

ADDENDUM No. 2

RESPONSES/CLARIFICATION OF QUESTIONS

For

REQUEST FOR PROPOSALS

For

**Target Market RFP for Landside (Non-Secure) Custodial Services at O'Hare International Airport
SPECIFICATION NO. 1187829**

For which Submittals were due in the office of the Chief Procurement Officer, Department of Procurement Services, Room 103, City Hall, 121 N. LaSalle Street, Chicago, IL 60602 **at 4:00 p.m., Central Time, on February 28, 2020.**

The following changes and/or revisions are incorporated into the above referenced RFP Document as noted. All other provisions and requirements as originally set forth remain in force and are binding.

**THE RESPONDENTS MUST ACKNOWLEDGE RECEIPT OF THE ADDENDUM IN THE COVER LETTER
SUBMITTED WITH THEIR PROPOSAL.**

SECTION 1: NOTICE OF REVISIONS/CHANGES/CLARIFICATIONS

BID/PROPOSAL DUE DATE HAS BEEN CHANGED TO <u>MARCH 6, 2020</u>	
1.	Proposal Due Date has been changed to <u>March 6, 2020</u>. For which proposals are due in the Department of Procurement Services, Bid & Bond Room, Room 103, City Hall, 121 N. LaSalle Street, Chicago, Illinois, 60602, at 4:00 p.m., Central Time
2.	Cover page of the RFP is hereby amended to read as follows: <u>“All responses must be received by 4:00 p.m., Central Time on March 6, 2020”</u>
3.	Section I.E.1, Deadline and Procedures for Submitting Proposals, change proposal due date in items 1 and 5 to read as follows: <u>“4:00 p.m., Central Time, <u>March 6, 2020</u>”</u>
4.	Section I.F, Procurement Timetable, change the Proposal due date to read as follows: Proposals Due: 4:00 p.m. Central Standard Time, <u>March 6, 2020</u>
5.	Exhibit 7 – Sample Professional Services Agreement, Section 5.4.3, Salaries and Wages, is revised to add the following as paragraph No. 2. In addition to other minimum wage requirements set forth in Article 3 of this Contract, Contractor must pay Janitorial Workers, Window Washers, and Security Guards the minimum wages set forth in the attached revised <u>ATTACHMENT 2-C TO EXHIBIT 2, WAGE AND BENEFIT REQUIREMENTS</u> , as further described in Exhibit 1.

<p>6.</p>	<p>Exhibit 7 – Sample Professional Services Agreement Article 4, Terms of Management Services, is revised to add the following as sub-section 4.11, Conflicts of Interest, Additional Terms.</p> <p>4.11 Conflicts of Interest, Additional Terms These terms are in addition to those set forth in Article 3, above. Contractor and subcontractors will be collectively referred to in this Section as "Contracting Parties."</p> <p>If the Contracting Parties assist the City in determining the advisability or feasibility of a project or in recommending, researching, preparing, drafting or issuing a request for Proposals or bid specifications for a project, the Contracting Parties must not participate, directly or indirectly, as a prime, subcontractor, subconsultant or joint venturer in that project or in the preparation of a Proposal or bid for that project during the term of this Contract or afterwards. The Contracting Parties may, however, assist the City in reviewing the Proposals or bids for the project if none of the Contracting Parties have a relationship with the persons or entities that submitted the Proposals or bids for that project.</p> <p>The Contracting Parties must not assign any person having any conflicting interest to perform any Services under this Contract or have access to any confidential information. If the City, by the reasonable judgment of the Commissioner, determines that any of Contracting Parties' services for others conflict with the Services that Contracting Parties are to render for the City under this Contract, Contracting Parties must terminate such other services immediately upon request of the City.</p>

Attachments incorporated to this Addendum 2:

- Attachment 1 - HISTORICAL UTILIZATION OF CONSUMEABLE SUPPLIES FROM 2018
- Attachment 2 - EXISTING CONTRACTOR STAFFING INFORMATION
- Revised Attachment 2-C to Exhibit 2 of the RFP
- Attachment 3 - SAMPLE ONLINE WORK REQUEST FORM

SECTION 2: RESPONSES TO QUESTIONS AND REQUESTS FOR CLARIFICATIONS

<p>Question 1:</p>	<p>Per the scope defined on page 1-E1:</p> <p>PUBLIC AREAS AND CORRIDORS</p> <p>Clean windows: As needed</p> <p>Clean door glass and frames: daily Dust windows within reach</p> <p>It is our understanding that clean door glass and frames, dust windows within reach daily covers all glass surfaces accessible within reach.</p> <p>“Clean windows” as needed covers all glass surfaces above reach (or approx. 6’) requiring the use of extension poles, ladders, aerial lift equipment, etc.</p> <p>Are we understanding this scope requirement correctly? Please advise.</p>
<p>Response:</p>	<p><i>“Windows” are all vertical glass surfaces meant to allow light through, including as used in elevators and escalators, regardless of height. In other words, windows may extend all the way to the floor. Windows must be cleaned as needed.</i></p>
<p>Question 2:</p>	<p>Page 1E-5</p> <p>Exterior Surfaces – Terminal Walls Quarterly. Will this be for all exterior glass, frames and sills only? Or does this include metal or stone surfaces where no glass is present?</p>
<p>Response:</p>	<p><i>Exterior glass is considered windows and must be cleaned as needed. “Exterior surfaces” include metal panes where no glass is present. There are no exterior stone surfaces that require cleaning.</i></p>
<p>Question 3:</p>	<p>Interior high glass how often is that cleaned again as needed is not clearly defined scope.</p>
<p>Response:</p>	<p><i>Interior high glass is a window, and must be cleaned as needed.</i></p>
<p>Question 4:</p>	<p>Also, as it related to high equipment – will you be given areas to store or will it have to be transported when needed?</p>
<p>Response:</p>	<p><i>CDA will provide on-site storage space.</i></p>
<p>Question 5:</p>	<p>City Tower – inside windows to be cleaned by daily staff – what is the frequency of exterior and are the tie-offs OSHA compliant? OSHA standard 1910.27 (b) (1) (i)</p>
<p>Response:</p>	<p><i>The exterior of the City Tower is not included in this contract.</i></p>
<p>Question 6:</p>	<p>If the holiday fall on a regular scheduled day of work will the contractor be deducted for not having the window washers on-site? (current practice)</p>
<p>Response:</p>	<p><i>No, Contractors are not required to have window washers on-site on observed holidays. If an observed holiday falls on a regular scheduled day of work, and the Contractor does have employees who wish to work, the applicable provisions in the guidelines must be followed.</i></p>
<p>Question 7:</p>	<p>Windows</p> <p>a. What are the definitions of High and Low Glass?</p>

