

## Custodial RFP Addendum 2

1. Emptying trash cans on weekends and holidays in the rental car garage, front curb and median, and parking garage.
2. Draft contract included below.
3. We have four main water sources in the Terminal: Gate B1 Custodial Closet, Gate B4 Custodial Closet, A Concourse Women's Restroom Custodial Closet, and Manager's Lot Custodial Closet.
4. This is clarified in the RFI section below, but the RFP submittal due date has changed from June 29, 2026 at 2PM EST to now no later than July 6, 2026 at 2PM EST.

### RFIs

5. What are the costs for employee parking? No costs
6. What is the current custodial employees starting wage? \$16.55 per hour
7. Would you like the service provider to hire the current janitorial staff? That is at the complete discretion of the service provider.
8. Is the airport currently utilizing any autonomous equipment? We are using one autonomous floor scrubber – Tennant T7 AMR Rider/Scrubber.
9. On the bid sheet is the bid amount for year 1 only or for all 3 years? All 3 years on the bid sheet.
10. For the ad alt 3&4 are we to put a bill rate for additional services? Yes, at your discretion per bullet numbers 2, 6, and 8 in Addendum 1.
11. On the bid sheet in the consumable amount section are we just to list the mark up % or are we to estimate the annual consumable costs to include mark up? We are asking for the mark up %.
12. Are FedEx deliveries accepted at the location where the proposals must be shipped? If so, are deliveries accepted on weekends as well? FedEx deliveries are accepted at the address in the RFP on normal business days, Monday – Friday. Large shipments should be sent to our SRE address. This can be coordinated once a vendor is selected.
13. Can you provide historical passenger traffic data by month to help us understand peak periods and seasonal fluctuations? Please see Addendum 2 Exhibits posted as separate documents.
14. Are there specific service level expectations or inspection score targets we should be aware of? We do not have any inspection score program in place and would work with the successful vendor on developing such a program.
15. Are there any high-traffic areas that require more frequent cleaning than the standard frequencies listed in Attachment 2? The only hot spot is front of the

concession kitchen door which was identified during the walk through. All other areas are accurate based on the amount of existing throughput in the facility.

16. What is the current condition of the terrazzo floors and what specific maintenance challenges should we anticipate? The terrazzo floors are currently being refinished by existing staff. Terrazzo care should be provided consistent with the RFP document and the manufacturer's Condition of Care.
17. Are there any restrictions on the number of employees we can badge for secure areas? The TSA requires that we only badge vendors based on operational need, but there is not a specific number. We would need to justify the number of badged employees using operational needs.
18. How many hours per day do you expect the terminal to be fully operational and requiring custodial coverage? 24/7 per the RFP.
19. What are the current hours for each of the three shifts currently being worked by the in-house staff? In-house staff are currently working two primary shifts – 0600-1630 and 1630-0300. We have one employee currently staffing from 1900-0530. We also have several others that cover operational gaps.
20. For the cost-plus billing structure for consumables, can you provide estimated monthly usage quantities for paper products, soap, and liners to help us prepare accurate pricing? This is difficult for us to estimate as we order in bulk and operational demand impacts the depletion of stock. As a reminder, we are asking for you to submit your mark up only as shown in the example in addendum 1. "Cost + 10%" etc.
21. Is there a budget range for this contract that you can share to help us align our pricing? No. Part of our evaluation will be to compare the cost of the contract to existing costs to perform the services internally. We recognize that outsourcing may be more costly. As a reference, we are at approximately \$1.2 million for internal services.
22. Are there any consumables that must be sourced from specific vendors or brands? The airport does not dictate where supplies are purchased. As long as the supplies are compatible with our dispensers, they would be approved.
23. Regarding the use of the Tennant T7 autonomous scrubber, will this equipment be provided at no cost to the contractor, or is there a rental arrangement? As discussed in the pre-conference, all equipment shall be quoted as part of the total cost. See bullet #7 in addendum 1.
24. Can you provide any additional details about the current 17 FTE in-house staffing structure, including shift times and responsibilities? See response to question #15 above. As far as responsibilities, everyone is cross-trained in all functions. We do have a dedicated floor tech that works nights.
25. Are there any specific certifications or qualifications that are strongly preferred beyond the minimum requirements? We would welcome any certifications or

qualifications outside of the scope of the RFP and would evaluate the proposals accordingly.

