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spot and Refinish</td>
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<td></td>
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</tr>
<tr>
<td>Power Washing/Cleaning</td>
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<td></td>
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</tr>
<tr>
<td>Spot Free/waterless Solution</td>
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<td></td>
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</tr>
<tr>
<td>Vacuum</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extraction Shampoo</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Whisker Carpetate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walk off Mat cleaning</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** A numeric prefix to a frequency indicates the amount of times that that task is to be performed within the frequency (i.e., 6Y equals six times per year to be performed at equal intervals within the frequency).

### Frequency Key

- **S** = Shift
- **W** = Weekly
- **M** = Monthly
- **Y** = Yearly
- **A/R** = As Required
- **N/A** = Not Applicable

### Parking Garage A, B and C

**Locations**

<table>
<thead>
<tr>
<th>Locations</th>
<th>General Maintenance</th>
<th>Hard Floor Maintenance</th>
<th>Carpet Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>Police for Spills &amp; Liquor</td>
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<td></td>
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<td>Remove Stains/Grease (All Floors)</td>
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<td></td>
</tr>
<tr>
<td>Passenger Seating</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Water Fountains</td>
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<td></td>
<td></td>
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<tr>
<td>Bright work</td>
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<td></td>
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<tr>
<td>Dual Vents</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>High Cleaning to 16 feet</td>
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</tr>
<tr>
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<tr>
<td>Sweep/Dust Cleaning</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Damp Mop Auto Scrub</td>
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<td></td>
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<tr>
<td>Maintainer</td>
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<td>Burnish</td>
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<td>Scrub and Scraccet</td>
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<td>Spot and Refinish</td>
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<tr>
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<tr>
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<tr>
<td>Extraction Shampoo</td>
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<td></td>
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<tr>
<td>Whisker Carpetate</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Walk off Mat cleaning</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX B5

HOUSEKEEPING TASK AND FREQUENCIES RESTROOMS
### Restrooms (As shown on Appendix A2 Custodial Drawings)

#### 1st Shift (7AM - 3PM)

<table>
<thead>
<tr>
<th>Locations</th>
<th>Routine Policing</th>
<th>Daily Maintenance</th>
<th>Heavy Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Authority Corporate Office Building</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Boiler/Chiller Plant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- East, West, and Shop Buildings</td>
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<td></td>
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</tr>
<tr>
<td>- Garage A - Rental Car</td>
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<td></td>
</tr>
<tr>
<td>- Guard Books</td>
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<td></td>
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<tr>
<td>- Hangar 12</td>
<td></td>
<td></td>
<td></td>
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<td>- Hangar 3</td>
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<td>- Hangar 4</td>
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<tr>
<td>- Taxi Parking Structure</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>- Terminal AB/C - Public Areas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Warehouses</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**
- A numeric prefix to a frequency indicates the amount of times that that task is to be performed within the frequency (i.e., 6Y equals six times per year to be performed at equal intervals within the frequency).
- Routine Policing tasks are separate from the Daily Maintenance tasks and shall be performed at appropriate intervals.
- All Daily and Heavy Maintenance tasks are to be completed prior to 9AM.

#### 2nd Shift (3PM - 11PM)

<table>
<thead>
<tr>
<th>Locations</th>
<th>Routine Policing</th>
<th>Daily Maintenance</th>
<th>Heavy Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Garage A - Rental Car</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>- Hangar 4</td>
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<tr>
<td>- Taxi Parking Structure</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>- Terminal AB/C - Public Areas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Warehouses</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**
- A numeric prefix to a frequency indicates the amount of times that that task is to be performed within the frequency (i.e., 6Y equals six times per year to be performed at equal intervals within the frequency).
- Routine Policing tasks are separate from the Daily Maintenance tasks and shall be performed at appropriate intervals.
- All Daily and Heavy Maintenance tasks required within this shift are to be performed after 8PM.

#### 3rd Shift (11PM - 7AM)

<table>
<thead>
<tr>
<th>Locations</th>
<th>Routine Policing</th>
<th>Daily Maintenance</th>
<th>Heavy Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Garage A - Rental Car</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Terminal AB/C - Public Areas</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>- Warehouses</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**
- All daily and heavy maintenance tasks required within this shift are to be completed prior to 4AM.
- FREQUENCY KEY
  - S = Shift
  - W = Weekly
  - M = Monthly
  - Y = Yearly
  - ARR = As Required
  - N/A = Not Applicable
APPENDIX C

PERFORMANCE STANDARDS
PERFORMANCE STANDARDS BASE CONTRACT – HOUSEKEEPING

The contractor shall fulfill the requirements of this SOW in accordance with the following standards. At any time during the contract period, if the Contractor fails to meet the task and frequency schedules, or if the COTR determines that work is deficient, the Contractor shall be required to correct these deficiencies at no additional cost to the Airports Authority.

GENERAL HOUSEKEEPING PERFORMANCE STANDARDS

1. Empty Ash-Trash Cans

   Method
   The contractor shall be responsible for providing trash collection services in all areas where they are required to provide housekeeping services.

   The contractor shall collect trash by removing the plastic liners (BLACK BAGS ONLY) from trash cans and place them into a collection container. The contractor shall pick up and properly dispose of all waste and recyclable materials in the immediate vicinity of the trashcans, recycling bins and exterior containers. All trash cans shall be returned to their original position. Gate/Hold-room trash cans must stay on the terrazzo surface only. The contractor shall ensure the trash cans are clean inside and out at all times. If a plastic liner is used in the trash can, a new liner shall be placed in the trash can after emptying. These liners shall be provided by the contractor at no additional cost to the Authority. The contractor shall regularly inspect all cans for damage and report all such damage to the COTR.

   At all times during regular airport terminal operating hours and Authority business hours the contractor is required to transport trash from its point of collection to the exterior containers/compactors outside of the view of the public to the maximum extent feasible. The contractor is required to provide all containers necessary to transport and store trash and recyclables from the point at which the contractor picks them up until they are placed by the contractor into the designated exterior containers/compactors. The contractor’s personnel shall operate the exterior containers/compactors in a safe manner as required to accept the materials which the Authority has designated them to receive.

   The Authority will determine the number and location of all trashcans, recycling bins, and exterior containers, which are to be a part of this requirement. These numbers and locations may vary. The contractor, at no additional cost to the Authority, will accommodate such changes.

   Contractor shall remove and dispose of all cigarette butts from the ash cans. They shall attach a non-combustible container labeled cigarette butts to the pushcart that the designated person uses to collect the trash on the Ticket, Concourse and Baggage level sidewalks. To empty the cigarette butt container in the trash compactor the person must first fill the container with water and then empty in the Authority’s trash compactor. The contractor shall be responsible for maintaining the aggregate material in these cigarette butt containers.

   Quality
   Trashcans shall be empty, clean inside and out and have a new clean black plastic liner neatly inserted if one is used in the container at all times. The contents removed from these containers, shall be segregated and not contaminated by the contractor. The transportation of these contents to the Authority’s exterior trash containers shall be accomplished by the contractor without littering the Authority’s property. The contractor shall deposit these contents in the exterior containers provided by the Authority for the respective segregated materials. The area surrounding these exterior containers shall be free of litter.
2. Empty Recycle

Method
At various locations, the contractor shall be responsible for the daily collection, segregation, transportation and disposal of the contents of recycling bins which are provided by the Authority. The contractor shall place the contents of these recycling bins into exterior containers/compactors which are provided and specifically designated by the Authority to receive recyclables. The contractor shall be responsible for providing recyclable collection services in all areas where it is required to provide housekeeping services.

The following recyclable materials are to be collected:
- Cardboard and Mixed Paper (including office waste paper, newspapers and magazines Cardboard boxes)
- Plastics (plastic soda bottles)
- Aluminum (Aluminum cans)
- Shipping Pallets

The contractor shall provide all the types, sizes and numbers of containers necessary to transfer materials to the exterior containers which are provided on the job site and designated by the Authority.

The contractor shall collect recyclables by emptying the recycle bin or removing the plastic liner (CLEAR BAGS ONLY) with the recyclables and emptying it into collection containers reserved for recyclables. The contractor shall make sure the recycle bins are clean inside and out at all times. If a plastic liner is used in the recycle bin, a new liner shall be placed in the recycle bin after emptying. These liners shall be provided by the contractor at no additional cost to the Authority.