	<p>b. Frequency of service for front of Terminal glass:</p> <ol style="list-style-type: none"> 1. Interior 2. Exterior <p>c. What is frequency of glass of Mezzanine offices</p> <p>d. What is frequency of cleaning exterior Facade/walls/metal for front of Terminals?</p> <p>e. Any other high work that is included like high dusting of metal in T1?</p> <p>f. Any skylight glass and if yes the frequency of service?</p> <p>g. Does contractor provide all lifts? Any required number or kinds of lifts?</p> <p>h. Will storage space be provided for lifts?</p> <p>i. Are ladder permitted over 6 feet?</p> <p>j. Does all exterior work have to be done with lifts or are there any permanent scaffolds still in working order?</p>
Response:	<p>a. High Glass is glass higher than six feet from the floor. Low Glass is glass six feet from the floor and lower.</p> <p>b. Both interior and exterior must be cleaned as needed.</p> <p>c. As needed.</p> <p>d. Quarterly.</p> <p>e. Dusting and cleaning of all surfaces is included, including skylights.</p> <p>f. As needed.</p> <p>g. The contractor provides its own lifts. All lifts used on the interior of the building must be electric and not gas powered. The number and type of lifts sufficient to meet contractual work requirements are to be determined by the contractor.</p> <p>h. CDA will provide on-site storage space for lifts (outside).</p> <p>i. There is no height restriction on ladders.</p> <p>j. There are no scaffolds.</p>
Question 8:	<p>Do Current employees with United Maintenance Service have to be retained? Would they keep their seniority with respect to wage rates and benefits?</p>
Response:	<p>Contractors are not required to retain current employees. However, bidders are reminded of the importance of quickly obtaining an experienced workforce.</p> <p>Once the new contract goes into effect, the retention guidelines apply the same to custodial workers (transferred from the previous contractor) as they will to newly hired workers (i.e. for both groups, their Level begins on their first date of employment as a custodial worker at O'Hare, regardless of which contractor they were employed by at the time, and only those percentages set in the guidelines may be terminated without cause).</p> <p>Current employees who are hired by the new Contractor would keep their seniority with respect to wage rates and benefits. If they are currently earning more than the wage guidelines require, their wage must remain the same margin above the required rate as it is when the contract begins, each time the rate increases. (i.e. if an employee is earning \$1 more than the required minimum rate for their seniority at the time the contract begins, when the required minimum rate increases, their rate must increase so that they are earning at least \$1 more than the new required rate). See Revised Attachment 2-C, Section I(B)(1).</p>
Question 9:	<p>RFP indicates this is a 5 year contract and budgets for the 5 years have to be provided. However the wages and benefits are only provided for 2.5 years. Are we suppose to estimate wage and benefit increases for the bid? Will adjustments be permitted to the budgets when these wages and benefit rates become available?</p>

Response:	<i>When calculating labor budgets, use the last rate available (2021 for custodial workers and 2023 for window washers) to calculate the budget for the remainder of the 5 year contract term, keeping in mind that the rates will increase when the new BOMA agreements become effective at those times. Adjustments to the budgets will be permitted at that time to reflect the new rates.</i>
Question 10:	The RFP seems to indicate this is a Cost Plus Management Fee contract. <ul style="list-style-type: none"> a. Please confirm if this is correct b. Are the budgeted line items to be “not to exceed figures and can they be adjusted at the time of billing with proper backup documentation. c. What is the Management Fee to include?
Response:	<ul style="list-style-type: none"> a. <i>Please refer to Section III of Exhibit 2 of the RFP.</i> b. <i>The submitted Budget should be reasonably calculated to precision to minimize adjustments during the course of the performance of the services. To the extent revisions may be required to the submitted Budgets, please refer to Section II of Exhibit 2 of the RFP.</i> c. <i>A Management Fee, which will be negotiated on an annual basis and paid out on a pro-rated basis with each monthly invoice, and inclusive of overhead, burden, and profit.</i>
Question 11:	How should Equipment Depreciation be accounted for in the budget? Do we bill it as a line item?
Response:	<i>Depreciation for equipment is not an allowable or allocable cost pursuant to Exhibit 2 of the RFP and therefore will not be reimbursed to the Selected Respondent.</i>
Question 12:	How should Equipment R&M be accounted for in the budget? Do we bill it as a line item?
Response:	<i>Repair and Maintenance of Equipment, if reimbursed by the City as a purchase, may be accounted for in the Budget. If the Equipment is leased, or other similar arrangement, then the Contractor should ensure that the Repair and Maintenance is included in the leasing arrangement. If the Equipment is already owned by the Contractor, then any Repair and Maintenance costs will likewise be reimbursed at actual cost, pursuant to Exhibit 2 of the RFP. Respondents may include its plan for Equipment Repair and Maintenance as part of its proposal.</i>
Question 13:	What type of “Work Order” system is required?
Response:	<i>The selected Respondent should incorporate any work order system that meets the requirement of the RFP (tracking work orders and dispatching employees). An example of CDA’s existing work order systems “Sample Online Work Request Form” is included as Attachment 3 to this Addendum #2.</i>
Question 14:	For Subcontractors due to we have to provide hours/costs for just invoices as backup to the billing?
Response:	<i>Please refer to Section IV of Exhibit 2 to the RFP.</i>
Question 15:	Will current quantities of washroom consumables (TP, Paper towels, toilet seat covers, and hand soap) be provided for the budget?
Response:	<i>Attachment 1 to this Addendum 2 provides historical information relevant to the consumables that may be used during the course of performance of the Services. The information is based on historical data and is not guaranteed.</i>
Question 16:	Are EDS required for all subcontractors or just the Prime Contractor?
Response:	<i>Only the Prime Contractor/Joint Venture partners are required to submit an EDS, please refer to Exhibit 4 of the RFP for instructions on completing the EDS document.</i>

Question 17:	Are the following required for subcontractors? a. Financial Statements b. Confirmation of meeting Insurance requirements c. Conflict of Interests list if any per RFP d. Corporate History
Response:	<i>Please refer to the applicable Sections of the RFP, as indicated below:</i> <i>a. Section II(C)(4)</i> <i>b. Section II(C)(7)</i> <i>c. Section II(C)(1)</i> <i>d. Section II(C)(2)</i>
Question 18:	What is the projected start date?
Response:	<i>It is anticipated that the Selected Response will commence Services no later than (90) days after award by the City.</i>
Question 19:	What is the monthly foot-traffic in the landside portion of each terminal? What are the heaviest/lightest use days of the week?
Response:	<i>Over the past several years, CDA has served approximately 70,000,000 to 85,000,000 passengers per year in Terminals 1, 2 and 3.</i> <i>Based on historical observations, Thursdays and Fridays are typically the days where there is significantly more foot traffic.</i>
Question 20:	What are the current CDA technological requirements for handheld communication devices?
Response:	<i>Please refer to Section 12 of Exhibit 1 to the RFP. There are no other specific requirements.</i>
Question 21:	In terms of the “Cost Plus” basis of reimbursement, please detail how the contractor will be reimbursed for actual costs beyond labor, such as equipment, cleaning supplies, consumables, communication devices, etc.
Response:	<i>Please refer to Exhibit 2 of the RFP.</i>
Question 22:	Can you provide staffing and seniority pay rates for existing landside staff members?
Response:	<i>Please see Attachment 2 to this RFP. However, the City’s only available database of staffing and seniority pay rates includes both landside and airside staff members, and does not distinguish between them. Therefore, this list does not accurately represent the data for landside staff members specifically, and must be viewed accordingly.</i>
Question 23:	How long does the badging system take for a new employee?
Response:	<i>It can take several weeks.</i>
Question 24:	Are new employees required to be entered in the Vendor Portal System before they can work? If so, who enters the information and how long does approval take?
Response:	<i>Key Personnel, as defined, will need to be entered into the CDA’s vendor portal. This may take several weeks.</i>
Question 25:	Page 74 - Attachment 2c. Sec. 1 a. Retention – the RFP does not address retaining or offer the jobs to current staff. It only covers that if they do hire staff currently working at airport, they will need to honor seniority date. Is there any requirement as it relates to employing present staff?
Response:	<i>See Response to Question 8.</i>