26. What is the Airport's experience with previous outsourced custodial contractors, and what lessons have been learned? This would require significant resources to develop based on our staff's experience. The key notes presented in the pre-conference meeting are staffing/recruiting/retention, quality of service, and dependability. Grading criteria is listed in the RFP.
27. Can you share the sign-in sheet from the pre-bid meeting? This was distributed in addendum #1.
28. In Section 3.1.1, the RFP requests "the name of the primary contract with respect to the submitted Proposal." Is this asking for the name of the primary contact person, or is it asking for the name of the primary contract (e.g., "Terminal Custodial Services – Blue Grass Airport")? We are looking for the primary contact person for this contract.
29. Can you provide the current number of employees and headcount for the in-house custodial staff, including full-time and part-time breakdowns? As discussed in the pre-conference, we have 15 full time employees except from April 1 – October 1 when we staff up to 17 full time employees.
30. What level of experience or background is required for custodial staff? Are there specific restrictions regarding criminal history, such as disqualifying felonies or other offenses? There is no specified experience requirements for the staff. Regarding background criteria, we are regulated by TSAR 1542 which can be found at <https://www.ecfr.gov/current/title-49/subtitle-B/chapter-XII/subchapter-C/part-1542/subpart-C/section-1542.209>
31. Are drug testing and background checks required for all staff, and if so, what is the process and timeline for completing these checks? We do not require drug testing. The badging process takes approximately 7-10 days depending on the responsiveness of the applicants.
32. Are parking passes available for contractor staff? If so, what is the cost and process for obtaining them? Yes, no cost.
33. Are there designated parking spaces for contractor staff? If so, how many spaces are available? No. Parking is available in our employee lot on a first come, first served basis.
34. How many janitorial closets are available on the front side (public areas) and airside (secured areas) of the terminal? Please see maps included in the RFP. There are 3 located on the public side and 4 on the secure side.
35. What is the total square footage of areas requiring snow and ice removal under this contract? This contract does not require that service.
36. What is the expected scope for parking lot cleaning and snow removal? How large is the parking lot, and what equipment is currently used or preferred? See #31.

37. Is there equipment available on-site to assist with snow removal, and if so, what type? Is autonomous equipment allowed for snow removal? See #31.
38. How many vehicles do the current cleaning staff use to perform their duties? The current department has one vehicle. We do not provide a vehicle for the contractor.
39. Are autonomous equipment (such as robotic scrubbers) allowed on-site? Yes. We would still approve such equipment on a case by case basis.
40. Is there any preferred equipment that the Airport recommends or requires for specific tasks? We require Kaivac or equivalent for disinfectant purposes.
41. For interior window cleaning, how high are the windows that need to be cleaned? Are there any areas that require special equipment or access? 19 ft. A lift is available for high cleaning areas per 2.1.6 in the RFP.
42. During peak season, can we account for staffing cost pricing? We are requiring a three year cost for this contract. Please see bullet #5 above and RFP Bid Sheet in addendum 1.
43. Is there a washer or dryer on site for cleaning mops, rags, and other reusable supplies? Yes, but it will be the responsibility of the vendor to maintain and/or replace this equipment as necessary.
44. Who is responsible for cleaning rugs and mats? Will this be the contractor's responsibility, or is it outsourced to another vendor? Mats are not required for this contract but can be submitted as an add alt on the RFP Bid Sheet.
45. Can you provide a breakdown of square footage and flooring types (terrazzo, tile, carpet, etc.) for each service area? Square Footage was provided in the RFP and Addendum 1 as part of the maps. We have approximately 43,000 square feet of carpet and approximately 40,000 square feet of terrazzo. We do not have current tile numbers for the contract area.
46. How many restrooms are there across all service areas? Please see maps provided in the RFP and Addendum 1.
47. What level of security clearance is required for staff working on the front side (public areas) versus the airside (secured areas)? There are no specific TSA requirements for working on the public side. However, most functions will require access to both the public and secure areas.
48. Are aircraft turn services (cleaning and servicing activities performed between arriving and departing flights) expected to be included within the scope of this contract? If so, can the Airport provide additional details regarding anticipated frequency, airlines involved, and service expectations? The scope of this contract does not include aircraft turn services. It is limited to the scope of the facilities identified in the maps provided in the RFP and addendum 1.
49. Which consumable supplies are Airport-furnished versus contractor-furnished? Per the RFP (2.1.5), all consumables are furnished by the vendor.