The contractor shall visually inspect the contents of the recycle bin for contamination by trash. The contents of recycle bins shall be considered to be contaminated if they contain more than 10 % trash. The contractor shall also collect identifiable recyclables which have not been placed in receptacles. The contractor shall transport and place all collected contaminated recyclables into the exterior containers provided by the Authority for trash. The contractor's personnel shall operate the exterior containers in a safe manner as required to accept the materials which the Authority has designated them to receive. The contractor shall segregate, transport and place all non-contaminated recyclables into the exterior containers which are provided by the Authority to receive the recyclables. The contractor shall report the degree to which it found contamination of trash and recyclables to the COTR prior to the end of the next regular business day. The contractor shall regularly inspect all recycling bins for damage and report all such damage to the COTR.

At the Airport the contractor shall collect shipping pallets within the areas where it provides housekeeping services pursuant to this SOW. The contractor shall segregate, transport and deposit these pallets in the designated exterior container(s) provided by the Authority.

The contractor is required to provide all containers necessary to transport and store recyclables from the point at which the contractor picks them up until they are placed by the contractor into the designated exterior containers that are provided by the Authority.

At all times during regular airport terminal operating hours and Authority business hours, the contractor is required to transport recyclables from their point of collection to the exterior containers outside of the view of the public to the maximum extent feasible.
The Authority will determine the number and location of all trashcans, recycling bins, and exterior containers, which are to be a part of this requirement. These numbers and/or locations may vary. The contractor at no additional cost to the Authority will accommodate such changes.

The contractor shall pick up and properly dispose of all waste and recyclable materials in the immediate vicinity of the trashcans, recycling bins and exterior containers.

Quality
Recycling bins shall be empty, clean and have a new clean clear plastic liner neatly inserted if one is used in the container at all times. The contents removed from these containers, shall be segregated and not contaminated by the contractor. The transportation of these contents to the Authority’s exterior recycle containers shall be accomplished by the contractor without littering the Authority's property. The contractor shall deposit these contents in the exterior containers provided by the Authority for the respective segregated materials. The area surrounding these exterior containers shall be free of litter.

3. **Spot Clean and Mop All Surfaces**

**Method**
The contractor shall spot dust, clean and wipe down and remove stains from all exposed surfaces including but not limited to horizontal, vertical, curved and angular surfaces from a standing level to a height of 8 feet on a continual basis, daily 365 days per year, on each shift to ensure cleanliness throughout the terminal where passenger traffic is present. These surfaces include, but are not limited to, carpet, walls, doors, door frames, floors, framed wall hangings, decorative and structural supports, window sills and adjacent window panel glass, fixtures, furniture, information signs, advertisements, monitors, televisions, plumbing, clocks, exit signs, cameras, trim, light fixtures, piping, interior glass (transoms, framed wall hangings, door glass, bookcases, information signs, advertisements, monitors, televisions, interior wall glass, mirrors and display cases).

Dusting shall be performed with a treated dust cloth; feather or untreated acrylic dusters shall not be used. Items on top of cabinets and desk shall not be moved and caution should be used when dusting around them. Cleaning shall be performed with a suitable general cleaner and cloth.

All hard floors shall be policed for areas requiring spot mopping. All carpeted areas shall be policed for areas requiring spot and stain removal. Workers shall use wet floor signage when performing these tasks.

**Quality**
All surfaces shall be free of streaks, stains, spots, smears, smudges, dust, lint, spider webs and soil at all times. The contractor shall use an approved type cleaner for the surfaces being cleaned. Glass, which includes but is not limited to windows, mirrors, sliding glass doors, glass surfaces on escalators and moving walk ways shall be free of spots, smudges and lint at all times. All hard floors shall be free of spots and black heel and scuff marks. All carpeted areas shall be free of spots and stains at all times. All hard floors shall have a clean, glossy and uniform appearance at all times.

4. **Police for Spills and Litter**

**Method**
This task involves scheduled policing of all floor areas covered by this contract. The contractor shall immediately cleanup all identified spills to ensure unsafe conditions are rectified. All spills on hard floors shall be cleaned with a neutral floor cleaner. Wet floor signs, cones and or barricades shall be posted immediately by the contractor and remain staged until the floor is completely dry. The contractor shall document and report to the COTR all slips and falls which are brought to the attention of the contractor.
The contractor shall also collect and dispose of all litter and other debris they find during these scheduled policing activities.

**Quality**
All spills shall be cleaned up and the appearance of floor surface restored to that which existed prior to the occurrence of the spill. All floors will be free from visible litter and other debris at all times.

5. **Remove Stains/Gum (All Floors)**

**Method**
The contractor shall be responsible for cleaning all stains as they occur and for removing gum from floor surfaces such as carpet, terrazzo and tile without damaging the floor surface. The contractor must demonstrate to the satisfaction of the COTR those stains which the contractor determines cannot be removed without damaging either the underlying and/or surrounding surfaces.

**Quality**
Floors are to be clean and free of all removable stains and gum at all times. Areas that have been spot cleaned shall have uniform appearance and shall be indistinguishable from the surrounding carpet, terrazzo or tile.

6. **Passenger Seating**

**Method**
Passenger seating shall be cleaned with a suitable general cleaner, this includes removal of stains, debris, dust, lint and food particles. Stainless or bright work on bottom of seating shall be cleaned with an approved product without damaging the seating. Seating shall be returned to its original orderly position at the completion of all work.

**Quality**
Seating shall be clean, orderly and in its original location at all times.

7. **Water Fountains**

**Method**
The entire water fountain shall be uniformly cleaned.

**Quality**
The fountain shall be clean and free of spots, streaks, smears and mineral deposits at all times.

8. **Bright Work**

**Method**
All Bright work i.e., stainless steel, brass and chrome shall be cleaned, polished and or buffed to achieve its intended shine without damaging the metal surface.

**Quality**
Bright work is to have a clean, uniform appearance free of spots, streaks, smears and smudges at all times.
9. Dust Vents

**Method**
All wall and ceiling vents shall be dusted and wiped clean with a damp cloth without dirtying or damaging the surrounding surfaces.

**Quality**
Vents shall be clean and free from dust, dirt, stains, trash and spider webs.

10. High Cleaning - up to 16 feet

**Method**
This task involves dusting and cleaning with a damp cloth and appropriate cleaning solution, all exposed interior surfaces including but not limited to horizontal, vertical, curved and angular surfaces from the floor to a height of 16 feet.

These surfaces include but are not limited to beams, walls, door frames, ceilings, ceiling panels, decorative and structural supports, information signs, advertisements, monitors, televisions, air conditioning and heating ducts, plumbing, clocks, exit signs, cameras, door trim, light fixtures and piping. Windows or store front glass will not be cleaned.

**Quality**
All building surfaces and fixtures shall be free of dust, dirt, stains, trash and spider webs. Contractor shall notify the COTR in writing of all deficiencies noted out of the normal scheduled cycle for high cleaning up to 16 feet.

11. Cleaning Above Retail Tenant Space

The contractor shall clean all building surfaces above the retail and food concessionaires located in the Piers as well as those located along the Concourse level in Terminals A/B/C per the drawings marked High Elevation Cleaning Above Retail Tenant Space.

**Method**
All exposed surfaces shall be wiped with a cloth containing a cleaning solution. All dust, cobwebs and loose dirt shall be removed. Cleaning solutions must not be harmful to any of the surfaces being cleaned. All surfaces, trim, bases, edges, and frames shall be wiped clean and dried.

**Quality**
All surfaces shall be free of dust, dirt, stains, trash and spider webs. Contractor shall notify the COTR in writing of all deficiencies noted out of the normal scheduled cycle for cleaning above the retail tenant space.