Question 26:	Page 23 - Area of Responsibilities – Dispensers; soap, hand towels and toilet paper dispensers. a. What is the total count of dispensers in each terminal? b. Who pays for the dispensers? c. Who pays for the install and removal of dispensers?
Response:	a. See Response to Question 15 and Attachment 1 to this Addendum 2. b. The contractor. c. CDA employees will install and remove dispensers.
Question 27:	Are there any minimum staffing requirements?
Response:	Please refer to Section (II)(B)(4)(A through G) of the RFP.
Question 28:	Does CDA provide safety walk off mats at the entrances when the floors are wet due to weather?
Response:	Safety mats are present at all times at the entrances. In other words, they are not installed or removed due to weather.
Question 29:	Attachment 2-B, (Page 73) Under what circumstances can CDA deduct from the invoice besides the fines listed in the RFP?
Response:	Please refer to Exhibit 2 and its accompanying Attachments as well as MCC Section 2-92-380. The City further reserves its equitable right to a setoff.
Question 30:	Will CDA provide a secure space to store our equipment and supplies in each terminal?
Response:	Yes
Question 31:	Will the City consider awarding terminals separately to 3 contractors?
Response:	No
Question 32:	Page 8 – Section II.B.4.G. – Please advise on whether the successful respondent will be compensated for attending meetings associated with the transition plan?
Response:	Yes. This should be accounted for in the first year Budget.
Question 33:	Page 8 – Section II.B.5 – Please clarify what is meant by “custodial services of similar type, scope and magnitude as required pursuant to this RFP”? a. Does this require a respondent to have performed custodial services in an airport before? b. Does this require a respondent to have performed window washing services in an airport before? c. Does this require a respondent to have experience working in a 365 day/24 hour/7 days environment similar to an airport?
Response:	a. No b. No c. Yes
Question 34:	Does this RFP require a respondent to have experience in providing custodial services at a facility of 300,000 square feet or greater?
Response:	No
Question 35:	Does this RFP require for respondents to have experience with facilities with traffic over a million annually?
Response:	No

Question 36:	Page 9 – Section II.B.8 – Please clarify what is meant by “the City’s need to compare Schedule of Compensation between respondents”?
Response:	<i>Please refer to the Evaluation Criteria set forth Section (III)(B) of the RFP.</i>
Question 37:	Does the City intend on specifying a minimum or maximum amount of custodians and window washers for the scope? If not, how will the City compare staffing levels between the various respondents?
Response:	<i>No – the City will consider all reasonable proposals.</i>
Question 38:	If a respondent proposes too few or too many custodians will the respondent be deemed non-responsive?
Response:	<i>See response to Question 37.</i>
Question 39:	Since there is a specific wage and benefit requirement, why would there not be a staffing requirement?
Response:	<i>It is up to the contractor to determine staffing needs to meet contract requirements of work.</i>
Question 40:	Page 13 – Section III. B.1.a. – What is meant by “preference will be given to firms with significant experience and knowledge of all components of Landside (Non-Secure) Custodial Services required”? How much preference in terms of achieving overall points?
Response:	<i>Please refer to the Evaluation Criteria set forth Section III.B. Evaluation Criteria (1), (2) and (3) of the RFP. All criteria under Section III.B.1. will be considered holistically in scoring qualifications/experience. Firms that show experience relevant to the components of work described in Exhibit 1 will be rated more highly when considering the qualities described at Section III.B.1.a. than firms that do not.</i>
Question 41:	What is meant by significant? Does this mean if a respondent has worked at one airport it will be considered significant? Does significant mean two or more airports?
Response:	<i>Please refer to the Evaluation Criteria set forth Section III.B. of the RFP. Assuming a proposer provided services relevant to the work described in Exhibit 1, work at one airport may be considered significant. Non-airport experience may also be considered significant if the services provided were highly relevant to the work described in Exhibit 1.</i>
Question 42:	What knowledge does a respondent need to possess regarding the components of a Landside operation? How can a respondent demonstrate that knowledge?
Response:	<i>Please refer to the Evaluation Criteria set forth Section III.B. of the RFP. Proposers may be able to demonstrate the extent of their knowledge through the quality of their technical proposals.</i>
Question 43:	Exhibit 1 (Page 2, Section 2.c.) please clarify what is meant by “make immediate changes to any existing schedules as determined by CDA at no additional cost to improve efficiency and operational needs”?
Response:	<i>To the extent the City determines that service levels necessitate an adjustment to the Staffing Plan and corresponding schedule, circumstances such as immediate operational needs shall determine the effective time of such changes.</i>
Question 44:	If the City accepts a respondent’s proposal with certain staffing levels, but then decides the staffing should be doubled, will the City will pay for the additional staffing levels? If not, how can a respondent recoup those costs?
Response:	<i>Please refer to the Compensation provisions set forth in Exhibit 2 of the RFP.</i>

Question 45:	Exhibit 1 (Page 2, Section 2.i.) – Please clarify what is meant by “quickly respond to any requests related to the Services herein by CDA within five (5) minutes of notification”? Does this mean that a person needs to be on site within five minutes or that a person needs to return a call within five minutes? What are the penalties for not responding within 5 minutes? How are those penalties calculated?
Response:	<i>The person would need to be in communication with the caller within five minutes, and the contractor would need to respond to the incident as quickly as reasonably possible. Penalties are provided in Attachment 2-B to Exhibit 2.</i>
Question 46:	Exhibit 1 (Page 2, Section 2.m.) – If the Contractor recommends that staffing levels be adjusted upwards because the initial staffing levels were too low, will the Contractor be compensated for that adjustment?
Response:	<i>Please refer to the Compensation provisions set forth in Exhibit 2 of the RFP.</i>
Question 47:	Attachment 2-C to Exhibit 2: Does the Contractor need to be signatory to a union/collective bargaining agreement?
Response:	<i>No. However, if a Contractor is signatory to a CBA, and adherence to the CBA would require deviation of the wage and benefit guidelines, alternatives can be discussed. Bidders should outline any such deviations in their proposal.</i>
Question 48:	As it relates to the quality control plan will the City pay for the installation and activation of a quality control system that would provide real time data from the restrooms?
Response:	<i>While the City requires a Quality Control Program as set forth in Section (II)(B)(4)(E) of the RFP, any technology related to such program shall be implemented by the selected respondents for similar service in the airside (secured) areas of work. The Selected Respondent to this RFP shall adopt and implement the same.</i>
Question 49:	The RFP states that the staff cannot take breaks in public areas – will the City provide break areas in all 3 terminals?
Response:	<i>The City will provide support space in all three terminals, which the contractor can use as appropriate.</i>
Question 50:	The scope of work assigns specification for the exterior sidewalks including curbs and garages – can you elaborate if the expectation is to sweep, remove debris and hose down exterior of building?
Response:	<i>The contractor must sweep and remove debris from the areas immediately outside of the terminal doors, and clean (but not empty) ash cans.</i>
Question 51:	As it relates to the Hygiene disposal system – can you provide information of the supplier as well as scope and frequency of change out?
Response:	<i>The contractor will select a supplier. The scope and frequency of the change out is described in Ex. 1 – Attachment 1-I.</i>
Question 52:	Floor finish and buffing of floors does this include terrazzo floors?
Response:	<i>Yes</i>
Question 53:	Pressure washing indicates benches, trash receptacles as well as removal of gum – please elaborate on areas that need to be pressure washed.
Response:	<i>Besides the areas listed in this question, contractor may need pressure washers to wash its own equipment.</i>
Question 54:	Materials Handling & Storage (Page 24) – questions: a. Is the labor for this service a core part of the service?