50. Confirming that even though some equipment would be usable by the successful bidder, however, for the purpose of apples to apples comparison, bidders shall include cost for all recommended equipment, regardless if that equipment is already on-site? Correct. We may negotiate the transition of some existing equipment but it shouldn't be counted on as part of this process.
51. Confirm that even though the CBP offices will be relocating within 12 months, for the purposes of this RFP response, we are to bid an annual amount with the current CBP offices. Upon award and at a later date, a change order will be issued with an adjusted quote for the new space, correct? Correct.
52. Given that this is a hard copy submittal, we would like to request a due date extension to allow us ample time to print materials and deliver timely. Will you please consider a due date extension to the week of July 6th? The RFP submittal due date has been extended to July 6, 2026 at 2PM EST.
53. The annual consumables expense ranging \$210-\$215k, please advise the complete list of products which this amount includes? Only restroom consumables and trash liners, or cleaning chemicals and supplies as well? This expense was for the restroom consumables, not cleaning supplies.
54. Can the airport confirm whether the current staff of 17 employees represents daily on-shift headcount or total employed headcount (including days off coverage)? This is critical for right-sizing our staffing proposal. Our square-footage-based model suggests significantly higher staffing than 17 total, and we need clarity on whether 17 refers to daily positions or the full roster. 17 Is the total number of employees in the department from April 1-October 1. The department is staffed at 15 during the remainder of the year. Again, the SRE and CBP offices are not currently maintained by airport staff.
55. Section 3.1.7 requires "hourly rates" and "hourly rates for different job classifications for special projects" - but it never lists or defines what those classifications should be. As per our understanding, the RFP does not prescribe specific position titles (e.g. Cleaner, Floor Tech, Supervisor, Account Manager) and it's up to us to define the roles. Can the airport confirm? The RFP Bid Sheet in addendum 1 shows what is required to be submitted. Any additional rate information that each firm would like to provide is completely optional. Addendum 1 takes precedence over paragraph 3.1.7 in the RFP.
56. Does the airport have a preferred pricing format, bid sheet, or rate card template for cost submissions, or is the format at the respondent's discretion? Yes, please see bullet #51 above.
57. Is there a night shift differential expectation or requirement for overnight custodial staff? That is at the complete discretion of each firm.

58. What is the expected contract start date and initial term? Is there a transition period for the incoming vendor to onboard staff and procure equipment? We will negotiate that with the successful vendor but anticipate a transition plan that will be fully executed within 90 days of the contract award date (7/29/2026).
59. Can the airport confirm whether the existing floor cleaning equipment referenced during the walkthrough would be made available to the winning vendor, or should respondents assume providing all equipment? See bullet #46 above.
60. Are there any preferred or pre-approved subcontractors for specialty work (floor care, high-reach window cleaning), or is the vendor free to select its own? No, but the services must be approved by the airport prior to work being conducted.
61. Does the airport require dedicated restroom attendants, or is restroom cleaning expected to fall under general custodial duties? We do not require dedicated restroom attendants.
62. Can the airport clarify the scope for the off-site SRE Maintenance Facility and CBP Customs Facility - specifically square footage, cleaning frequency, and whether transportation costs should be included in the base price or listed separately? These costs are part of the total bid price. Square footage is identified on each map within the RFP and addendum 1. SRE is cleaned 3 days a week on Monday, Wednesday, and Friday. CBP is cleaned 3 days a week but needs to be coordinated with the CBP officer on duty for access.
63. Is there an MWBE/DBE participation goal or requirement for this contract?  
Believed to be none per walkthrough, confirming formally. No.
64. Can the airport confirm there is no collective bargaining agreement (CBA) in place and that this is a non-union, open shop opportunity?  
There is nothing in the RFP document to suggest a CBA exists, and the walkthrough did not indicate union presence. We would like written confirmation to ensure our pricing assumptions are correct. No CBA requirement as part of this contract.
65. RFP Clarification  
Internal drafting notes remain in the RFP. The document contains comments like "Check with Travis," "List as an add alt," and "Is this redundant to the services already required?"
- a. Please confirm if this RFP is fully finalized or if we should expect an amended via addendum?

