

**QUESTIONS AND ANSWERS REGARDING
REQUEST FOR PROPOSALS (RFP) NO. 24-0001
JANITORIAL SERVICES**

1.	The proposal bond requirement is \$5000, but the proposal bond form has a different amount. Can you clarify which is correct?
	Please see Addendum 2 posted on our website.
2.	If a DBE contractor is submitting a proposal as a Prime Contractor, are they required to have a separate DBE Subcontractor to meet the requirements of this proposal?
	No, The DBE can self-perform 100% of the work having met the minimum 37% required.
3.	Will current employees be required to be fingerprinted again if retained by an incoming contractor?
	No.
4.	I can see the cost for badge replacement, but I did not see the initial cost of badging and fingerprinting. What is the cost for employee badging, fingerprinting and background checks?
	There is no initial cost. See section 11.1 of the RFP: "Authority shall be responsible for all fees associated with the successful Respondent's badge applications; Respondents should not include any costs for badge application fees in their proposals."
5.	How often must a badge be renewed?
	Annually.

6.	<p>Are the current employees members of a union or other collective bargaining unit? a. If yes, can you tell us which union represents these employees, and if possible, provide contact information for the Union?</p>
	No.
7.	<p>If there is not a Union, is there a minimum wage requirement, or other pay scale, for employees who work in this contract?</p>
	There is no wage requirement.
8.	<p>Are there minimum wage rates for contractor supervisors and managers?</p>
	There is no wage requirement.
9.	<p>Can you please provide a list of all persons, and the companies they represent, who attended the site tour and virtual pre-bid meeting for this RFP?</p>
	The list was sent to each attendee's email address and posted to our website.
10.	<p>Who is the current contractor, and how long have they been providing services to the Memphis Airport?</p>
	SKB Facilities and Maintenance is the current provider, service provided since May 2018.
11.	<p>Does the current contract have any renewal years that have not been offered or extended to the current contractor?</p>
	No.

12.	Can you provide the last 12 months invoices for this contract, or at least the invoice amounts per month?																																	
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13.	How many employees are employed in the current contract?																																	
	The Authority does not have this information.																																	
14.	Will the airport provide radios to contractor supervisors?																																	
	Per Section 15.4 Communication Devices, the Authority will provide up to three (3) 800 MHz two-way radios to provide communications between the Airport Communications Center, Authority management, and other Authority employees, and to effectively and efficiently perform the services under the Agreement.																																	
15.	Does the current contractor utilize any type of autonomous cleaning equipment, or robots, in the cleaning of the airport?																																	
	Yes.																																	
16.	What types of technology is the airport looking for in this proposal?																																	

	The contractor shall include any types of technology they feel appropriate for their proposal for the Authority's consideration.
17.	Can a contractor access the airport wi-fi for use in technology offerings?
	Yes.
18.	Can autonomous cleaning machines (robots) be used during the day? As these machines can operate around the clock, this can provide additional productivity.
	No. Autonomous machines can only be used overnight during low passenger volumes, which generally falls between 12:00AM to 4:30AM.
19.	If the minimum wage goes up, will contractors be allowed to pass along this cost?
	Yes, subject to the Authority's review and approval of the wage change and the wages paid under the contract.
20.	Will Contractor Managers be allowed to park in the airport garage?
	Yes. However, other contractor employees will be required to park in one of the onsite surface lots.
21.	I see that you are currently using floor finish on you terrazzo floors, can you please answer the following questions: <ul style="list-style-type: none"> a. Are you open to a terrazzo polishing system for these floors? b. What floor finish are you using, so that incoming contractors can match the current finish?
	We do not have this exact information. Refer to Section 14.2.18 Terrazzo Floor Surface Standards.

22.	Are consumables provided by the Airport Authority solely confined to the items listed in Attachment B?
	Yes.
23.	Can you provide a breakdown of square footage and floor type for all restrooms?
	An Addendum will be posted on our website.
24.	Can you provide square footage and floor type breakdown for all areas and buildings? For instance, Terminal B would be restrooms by floor type (ceramic tyle) and its square footage. The gates and rotunda would be square footage and floor type (terrazzo and carpet square footage, i.e., 30,500 sq ft terrazzo, 15,000 sq ft carpet).
	An Addendum will be posted on our website.
25.	Can you provide square footage and floor type for every area that is in the scope of work?
	An Addendum will be posted on our website.
26.	If a prime has a DBE certification, is it also necessary to bring on an additional DBE partner?
	If prime is a certified DBE via a USDOT agency they can self-perform at 100%.
27.	Proposal Bond: I noticed a discrepancy in the document regarding the proposal bond. On page 21, section 9.4, it states that the proposal bond is \$5,000. However, page 75 says that it should be the sum of Five Percent of the First Year Proposed Price or \$10,000, whichever is greater. Can you please determine which amount should be considered for the proposal bond?
	Please see Addendum 2 posted on our website.