	<ul style="list-style-type: none"> b. Can the authority provide historical utilization date? c. Does the authority provide materials handling equipment and who is responsible for its maintenance? d. Will CDA provide all the pallet jacks, dolly's and carts to transport all the incoming materials and supplies? e. Who is responsible for the labor cost to receive and distribute all incoming materials and supplies? f. Who is will be responsible for the maintenance equipment (pallet jacks, dolly's and carts)? g. If the contractor is responsible for the maintenance as wells and the labor cost is there a line time in the budget for this expense. h. Are the Terminal Storage Facilities capable of holding a 7-day supply? i. Are the Terminal Storage Faculties secure and separated to ensure stock is not inadvertently appropriated for other Terminals and / or Airside Operations? j. Can CDA provide the types for the soap, hand towels and paper toilet dispensers in each terminal?
Response:	<ul style="list-style-type: none"> a. Please refer to the Compensation provisions set forth in Exhibit 2 of the RFP. b. See Response to Question 15. c. No, such equipment must be supplied and maintained by the contractor. d. No e. The contractor f. The contractor g. See Response to Question 12. h. Yes i. Yes j. See Response to Question 15.
Question 55:	<p>Support Space (Page 24) – questions:</p> <ul style="list-style-type: none"> a. What Support Space is available for each service area and how is this secured and separated to ensure that equipment is not inadvertently appropriated for other Terminals and / or Airside Operations? b. Are electrical outlets provided at the correct Amperage rating to allow charging of battery floor equipment? Who is responsible for the utilities cost associated with this? c. If Support Space availability is removed who is responsible for the cost associated with off-site servicing? How will this be determined 'after-the-fact' or is this expected to be included in submitted pricing?
Response:	<ul style="list-style-type: none"> a. Support space is supplied as indicated in Exhibit 1 – Att. 1-A. Spaces are separated within cages which may be locked – as shown during the pre-bid meeting walkthrough. b. Yes. These outlets are not separately metered, and contractor is not responsible for the electric usage. c. Responsibility for such storage would be with the contractor; however, the City does not anticipate such loss of on-site storage space.
Question 56:	<p>Supplies (Page 27) questions:</p> <ul style="list-style-type: none"> a. Please confirm the contractor is responsible for the purchase of consumables and this cost forms part of the service fee? b. Will the CDA provide specific SKU and utilization data by area? c. Who is responsible for installation and maintenance of dispensers etc.? d. Can you provide the total number of dispensers in each of the terminals?
Response:	<ul style="list-style-type: none"> a. Yes. b. No, CDA does not possess this information.

	<p>c. CDA employees are responsible for the installation and maintenance of dispensers.</p> <p>d. See Response to Question 15.</p>
Question 57:	On Page 27 High Pressure Washers are listed as required equipment. However, on Page 63 additional reference to equipment is made but there is no mention of pressure washing equipment required as a requirement in the SOW. Please clarify equipment required.
Response:	High pressure washing of benches, trash receptacles and removing of gum is required. Besides these areas, contractor may need pressure washers to wash its own equipment.
Question 58:	<p>Indemnity Clause (Page122) questions: Is our insurance responsible for slip and falls? What if caused by leaks from windows and skylights that the City is aware of and has not corrected?</p> <p>a. Will the CDA please provide a 5-year history of General Liability Claims paid by incumbent suppliers covered by this provision. This is important to provide a 'best value' solution to CDA.</p> <p>b. Will the CDA please provide background to GL claims and if these were the result of facility infrastructure e.g. leaking roof.</p>
Response:	With respect to liability as it relates to the Contractor, please refer to Section 3.1.6 (Indemnification) of the PSA attached as Exhibit 7 to the RFP. With respect to the other requested information, such information is not available for dissemination.
Question 59:	<p>General Requirements (Page 21)</p> <p>a. Item M - States that contractor will adjust staffing levels based on passenger load, passenger volume or other factors however Item C states CDA can request immediate changes to scheduled staffing levels at no additional cost – will contractor be responsible for additional manpower without compensation?</p>
Response:	Please refer to the Compensation provisions set forth in Exhibit 2 of the RFP. Specifically see, I. Staffing Plan (C), II. Budget and III. Compensation (A.) as to compensation for services provided.
Question 60:	<p>Areas of Responsibilities (Page 22-23)</p> <p>a. Terminal 1 Item X – Outside metal and non-metal façade surfaces – are these the grey panels which cover the entire façade of terminal 1?</p> <p>b. What is the proper cleaning process for the façade panels?</p> <p>c. What is the require frequency schedule to have the façades clean (Weekly, quarterly, monthly, etc.)</p> <p>d. Is this an additional cost billable to the CDA?</p> <p>e. Item 4 (Page 23) indicates Façade surface cleaning is the responsibility of the contractor but need clarity on what is defined as façade of the terminal building?</p>
Response:	<p>a. Yes</p> <p>b. The contractor must determine the appropriate cleaning method for these areas.</p> <p>c. Quarterly.</p> <p>d. Please refer to the Compensation provisions set forth in Exhibit 2 of the RFP.</p> <p>e. The terminal facades consist of all materials affixed to the exterior of the terminals (such as metal panels, window frames and sills) other than the windows themselves.</p>
Question 61:	BUDGET - (A) The Contractor shall submit an annual budget including the allowable and allocable cost described below in the Compensation section. As part of the budget submittal, the Contractor shall divide the budget into General Administrative/Management, Labor, Supplies, implementation of computerized work order/dispatch system (Work Order System Implementation), Uniform Allowances, Communication Devices, and Equipment portions.

	a. Where is the line item for profit and overhead cost?
Response:	Section III.A. of Exhibit 2 to the RFP is stricken in its entirety and replaced with: <i>The Contractor shall be paid on a “cost-plus” basis for services provided under this Agreement unless otherwise specified herein or as agreed to by the Parties for any Additional Services. Allowability and allocability of costs will be determined in accordance with the terms and conditions of this Agreement. The Contractor shall be reimbursed for actual expenses incurred for: (i) materials, (ii) supplies, (iii) equipment, (iv) wages and benefits as negotiated by the City and Contractor or as required by relevant collective bargaining agreements or as required by the City, (v) sub-contractor costs without a markup, and (vi) certain direct costs. The Contractor will also be paid a Management Fee, which will be negotiated on an annual basis and paid out on a pro-rated basis with each monthly invoice, and inclusive of overhead, burden, and profit.</i>
Question 62:	COMPENSATION - A. The Contractor shall be paid on a “cost-plus” basis for services provided under this Agreement unless otherwise specified herein or as agreed to by the Parties for any additional Services. The Contractor shall be reimbursed for actual expenses incurred for material and supplies and for wages and benefits as negotiated by the City and Contractor or as required by relevant collective bargaining agreements. The City reserves the right to participate in any negotiations regarding renewals of collective bargaining agreements that affect this Agreement. The Contractor will also be paid a Management Fee, which will be negotiated on an annual basis and paid out on a pro-rated basis with each monthly invoice. a. Because the contractor will be paid on a cost-plus basis where is the profit and overhead line item? b. Where should the labor cost for warehouse clerks and mechanics be added on the budget sheet?
Response:	a. See response to Question 61. b. The Budget Form is a “Sample” as indicated. The Budget Form Template should be modified to reflect the Respondent’s submittal.
Question 63:	The RFP document includes a requirement to submit the most recent audited financial statements. Will reviewed financial statements be considered sufficient?
Response:	<i>Respondent, or each separate legal entity comprising Respondent, if applicable, must provide a copy of its most recent audited financial statements. The City reserves the right to accept or reject any financial documentation other than the audited financial statements. The City will accept or reject any financial documentations other than the audited financial statement based upon a review of the materials submitted with this RFQ.</i>
Question 64:	Exhibit 1: Scope of Services, page 1-3, Section 3) Area of Responsibility lists the currently installed feminine hygiene disposal systems/diaper and napkin dispensers installed in all of the restrooms under Terminal 1, but does not list the same responsibility under Terminals 2 & 3. Does the same requirement for installation, service and disposal apply to all three Terminals or just Terminal 1?
Response:	<i>Yes, the same requirements pertaining to feminine hygiene disposal systems/diaper and napkin dispensers apply to all three Terminals.</i>
Question 65:	Are the sharps dispensers and disposal program included in the responsibilities of the awarded vendor?
Response:	<i>There are no sharps dispensers or disposal facilities in the landside areas of Terminals 1, 2 or 3, so that task is not included in this contract.</i>
Question 66:	Is the Department of Aviation’s intention to have all custodial employees clock-in at both the contractor’s time keeping clock and a CDA time keeping clock? Or is the CDA clock available as an alternative to a contractor’s clock?