Answer: This issue had been previously identified and the documents were replaced with finalized versions. No changes were made within the document but the comments were removed.

RFP number discrepancy. The cover page and most references say, "RFP 26.04," but Section 1.2 (Submission) instructs respondents to label proposals "RFP 26.03." (as stated elsewhere in the document)

**b.** Please confirm the correct number for submission

Answer: Please use 26.04.

Contact email discrepancy. Section 1.2 lists "[todonnell@bluegrassairport.com](mailto:todonnell@bluegrassairport.com)" while Section 1.7 lists "[toddonnell@bluegrassairport.com](mailto:toddonnell@bluegrassairport.com)" (extra "d").

**c.** Please confirm the correct email address for our submission.

Answer: Please use [todonnell@bluegrassairport.com](mailto:todonnell@bluegrassairport.com)

1. Proposal Due Date Extension Request:

- a. Given that responses to proposer questions are scheduled to be released on June 22, 2026, and proposals are due in hard-copy format on June 29, 2026, would the Airport consider extending the proposal due date? The current timeline provides limited opportunity to incorporate clarification responses, finalize pricing, complete internal reviews, and prepare the required paper submission. An extension would help ensure proposers can submit the most complete and thorough response possible.

Answer: The RFP submittal due date is now July 6, 2026 at 2pm EST.

2. Contract and Legal

- a. Will LFUCAB provide its standard contract terms and conditions (including provisions addressing indemnification, insurance requirements, limitation of liability, termination rights, dispute resolution, and governing law) prior to the proposal deadline, or will respondents be expected to negotiate these terms only after award?

Answer: Included as an additional document to addendum 2

- b. Will the resulting contract include mutual indemnification provisions, and will LFUCAB consider a cap on contractor liability? Will LFUCAB maintain its own liability coverage for the premises, or will the contractor be expected to carry sole liability for slip-and-fall or similar claims arising in serviced areas?

Answer: Draft document included. Any changes would require the airport and the airport's attorney to sign off.

- c. What types and minimum amounts of insurance will the selected contractor be required to maintain (e.g., commercial general liability, workers'

compensation, auto, umbrella)? Will LFUCAB require additional insured status?

Answer: See contract included as an additional document to addendum 2

- d. Will the contract include termination for convenience by either party? If so, what notice period will apply? Will the contractor be compensated for unamortized mobilization costs in the event of an early termination?

Answer: See contract included as an additional document to addendum 2

- e. May respondents designate specific portions of their proposals as confidential or proprietary (e.g., detailed pricing, proprietary technology, or staffing methodologies), and will LFUCAB commit to asserting available KORA exemptions for those designated portions before disclosing them in response to an open records request?

Answer: Proposals can identify portions of their proposals as confidential as they see fit. LFUCAB will comply with the State of Kentucky's Open Records Act.

- f. If the contract is not awarded within the projected timeline, will LFUCAB permit respondents to update pricing to reflect changes in labor costs or market conditions?

Answer: It will be considered but not guaranteed. A one-day delay will be considered differently than a 90-day delay. Our goal is to stay on track with the timeline in the RFP.

- g. Will the final contract include a defined change order process for adding service areas or tasks beyond those identified in the RFP, including a mechanism for adjusting compensation when the scope of work is expanded?

Answer: See contract included as an additional document to addendum 2

- h. Will the contract include defined performance metrics, cure periods for deficiencies, and a progressive remedy process? Will the contractor have an opportunity to cure before any financial penalties or termination?

Answer: See contract included as an additional document to addendum 2

### 3. Pricing

- a. Did not see a pricing sheet attached to the RFP. Is there a specific pricing sheet we should fill out?

Answer: See addendum 1

- b. Any preferred pricing structure?

Answer: See addendum 1

- c. Is there a performance or bid bond required for this contract? If yes, what are the amounts?