12. High Cleaning – full height

**Method**
This task involves dusting and cleaning with a damp cloth and appropriate cleaning solution, all exposed interior surfaces including but not limited to horizontal, vertical, curved and angular surfaces in all the public and common areas from the floor to the full height of the space. These surfaces include but are not limited to walls, door frames, ceilings, ceiling panels, decorative and structural supports, information signs, advertisements, monitors, televisions, air conditioning and heating ducts, plumbing, clocks, exit signs, cameras, door trim, light fixtures and piping. Windows or store front glass will not be cleaned.
Quality
All building surfaces and fixtures shall be free of dust, dirt, stains, trash and spider webs. Contractor shall notify the COTR in writing of all deficiencies noted out of the normal scheduled cycle for full height cleaning.

13. Artwork Cleaning

General
The contractor shall clean the artwork which has been installed in Terminals A/B/C. This work must be done with great care. The contractor shall be liable for all damage to artwork caused by the contractor's employees and/or the subcontractors while they are fulfilling the requirements of this contract. Restoration or repair of any damaged artwork is difficult and expensive. Cleaning requirements are described briefly below:

GLASS FRIEZE:
Location: East Wall of Main Concourse
Description: A decorative glass frieze 2'-0" in height running the length of the airside wall in the Main Concourse. This glass is fabricated inside of typical insulated glass units, each measuring 2'x8'.

These are then installed in the curtain wall system in place of the standard glass units, forming the frieze. Maintenance: This glass should be cleaned in the same manner as standard glazing.

Quality: The artwork shall be clean. The cleaning process shall not damage the artwork.

FLOOR MEDALLIONS
There are 10 floor medallions placed along the floor of the Main Concourse Level in Terminals B/C. These medallions are circular, 18'-0" in diameter. Eight of these are fabricated in marble and glass mosaic, one is fabricated and poured in place terrazzo with cast bronze inserts, and one is fabricated in cut stone.

MOSAIC FLOOR MEDALLIONS
Description: Fabricated from a combination of Venetian glass and various marble mosaics.

Maintenance: The mosaic floor medallions should be cleaned, sealed and maintained in exactly the same manner as the standard poured in place terrazzo floor in the Terminal.

Quality: The artwork shall be clean. The cleaning process shall not damage the artwork.

TERRAZZO FLOOR MEDALLION
Description: Poured in place terrazzo with custom cast bronze inserts.

Maintenance: The terrazzo floor medallion should be cleaned, sealed, and maintained in exactly the same manner as the standard poured in place terrazzo floor in the Terminal, with the exception of floor finish. If the floor is not adequately sealed, or the sealant is allowed to wear excessively, the inset cast bronze elements may experience some dullness or tarnishing over time. This can be removed with proper cleaning and resealing of the floor.
Quality: The artwork shall be clean. The cleaning process shall not damage the artwork.

STONE FLOOR MEDALLION

Description: Consisting of large segments of black and white marble set in the floor with 1/16" joints.

Maintenance: This stone floor medallion should be cleaned, sealed and maintained in exactly the same manner as the standard poured in place terrazzo floor in the Terminal

Quality: The artwork shall be clean. The cleaning process shall not damage the artwork.

PORCELAIN BALUSTRADE PANELS

Description: There are 10 porcelain balustrade panel installations along the length of the Ticket Level Balustrade in the Main Concourse. Each porcelain balustrade panel installation consists of 3 double-sided panels. Each panel consists of two 16 gauge steel panels, which are laminated to either side of a sheet of structural aluminum. The artist's images are fired, in porcelain, onto the 16 gauge steel. These panels are then glazed into the Ticket Level balustrade in place of the standard perforated metal panels in each location.

Maintenance: The surface on both sides of these panels should be wiped clean with standard glass cleaner which does not contain abrasives.

Quality: The artwork shall be clean. The cleaning process shall not damage the artwork.

BOW FRONT BALUSTRADE INSTALLATION

Description: A sculptural balustrade installation on the ticket level balcony consisting of a painted steel cage/frame construction within which are welded a series of cast bronze "elements of Americana" and a series of copper letters spelling out several verses of a poem by Walt Whitman.

Maintenance: This installation requires dusting. Should it be necessary, this installation may be cleaned with soap and water, however ammonia and bleach cleansers should be avoided as they may have an adverse affect upon the finish of both the copper letters and the cast bronze elements. Given the nature of its structure, any substantial cleaning of this installation will probably have to be accomplished in a mobile lift, from the Concourse Level below.

Quality: The artwork shall be clean. The cleaning process shall not damage the artwork.

SOUTH WALL TRELLIS INSTALLATION

Maintenance: This installation on the south wall of the ticketing level requires dusting. If necessary, soap and water may be used to clean the installation where necessary. The curtain wall behind the installation must also be cleaned. Every panel of this installation is attached to 2'x8' operable aluminum frame which swings open. Each panel is equipped with three latches which normally hold it closed, and an integrated stand which can be used to hold it in the open position while the curtain wall glass is being cleaned. Each panel must be opened, the glass behind cleaned, and then gently latched closed. The cleaning of this installation will have to be accomplished from a mobile lift on the Ticketing Level Concourse.

Quality: The artwork shall be clean. The cleaning process shall not damage the artwork.
METRO-BRIDGE MURALS

Location: There are four wall mural installations in Terminals B/C. Two are located at the baggage wells for the North Metro-Bridge and two are located at the baggage wells for the South Metro-Bridge.

Description: Each Mural installation is made up of nine panels, each measuring approximately 2'x8'. These panels are organized in a 3'x3' grid, forming an overall mural which measures 6'x24". The panels are mounted to the wall such that their surface is flush with the surrounding wall panels.

Maintenance: These murals shall be dusted only. Dusting will have to be accomplished in a mobile lift from the Baggage Level below. No maintenance beyond this should occur without the consultation of the artist. These installations should never be exposed to liquids of any type during their maintenance.

Quality: The artwork shall be clean. The cleaning process shall not damage the artwork.

SCREEN WALL INSTALLATION

Location: The East Face of the Service Corridor Bridge on the Concourse Level at the Center Well.

Maintenance: This installation should only require occasional light cleaning with a feather duster, or compressed air.

Due to the nature of the copper surface, no liquid should ever be used to clean this installation. The curtain wall at this location is constructed in a series of large sliding panels, 8’ in width (similar to a sliding storefront). This allows substantial access to the installation and the space behind it for cleaning. However, some of the cleaning will probably have to be accomplished in a mobile lift from the Baggage Level below.

Quality: The artwork shall be clean. The cleaning process shall not damage the artwork.

14. Power Washing Stairs

Method
The contractor shall use appropriate equipment to remove all dirt, grime, gum, stains and markings from the surface of the stairs located in Garage A/B/C using high pressure (2400 psi or greater) water only. Chemicals shall not be used without prior approval from the COTR. The contractor shall eliminate all puddles of water which are created during this cleaning process. Contractor shall take appropriate measures to ensure their process does not harm surrounding facilities.

Quality
The surface shall be free of dirt, grime, stains, markings, graffiti, paint, tape, tar, chewing gum, oil, and grease as well as puddles of water.

15. Glass and Curtain Wall Cleaning

Method
The contractor shall use appropriate equipment to remove all dirt, grime, stains and markings from the exterior surface of the first four rows glass and curtain wall panels located on the baggage level of Terminal B/C (approx. 8" to 10" high). The contractor shall use a household spray nozzle on a water hose (the use of a pressure washer is prohibitive). The Contractor shall wipe down of all glass, ledges and stainless steel edges to remove excess soap and water. The Contractor shall prevent the cleaning solution from going into the storm drains. Chemicals shall not be used without prior approval.
from the COTR. The contractor shall eliminate all puddles of water which are created during this cleaning process. Contractor shall take appropriate measures to ensure their process does not harm surrounding facilities.

**Quality**

The surface shall be free of dirt, grime, stains, markings, graffiti, as well as puddles of water.

16. Overhead Canopy Cleaning

**Method**

The contractor shall use appropriate equipment to remove all dirt, webs, grime, stains and markings from the interior and exterior surface of the overhead canopy between Garage A and Garage B. The Contractor shall only use soap and water prevent the cleaning solution from going into the storm drains. Chemicals shall not be used without prior approval from the COTR. The contractor shall eliminate all puddles of water which are created during this cleaning process. Contractor shall take appropriate measures to ensure their process does not harm surrounding facilities.

**Quality**

The surface shall be free of dirt, grime, stains, markings, graffiti, as well as puddles of water.