Response:	<i>No, employees of a contractor may not clock-in at a CDA time keeping clock; CDA time keeping clocks may only be used by CDA employees.</i>
Question 67:	Exhibit 1: Scope of Services , page 1-7, Section 12) Hand Held Communication Devices: Please clarify the expectation of these devices. If radios are required, will the contractor be able to use CDA/O'Hare's existing repeater and frequency or would the contractor be required to provide their own repeater and frequency?
Response:	<i>Radios are not required. Contractor must determine the appropriate type of hand held communication device for its staff.</i>
Question 68:	Are the toilet seat covers supply required to be standard toilet seat covers or automatic seat covers (i.e. Brillseats)?
Response:	<i>They are required to be standard paper toilet seat covers.</i>
Question 69:	Exhibit 1: Scope of Services, page 1-9, Section 16) Work Order System and Implementation: Is there a specific program or system CDA requires and would prefer the contractor to use? Or should vendors submit pricing/costs related to our own existing, internal work order systems?
Response:	<i>See Response to Question 13.</i>
Question 70:	Attachment 1-G to Exhibit 1: Escalator and Moving Walkway Cleaning Specifications: This document lists the requirement to provide equipment and labor to clean both treads and risers on the escalators. Is it CDA's intention that this piece of equipment in fact include the ability to clean risers as opposed to simply cleaning treads?
Response:	<i>Yes.</i>
Question 71:	In regard to retaining existing employees, honoring both seniority dates and current wages & benefits, and meeting the requirements listed in the RFP document, Attachment 2-C to Exhibit 2, Wage and Benefit Requirements, will bidding vendors be provided the current seniority list and wage rates for employees currently working on the landslide operations so they can be protected when pricing? Typically, in an environment where existing employees are covered by a CBA, the associated union will collect and distribute a list that includes employee names, seniority date (for facility) and existing wages and benefits for each employee. In this case, as the current staff is not protected by a CBA, will the CDA secure that information from the existing vendor (for this portion of the existing contract [i.e. landside]) and distribute to all bidding vendors?
Response:	<i>See answer to Question 22 and Attachment 2-C to this Addendum 2.</i>
Question 72:	In Attachment 2-C to Exhibit 2, Wage and Benefit Requirements, page 2C-2, Section C Payment Provisions, #3 Overtime and Sundays, is it CDA's intention that all Sunday hours are to be paid, and therefore billed, at 1.5 times the employees' regular hourly rates? Or does this only apply to actual overtime while regularly scheduled Sunday hours, that fall within an employee's 40-hour work week, are paid and billed at regular hourly rates? Typically, all work done on Sunday shall be paid at 1.5 times the employee's regular straight time hourly rate, unless Sunday is part of the regular work week (as is the case in locations that operate 24/7/365, like airports), then Sunday work is pad at the regular straight time hourly rate.
Response:	<i>See revised Attachment 2-C to this Addendum 2 Section I(C)(3). All hours worked over 40 hours per week must be paid at 1.5 times the regular straight time hourly rate. However, all hours worked on Sunday may be paid at the regular straight rate, unless the hours worked are in excess of 40 hours in a week, in which case they must be paid at 1.5 times the regular rate.</i>
Question 73:	In reference to exhibit-1 scope of services -section 2 subitem e : please clarify that contractors allowed to close the restroom during 4:30 AM to 10:30 pm for cleaning purpose or not?
Response:	<i>The contractor is not allowed to close a restroom during the period from 4:30 AM to 10:30 PM for cleaning purposes, except in response to an incident that requires closure (i.e., not for routine cleaning).</i>

Question 74:	Please verify the areas of responsibility item 3 items a XI, a XII, b XII, bXIII, cXI, c XII are the only items required for exterior clean up?
Response:	<i>In addition to the items listed in this question (appearing in Exhibit 1, sec. 3), the following areas are also required for exterior clean up – a X (outside metal and non-metal façade surfaces for Terminal 1); a XIII (all exterior glass for Terminal 1); b XIV (exterior glass for Terminal 2); and c XIII (exterior glass for Terminal 3).</i>
Question 75:	Any restrictions on where contractors can install the equipment for attendance management and misc.? Will city provide utilities including internet, electricity etc. for the same of contractor to arrange that?
Response:	<i>Contractor should install such equipment in an area it has been given for support space.</i>
Question 76:	On site operational project manager has to be present onsite for all 3 shifts?
Response:	<i>No, each shift requires its own supervisor on duty – not necessarily the on-site operational project manager.</i>
Question 77:	Please provide the current usage for the consumables.
Response:	<i>Please see Response to Question 15 and Attachment 1 to this Addendum 2.</i>
Question 78:	Current workforce related to any union or any union affiliation required for future?
Response:	<i>No.</i>
Question 79:	Page 2C-3 section B. Paid vacation states the requirement of service; please clarify how the no of years are counted? If we hire anyone previously working at same location will their previous years counted?
Response:	<i>Yes, continuous years of service (for purposes of calculating paid vacation) begin on the first date of employment working in a custodial role at O’Hare. Continuous years of service are not broken by a change in the employing contractor.</i>
Question 80:	Can you provide the current daily schedule, including number of people per shift, for the proposed space?
Response:	<i>CDA does not possess this information.</i>
Question 81:	Confirm that there is/is not equipment onsite that we will be able to use, e.g. floor machines, mop buckets, etc.?
Response:	<i>There is no such equipment onsite provided for contractor; contractor must provide all such equipment.</i>
Question 82:	Will the awarded company be able to interview current employees (of the company holding the existing, yet soon to be expired contract) of the proposed space?
Response:	<i>CDA encourages the new contractor to interview employees of the current contract. However, the City cannot mandate that employees of the current contractor interview with the new contractor.</i>
Question 83:	How will the Terminal 2 major construction plan factor into this contract?
Response:	<i>CDA does not yet know how the construction plan will impact this contract.</i>
Question 84:	What is the legal/entity name of the incumbent, and what was the initial bid amount; what was the revised bid amount (change order)?

Response:	<i>Respondents may view the contract for the incumbent vendor by accessing the City's Department of Procurement Services' Awarded Contracts portal at: https://webapps1.chicago.gov/vcsearch/. The incumbent vendor's PO is 26971.</i>
Question 85:	What are the legal/entity name(s) of the bidders for the current contract, which is expiring?
Response:	<i>See Response to Question 84.</i>

**CITY OF CHICAGO
DEPARTMENT OF PROCUREMENT SERVICES**

**SHANNON E. ANDREWS
CHIEF PROCUREMENT OFFICER**

ATTACHMENT 1 TO ADDENDUM 2

HISTORICAL UTILIZATION OF CONSUMEABLE SUPPLIES FROM 2018

The information herein is illustrative of the consumables utilized by the City's incumbent contractor on a monthly basis. The information stated herein should be deemed reliable but not guaranteed. No distinction is made regarding the data and the areas of work at the airport.