Answer: No

- d. For pricing purposes, should respondents assume the contractor or the Airport will be responsible for purchasing consumable materials (paper products, soap, toilet seat covers, etc.)? If the Airport specifies proprietary or sole-source dispenser systems, will the Airport bear the cost of compatible consumables.

Answer: No. The contractor is responsible for all consumables. See RFP and addendum 1.

- e. Will the Airport provide transportation for custodial staff to reach the SRE Maintenance Complex and CBP facility, or should respondents factor vehicle and transportation costs into their proposals?

Answer: The contractor is responsible for providing a vehicle/transportation.

- f. Will IROPS and surge staffing be compensated separately (e.g., on a time-and-materials basis), or should respondents include all contingency staffing costs in the base pricing?

Answer: No. This is included in the base bid

- g. Please clarify the extent of the winter weather maintenance obligation. Is the contractor responsible only for sidewalks near terminal emergency exits on the secured side, or does this include all exterior walkways? Does the Airport provide ice melt materials, or should the contractor include these in its pricing?

Answer: As discussed in the pre-conference meeting, snow removal is not part of the scope of this contract.

- h. Should respondents include high-reach window cleaning (above 8 ft) as a separately priced alternate in their proposals? If so, what is the estimated frequency and square footage?

Answer: This is an add alt.

#### 4. Employee Wage, benefits and Costs

- a. Can we get the current employee information

- i. Current Title
- ii. Current Wage
- iii. Hire Date
- iv. Current Vacation annual allotment
- v. Current number of annual sick days allowed
- vi. Any other benefits they are receiving

Answer: This information can be shared with the successful vendor.

- b. Can we get the number of annual employee injuries and the amount of lost time?

Answer: This information can be shared with the successful vendor.

- c. Will workforce transition (Right of First Refusal) be required?

Answer: No

- d. Is this workforce a Unionized contract?

Answer: No.

- e. Is there employee parking? Are there any associated costs?

Answer: Yes. No cost.

#### 5. Staffing/Management

- a. Please provide your current janitorial organizational chart, clearly identifying management, leadership, and supervisory roles.

Answer: This information can be shared with the successful vendor.

- b. Are there any management, leadership, or supervisory positions that are currently vacant or any positions that you don't have today and you would like to have in place.

Answer: This information can be shared with the successful vendor.

- c. Please provide the current staffing headcount required daily. Also provide your seasonal staffing plan, including the change in daily staffing counts.

Answer: There is no required headcount. It is up to the successful vendor to determine the appropriate staffing level. See bullet #54 above.

- d. Are any current in-house custodial employees expected to be offered employment by the selected contractor? Are there any collective bargaining agreements, civil service protections, or transition obligations that may affect the selected contractor's mobilization plan?

Answer: No, staffing will be up to the successful vendor. No.

6. Janitorial

- a. Please provide a full list of airports provided equipment to perform the janitorial services and the age of the equipment.

Answer: None. We will negotiate with the successful vendor if we elect to release any equipment.

- b. LFUCAB is responsible for all consumable costs; can you advise what consumable that includes?

Answer: See 2.1.5 of the RFP.

- i. Does the vendor purchase the consumable and get reimbursed or are the consumables purchased directly by LFUCAB?

Answer: Airport will reimburse.

- c. Please list what your current Consumable, the quantities used and costs annually by material type.
- i. Paper towel
  - ii. Toilet paper
  - iii. Soap
  - iv. Trash bags
  - v. Toilet Paper
  - vi. Female Hygiene
  - vii. Tissues
  - viii. Pet Relief Area “doggie waste bags”.

Answer: We do not have a breakdown of this information. See bullet #53 above.

- d. Are all of the consumables consistent throughout the airport- i.e.- same soap dispensers, same paper towel dispensers, same toilet paper dispensers, etc.?
- i. If they are different, please list out the different types of units you are using?

Answer: No. This information is changing during the time of this RFP. Airport will be reimburse for the cost of consumables.

- e. On page 7, 5<sup>th</sup> paragraph, please clarify what the airport is responsible for purchasing?

Answer: This refers to dispensing equipment or other improvements that the airport makes to the facility.

- f. Is there an area for a washer and dryer hook up? Or can they be added?

Answer: Yes, there is a washer and dryer shown during the pre-conference walk through. See bullet #43 above.

g. Are escalators included in the scope of work?