28.	Can you please provide any indemnification attributed to the janitorial provider during the term of the current contract (past 6 years)?
	To be answered in the next question and answer document.
29.	How many staff are currently working on the job per shift?
	The Authority does not have this information.
30.	Consumable products provided by Memphis Airport, please provide a list of what those are?
	Please refer to Attachment B in the RFP document.
31.	Who pays for can liners if vendor can we get size, types, and annual quantities?
	The contractor will pay for can liners. The Authority does not track these quantities and usage. Garbage is consistent with the types of operations in each area. Respondents are responsible to estimate usage.
32.	Who owns the lift for interior/exterior cleaning of windows?
	The lift is the responsibility of the contractor.
33.	What is the max height of window cleaning?
	The tallest windows are located on the south façade of the economy parking structure at approximately 90 feet high. This includes exterior and interior windows of the elevator shafts.

34.	Areas are noted by sq. ft. will we be provided floor plans too with surface types.
	An Addendum will be posted on our website.
35.	Is the window vendor separate company and if yes., who?
	The window cleaning is part of the current contractor's contract. Subcontractors may be used at the contractor's discretion and subject to the Authority's approval.
36.	The window rate, shall is only include labor and supplies, how we factor the use and/or rental of a lift, if not provided by MIA?
	The lift is the responsibility of the contractor. Respondents are responsible to estimate usage and costs based off the cleaning frequency table in section 13.4.4 Window Cleaning.
37.	Biometric use, will MIA allow for access to their Wi-Fi, or do we need to provide our own?
	The Authority can provide access to a secure Wi-Fi for the time clocks.
38.	Reports on services, do you have samples of what report are to be provided as noted?
	Reports typically contain information on work performed for that specific time period as well as any personnel or staffing challenges, safety or training activities, or any other relevant information as requested by the Authority. Final reporting will be negotiated between the contractor and the Authority.
39.	Recycling program, what is currently in place?
	The Authority does not currently have a recycling program.

40.	Does your trash hauler provide post pick sort of recyclable materials and reports?
	The Authority does not currently have a recycling program.
41.	Pedestrian Plaza, how many trash cans will need to be tossed daily?
	There are approximately 25 trash cans in the plaza and 1 can on each level of economy garage in front of the elevator bank.
42.	Food vendors – confirming they are responsible for their own areas, including trash.
	Yes.
43.	How many vehicles will be needed to service various areas, are vans or pickup trucks needed.
	If this question refers to transportation to each of the facilities, this will depend how the contractor decides to operate logistically. Parking is available at the terminal complex as well as the offsite facilities.
44.	Will the use of an electric golf cart be allowed for interior use, to move supplies, etc.
	No.
45.	3 radios will be provided by MIA, assume staff are allowed use to personal cells to handle request.
	Yes.

46.	Is there a living, prevailing or min. wage required to work at MIA.
	There is no wage requirement.
47.	Will manufacture specs be provided for cleaning of fabrics (furniture) as you have various types
	Yes, as available, and upon request by the Successful Respondent.
48.	In relation to storage space, we would like to know the square footage that will be made available at each location for carts and office space. Could you provide information regarding the allocated storage space at each location?
	An Addendum will be posted on our website.
49.	What is the prevailing Memphis wage for this contract?
	There is no wage requirement.
50.	Regarding the provision of supplies, could you please clarify if our responsibility is limited to providing only the cleaning and equipment supplies, excluding any paper or soap products? On page 81 of the attachment B Restroom Supplies list, it is mentioned that all supplies will be provided by the Airport Authority. Additionally, during the walkthrough, we were instructed to have two weeks' worth of supplies available upon our departure. Could you specify which supplies you are referring to? Are you referring to paper goods and consumables or cleaning supplies?
	The Authority is providing only the supplies listed in Attachment B. The Authority will provide these supplies to the contractor to maintain them in the contractor's stocking location. The contractor will monitor usage of these supplies and will request additional supplies through the Authority. The Authority expects the contractor to maintain two weeks' worth of supply of these Airport-furnished supplies in the contractor's stocking location.