ITEM	UNIT OF ISSUE	MONTHLY			
		T1	T2	T3	TOTAL
Plastic Liners (2 mil)	100 Per Case	160	80	120	360
Plastic Liners (3 mil)	100 per Case	220	100	200	520
Plastic Liners (1.5 mil)	200 per Case	200	100	180	480
Plastic Liners (2 mil)	100 per Case	100	50	50	200
Liners Personal Bag	1000 per Case	40	20	20	80
Toilet Tissue Rolls 3.78 x 2000"	Case	380	200	380	960
Paper Towel Roll Brown	Case	40	20	20	80
Paper Towel Roll 8" x 1000"	Case	320	160	240	720
Paper Towel C-Folds	Case	40	192	20	252
Soap Liquid Foam	4/Liter per Case	160	80	120	360
Soap Liquid Gallon	4/Gal per Case	200	100	140	440
Purell Foam Cartridges	2/1200ml per case	70	30	100	200

ATTACHMENT 2 TO ADDENDUM 2

EXISTING CONTRACTOR STAFFING INFORMATION

The following table is provided to Respondents as informational only as related to the CDA's existing vendor (*the table and the information contained therein is deemed reliable as of August 1, 2019 but not guaranteed*). The information stated herein should be deemed reliable but not guaranteed. No distinction is made regarding the data and the areas of work at the airport.

Number of Employees: 335

<u>Level of Seniority</u>	<u>% of Employees</u>
1 to 2 year(s)	14%
2 to 3 year(s)	13%
3 to 4 years(s)	8%
4 to 5 years(s)	6%
Greater than 5 years	52%

<u>Shift or Worker Category</u>	<u>Hourly Wage</u>
First Shift	\$14.15
Second Shift	\$14.65
Third Shift	\$15.15
Fourth Shift	\$15.65
Fifth Shift	\$17.55
Custodial Supervisor	\$17.75
Window Washer	\$18.50
Window Supervisor	\$22.15

ATTACHMENT 2-C TO EXHIBIT 2: WAGE AND BENEFIT REQUIREMENTS

General Requirements

This Attachment sets forth general guidelines for wage and benefit policies which each Contractor is expected to follow. Any deviation from the stated guidelines, including for adherence to existing collective bargaining agreements, must be approved by the City of Chicago Department of Aviation. Contractors must also stay abreast of any changes in federal, state, or local labor and employment law that may occur over the term of the contract, and implement any changes necessary to remain compliant at all times. Any federal, state, or local laws which introduce policies more generous than those stated in these guidelines must be followed. All guidelines apply to all Contractors as well as any subcontractors.

Requirements for Custodial Workers

I. WAGES

A. Seniority

Contractor will base wages and benefits on the Custodial Worker's seniority. A Custodial Worker's "Seniority Date" shall be their first date of employment working in a custodial role at O'Hare International Airport. "Seniority" is determined by the length of the Worker's continuous service at O'Hare in a custodial role. Seniority is not broken by a change in the employing contractor at O'Hare, and is not otherwise broken except by discharge for cause, resignation, or layoff for more than one year (two years in the case of employees with ten or more years of service).

B. Wage Rate

1. Base Hourly Wage Rate

If a Custodial Worker is in his/her 5th year of employment (i.e. more than 5 years have passed since the Worker's Seniority Date), and thereafter, the following wage rate applies:

From the effective date of this Contract through April 5, 2020 - \$18.45 per hour.

For the period April 6, 2020 through April 4, 2021 - \$18.95 per hour.

The rate of \$18.95 per hour will remain until a new rate is determined.

For all other Custodial Workers, wage rates apply at the following "Levels":

Level 1: During a Worker's 1st year of employment. Pay rate is \$3.40 below the rate of 5th year employees.

Level 2: Begins on the 1st anniversary of the Worker's start date and encompasses the Worker's 2nd year of employment. Pay rate is \$2.90 below the rate of 5th year employees

Level 3: Begins on the 2nd anniversary of the Worker's start date and encompasses the Worker's 3rd year of employment. Pay rate is \$2.40 below the rate of 5th year employees.

Level 4: Begins on the 3rd anniversary of the Worker's 4th year of employment. Pay rate is \$1.90 below the rate of 5th year employees.

For any Workers hired from previous contractors at O'Hare, who are paid rates higher than the rates listed above for their appropriate Level on the starting date of the new contract (or newly hired Workers who are paid a rate higher than the minimum required), their wage must remain the same margin above their minimum required rate, each time the required rate increases, as it was above their required rate at the time the new contract began. For example, if a Level 1 Worker is hired on February 1, 2020 and is currently earning \$16.00 (95 cents above their required rate of \$15.05), if they enter Level 2 on March 1, 2020, they must earn a minimum of \$16.50 (95 cents above their required rate of \$15.55).

2. Retention

Contractor agrees that it shall not attempt to effectuate wage cost reductions by discharging more senior employees in order to hire less experienced replacements. Accordingly, Contractor agrees to adhere to the following retention guidelines:

Retention of Workers from Level 1: 85% (must not terminate more than 15% of Workers during their first year)

Retention of Workers from Level 2: 85% (must not terminate more than 15% of remaining Workers during their second year)

Retention of Workers from Level 3: 90% (must not terminate more than 10% of remaining Workers during their third year)

Retention of Workers from Level 4: 93% (must not terminate more than 7% of remaining Workers during their fourth year)

Contractor must retain (that is, continue to employ and not terminate, except for cause) these percentages of their workforce throughout the term of the contract. These percentages do not include voluntary termination of employment by the Worker, or any layoffs in excess of the guidelines which are authorized by the City. If Contractor terminates, without cause, a higher percentage of Workers at a certain Level than is allowed by these guidelines, the most senior Workers in the Level below would be bumped up to the next Level's pay rate to maintain overall seniority equal to the required retention percentages. Those bumped up workers would remain at that Level until they reached the next anniversary of their start date, and progressed to the next Level normally according to Section 1 above. This may result in some Workers remaining at Level 2, 3, or 4 for over 12 months.

For example, if Contractor hires 400 employees, it must not terminate more than 15% (60) employees in their first year without cause. Contractor must not terminate more than 15% (51) of those remaining 340 employees in their second year. If Contractor terminates 60 employees in their second year without cause, Contractor would be required to pay the nine most senior employees in Level 1 at the Level 2 rate. Those nine employees would remain at the Level 2 pay rate until the second anniversary of their start date (when they would enter their third year of employment), and would thus enter Level 3 per the schedule in Section 1 above.

3. Premium Work

Contractor must pay a premium of fifty cents (\$0.50) per hour if the following work is performed:

- High level work – 12 feet and over from floor level
- Loading and unloading of trucks and dock labor – after two hours in one day – from first hour of work
- Moving and storing of construction equipment and material
- Moving furniture

4. Custodial Supervisors

Custodial Supervisors receive an additional \$0.20/hour of the appropriate rate above or \$0.20/hour above the highest paid employee being supervised, whichever is greater.

C. Payment Provisions

1. Call-In Pay

An employee not scheduled to work on a Saturday or Sunday who is called in to work shall be given at least four (4) hours of work.

2. Pay Days

Employees must be paid at least every two (2) weeks. If a regular pay day falls on a holiday, employees must be paid on the day before the holiday and paychecks must be dated accordingly.