17. Glass Block Cleaning

**Method**

The contractor shall use appropriate equipment to remove all dirt, grime, stains and markings from the interior and exterior surface of the clear glass block surrounding the garage stairwells in Garage A/B/C. The Contractor shall only use soap and water and prevent the cleaning solution from going into the storm drains. Chemicals shall not be used without prior approval from the COTR. The contractor shall eliminate all puddles of water which are created during this cleaning process. Contractor shall take appropriate measures to ensure their process does not harm surrounding facilities or parked vehicles.

**Quality**

The surface shall be free of dirt, grime, stains, markings, graffiti, as well as puddles of water.

18. Sweep/Dust mop

**Method**

The contractor shall use a microfiber dust mop or an automatic scrubber machine with a white pad to remove all litter, dust, dirt and debris from the floor.

**Quality**

The floors are to be cleaned without causing more than a minimum amount of dust to be stirred into the air. Floor surfaces shall have uniform clean shiny appearance at all times.

19. Damp mop or Auto scrub

**Method**

Prior to mopping any floor the contractor shall sweep the entire area using a microfiber dust mop. Mopping shall be performed with clean water and the proper cleaner. All spills shall be cleaned using a neutral floor cleaner. Wet floor signs and barricades are to be posted until the floor is completely dry. When using the auto scrubber, the operator shall make certain that the proper pad pressure is being applied. Solution that does not get vacuumed up shall be recovered with a mop if necessary.
Quality
The floors, including corners and edges, shall be clean. Floor surfaces shall have a uniform shiny appearance at all times.

20. Maintainer

Method
Contractor shall apply Revive Plus SC Maintainer/Rejuvenator at one ounce per gallon through the dilution center of the auto scrubber or as per manufacturer’s directions or in small areas applied with a hand mop prior to burnishing the floor.

Quality
Floors shall have a surface that is clean has an even shine and is free of cleaning pad dust. Floors shall meet the slip resistance requirements needed to prevent slip and falls at all times.

21. Burnish

Method
Burnishing shall be performed only after the floor has been properly cleaned. The contractor shall use a proper method that will not leave a residue or swirl pattern. The contractor shall buff out black heel marks and other scuffs and scratches. The floors shall be dust mopped after burnishing has been accomplished.

Quality
Floors shall have a surface that is clean has an even shine and is free of cleaning pad dust, scratches, heel marks and other scruff marks at all times Floors shall meet the slip resistance requirements needed to prevent slip and falls.

22. Scrub and Recoat

Method
The contractor shall use microfiber dust mops to remove dust from the floor. The contractor shall then scrub the floors removing the top layers of finish. The contractor shall buff out black heel marks and other scuffs and scratches this can be accomplished by using either an auto scrubber or a low speed buffer. The contractor shall then completely rinse the floor, apply a minimum of 2 coats of Diversey High Mileage Floor Finish (Appendix F) and buff the floor to return it to its intended clean shine. The contractor shall apply additional coats of floor finish as necessary to maintain the intended high gloss. Wet floor signs and barricades shall be used during this entire operation.

Quality
The floors including corners and edges shall have clean uniform high gloss shine at all times. There shall be no splash marks on baseboards, walls and furniture. There shall be no imbedded black heel marks or scratching under the surface of newly applied wax after a scrub and recoat service. Floors shall meet the slip resistance requirements needed to prevent slips and falls.

23. Strip and Refinish

Method
The contractor shall use wet floor signs along with barricades to protect the work area during this entire operation. Chemicals described below are listed in Appendix F.
1. Strip the floor with Diversey Pro Strip Floor Stripper as per manufactures directions.
2. Rinse the stripper with water and Diversey EasyPaks Neutralizer as per manufactures directions.
3. Apply seven (7) coats of Diversey High Mileage Floor Finish (Apply the High Mileage with a rayon mop or a floor applicator such as Ultra Track applicator).
4. Dry Burnish the floor using a burnishing machine and a hogs hair or natural blend pad for the best results in removing scratches, heel marks, and providing the most gloss.

**Quality**
The floors including corners and edges shall have clean uniform high gloss shine. There shall be no splash marks on baseboards, walls and furniture. There shall be no imbedded black heel marks or scratching under the surface of newly applied wax after a strip and refinish service. Floors shall meet the slip resistance requirements needed to prevent slips and falls.

**24. Power Washing Concrete**

**Method**
The contractor shall use hot water surface cleaning equipment to remove all dirt, grime, gum, stains and markings from the surface of the sidewalks using high pressure (2400 psi or greater) water only. Chemicals shall not be used without prior approval from the COTR. The contractor shall eliminate all puddles of water which are created during this cleaning process. Contractor shall take appropriate measures to ensure their process does not harm surrounding facilities.

**Quality**
The surface shall be free of streaks, dirt, grime, stains, markings, graffiti, paint, tape, tar, chewing gum, oil, and grease as well as puddles of water.

**25. Spot Vacuum Obvious Soil**

**Method**
Carpeted floors shall be policed and obvious soil and debris vacuumed with a non-motorized or bristle type sweeper.

**Quality**
Carpet shall be free of dust, dirt and debris at all times.

**26. Vacuum**

**Method**
The entire surface of the carpeted area shall be vacuumed. The contractor shall use only HEPA filter type vacuums. Movable furniture shall be moved and the area under the furniture shall be vacuumed prior to the furniture being returned to its original position.

**Quality**
The entire carpet including the corners and edges shall be free of visible surface dirt, dust and debris at all times.

**27. Extraction Shampoo**

**Method**
All work shall be completed by 4:30 a.m. Contractor shall use hot water extraction equipment and supplies to remove carpet stains, and clean the carpet in the specified areas. Contractor shall shampoo areas, such as corners, which are inaccessible to the equipment, with manual scrubbing devices.
cleaning the carpet and allowing sufficient drying time, vacuum the carpet following a pattern that will give the carpet pile a uniform appearance.

All work shall be performed in accordance with The Carpet and Rug Institute’s Carpet Maintenance Guidelines for Commercial Applications.

1. Carpet Adjacent to Hard Flooring – In areas where carpet to be cleaned is adjacent to a hard floor surface, the contractor shall initiate their work at the hard floor side of the carpet and continue in a direction away from the hard floor.

2. Work Area Protection – The contractor shall provide for the protection of the work area utilizing wet floor signage, cones, barricades, etc. and shall place walk off mats on hard floor surfaces that are adjacent to carpet that are being cleaned. The contractor shall provide the mats.

3. Furniture - The contractor shall move as necessary all furniture and equipment to facilitate the carpet cleaning process. At the completion of work, the contractor shall move and place the furniture and equipment back to their original locations and shall place protective materials between the furniture/equipment and the damp carpet.

4. Vacuuming – The contractor shall vacuum all areas that are to be cleaned prior to commencement of work.

5. Test Area – The contractor shall perform a test on a small inconspicuous area of carpet prior to commencement of the project in order to determine if the carpet will be adversely affected by the cleaning process.

6. Pre-Conditioning with Chemicals – The contractor shall pre-treat all carpet with COTR approved chemicals prior initiating cleaning methods.

7. Gum and stains- The contractor shall remove all gum and stains from the carpeted area being cleaned.

8. Agitation of carpet after chemicals – The contractor shall mechanically agitate the pre-conditioned carpet to achieve proper distribution of the pre-conditioning chemicals into the carpet pile.

9. Dwell time – Allow agitated carpet to set 15 minutes prior to extraction process.

10. Extraction – The contractor shall clean and extract the carpet after a sufficient dwell time has occurred.

Quality

Carpets shall be clean and dry by 4:30 A.M. in public areas. The carpet shall be free of spots, gum and removable stains at all times. Furniture will be returned to its original position. Wet floor signs shall be posted until carpet is dry.

28. Walk Off Mat Cleaning

Method
The contractor shall vacuum and extraction clean walk off mats.
Quality
Walk off mats shall be free of visible surface dirt and/or debris at all times.