51.	Is \$12.89 current min wage in Memphis?																
	There is no wage requirement.																
52.	Is there a percentage of workers that are required to be disabled or veterans?																
	No.																
53.	Please explain the process of attempting to locate an approved DBE certified supplier for the 37% for the sub? If we attempt to find a supplier that we will work with and unable to solidify the deal prior to November . What are the next steps to resolve this?																
	<p style="text-align: center;">Please see the DBE listing that was posted on our website.</p> <p style="text-align: center;">If the DBE isn't certified at the time of contract negotiation, they cannot be counted towards meeting criteria for participation.</p> <p style="text-align: center;">Please show good faith efforts as the next steps.</p>																
54.	Could you please provide the historical usage data for both consumables and chemicals?																
	<p>We do not have usage data for contractor-furnished supplies. We do have 12-month historical data for supplies provided by the Authority below and as described in Attachment B.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Brown Roll Towels</td> <td style="text-align: center;">500 cases</td> </tr> <tr> <td>Brown Multifold Towels</td> <td style="text-align: center;">100 Cases</td> </tr> <tr> <td>Toilet Seat Covers</td> <td style="text-align: center;">3000 packs</td> </tr> <tr> <td>Baby Changing Stations</td> <td style="text-align: center;">200 cases</td> </tr> <tr> <td>4 ½ Toilet Tissue</td> <td style="text-align: center;">800 Cases</td> </tr> <tr> <td>Light & Foamy Soap</td> <td style="text-align: center;">300 Cases</td> </tr> <tr> <td>Scott Jumbo Tissue</td> <td style="text-align: center;">1000 Cases</td> </tr> <tr> <td>White Roll Towels</td> <td style="text-align: center;">800 Cases</td> </tr> </table>	Brown Roll Towels	500 cases	Brown Multifold Towels	100 Cases	Toilet Seat Covers	3000 packs	Baby Changing Stations	200 cases	4 ½ Toilet Tissue	800 Cases	Light & Foamy Soap	300 Cases	Scott Jumbo Tissue	1000 Cases	White Roll Towels	800 Cases
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55.	Please provide timeline of the renovations of non-secure side and what will be the impact of the same? Will work reduced? Flooring type will change?
	The phasing timeline of the terminal modernization is not firm at this time. The impacts to janitorial, including floor types, are not known. The contractor will be informed of changes in advance and the Authority will consider any reasonable Amendments proposed by the contractor.
56.	Current janitor workforce tied to any CBA or union agreement?
	No.
57.	Can you please provide certified DBE list of subcontractors?
	The list was sent to each attendee's email address and posted to the website.
58.	Kindly share the current staffing level.
	The Authority does not have the current contractor's staffing records.
59.	Is the cleaning of glass inside and out is part of the contract. If yes, provide the frequency of the cleaning.
	Yes, see section 13.4.4 Window Cleaning.
60.	Who is responsible for cleaning all the artwork on the walls? TVs?
	The Contractor.

61.	What is the location for the collected trash disposal?
	The trash compactors are located on the rear service drive which is accessed from the baggage level of the non-secure side of the terminal.
62.	What is the parking cost for the employee parking? What is an average commute time from employee parking to terminal?
	There is no cost for employee parking. The employee parking is onsite.
63.	What is the plan for parking arrangements for contractors?
	There is no cost for employee parking.
64.	What is the cost for employee parking?
	There is no cost for employee parking.
65.	What are the badging costs?
	See question #4.
66.	Will the Authority confirm with the oblige if they will be providing the performance and payment bond forms?
	All forms provided by The Authority are contained in the RFP document. A bid bond form has been provided by the Authority. The Successful Respondent may provide performance and payment bond(s) on forms provided by their surety.