3. Overtime

All work in excess of forty (40) hours in one workweek constitute overtime and must be paid at the rate of 1.5 times the employee's regular hourly rate.

II. HOLIDAYS, VACATION, AND LEAVE

A. Holiday Pay

1. **Observed Holidays**

Contractor must provide Custodial Workers with paid full days off to observe the following Holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Workers must also be provided with a full day off on New Year's Eve OR Christmas Day, or that day may be divided in two for a half day off each on Christmas Eve and New Year's Eve. Contractor must provide Workers with a paid day off to observe the day after Thanksgiving OR such other day as may be mutually acceptable to the City, Contractor and Worker (or Union, if applicable) (i.e., Martin Luther King's Birthday, Presidents' Day, Lincoln's Birthday, or Good Friday).

For Custodial Workers required to work on Holidays, Contractor must pay the Workers for such hours at one and one-half times their regular hourly rate, in addition to the pay they receive for the Holiday itself.

In addition to the Holidays provided above, Custodial Workers who have completed at least one full year of service must be entitled to, at a minimum, four paid personal holidays: three on a day mutually acceptable to Contractor and Worker, and the other on the Worker's birthday or another day needed by the employee.

When a holiday falls on an employee's day off, he or she must be paid for eight (8) hours at straight time.

B. Vacations

1. **Paid Vacation**

Based on continuous years of service (notwithstanding leaves of absence for sickness, maternity or other reasons agreed to by Contractor), Contractor must provide regularly-employed Custodial Workers on this Contract with paid vacation days per year as follows:

One year	one week
Two years	two weeks
Six years	two weeks and one day
Seven years	two weeks and two days
Eight years	two weeks and three days
Nine years	two weeks and four days
Ten years	three weeks
Eighteen years	four weeks
Twenty-five years	five weeks

An additional day's vacation (or ½ day in the case of one-half day holidays) shall be allowed for an employee whose vacation period includes one of the holidays listed in this Agreement.

A week's vacation shall be computed upon the employee's regularly scheduled weekly hours of work for the fifty-two (52) weeks preceding his or her vacation. If an employee has worked less than fifty-two (52) weeks, such vacation shall be based upon the scheduled hours during the total number of weeks the employee has worked.

Workers must accrue vacation time at a minimum pace of 1 hour of vacation time per 40 hours worked, up to the amounts stated above. Contractor may choose to allow Workers to accrue vacation time at a quicker pace, or Contractor may choose to award all vacation time at once at the start of that Worker's year of employment. Contractor must allow Workers to roll over at least 20 hours of unused vacation time.

2. **Payment Provisions**

Any employee whose employment is terminated for any reason shall be compensated for any accrued and unused vacation time on their final paycheck.

C. Funeral Leave

Contractor must pay Custodial Workers for necessary absence of up to three scheduled workdays due to a death in the Worker's immediate family. "Immediate family" means a Worker's: current spouse,

parent, step parent, child, step child, brother, sister, current father-in-law and mother-in-law, grandparent or grandchild.

D. Jury Service

Contractor must pay Custodial Workers the difference between the pay the employee would normally receive, excluding overtime, and the amount received for jury service.

E. Leaves of Absence

Contractor must grant an unpaid leave of absence in writing due to illness or disability, substantiated by medical approval, for Workers meeting the following requirements:

One year to three years' seniority	six months leave
Three years to five years' seniority	nine months leave
After five years' seniority	one year leave

Workers who have less than one year's seniority are not entitled to leave. Seniority is defined as "the length of service of a regular employee on a job site; provided that new employees shall be considered probationary employees for the first 45 calendar days of employment." Seniority shall continue to accumulate and accrue during leaves of absence described above.

III. BENEFITS

A. Health and Welfare

Contractor must provide a health and welfare benefits package to Contractor's (and its subcontractor's) personnel on this Contract. Contractor must contribute the following monetary amount towards health and welfare benefits for full-time employees:

For the period of July 1, 2019 through June 30, 2020 - \$897.87 per worker per month.
For the period of July 1, 2020 through June 30, 2021 - \$923.87 per worker per month.
The rate of \$923.87 will remain until a new rate is determined.

Contractor may prorate these amounts if a Worker's employment commences or terminates mid-month.

Contractors must continue to provide benefits in the amount stated above to employees who are on a medical leave of absence.

B. Pension

Contractor must provide a pension/retirement package to Contractor's (and its subcontractor's) Custodial Worker personnel on this Contract to which Contractor will, at a minimum, contribute the amount set forth below. During the following time periods, Contractor must contribute the following monetary amount towards pension/retirement benefits:

From the award date through April 5, 2020 - \$50.00 per Worker per week for each employee regularly scheduled to work 30 or more hour per week and who actually work at least 50% of the employee's scheduled workweek. In the event an employee does not work at least 50% of the scheduled workweek, or is not regularly scheduled to work more than 30 hours per week, the rate is \$1.25 per hour for all hours actually worked up to \$50.00/week.

For the period of April 6, 2020 through April 4, 2021 - \$52.00 per Worker per week for each employee regularly scheduled to work 30 or more hour per week and who actually work at least 50% of the employees scheduled workweek. In the event an employee does not work at least 50% of the scheduled workweek, or is not regularly scheduled to work more than 30 hours per week, the rate is \$1.30 per hour for all hours actually worked up to \$52.00/week. These rates will remain after April 4, 2021 unless the City directs otherwise.

Paid holidays, paid vacations, and funeral absence are deemed time worked for pension contribution purposes. Pension contribution shall continue when employees are on medical leave of absence.

Requirements for Window Cleaners

I. WAGES

A. Wage Rate

1. Cleaners' Classifications

Wages will be based on A-B-C classifications. Contractor will rate their window cleaners based on the six categories of expertise. These classifications are:

- 1) Powered scaffolds and pedestrian canopies
- 2) Rope Descent Systems (RDS) and/or Industrial Rope Access (IRA)
- 3) Extension and section ladders
- 4) Manlifts, boom lifts and rolling tower scaffolding
- 5) Poles
- 6) Cleaning solutions/chemicals

An "A" card employee must be proficient on all 6 categories.

A "B" card employee must be proficient in 5 of the 6 categories.

A "C" card employee must be proficient in 3 of the 6 categories

2. Establishing Cleaners' Classifications

One of the following methods listed below shall be an acceptable method for Contractor to establish a Cleaner's A-B-C rating classification:

A. Contractor will provide an in-house test approved by the Union, which shall determine the A-B-C rating status. The window cleaner must also be able to show "hands on" knowledge of the equipment.

B. Contractor shall furnish the International Window Cleaners Certification Institute's (IWCCI) course study and on line testing for the purposes of establishing the A-B-C rating status. The route and ground course shall be used for C card status, the suspended operations for RDS shall be used for B card status and the suspended scaffold course shall be used for A card Status.

C. If Contractor does not make either of the above testing methods available, the length of continuous service as a union journeyman will determine the rating as below:

"A" card: 8 years or more of continuous service with one employer.

"B" card: 7 years of continuous service with one employer.

"C" card: 1-3 years of continuous service with one employer.

Tests will be based upon acceptable industry standard safety practices and safety standards. Course study material provided by Contractor may include copies of the IWCA ANSI- I -14, ASME A-120, ANSI A-14, and applicable OSHA Regulations. Appropriate information and governmental agency documents for these tests will be provided by each contractor for preparing for these tests.

3. Base Hourly Wage Rate

Cleaners must be paid, at minimum, the hourly wage provided below. Each period begins on August 1 of that year and runs through July 31 of the following year.