Answer: Yes

i. If escalators are included, what is your expected cleaning frequency.

Answer: We do not have a required frequency but expected standard in terms of appearance. An estimate would be quarterly. More routine cleanings may result in less time for deep cleaning and we would work with the successful vendor to determine an acceptable appearance.

ii. How many escalators does LEX have.

Answer: 3

## 7. Training

a. What are required number of hours/days for airport employee training

Answer: We do not dictate this requirement beyond badging training which takes approximately 2 hours per year.

b. Can you confirm if we will be driving on the ramp? And will there be additional training?

Answer: There is no ramp driving requirement. The airport requires annual badge training. Any additional training such as OSHA, customer service, organizational training, and any other training is the responsibility of the successful vendor.

## 8. Badging

a. What is the cost of an employee badge?

i. Can you advise how long the badging process takes to complete

Answer: The airport's timeline is typically 7-10 days, depending on the responsiveness of the applicant. We have seen longer times when applicants do not accurately follow the process or are not responsive.

b. Is a customs seal required? Is there an additional cost

Answer:

## 9. Mobilization/Transition

a. What is the expected mobilization or transition period?

Answer: This will be negotiated with the successful vendor but anticipate a 90 day transition period starting at the contract date.

b. Is phased implementation required or considered?

Answer: It will be considered provided we can sustain operations.

- c. Will badging be expedited during transition?

Answer: The badging process is nearly instantaneous on behalf of the airport. Vetting is conducted through third party and cannot be expedited. Expect 7-10 days for badging. See bullet #31 above.

- d. What is the typical timeline and cost for the Airport badging and background check process? Will LFUCAB waive or subsidize badging fees for the contractor's workforce? What is the Airport's process if a background check disqualifies a proposed employee?

Answer: 7-10 days for badging. We can discuss the process for badging rejections with the successful vendor.

## 10. Operational Spaces

- a. What is the square footage of the space to be provided to vendor for use?
  - i. Is there an opportunity to refresh the space before or after the transition?

Answer: Yes.

- b. What utilities are included in space?

Answer: Electric and water as indicated in this addendum.

- c. Does LFUCAB provide Wi-Fi service throughout the terminal?

## 11. Strategy

- a. What defines "success" in year one?

Answer: We consider success as the two organizations having integrated teams with effective communication in both directions.

- b. Are there upcoming Terminal expansion plans that impact staffing?

Answer: Yes. We do not have the details at the time of this RFP and will be negotiated as those plans are finalized.

- c. Is automation or technology innovation encouraged?

Answer: Yes.

- d. What are LFUCAB top five operational concerns?

Answer: Quality of service and staffing/recruiting/retention.

- e. What KPIs are most critical to LFUCAB airline members?

Answer: Airline members do not have a role in this contract.

- f. How will performance be reviewed.

Answer: to be negotiated with the successful firm. This can be discussed during the presentation portion of the process.

#### 12. Performance Standards / KPIs

Please provide expected SLA's (Minimum Service Levels) or describe the specific KPIs and thresholds that will be used to measure performance.

Answer: See bullet 13 above.

#### 13. Floor Care

- a. Can you provide a breakdown of floor type, hard surfaces and soft surfaces.

Answer: See bullet 44 above.

- b. What floor care system are you using on the terrazzo floors.

Answer: See bullet 15 above.

#### 14. Restrooms

- a. Please provide the number of restrooms and the fixture counts.

Answer: Please see maps provided in the RFP and Addendum 1.

#### 15. Technology

- a. Are you interested in technology for output of data

Answer: Yes

- b. Are you interested in autonomous equipment

Answer: Yes

#### 16. Equipment

- a. Would there be an opportunity to evaluate the existing janitorial equipment currently in use for potential continued use under the contract?

Answer: Yes as indicated in this addendum.

- i. If so, could you please provide an inventory list of the current equipment?

Answer: This will be provided to the successful vendor.

- b. Would you be willing to sell any operational and serviceable janitorial equipment currently located at Lexington Airport?

Answer: Possibly, as indicated in this addendum.

- i. If yes, could you please provide a list of the equipment available for purchase, along with the asking price for each item?

Answer: This will be provided to the successful vendor.