67.	Does the airport provide tablets/iPad for the smart restroom technology?
	Yes.
68.	Per Attachment B, page 81 of the RFP, it states "all supplies will be provided by the Airport Authority" - is the list exhaustive of all items? What about items such as urinal screens, office trash can lines, recycle liners, medium & large liners for the gate & terminal areas, restroom liners?
	Only supplies listed in Attachment B will be supplied by The Authority. All other supplies are the responsibility of the contractor.
69.	If we are to include liner pricing in our costs, can you provide a usage history of trash can liners?
	The contractor is responsible for providing can liners. The Authority does not have usage information.
70.	Are there any airport taxes or airport concessions fees to provide janitorial services at the airport?
	The Authority does not charge airport taxes or concession fees contractors.
71.	If there are airport service tax or concession fees applicable, is the Airport/cleaning contract exempt?
	The Authority does not charge service taxes or concession fees to its contractors. The Authority itself is exempt from TN sales taxes but the Authority's tax exempt status does not extend to contractors.
72.	Section 17.11 Tab J, column A - Is this the wages only to be listed here? Or are we to include payroll taxes & insurance, healthcare, accruals for paid time off, paid vacation & paid sick time, etc. in column A, or are these items to be included in Column C?

	Column A is whatever you consider your labor cost.
73.	Section 17.11 Tab J, page 70 column B annual cost, supplies – Are supplies cost listed here to be items like cleaning chemicals and materials such as hard floor care stripping pads, etc.?
	Column B is the annual cost of supplies.
74.	Section 17.11 Tab J, What costs should be included in column C? Equipment costs, communication costs, technology costs, overhead, etc?
	Column C is any other cost, excluding the costs in A and B.
75.	Page 24, item 12.3 Term of Contact and also Page 83 Term & Renewal - it states this is a one-year term with 4 option years, however, the pricing page has pricing for five years while item 12.3 states "The contract shall be amended to reflect any negotiated and agreed upon Compensation...." - Is the 5 years of pricing to be completed on Page 70 of the RFP to include expected cost increases? Is the pricing submitted the pricing that must be utilized for the 5 years or are years 2 through 5 open for negotiations?
	The full 5-year pricing table must be submitted in order for the respondent's proposal to be responsive. Pricing for years 2 through 5 should reflect any anticipated price increases. Years 2 through 5 are not intended to be open for current or future negotiations, but any contractual changes during the execution of the contract will be considered open for negotiation.
76.	For the evaluation process and scoring of the RFP Submissions, will the 1 year or combined 5 year pricing be utilized?
	The Authority retains the right to evaluate the proposals based on any combination of qualifications and price that the Authority deems suitable.
77.	Is there a weighting to each criteria item listed in the evaluation section? Will Memphis share the weighting?

	The scoring criteria will not be shared.
78.	We provide 5 years of pricing. What happens if there is a change in the federal, state or local minimum wage rates?
	See question 19.
79.	In reference to the DBE requirement, is there anywhere within the pricing sheet where this should be called out or is it only referenced in the Respondent DBE Goals Accomplishment Statement?
	DBE compliance should be indicated in the Assurance Statement(s) and Accomplishment Statement. The respondent can provide the information elsewhere in their response but these additional disclosures are not required.
80.	Who is the current incumbent and the RFP/Contract number?
	This information is posted on our website.
81.	What is the current term on the existing contract?
	This information is posted on our website.
82.	What is the current contract amount?
	This information is posted on our website.
83.	Is there a Union representing the incumbent contractor's employees, living or minimum wage requirement? If so please provide information?

	There is no Union and there is no wage requirement.
84.	Please provide the seniority list with number of hours worked.
	The Authority does not have this information.
85.	Are there changes to the Scope of Work in this solicitation in comparison the current contract with the incumbent contractor?
	Yes.
86.	Please provide a breakage of square foot of different floor type by space (for eg: carpet, hard floor, vinyl, wood, ceramic, cement etc).
	An Addendum will be posted on our website.
87.	Are there any additional consumables we are required to supply?
	The contractor is responsible for any and all consumables that are not provided by the Authority.
88.	Is there a minimum wage requirement set forth by the Memphis-Shelby County Airport Authority?
	There is no wage requirement.
89.	Can you please provide slip and fall data from the term of the current contract (past 6 years)?

	To be answered in the next question and answer document.
90.	Can you please provide the last 6 months of usage history of liners by size/type/color?
	The contractor is responsible for providing can liners. The Authority does not have usage information.
91.	For Customs/International gates, as not open year-round, do we include the cost to service this space spread out annually or only in the months in which service is provided, through an above-base invoice?
	This area is to be serviced at least twice a week. That is subject to fluctuate depending on international air service changes. Any scheduled air service changes will be discussed with the contractor.
92.	Please provide the quantities of below: i. Drinking Fountain ii. Trash and Recycling containers iii. Furniture iv. Elevator & Escalator
	This information is not available.
93.	Clarification on badging costs. 11.1 General Requirements states no costs for badging applications should be included in the proposal. What is the \$52.00 per badge costs?
	Please see question #4.
94.	Who is the current provider for the window cleaning requirements?
	Please see question #35.