RESTROOM PERFORMANCE STANDARDS

1. Spot Clean and Mop

   Method
   The contractor shall wipe down counters and fixtures with a dry towel to maintain a clean, dry and neat appearance. If needed, the contractor shall use a cleaning solution to remove any stains, spills, smudges, etc. The contractor shall spot clean with disinfectant all fixtures as to maintain a clean and neat appearance. Sinks shall be wiped clean of excess water and soap; bright work shall be wiped and buffed. Urinals and toilets shall be brushed free of waste and other unsightly items then flushed clean. The contractor shall add sufficient water to all sanitary sinks and floor drains to form a seal to prevent gases for the escaping from the drain into occupied spaces. The contractor shall dry mop the floor to remove any excess water or urine paying special attention to the floor area under the urinals and in front of toilets. Mirrors shall be spot cleaned with a window cleaning solution to remove spots, splashes and other foreign matter. Partitions shall be spot cleaned with a cleaning solution that is not harmful to the finish to remove all spots, splashes and other foreign matter. Graffiti is to be removed. All building surfaces including walls, doors, and trim shall be spot cleaned with a disinfectant cleaner.

   Quality
   Floors, walls, partitions, counters, fixtures, toilets and urinals shall have a clean fresh appearance and odor. Mirrors shall be free of spots, streaks and smudges at all times.

2. Police for Spills and Litter

   Method
   This task involves scheduled policing of all floor areas. The contractor shall immediately cleanup all identified spills to ensure unsafe conditions are rectified. Wet floor signs shall be posted immediately by the contractor and remain staged until the floor is completely dry. The contractor shall document and report to the COTR all slips and falls which are brought to the attention of the contractor. The contractor shall also collect and dispose of all litter and other debris they find during these scheduled policing activities.

   Quality
   All spills shall be cleaned up and the appearance of floor surfaces restored to that which existed prior to the occurrence of the spill. All floors will be free from visible litter and other debris at all times.

3. Empty Trash

   Method
   Trash is to be emptied when receptacles are ¾ full, new bags are to be installed and receptacles shall be wiped clean.

   Quality
   Trash receptacles shall be free of trash, lined and shall have a neat and clean appearance. Metal cans shall maintain intended manufacturers shine.
4. **Replenish Supplies**

**Method**
All restroom dispensers shall be policed to check for proper adequacy of supplies and products. This includes all paper product dispensers (i.e., paper towels and toilet tissue), soap/lotion dispensers, urinal blocks/screens, tampon dispensers, and metered aerosol air fresheners (includes the replacement of batteries and air freshener canisters). Contractor shall restock all supplies to ensure that no less than 25% of product exists at all times. The contractor shall stock only Authority approved products. The contractor shall notify the Work Order Desk of all damaged dispensers. Dispensers shall be opened per manufacturer’s guidelines.

**Quality**
All dispensers shall maintain an adequate amount of supplies and be clean and operative at all times.

5. **Sweep and Wet Mop Floors**

**Method**
The contractor shall use a broom, dust mop or mechanical sweeper to remove all litter, dust and debris from the floor. Mopping shall be performed with a clean mop, clean water and a proper disinfectant cleaner. Bleach may be used only upon approval by the COTR. Wet floor signs are to be posted until the floor is dry. After the contractor has completed mopping the floor the contractor shall clean the mop and store all mops in the hanging position.

**Quality**
The floors including corners and edges shall be free of spots, streaks and smears. Floors shall have a uniform appearance and shall maintain intended shine. The floors are to be clean at all times.

6. **Disinfect Counters/Fixtures/Toilets/Urinals**

**Method**
All counters, fixtures, toilets and urinals are to be thoroughly cleaned with a germicidal quaternary disinfectant. All waste matter and other soil shall be completely removed. Bowl acid is to be used only upon approval by the COTR. Special attention is to be paid to hard to reach areas such as under urinal bowls, inside and under rims, base of toilets, under and behind toilet seats. Disinfectant is to remain on fixture the recommended time as indicated by manufacturer. Fixture shall then be rinsed and dried.

**Quality**
The counters, fixtures, toilets and urinals shall be clean, and have pleasant appearance and odor at all times.

7. **Clean Mirrors**

**Method**
The entire mirror shall be cleaned with a window cleaning solution to remove spots, splashes and other foreign matter.

**Quality**
Mirrors shall be clean at all times.
8. **Bright Work**

**Method**
All Bright work i.e., stainless steel, door frames, brass and chrome shall be cleaned, polished and or buffed to achieve its intended shine.

**Quality**
The bright work shall be clean at all times.

9. **Machine Scrub and Disinfect Floor**

**Method**
The contractor shall machine clean the restroom floors using a strong solution of germicidal quaternary disinfectant. This task should coincide with the wall washing. Special attention is to be paid to hand work in the corners, edges, base of partitions and fixtures. A grout cleaner will be used when needed.

**Quality**
Floors shall have a clean and fresh odor and appearance. The entire floor area shall have a uniform appearance at all times. The grout shall be cleaned to its intended color.

10. **Scrub and Disinfect Walls**

**Method**
The contractor shall scrub all restroom walls using a solution of germicidal quaternary disinfectant. This task should coincide with the scrubbing of the floors. Special attention is to be paid to hand work in the corners, edges, around partitions and fixtures. A grout cleaner will be used when needed.

**Quality**
Floors shall have a clean and fresh odor and appearance. The entire floor area shall have a uniform appearance at all times. The grout shall be cleaned to its intended color.

11. **Clean Ceiling and Vents**

**Method**
All wall and ceiling vents shall be dusted and wiped clean with a damp cloth without damaging the surrounding surfaces. All ceilings shall be free of spider cob webs, dirt, smudges, etc.

**Quality**
Ceilings and vents shall be clean.

**SUPPLEMENTAL SERVICES PERFORMANCE STANDARDS**

1. **Clean Microwave Oven**

**Method**
Upon issuance of a Call Order, the contractor shall clean the interior surface of microwave appliance ovens with a non-toxic biodegradable low cleaning product with low Volatile Organic Compound (VOC) emissions.

**Quality**
When this task is completed the interior surfaces shall be clean and dry.
2. **Clean Conventional Oven**

   **Method**
   Upon issuance of a Call Order, the contractor shall clean all surfaces of conventional appliance ovens with a cleaning agent approved in writing by the COTR.

   **Quality**
   When this task is completed all surfaces shall be clean and dry.

3. **Clean Refrigerator/Freezer**

   **Method**
   Upon issuance of a Call Order, the contractor shall clean the interior surface of a refrigerator/freezer appliance with a non-toxic biodegradable low VOC cleaning agent approved in writing by the COTR. The contractor shall clean the unit only after it has been completely emptied of food by the users of the unit. The COTR will be responsible for arranging for the users to empty the contents of the unit. The contractor shall not remove or replace any food from within the unit.

   **Quality**
   When this task is completed the interior surfaces shall be clean and dry.

4. **Monitor and Refill Potable Water Bottles**

   **Method**
   The contractor shall perform the following task only for individual bottled water drinking fountains, which are designated in writing by the COTR. For these units, the contractor shall monitor the level of water in the bottles and drains of the units. The contractor shall empty the drains as necessary so they will not overflow.

   In addition, the contractor shall immediately replace empty bottles with full bottles as soon as they become empty. The Authority will furnish the replacement bottled water as needed. The contractor shall assign personnel for this task who are physically capable of performing it safely.

   **Quality**
   The unit shall be clean and the drain on the unit shall not over flow and/or the water bottle shall not remain empty for more than one (1) hour (unless the Authority fails to provide the required replacement bottle of water).

5. **Pressure Wash Concrete using water only**

   **Method**
   Upon issuance of a Call Order, the contractor shall use the necessary labor and equipment to remove all dirt, grime, gum, stains and markings from concrete surfaces using high pressure (2400 psi or greater) water only. The contractor shall eliminate all puddles of water which are created during this cleaning process. Contractor shall take appropriate measures to ensure their process does not harm surrounding facilities.