	2020 thru 7/31	2020-2021	2021-2022	2022-2023
Window Cleaner (A Card):	\$22.50	\$24.25	\$25.00	\$26.00
Window Cleaner (B Card):	\$21.45	\$22.89	\$23.80	\$24.75
Window Cleaner (C Card):	\$20.35	\$21.70	\$22.55	\$23.45

4. Foremen

A working foreman who does not have the authority to hire and fire shall receive at least eight dollars (\$8.00) per day above the regular scale.

5. Apprentice Wage Rates

	2020 thru 7/31	2020-2021	2021-2022	2022-2023
1 st 6 months	\$17.00	\$18.00	\$19.00	\$20.00
2 nd 6 months	\$17.50	\$18.50	\$19.50	\$20.50
3 rd 6 months	\$18.00	\$19.00	\$20.00	\$21.00
4 th 6 months	\$18.50	\$19.50	\$20.50	\$21.50

B. Payment Provisions

1. Loading Time

Starting time when working on a truck, shall begin with the loading of the truck and end with the unloading of the truck.

2. Reporting Pay

If on account of weather conditions or any other reasons not the fault of Contractor, no work can be done, two (2) hours show-up pay shall be allowed. Similarly, if the motor on an electric chair or scaffold breaks down and it is not the fault of the Cleaner, Contractor must pay up to two (2) hours per man per day of breakdown time.

3. Overtime and Sundays

All work in excess of forty (40) hours in one workweek constitute overtime and must be paid at the rate of 1.5 times the employee's regular hourly rate. Contractor must give the Cleaner forty-eight (48) hour notice of overtime assignments. Additionally, all work done on Sundays and holidays must be paid at 2 times the employee's regular hourly rate.

II. HOLIDAYS, VACATION, AND LEAVE

A. Holiday Pay

1. Observed Holidays

Contractor must provide Cleaners with paid full days off to observe the following Holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. In addition, Cleaners who have worked for Contractor for one (1) continuous year must receive an additional holiday per year to be observed on the Cleaner's birthday or another day. Cleaners who have worked for Contractor for ten (10) continuous years must receive another additional floating holiday per year.

To secure holiday pay, Cleaners must be continuously employed by Contractor for at least three (3) months and must work on the scheduled workday before and the scheduled workday following the holiday (except for the birthday holiday).

2. Weekend Holidays

If a holiday falls on a Saturday, Cleaners who are eligible for holiday pay shall receive an additional eight (8) hours pay at straight time. If a holiday falls on a Sunday, it shall be observed the following Monday. If the holiday occurs during the week, the sixth day of the week, if worked, shall be considered overtime at the rate of 1.5 times the regular hourly rate of pay.

3. Weekday Holidays

If a holiday falls during the workweek, thirty-two (32) hours' work shall constitute a week's work for purposes of overtime eligibility. Contractor must pay any Cleaners who work on a holiday regular eight (8) hours' pay and an additional 1.5 times the regular hourly rate.

B. Vacations

1. Paid Vacation

Contractor must, at minimum, provide regularly-employed Cleaners with paid vacation days per year as follows:

One year of continuous employment	one week (40 hours)
Three years of continuous employment	two weeks (80 hours)
Seven years of continuous employment	two weeks and one day (88 hours)
Ten years of continuous employment	three weeks (120 hours)

Cleaners must accrue vacation time at a minimum pace of 1 hour of vacation time per 40 hours worked, up to the amounts stated above. Contractor may choose to allow Cleaners to accrue vacation time at a quicker pace, or Contractor may choose to award all vacation time at once at the start of that Cleaner's year of employment. Contractor must allow Cleaners to roll over at least 20 hours of unused vacation time. Cleaners may elect to have any remaining unused vacation time (over the 20 hours carried over) paid out on the anniversary date of their hire.

Any Cleaners who are absent from work as a result of an injury which occurred on the job, shall not have their vacation pay prorated if they have been with Contractor for at least three (3) years. Cleaners who have been with Contractor for less than three years will have vacation pay prorated. Any absence from an injury which occurred off work will result in proration of vacation pay for all Cleaners.

2. Payment Provisions

Any Cleaner who has been employed by Contractor for over one year whose employment is terminated for any reason shall be compensated for any accrued and unused vacation time on their final paycheck.

C. Funeral Leave

Contractor must pay Cleaners with three (3) years of continuous service for necessary absence of up to two scheduled workdays due to a death in the Cleaner's immediate family. "Immediate family" means a Cleaner's: current spouse, parent, step parent, child, step child, brother, sister, current father-in-law and mother-in-law, grandparent or grandchild.

D. Jury Service

Contractor must pay Cleaners the difference between the pay the employee would normally receive, excluding overtime, and the amount received for jury service.

III. BENEFITS

A. Health and Welfare

1. Health Benefits

Contractor shall furnish each Cleaner who works over 130 hours per calendar month with hospitalization, health, and surgical benefits covered by a common schedule of benefits and issued by a nationally recognized insurance company. Contractor may wait until the Cleaner has been employed for 90 days to provide him or her with benefits. The value of the benefits offered must be, at minimum, the following:

From contract award date through July 31, 2020 - \$292.96 per Cleaner per month.

For the period of August 1, 2020 through July 31, 2021 - \$292.96 per Cleaner per month.

For the period of August 1, 2021 through July 31, 2022 - \$317.96 per Cleaner per month.

For the period of August 1, 2022 through July 31, 2023 - \$317.96 per Cleaner per month.

The rate of \$317.96 will remain until a new rate is determined.

Contractor's contribution shall cover at least 60% of the actual cost of the benefits package. Effective through July 31, 2021, the actual cost must not exceed \$350. Effective August 1, 2021 through July 31, 2023, the actual cost must not exceed \$375.

2. Disability and Medicare

Contractor must provide Cleaners with disability insurance. Contractor may wait until Cleaner has been employed for 90 days to provide this coverage.

Contractor must pay the cost of Medicare for Cleaners age 65 and up.

3. Injury

If a Cleaner is injured on the job and requires hospitalization, he must be paid for the full day.

If a Cleaner is off from work because of illness or injury not due to his employment, he shall continue to receive health/disability benefits as if he was working for thirteen (13) weeks. If the illness or injury is due to his employment, he shall receive the same benefits as if he was working for eighteen (18) months with his premiums covered by Contractor, including the employee's portion.

B. Pension

Contractor must provide a pension/retirement package to all Cleaners, for which Contractor must contribute \$1.10 per each hour worked. Paid holidays and paid vacations are excluded from time worked for pension contribution purposes. This rate will remain indefinitely unless the City directs otherwise.

ATTACHMENT 3 TO ADDENDUM 2

O'Hare Work Request Online Form

Phone 686-2358

To submit your work request to the Work Management Office, complete the following form and click the submit button at the bottom of the page.

1. All boxes must be filed in, if a field is not applicable please type N/A.

2. This form will be submitted to the Work Management Office for approval and processing.

IF YOU WOULD LIKE A COPY OF THIS FORM FOR YOUR RECORDS, USE THE PRINT AND SUBMIT BUTTON BELOW.

Tracking No:	445295
Requester Name:	<input type="text"/>
Email Confirmation:	<input type="text"/>
Phone Number:	<input type="text"/>
Section/Tenant:	<input type="text"/>
Equipment ID:	<input type="text"/>
Equipment Name:	<input type="text"/>
Equipment Location:	<input type="text"/>
Description of Work Requested:	<input type="text"/>
Attachments:	<input type="button" value="Choose File"/> No file chosen