95.	With the products provided by MEM, where are they located and stored? Are they in terminal or off site?
	Supplies are delivered weekly from the Authority’s warehouse to the terminal and stored in a stocking location provided by the Authority to contractor. See question 50 for additional info.
96.	Item 13.7.1 What electronic survey platforms are used by MEM to evaluate service?
	The Authority has an internal supplier evaluation form (.pdf format).
97.	Item 13.7.3.5 How many compactors or trash dumpsters are currently located at MEM. Are they all located at the loading dock? What are the frequencies for the pressure washing of compactors. Please clarify if the contractor is responsible for the pressure washing or will the airfield maintenance crew be responsible for these services.
	Currently, there are (4) 30CY trash compactors. One is located at the east loading dock and the other three are located along the east/west rear service drive behind the terminal building. Per section 14.3.14, the contractor will be responsible for pressure washing compactors on as need basis but three times a year at a minimum.
98.	Item 14.3.4 What are the public eating spaces that are the responsibility of vendor?
	The airport tenants are responsible for cleaning their leased space. The delineation of responsibly is typically seen by a change in floor type (e.g. terrazzo to tile). All of the gate hold areas (carpet) are the responsibility of the contractor.
99.	14.3.6 who supplies the pick-up bags for the animal relief areas?
	The Contractor.

100.	Does current vendor use any type of utility vehicle. Would there be a storage area for this type of vehicle that the contractor would be provided?
	No.
101.	Where is the office area located for the contractor? Will the contractor be responsible for furnishing this area? Does the airport provide internet access in this office area?
	Currently, the contractor's space is on ground level near gate 16. The contractor is required to furnish the area. Internet access is not provided but an exception can be made for a timeclock, if needed. The final space configuration will be negotiated with the contractor.
102.	Are Retail/Restaurants responsible for their own trash removal?
	Yes.
103.	Who is responsible for the high dusting of Art in public places?
	See question 60.
104.	Is parking typically paid for by the employee when they drive and park at the job site? Is employee reimbursed by airport?
	There is no cost for employee parking.
105.	Are maps still intended to be added as an addendum to RFP?
	An Addendum will be posted on our website.

106.	Regarding employee uniforms, is MEM requiring a uniform service for these, if yes will the airport provide the space needed for lockers to store uniforms for staff.
	A uniform service is optional as long as the requirements of Section 15 are met. Currently, The Airport does not provide lockers.
107.	Please provide quantity or size of windows.
	This information is not available.
108.	What is the monthly pass for parking?
	There is no cost for employee parking.
109.	Please provide detail, including location and accessibility, of compactors and/or dumpsters on campus associated with terminals and outer buildings for removal of trash in all public areas.
	Please see question #97.
110.	Will the Airport Authority please provide costs for employee parking to be included in our pricing?
	There is no cost for employee parking.
111.	Is there an office and breakroom space for the contractor's onsite leadership and employees?
	Please see question #101.
112.	Is internet provided in the janitorial office?

	Please see question #101.
113.	Can the Airport Authority provide information on consumable usage for the past 12 months?
	Please see question #54.
114.	Does the Airport Authority have any requirements or expectations in terms of daily staffing levels?
	It is the contractor's responsibility to meet the performance requirements of a 24/7/365 airport operation as stated in the RFP.
115.	What is the current contractor's standard operating procedure on the terrazzo to obtain high gloss?
	The current contractor uses a stripping and waxing method as necessary to meet performance requirements. This is performed during the overnight hours with low passenger volumes. The existing service information is provided for reference only and the new contractor will be required to meet the performance requirements as described within the RFP.
116.	What is the seasonal schedule for the international flights?
	This past season, there was a weekly Cancun flight that lasted approximately two and a half months. This is subject to change.
117.	Is a customs seal needed by the employees to service the international gates?
	To be answered in the next question and answer document.
118.	Does the current contractor currently utilize a vehicle(s) in their operational practices and if so, what is the purpose of the vehicle or how is it used?

	Janitorial management personnel use company vehicles for access to and from the facilities.
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Questions are listed as submitted, company names are withheld.