   **Quality**
   The surface shall be free of dirt, grime, stains, markings, graffiti, paint, tape, tar, chewing gum, oil, and grease as well as puddles of water.
6. **Pressure Wash Concrete using chemicals – includes recovery**

**Method**
Upon issuance of a Call Order, the contractor shall use the necessary labor and equipment to remove all dirt, grime, gum, stains and markings from concrete surfaces using high pressure (2400 psi or greater) equipment. Information for the proposed chemicals shall be submitted to the COTR prior to the start of any work. Once approval of chemical is granted, the contractor shall follow the manufactures instructions for proper use. The contractor shall eliminate all puddles of water which are created during this cleaning process. The contractor shall take appropriate measures to ensure their process does not harm surrounding facilities. The contractor shall be responsible for the recovery of all water and chemicals used in the performance of this work. In no instance shall water and chemicals be allowed to enter a storm drain on the job site. The contractor shall dispose of the recovered water and chemicals off of airport property.

**Quality**
The surface shall be free of dirt, grime, stains, markings, graffiti, paint, tape, tar, chewing gum, oil, and grease as well as puddles of water. No water or chemicals enter the storm drainage system.

7. **Apply Concrete Sealer**

**Method**
The contractor shall provide the COTR all MSDS and specifications sheets of the concrete sealer Delta Penetrating Concrete Sealer. Before applying the concrete sealer the contractor shall apply a concrete cleaner Delta 60 Concrete Cleaner and recover all cleaning solution. The contractor shall apply the cleaner and sealer in accordance with the manufacturer’s guidelines. The goal is to achieve a uniform coat over the entire surface.

**Quality**
The surface shall prevent water from penetrating the concrete.

8. **Mechanical Room Cleaning**

**Method**
Upon issuance of a Call Order, the contractor shall clean an Authority Mechanical Room. This task includes: cleaning walls, floors, ceilings, pipes, columns, rails and doors removal of all debris.

**Quality**
The room shall be free of dust, dirt and debris.

9. **Unoccupied Space Cleaning**

**Method**
Upon issuance of a Call Order, the contractor shall clean additional unoccupied space. This task includes the removal of any debris, broom sweep floor, cleaning of building surfaces and glass cleaning.

**Quality**
The room shall be free of dust, dirt and debris.
10. **General Office Cleaning**

   **Method**
   Upon issuance of a Call Order, the contractor shall clean additional Authority office space. The contractor shall perform the same tasks and frequencies as listed in Housekeeping Tasks and Frequencies in Appendix B for MWAA OFFICE SPACE.

   **Quality**
   Office shall be free of dust, dirt and debris.

11. **Stainless Steel Cleaning**

   **Method**
   Upon issuance of a Call Order, the contractor shall clean additional stainless steel, i.e. door frames, wall panels, fronts of counters, elevator doors and base boards. Stainless steel shall be cleaned with a cleaning agent as approved by the COTR. The stainless steel shall be cleaned/polished and or buffed to achieve its intended shine.

   **Quality**
   The stainless steel shall be clean.

12. **Clean Interior Walls – up to 16 feet in height**

   **Method**
   Upon issuance of a Call Order, the contractor shall perform additional interior wall cleaning. This task involves dusting and cleaning with a damp cloth and appropriate cleaning solution, all exposed interior surfaces including but not limited to horizontal, vertical, curved and angular surfaces from the floor to a height of 16 feet. These surfaces include but are not limited to walls, door frames, ceilings, ceiling panels, decorative and structural supports, information signs, advertisements, monitors, televisions, air conditioning and heating ducts, plumbing, clocks, exit signs, cameras, door trim, light fixtures and piping. Windows or store front glass will not be cleaned.

   **Quality**
   All building surfaces and fixtures shall be free of dust, dirt, stains, trash and spider webs.

13. **Burnish Terrazzo Floors**

   Upon issuance of a Call Order, the contractor shall perform additional burnish work in accordance with the following.

   **Method**
   Burnishing shall be performed only after the floor has been properly cleaned. The contractor shall use a proper method that will not leave a residue or swirl pattern. The contractor shall buff out black heel marks and other scuffs and scratches. The floors shall be dust mopped after burnishing has been accomplished.

   **Quality**
   Floors shall have a surface that is clean has an even shine and is free of cleaning pad dust, scratches, heel marks and other scuff marks at all times. Floors shall meet the slip resistance requirements needed to prevent slip and falls.
14. **Scrub and Recoat Terrazzo Floors**

Upon issuance of a Call Order, the contractor shall perform additional scrub and recoat work in accordance with the following.

**Method**
The contractor shall use microfiber dust mops to remove dust from the floor. The contractor shall then scrub the floors removing the top layers of finish. This can be accomplished by using either an auto scrubber or a low speed buffer. The contractor shall then completely rinse the floor, apply a minimum of 2 coats of Diversey High Mileage Floor Finish (Appendix F) and buff the floor to return it to its intended clean shine. The contractor shall apply additional coats of floor finish as necessary to maintain the intended high gloss. Wet floor signs and barricades shall be used during this entire operation.

**Quality**
The floors including corners and edges shall have clean uniform high gloss shine at all times. There shall be no splash marks on baseboards, walls and furniture. There shall be no imbedded black heel marks or scratching under the surface of newly applied wax after a scrub and recoat service. Floors shall meet the slip resistance requirements needed to prevent slips and falls.

15. **Strip and Refinish Terrazzo Floors**

Upon issuance of a Call Order, the contractor shall perform additional strip and refinish work in accordance with the following.

**Method**
The contractor shall use wet floor signs along with barricades to protect the work area during this entire operation

1. Strip the floor with Diversey Pro Strip Floor Stripper as per manufactures directions.
2. Rinse the stripper with water and Diversey EasyPaks Neutralizer as per manufactures directions.
3. Apply seven (7) coats of Diversey High Mileage Floor Finish (Apply the High Mileage with a rayon mop or a floor applicator such as Ultra Track applicator)
4. Dry Burnish the floor using a burnishing machine and a hogs hair or natural blend pad for the best results in removing scratches, heel marks, and providing the most gloss.

**Quality**
The floors including corners and edges shall have clean uniform high gloss shine. There shall be no splash marks on baseboards, walls and furniture. There shall be no imbedded black heel marks or scratching under the surface of newly applied wax after a strip and refinish service. Floors shall meet the slip resistance requirements needed to prevent slips and falls.

16. **Carpet Extraction and Disinfection**

Upon issuance of a Call Order, the contractor shall perform additional carpet extraction and disinfection work in accordance with the following.

**Method**
All work shall be completed by 4:30 a.m. Contractor shall use hot water extraction equipment and supplies to remove carpet stains, and clean the carpet in the specified areas. Contractor shall shampoo areas, such as corners, which are inaccessible to the equipment, with manual scrubbing devices. After cleaning the carpet and allowing sufficient drying time, vacuum the carpet following a pattern that will give the carpet pile a uniform appearance.
All work shall be performed in accordance with The Carpet and Rug Institute's Carpet Maintenance Guidelines for Commercial Applications.

1. Carpet Adjacent to Hard Flooring – In areas where carpet to be cleaned is adjacent to a hard floor surface, the contractor shall initiate their work at the hard floor side of the carpet and continue in a direction away from the hard floor.

2. Work Area Protection – The contractor shall provide for the protection of the work area utilizing wet floor signage, cones, barricades, etc. and shall place walk off mats on hard floor surfaces that are adjacent to carpet that are being cleaned. The contractor shall provide the mats.

3. Furniture - The contractor shall move as necessary all furniture and equipment to facilitate the carpet cleaning process. At the completion of work, the contractor shall move and place the furniture and equipment back to their original locations and shall place protective materials between the furniture/equipment and the damp carpet.

4. Vacuuming – The contractor shall vacuum all areas that are to be cleaned prior to commencement of work.

5. Test Area – The contractor shall perform a test on a small inconspicuous area of carpet prior to commencement of the project in order to determine if the carpet will be adversely affected by the cleaning process.

6. Pre-Conditioning with Chemicals – The contractor shall pre-treat all carpet with COTR approved chemicals prior initiating cleaning methods.

7. Gum and stains- The contractor shall remove all gum and stains from the carpeted area being cleaned.

8. Agitation of carpet after chemicals – The contractor shall mechanically agitate the pre-conditioned carpet to achieve proper distribution of the pre-conditioning chemicals into the carpet pile.

