

**#201732982 Janitorial Services Outlaying Area**  
**REVISED Mandatory RFP Questions**

I. QUALIFICATION STATEMENT AND REFERENCES

- a. Years' Experience
- b. Contract Amount
- c. Contract Responsibility Summary
- d. Contact Name, Phone, Email

II. MANAGEMENT AND STAFFING PLAN

- a. Provide your Company's Mission, Vision and Values Statement.
- b. Outline your Company's management philosophy and how it might distinguish your ability to manage this Contract compared to competitors.
- c. Outline five ideal management criteria for your senior management team and explain how these qualities would be utilized in carrying out the terms of this performance based Contract.
- d. Provide a sample policy and operating procedure manual which the Company is currently using at another of its on-airport or other similarly complex facilities which would be used at this site upon awarded of the Contract.
- e. Submit a detailed description of your Company's quality control/assurance plan, including procedures to control and correct any deficiencies provided by your firm.
- f. Describe your Company's commitment to diversity in recruiting and hiring practices.
- g. Provide a detailed plan regarding employee performance evaluation, employee policies and procedures, incentive or benefit plans or any other policies or processes the Company uses to assure competent, motivated, and well-trained management and employees.

- h. Provide an organizational chart which depicts the management and staffing levels for each position the Company intends to use for the management and operation of this Contract.
- i. Provide an operation and staffing plan which details management and personnel staffing levels for each shift, day of the week, and holidays.

### III. OPERATIONS AND TRANSITION PLAN

- a. Describe in detail your Company's plan for operating this Contract.
- b. Describe current operation plans that are implemented at current or previous locations of similar size and scope to this Contract. Approximate square Footages of the service areas are as follows:
  - i. World Port- 54,813 sq. ft.
  - ii. Satellite Security Office- 12,118 sq. ft.
  - iii. TSA/DPD Dog Kennel Building- 3,594 sq. ft.
  - iv. Ground Transportation Building- 8,033 sq. ft.
  - v. Carpenter Shop- 4,896 sq. ft.
  - vi. South Campus Trailers- 17,160 sq. ft.
- c. Describe your transition plans regarding staff hiring time and methods, orientation of employees, procurement of equipment and supplies, and ID badging.
- d. Describe how your Company will adapt to existing DEN practices, policies, procedures, work management systems, and work documentation format requirements.
- e. Describe your Company's plan and lead time to acquire all of the tools, equipment, and spare parts required to meet the requirements of the Contract.
- f. Describe your Company's phase out plan once the Contract term is complete.

### IV. TECHNICAL EXPERIENCE, INNOVATION AND BEST MANAGEMENT PRACTICES

- a. Describe your ability and experience to maintain and service a facility of this size and complexity as it relates to providing a continuous improvement environment for the customer and the workforce.
- b. Describe your familiarity and experience with and capability to accommodate changing job requirements as airport responsibilities increase.

- c. Describe how your company would employ innovation and best management practices related to maintaining the airport throughout the duration of this Contract. Include the use of technology used at other locations similar in size and scope to this Contract.

#### V. CUSTOMER SERVICE PLAN

- a. Describe your Company's existing customer service policies and procedures; including any customer service plans currently in use. Also, describe your expectations of how your employees will interact, on a daily basis, with the DEN employees and traveling public.
- b. Describe how you would measure, document, and report adherence to customer service policies, procedures, and standards.
- c. Describe how you would measure your success in partnering with DEN and resolve any disagreements or conflicts.
- d. Describe in detail your company's "Green Cleaning Program."

#### VI. SAFETY PLAN & SAFETY RECORD

- a. Describe your Company's safety assurance plan and how it will be implemented upon award of this Contract.
- b. Describe your Company's employee incentive program to promote safe working conditions and operations.
- c. Describe your Company's safety record, for the past five (5) years at locations similar in scope and complexity to DEN.

#### VII. EMPLOYEE TRAINING PROGRAM

- a. Provide a copy describing your existing Employee Training Programs. Provide sample employee training schedules that your Company would implement for the first year of operations under this Contract. Provide plans to ensure that all assigned employees are fully trained and competent. At a minimum, include the following programs:
  - i. Customer Service
  - ii. Hazardous Materials and Blood-Borne Pathogens
  - iii. Safety Training (including personal protective equipment, OSHA required training, etc.)
  - iv. Green Cleaning