9. Dwell time – Allow agitated carpet to set 15 minutes prior to extraction process.

10. Extraction – The contractor shall clean and extract the carpet after a sufficient dwell time has occurred.

**Quality**
Carpets shall be clean and dry by 4:30 A.M. in public areas. The carpet shall be free of spots, gum and removable stains. Furniture will be returned to its original position. Wet floor signs shall be posted until carpet is dry.
APPENDIX D

MWAA CONTRACT SERVICE CALL ORDER FORM
## CONTRACT SERVICES CALL ORDER

**Prepared By:** __________________________  **Date Prepared:** __________________________

**Type of Work:** __________________________  **Requested By:** __________________________

**Contractor:** __________________________  **Contract #:** __________________________

**Address:** __________________________  **Contractor POC:** __________________________

**Office Telephone:** __________________________  **Emergency Phone:** __________________________

**Other Data:** __________________________  **Contractor Fax:** __________________________

**Location and Description of Work:**

<table>
<thead>
<tr>
<th>Estimate Date:</th>
<th>Site Visit Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>__________________________</td>
<td>__________________________</td>
</tr>
</tbody>
</table>

**MWAA Estimator:** __________________________  **Contractor Estimator:** __________________________

**Work Item(s):** __________________________  **QTY/UM:** __________________________

<table>
<thead>
<tr>
<th>Estimated Cost:</th>
<th>Notes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>__________________________</td>
<td>__________________________</td>
</tr>
</tbody>
</table>

### APPROVALS / ACCEPTANCE OF TASK

**NOTE:** By signing this Call Order, the Contractor acknowledges that he/she will only perform the work described herein after this Call Order is approved in writing by the COTR. Furthermore, the cost to the Authority for this work shall not exceed the "Estimated Cost" noted above.

**Call Order #:** __________________________

<table>
<thead>
<tr>
<th>COTR:</th>
<th>Date:</th>
<th>Date Completed:</th>
</tr>
</thead>
<tbody>
<tr>
<td>__________________________</td>
<td>__________________________</td>
<td>__________________________</td>
</tr>
</tbody>
</table>

**Contractor:** __________________________  **Date:** __________________________  **Invoice Amount:** __________________________

**Remarks:** __________________________
APPENDIX E

DAILY REPORT TEMPLATE
Daily Report to COTR
FOR JULY 09, 2012
For the period of 24 hours starting 22:30 until 22:29

ADMINISTRATIVE STAFF
Project Manager <<NAME>>
Quality Control Inspector <<NAME>>
Office Manager <<NAME>>
Night Shift Manager <<NAME>>

ACOB
Supervisor <<NAME>>

OUTLYING BUILDINGS
Supervisor <<NAME>>

TERMINAL A
1st. Shift Supervisors <<NAME>>
2nd. Shift Supervisors <<NAME>>
3rd. Shift Supervisors <<NAME>>

TERMINAL B/C
1st. Shift Supervisors <<NAME>>
2nd. Shift Supervisors <<NAME>>
3rd. Shift Supervisors <<NAME>>

Completed Work:
1. Strip & Refinish: Terminal B/C Zone 1, 2 & 4.
2. Scrub & Recoat: Terminal B/C Zone 5, 6 & 7.
3. Burnishing: All Zones
5. Monthly Restroom Care: C3-511, C3-515, C1-707.
6. Monthly PLB Cleaning: South Pier PLBs.
7. Escalator/Moving walkway tread cleaning: 116, 117, 118, 119
8. Concrete Power washing: Terminal A sidewalk

Special Note:
Could not clean Gate 24 due to construction activities.

Incident/Accident:
No incidents to report.
Lost and Found Log:
No items found.

Tonight’s Scheduled Work:
1. Strip & Refinish: Terminal B/C Zone 8, 9 & 10.
3. Burnishing: All Zones
4. Carpet Extraction: South Pier, Center Pier hold rooms.
5. Monthly Restroom Care:
7. Escalator/Moving walkway tread cleaning: 116, 117, 118, 119
8. Concrete Power washing: Terminal A sidewalk

Pictures:

Detail Cleaning of South Pier Women’s Restroom B2-616
APPENDIX F

MATERIALS AND SUPPLIES
MATERIALS AND SUPPLIES

1. GENERAL REQUIREMENTS

The contractor shall furnish all materials, and supplies necessary to fulfill the requirements of the SOW. These items shall include, but not be limited to, toilet tissue, paper towels, seat covers, sanitary napkins, tampons, trash bags, floor maintenance chemicals, cleaning chemicals, deodorizing chemicals, urinal screens and blocks, aerosol canisters and hand soap. The contractor shall at all times maintain on the job site a fifteen (15) day inventory of these materials and supplies. The contractor shall ascertain the appropriateness of all chemicals and cleaning products, and supplies for their intended use before actually using them. The contractor shall follow the instructions of the chemical manufacturers in the use of chemical products.

The contractor shall provide to the COTR for approval, a comprehensive list of products to be used at DCA. No product shall be stored on the job site or used without the COTR’s approval. Where needed, it is the contractor’s obligation to investigate and supply an alternative product that meets with the COTR’s approval. The contractor may change these chemicals, materials and supplies only after it obtains written approval from the Authority to make changes in accordance with the following procedures:

The contractor shall submit a written request to the COTR. This written request shall identify the product use, the brand name, the manufacturer’s complete name, address, and telephone number.

The contractor shall attach a product brochure, OSHA Form 20, and chemical specifications to the written request. The contractor shall provide the COTR with a container of the chemical to be used for on-site evaluation.

If the alternate brand performs as well or better than the brand previously as determined by the contractor according to the procedures described above, causes no interference with the operational activities of the contract or damage to its facilities, and its substitution is in the best interest of the Authority, the chemicals, materials and supplies will be approved for use in the performance of this work.

2. MATERIALS AND SUPPLIES

The chart below depicts approved materials and supplies required on this contract. The contractor shall be responsible for providing actual sufficient quantities of materials and supplies necessary to fulfill the requirements of this contract at no additional cost to the Authority at all times.
<table>
<thead>
<tr>
<th>Product Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Paper</strong></td>
<td></td>
</tr>
<tr>
<td>Roll Towels White</td>
<td>Non perforated, Embossed 8” x 800’ w/ 2’ core – single ply</td>
</tr>
<tr>
<td>Multi-Fold Towels</td>
<td>White Scott-fold towels KC-01804 or KC-01980</td>
</tr>
<tr>
<td>Toilet Tissue 2 Ply</td>
<td>2 Ply, 100% recycled toilet tissue</td>
</tr>
<tr>
<td>Toilet Seat Covers</td>
<td>DS-5000 Half Fold Seat Covers</td>
</tr>
<tr>
<td>Sanitary Napkins</td>
<td>Singles, Cardboard-boxed, Semi gloss Finished Box Sized: 4-1/4” x 3” x 1 1/8 Stayfree N0 4</td>
</tr>
<tr>
<td>Tampons</td>
<td>Cylinder, Cardboard, Semi gloss, Crimped Ends Tube Size 3/4”dia x 5 1/4” Tampax</td>
</tr>
<tr>
<td><strong>Trash Can Liners</strong></td>
<td></td>
</tr>
<tr>
<td>Trash Can Liners</td>
<td>40x48 Clear Liner 16 mil.</td>
</tr>
<tr>
<td>Trash Can Liners</td>
<td>40x48 Black Liner 16 mil.</td>
</tr>
<tr>
<td>Trash Can Liners</td>
<td>30x37 Clear Liner 14 mil.</td>
</tr>
<tr>
<td>Trash Can Liners</td>
<td>24x24 Black Liner 8 mil.</td>
</tr>
<tr>
<td><strong>Hard Floor</strong></td>
<td></td>
</tr>
<tr>
<td>Floor Finish</td>
<td>Johnson-Diversey - High Mileage Floor Finish</td>
</tr>
<tr>
<td>Floor Neutralizer</td>
<td>Johnson-Diversey-EasyPaks-Neutralizer Conditioner/Odor Counteractant</td>
</tr>
<tr>
<td>Neutral Floor Cleaner</td>
<td>Johnson-Diversey - Stride Neutral Cleaner</td>
</tr>
<tr>
<td>Floor Maintainer</td>
<td>Johnson-Diversey-RevivePlus/SC Maintainer/Rejuvenator</td>
</tr>
<tr>
<td>Floor Stripper</td>
<td>Johnson-Diversey - Pro Strip Floor Stripper</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td></td>
</tr>
<tr>
<td>Liquid/Foam Hand Soap</td>
<td>White Hand Soap</td>
</tr>
<tr>
<td>Urinal Screens/Blocks</td>
<td>Urinal Screens/Blocks</td>
</tr>
<tr>
<td>Aerosols Deodorizers</td>
<td>Aerosol Deodorizer</td>
</tr>
<tr>
<td>Deodorizer Batteries</td>
<td>C and D Batteries</td>
</tr>
<tr>
<td>Johnny Covers</td>
<td>Urinal/Toilet covers</td>
</tr>
<tr>
<td>Delta Penetrating</td>
<td>Concrete sealer</td>
</tr>
<tr>
<td>Delta 60 Concrete</td>
<td>Cleaner</td>
</tr>
<tr>
<td></td>
<td>Delta Restoration Products - Sidewalk Sealer</td>
</tr>
<tr>
<td></td>
<td>Delta Restoration Products - Sidewalk Cleaner</td>
</tr>
</tbody>
</table>
APPENDIX G

TERMINAL INTERIOR MAN LIFTS (AUTHORITY PROVIDED)
**DENKA 75FT-ATRIUM BOOM LIFT (2 each)**

<table>
<thead>
<tr>
<th>WORKING HEIGHT</th>
<th>75 FEET</th>
</tr>
</thead>
<tbody>
<tr>
<td>STOWED WIDTH</td>
<td>2 FEET 11 INCHES</td>
</tr>
<tr>
<td>STOWED LENGTH</td>
<td>6 FEET 6 INCHES</td>
</tr>
<tr>
<td>WEIGHT</td>
<td>5,300 LBS.</td>
</tr>
<tr>
<td>BOOM/LIFT</td>
<td>ELECTRIC</td>
</tr>
<tr>
<td>MOVEMENT</td>
<td>TOW/PUSH</td>
</tr>
</tbody>
</table>

**GROVE 3146E SCISSOR TYPE PLATFORM LIFT (2 each)**

<table>
<thead>
<tr>
<th>WORKING HEIGHT</th>
<th>32 FEET</th>
</tr>
</thead>
<tbody>
<tr>
<td>STOWED WIDTH</td>
<td>46 INCHES</td>
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<tr>
<td>STOWED HEIGHT</td>
<td>78 INCHES WITH RAILS DOWN</td>
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<tr>
<td>STOWED LENGTH</td>
<td>99 INCHES</td>
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<tr>
<td>WEIGHT</td>
<td>4,220 LBS.</td>
</tr>
<tr>
<td>POWER</td>
<td>ELECTRIC</td>
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<tr>
<td>MOVEMENT</td>
<td>SELF-PROPELLED</td>
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</table>

**SNORKEL MHP-33 BOOM LIFT (2 each)**

<table>
<thead>
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<th>WORKING HEIGHT</th>
<th>40 FEET</th>
</tr>
</thead>
<tbody>
<tr>
<td>STOWED WIDTH</td>
<td>4 FEET 11 INCHES</td>
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<tr>
<td>STOWED HEIGHT</td>
<td>6 FEET 6 INCHES</td>
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<tr>
<td>STOWED LENGTH</td>
<td>18 FEET</td>
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<tr>
<td>WEIGHT</td>
<td>2,557 LBS.</td>
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<tr>
<td>POWER</td>
<td>ELECTRIC</td>
</tr>
<tr>
<td>MOVEMENT</td>
<td>TOW OR PUSH</td>
</tr>
</tbody>
</table>
APPENDIX H

TERMINAL A/B/C PROPOSED STAFFING PLAN
(Must be Included in the Technical Proposal)
## PROPOSED STAFFING PLAN TERMINAL A/B/C CONCOURSE/TICKET AND BAGGAGE LEVELS

<table>
<thead>
<tr>
<th>Location</th>
<th>Shifts</th>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
</tr>
</thead>
<tbody>
<tr>
<td>TERMINALS A/B/C - Concourse/Ticket and Baggage Levels</td>
<td>Shift 1 6:45am to 3:15pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td># of Employees</td>
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<tr>
<td></td>
<td>Proposed Man-Hours</td>
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<td></td>
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<tr>
<td></td>
<td>Shift 2 2:45pm to 11:15pm</td>
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<td># of Employees</td>
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<td>Proposed Man-Hours</td>
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<tr>
<td></td>
<td>Shift 3 10:45pm to 7:15am</td>
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<td></td>
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<tr>
<td></td>
<td># of Employees</td>
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</tr>
</tbody>
</table>

## PROPOSED STAFFING PLAN SOUTH/CENTER/NORTH AND TERMINAL A (BANJO) PIERS

<table>
<thead>
<tr>
<th>Location</th>
<th>Shifts</th>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
</tr>
</thead>
<tbody>
<tr>
<td>TERMINALS A/B/C - South/Center/North and Terminal A (Banjo) Piers</td>
<td>Shift 1 6:45am to 3:15pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td># of Employees</td>
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<td></td>
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<tr>
<td></td>
<td>Proposed Man-Hours</td>
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</tr>
<tr>
<td></td>
<td>Shift 2 2:45pm to 11:15pm</td>
<td></td>
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<td># of Employees</td>
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<td></td>
<td>Proposed Man-Hours</td>
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</tr>
<tr>
<td></td>
<td>Shift 3 10:45pm to 7:15am</td>
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<td></td>
<td># of Employees</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Proposed Man-Hours</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## PROPOSED STAFFING PLAN TERMINAL A/B/C CONCOURSE/TICKET AND BAGGAGE LEVELS

<table>
<thead>
<tr>
<th>Location</th>
<th>Shifts</th>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
</tr>
</thead>
</table>

## PROPOSED STAFFING PLAN TERMINAL A/B/C SOUTH/CENTER/NORTH AND TERMINAL A (BANJO) PIERS

<table>
<thead>
<tr>
<th>Location</th>
<th>Shifts</th>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
</tr>
</thead>
</table>

TERMINALS A/B/C - South/Center/North and Terminal A (Banjo) Piers Restrooms

- **Shift 1**
  - 6:45am to 3:15pm
  - # of Employees
  - Proposed Man-Hours

- **Shift 2**
  - 2:45pm to 11:15pm
  - # of Employees
  - Proposed Man-Hours

- **Shift 3**
  - 10:45pm to 7:15am
  - # of Employees
  - Proposed Man-Hours
APPENDIX I

EQUIPMENT PLAN
(Must be Included in the Technical Proposal)
<table>
<thead>
<tr>
<th>Location</th>
<th>Quantity</th>
<th>Description</th>
<th>Manufacturer</th>
<th>Model</th>
<th>Condition*</th>
<th>Age/Hours</th>
<th>Warranty Remaining</th>
<th>Estimated Value</th>
<th>Life Expectancy</th>
</tr>
</thead>
</table>

* Condition Scale: New - Still Under Manufacturer’s Warranty or Extended Warranty
APPENDIX J

REFERENCE FORM
(Must be Included in the Technical Proposal)
### COMPARABLE CONTRACTS (DCA)

<table>
<thead>
<tr>
<th>Facility Name &amp; Address</th>
<th>POC</th>
<th>Telephone Number</th>
<th>Email:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period of Performance</td>
<td>Annual Contract Value</td>
<td>Cleanable Square Feet</td>
<td></td>
</tr>
<tr>
<td>Number of Working Shifts / Hours</td>
<td>Number of Working Days</td>
<td>Number of Employees / Man-hours</td>
<td></td>
</tr>
<tr>
<td>Multiple Building Facility</td>
<td>Security Requirements</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Description of Services:**

<table>
<thead>
<tr>
<th>Facility Name &amp; Address</th>
<th>POC</th>
<th>Telephone Number</th>
<th>Email:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period of Performance</td>
<td>Annual Contract Value</td>
<td>Cleanable Square Feet</td>
<td></td>
</tr>
<tr>
<td>Number of Working Shifts / Hours</td>
<td>Number of Working Days</td>
<td>Number of Employees / Man-hours</td>
<td></td>
</tr>
<tr>
<td>Multiple Building Facility</td>
<td>Security Requirements</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Description of Services:**